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Why Industrie 4.0 Demands New Business Models

@masscustom (Frank T. Piller)

RWTH Aachen | School of Business and Economics | **TIME** Research Area

Massachusetts Institute of Technology | MIT Media Lab | **Smart** Customization Group

Note:

This slide set is for private use only.

**It is similar to the one
shown by Prof. Piller during the event.**

**It lacks some slides and most pictures, but
should provide you the opportunity to review the
messages delivered during the presentation.**

Short Introduction: Frank Piller



Today's positions

- Head of **RWTH Technology & Innovation Management Group** and full (tenured) professor of management at **TIME Research Area** at **RWTH Aachen University**
- **Academic Director of RWTH Executive MBA**, offered by RWTH Aachen & Fraunhofer Gesellschaft
- Co-Founder and **Co-Director of the MIT Smart Customization Group**, MIT Media Lab, Massachusetts Institute of Technology, Cambridge, MA

Past positions

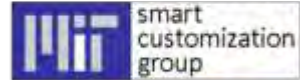
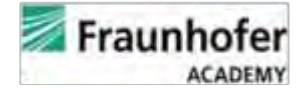
- **Research Fellowship at the MIT Sloan School of Management**, Innovation Management Group, Mass. Institute of Technology, Cambridge, MA (2004-2007)
- **Assistant / Associate Professor in Management** and Habilitation on Customer Co-Creation at **TUM Business School**, Munich (1999-2004)
- **Ph.D. in Operations Management** with focus on Mass Customization, **University of Wuerzburg** (1995-1999)

Current Research Interests and Expertise

- **Strategies for Customer-Centric Value Creation**, like mass customization, innovation co-creation, additive manufacturing, managing the frontend of innovation
- **Open Innovation**, i.e. technology transfer, R&D partnership models, crowdsourcing
- Managing Disruptive **Business Model Innovation** and supporting organizational structures and cultures (especially facilitated by Industrie 4.0 and Digital Transformation)

Entrepreneurial Activities

- **Co-Founder, Investor, and/or Member of Board of Directors** of several companies, including **Competivation** (innovation consultancy) **ThinkConsult** (process management and concept testing), **MVM.com** (personalization and virtual models), **Hyve AG** (customer co-creation), **Dialego AG** (innovative online market research), **Corpus-e AG** (low-cost high-quality 3D body scanning and “best fit” solutions for eCommerce), **DOOB AG** (3D printing and 3D modelling)
- **Real life achievements:** Only German in “**Top50 Profs on Twitter**” list; **Kloutscore** >60; **Google Scholar Citations** >8500



More info: frankpiller.com
Follow me on Twitter: [@masscustom](https://twitter.com/masscustom)

“Digitization in manufacturing will have a disruptive effect every bit as big as in other industries that have gone digital, such as office equipment, telecoms, photography, music, publishing and films.”

—The Economist, 4/21/12

What do these people have in common?

*The Innovation manager of an **Investment Bank***

*The head of sales at **Deutsche Bahn***

*A business developer of **Yellow Strom***

*The head of R&D of a **machine tool manufacturer***

*A **consultant***

*The head of service innovation of **BSH***

*A business innovation manager at **Daimler***



The all gave the same response on a discussion question in an executive training offered by our department:

“Image your worst possible competitor. How would it look alike?”

These are platforms ... and these want to become a platform




**Platforms (business ecosystems)
beat products every single time.**



Zuverlässig

Die Gillette-Box ist über eine GSM Anbindung mit uns verbunden. Für die zuverlässige Anbindung haben wir mit der Deutschen Telekom einen starken Partner gefunden, der mit seinem ausgezeichneten Netz eine nahezu lückenlose Verbindung gewährleistet.

powered by 



Langlebig

Die Box ist für minimalen Stromverbrauch ausgelegt. Sie schaltet sich nur auf Knopfdruck ein, sendet die Bestellung und schaltet sich wieder komplett ab. Kein unnötiger Stromverbrauch und minimale Sendestrahlung*.



Sicher

Um versehentliche Bestellungen zu vermeiden, bekommst Du nach dem Bestellen eine Bestätigungsmail, in der Du Deinen Kauf noch einmal kurz bestätigen musst. Du kaufst nichts, was Du nicht willst.

*Das Gerät sendet nur auf Knopfdruck für wenige Sekunden, vergleichbar mit dem Senden einer SMS durch ein Mobiltelefon.



02 - NUR EIN KNOPFDRUCK für neue Klingen

Registriere Dein Gerät zunächst mit Lieferanschrift im Shop von Perfect Shave. Drücke den Order-Button, bis der blaue Ring um den Knopf anfängt langsam zu blinken. Der Knopf muss ca. drei Sekunden gedrückt werden.



amazon dash
BUTTON

<https://youtu.be/NMacTuHPWFI>

EXCLUSIVELY FOR AMAZON PRIME MEMBERS

Why will one win and the other loose?



An integrated,
isolated product



A service („App“) as part
of an existing platform

**Platforms (business ecosystems)
beat products every single time.**

**Exactly this development is challenging
manufacturing companies today**

“Digitalization”

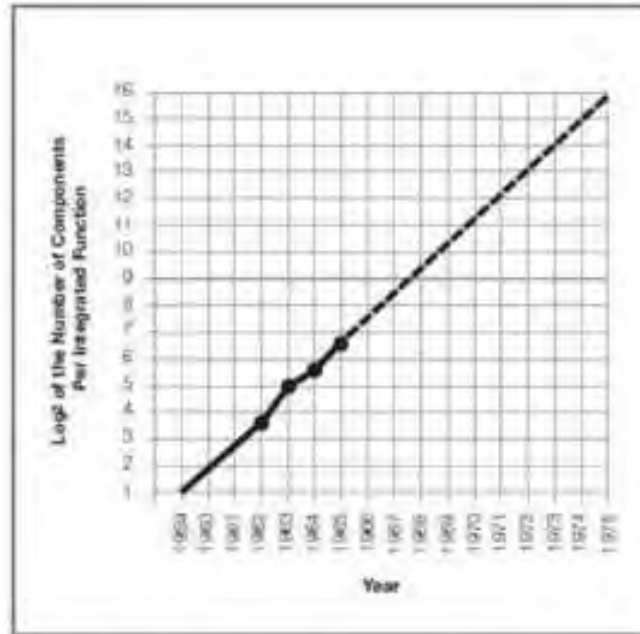
“Digital Transformation”

“Industrie 4.0 (I40)”

“The (Industrial) Internet of Things (IoT)”

All this is based on a well-known effect

Digitalization etc. is still very much driven by Moore's Law



“Reduced cost is one of the big attractions of integrated electronics, and the cost advantage continues to increase as the technology evolves toward the production of larger and larger circuit functions on a single semiconductor substrate.”

