

Innovation

Livestock Improvement Corporation, New Zealand

Stakeholders: General Manager Research & Development

Goals

- ◆ Progressing software prototypes to commercial software products that are ready for production use by customers
- ◆ Minimising the risks of transitioning from agile prototyping to lean software product line engineering

Customer quote

We have a rapid prototyping team within the R & D group with 8 to 10 ten people, and we also have also a technology division with 70 to 100 people working on software development. One of the challenges we faced was working out how to transition from prototypes into product development, and then obviously to our customers. We have been struggling to bridge the gap between the two groups.

That's when we asked Jorn and Ruben to come in to critique and offer suggestions on how we could improve things. S23M spent 4 to 6 weeks with us and engaged with both groups, and also with the wider business to get a deeper understanding of the context. And that was very good. The level of engagement that we had from participants was very high, which is not always the case when we bring in external consultants.

The output was very good as well. A draft report was presented and then discussed with us in depth. The report, and especially the process of discussing it with us as a group, and then also incorporating the outcomes of the discussion in the final report certainly made the teams aware that:

- *Minimising the gap between the rapid prototyping team and the technology division is essential*
- *Prototyping and product development represent two distinct phases that need to be well coordinated*
- *Members from the product team need to be involved fairly early on the process to enable a smooth transition*

The recommendations were absolutely supported by the participants. We have now seen the transition eventuate in relation to a recent new product development effort within our business. We certainly see the benefits for us.

The professionalism, the way that Jorn and Ruben interacted with the teams, and the skills that S23M brought were exceptional, top rate. I was surprised at how well the teams engaged with you guys.

– Richard Spelman, General Manager R & D, Livestock Improvement Corporation



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Collaboration for Life

Innovation

Harness tacit knowledge across the organisation

Cross-disciplinary collaboration: Analysis of the internal value chain, identification of brittle processes, streamlining of internal processes, elimination of friction from relationships with suppliers and customers.

Avoid product failure & permanent loss of critical knowledge

Knowledge reconstruction & retention: Identification of critical areas of tacit knowledge, formalisation of tacit knowledge in collaboration with domain experts, deployment of methodologies and tools for the dissemination of domain knowledge within the organisation.

Harness knowledge that lies beyond human cognitive abilities

Big data mining: Review of relevant strategic information assets within the organisational boundary and outside the organisational boundary. Definition of specific business goals based on tool-assisted analysis of big data. Establishment and coaching of a cross-disciplinary data science team.

Benefit from reuse

Semantic data integration: Development of domain-specific glossaries, identification of commonalities and variabilities across domains, and systematic reuse of concepts.



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