Electronics, Volume 38, Number 8, April 19, 1965

Brynjolfsson & McAfee: Moore's Law still is very much alive (in its principle) – and driving competition and market dynamics

“**Idea of exponential growth** — in the computing power of machines, in the amount of digital information that is being created and in the number of relatively cheap devices that are continually talking to each other.

Moore's law

When these numbers doubled every year or two **in the early days of the computer revolution**, the results, while impressive, were still within our ability to imagine.

Power law

But **now** that the numbers are so staggeringly large, [so] that machines can **finally do things once considered possible only in the realm of science fiction.**”

The 2nd half of the chessboard



**And what do we do
with all this capacity?**



Pacif-i™ Smart Pacifier



WORLD'S FIRST BLUETOOTH™ SMART BABY PACIFIER

Blue Maestro are the inventors of the world's first Bluetooth™ Smart baby pacifier - Pacif-i™. Pacif-i™ is unique in that it records a baby's temperature and passes it to a parent's smartphone where it can be tracked and medication recorded. The ability to plot the effect medication has on temperature is particularly useful, no more scrambling for a pen and paper or trying to remember in your head. With useful reminders and alerts it becomes a peace of mind at stressful times. Comes with a range of other useful features, such as the ability to find the pacifier with your smartphone as well as a proximity feature that alerts your smartphone if the pacifier moves away from you.

From £25.00 / \$39.00 / €30.00

**What is the „job“
of this innovation?
(Do we really need this?)**

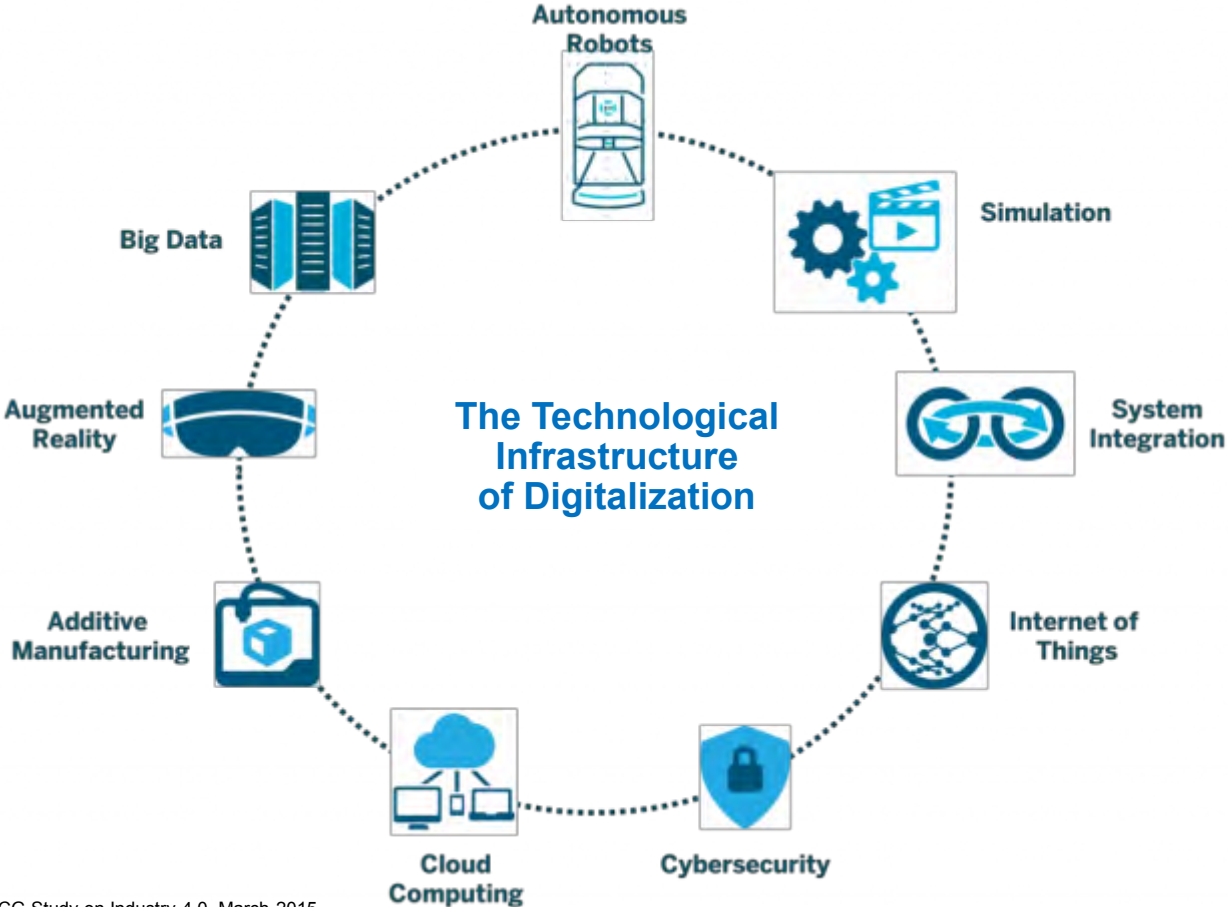


**At the same time, the pacifier
becomes an open platform ...
expect 100s of baby apps!**



A framework to map Industrie 4.0

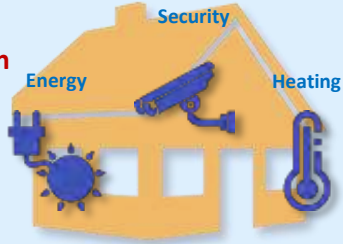
Different “technologies” are behind the current digital transformation of manufacturing. BCG, for example, differentiates these “nine pillars of technological advancement”



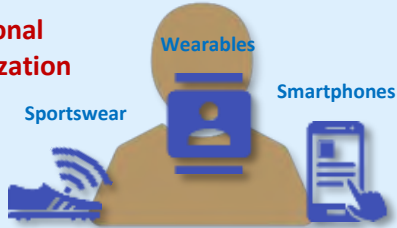
Source: Aethon.com, Source: BCG Study on Industry 4.0, March 2015

Internet of Things (Smart Solutions)

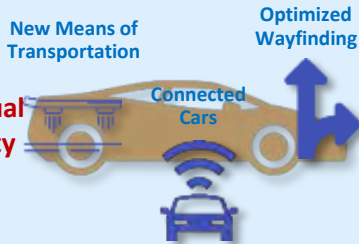
Home Automation



Personal Digitalization



Individual Mobility



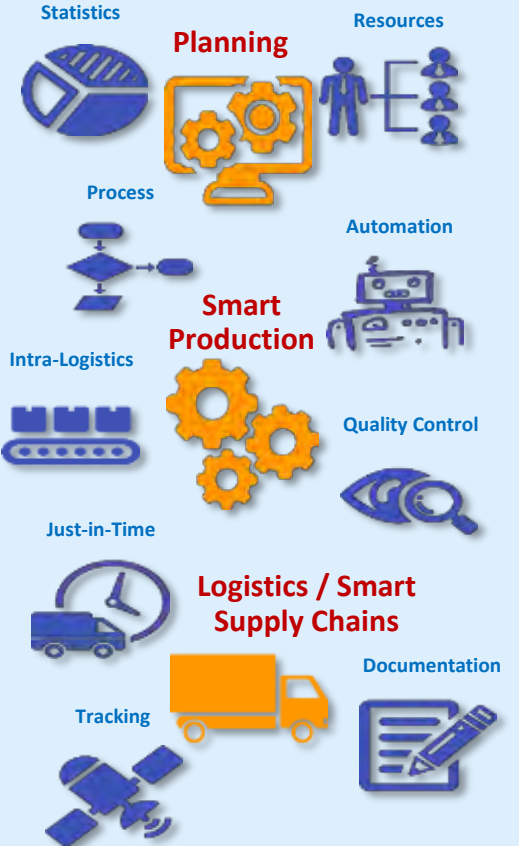
Digitalization

Technology and Process of Making
„Things“ Smart and Using their Data
(Enablers like Additive Manufacturing,
Sensor Tech, Cloud, Analytics ,...)

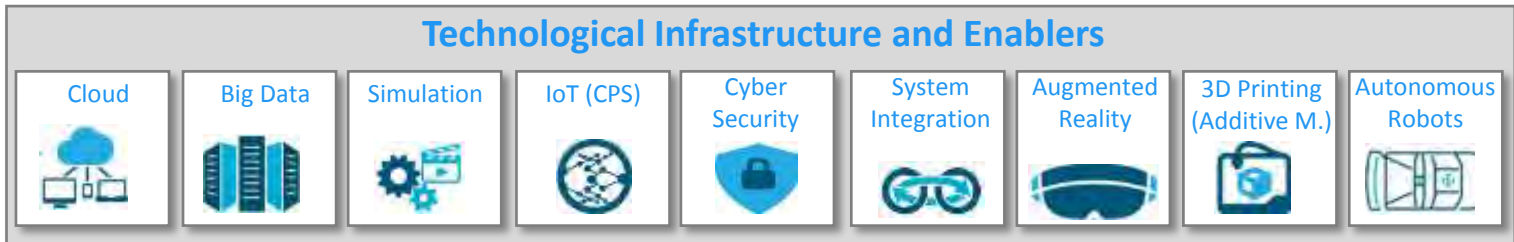


A Major IoT Application is ...
Industry 4.0 consists of smart, connected
„Things“ and relies on their data

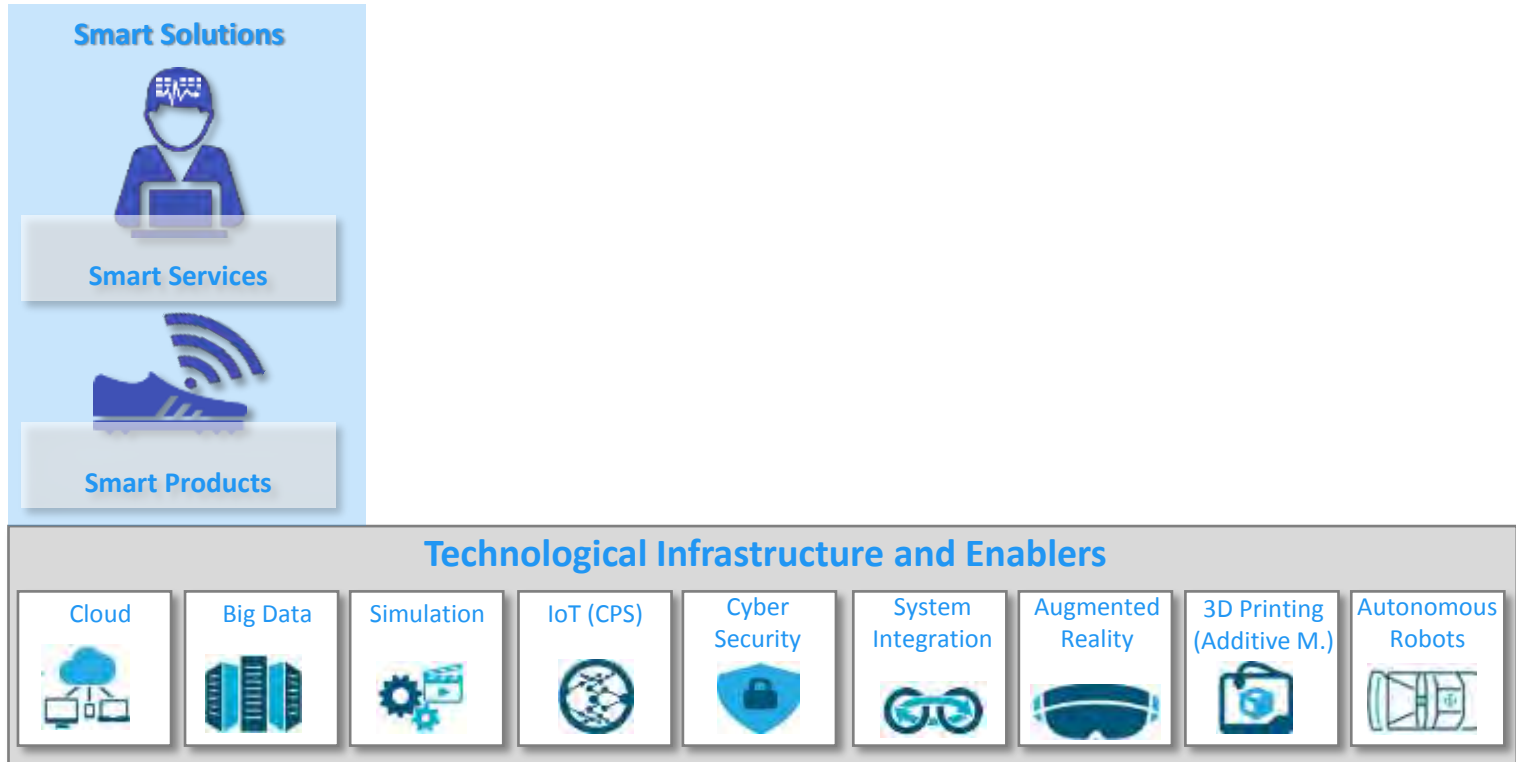
Industrie 4.0 (Industrial Internet of Things)



(1) The technological infrastructure (Digitalization)



(2) The Application Dimension: Smart Solutions in Form of Smart Products and Services



The Defining Characteristics of Smart Products

Aware

Smart Products are equipped with sensor technology giving **access to condition information** regarding the **product and its environment**



Connected

Smart Products are equipped with a M2M communication device that enables **interaction and data exchange** with other **cyber-physical systems**



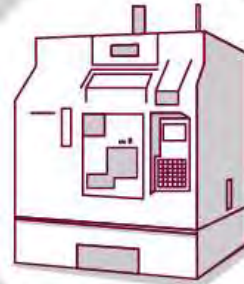
Intelligent

Smart Products are equipped with computing power that enables **autonomous decision-making** and **self-learning processes** based on defined algorithms

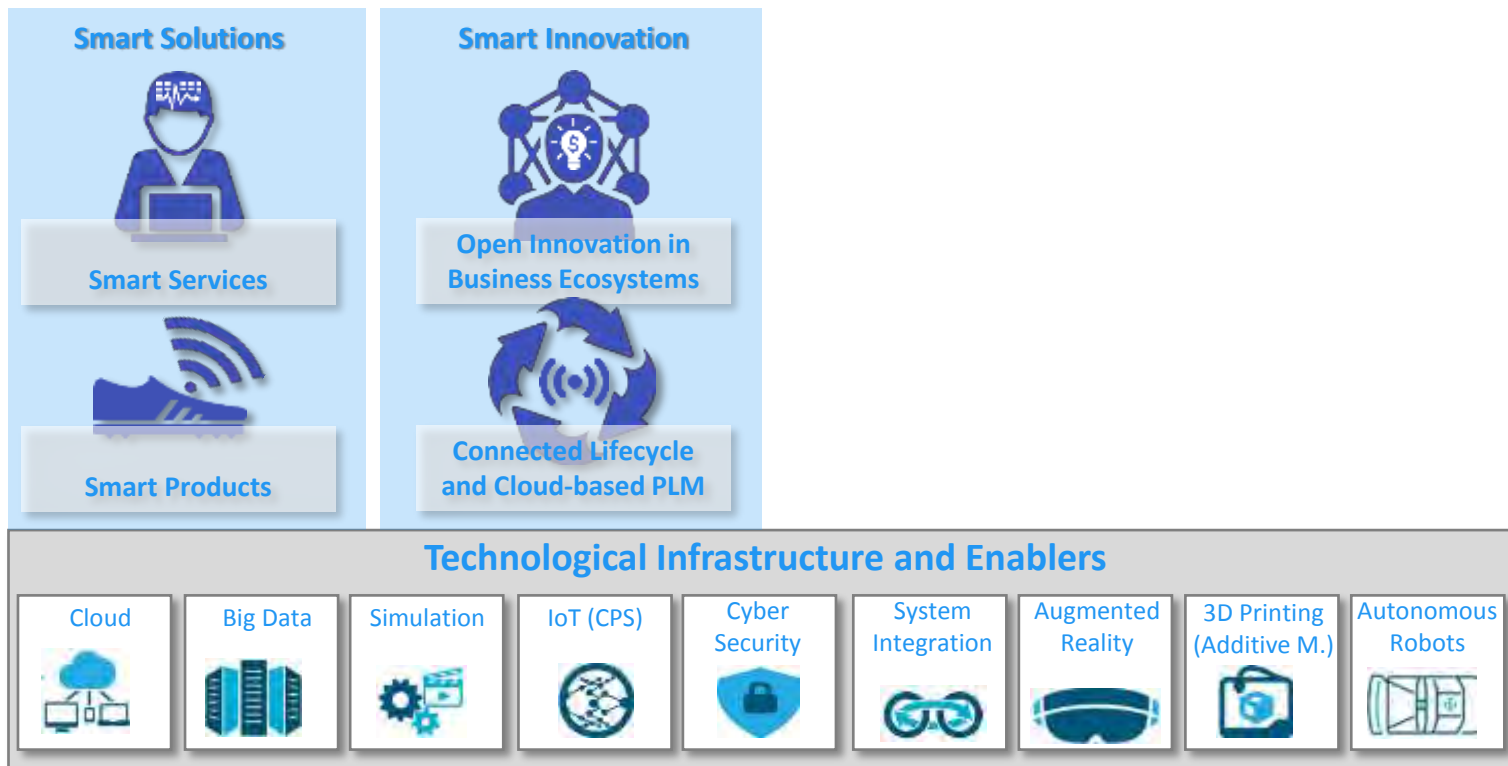


Responsive

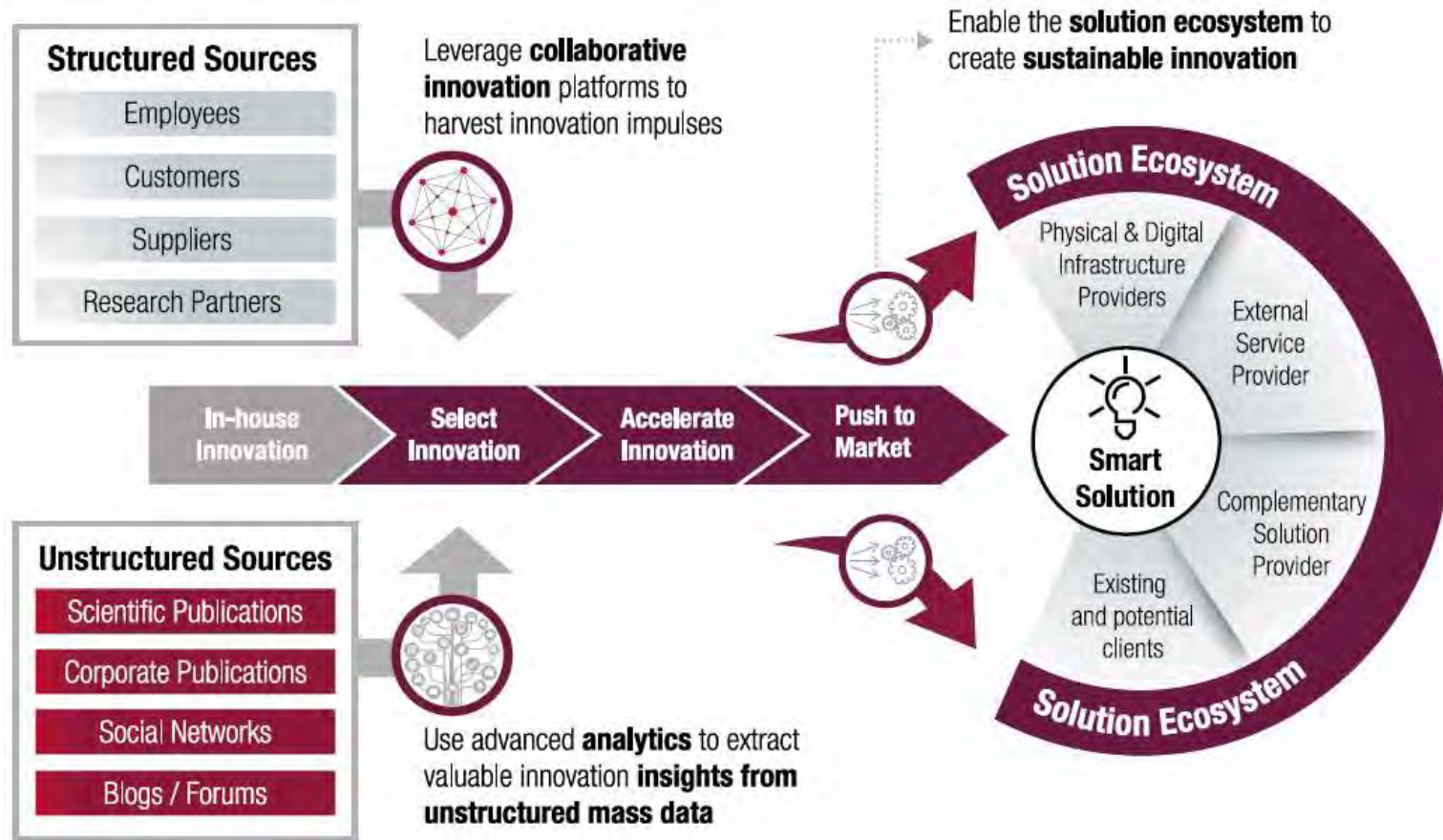
Smart Products are equipped with control technology that enables **autonomous product adaption** based on **internal or external commands**



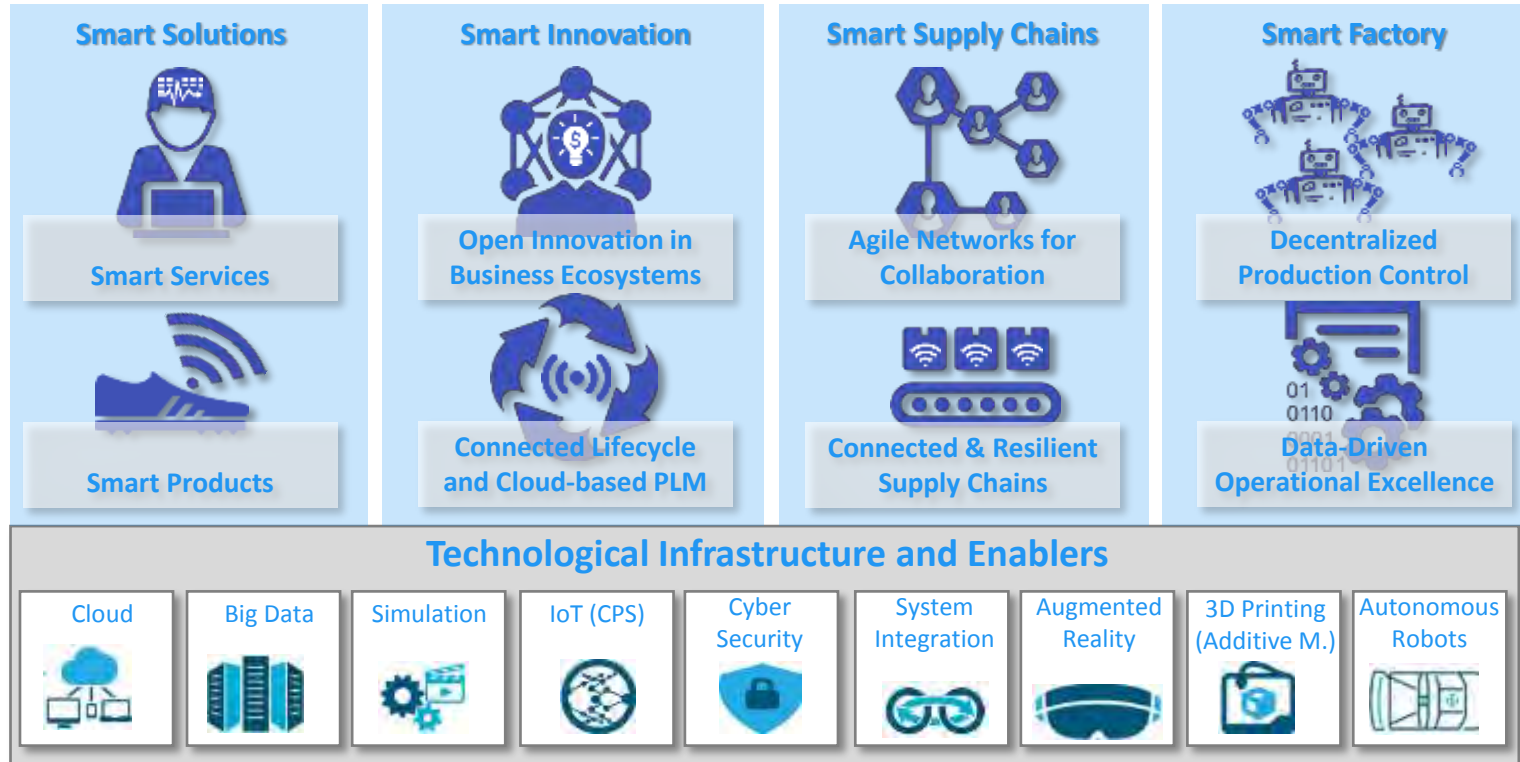
(3) The Innovation Dimension: Digitalization enables new dimensions of open innovation in business ecosystems along the entire lifecycle



Digitalization also enhances today's notion of "open innovation" into an extended innovation system in open ecosystems



(4) The Smart Factory: Digitalization enables data-driven, resilient and decentralized factories, which become part of a connected supply chain



(4) The Smart Factory: Digitalization enables data-driven, resilient and decentralized factories, which become part of a connected supply chain

The image shows a screenshot of a news article from the German news outlet N24. The article is titled "Adidas will sich aus Asien verabschieden" (Adidas will say goodbye to Asia). The main image is a close-up of a red Adidas garment with the white Adidas logo and the word "adidas" printed on it. The article text discusses Adidas's decision to move production closer to customers due to rising wages and trade barriers in Asia. The article is dated 2017 and includes a photo credit to dpa/AFP/Archiv.

N24 | NACHRICHTEN | SPORT | WISSEN
POLITIK | PANORAMA | WIRTSCHAFT | NETZWELT | N24 BUZZ | WISSENSCHAFT
Start > Nachrichten > Wirtschaft > Adidas will sich aus Asien verabschieden

Speedfactory
Adidas will sich aus Asien verabschieden

f t g+ merken

adidas

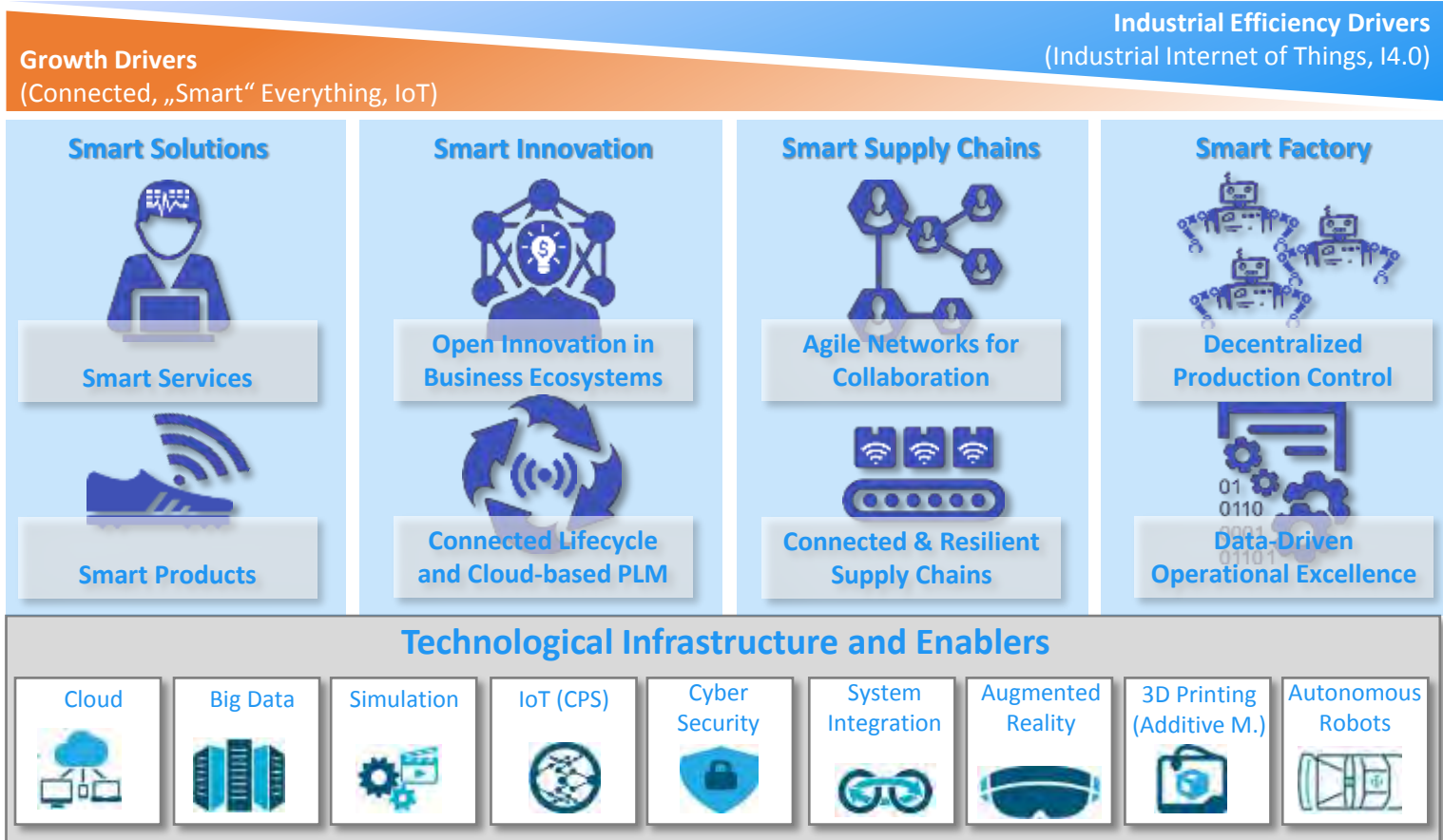
Adidas will Produktion "näher am Kunden"

(Foto: dpa/AFP/Archiv, dpa/AFP/Archiv)

Steigende Löhne und Handelshemmnisse in Asien bringen Adidas ins Grübeln. Die Produktion soll jetzt flexibel, lokal und auf kleinstem Raum umsetzbar sein.

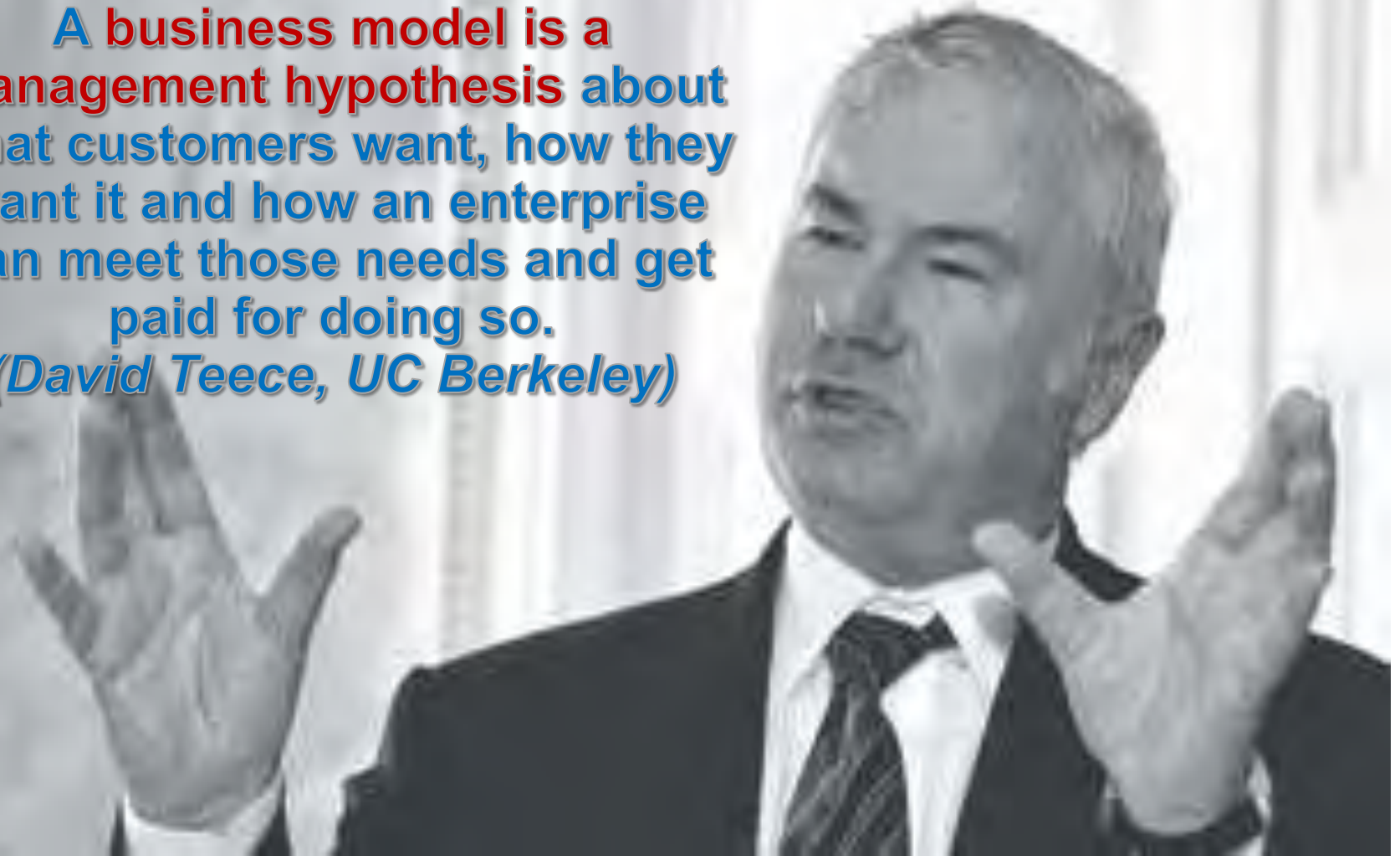
Der Sportartikelhersteller Adidas erwägt angesichts steigender Löhne in China und wachsender Handelshemmnisse eine teilweise Abkehr aus Asien. "Wir werden näher an die Kunden heranrücken und die Ware dort fertigen, wo die Käufer sind", sagt ein Sprecher dem "Handelsblatt". Ziel sei "flexible Produktion".

(5) While smart solutions drive market growths, the smart factory enables operational efficiency – but also mass customization and new business models

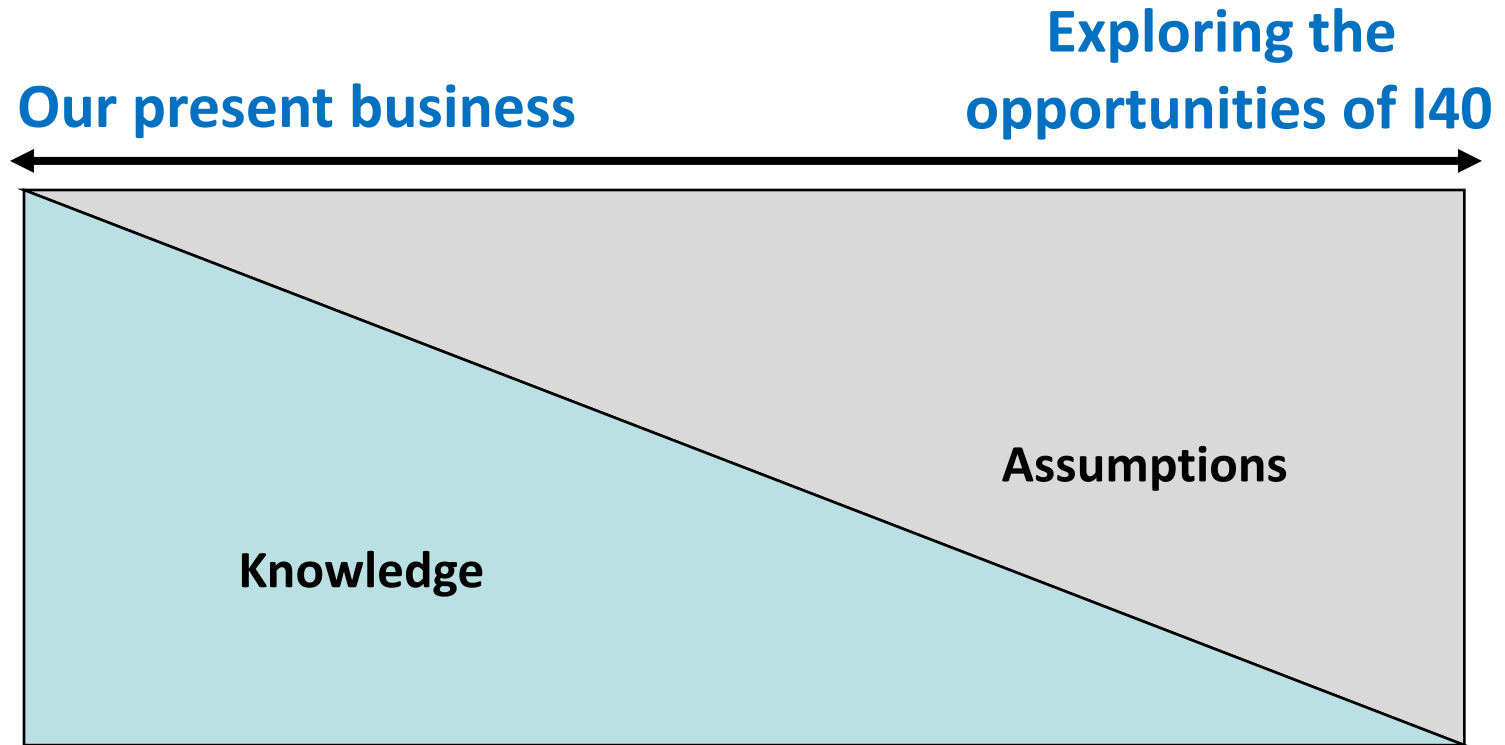


The challenge of finding a new business model

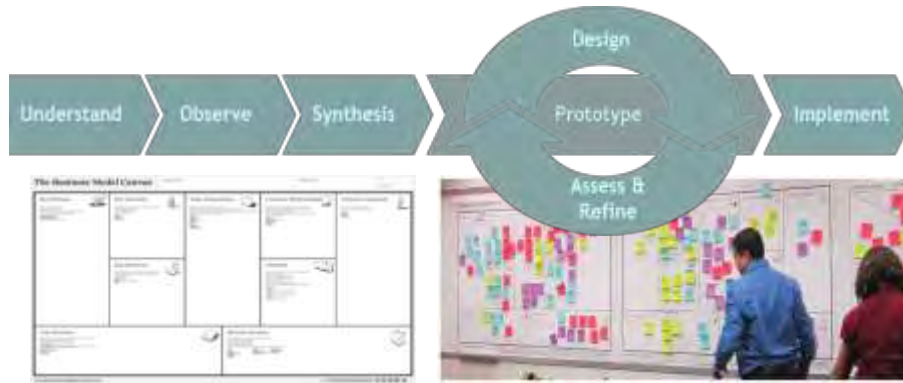
A business model is a management hypothesis about what customers want, how they want it and how an enterprise can meet those needs and get paid for doing so.
(David Teece, UC Berkeley)



The challenge: **Business model innovation demands to build and manage assumptions**



THE AACHEN BUSINESS MODEL INNOVATION (BMI) APPROACH*

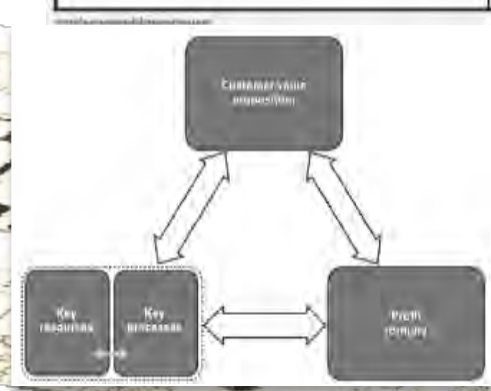
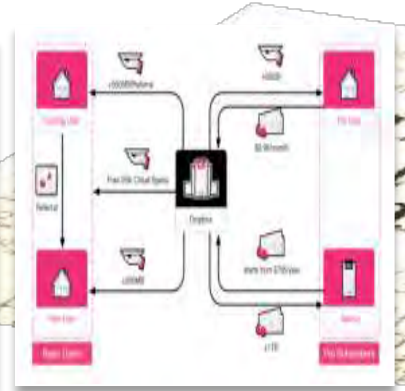


(1) Iterative „Design Thinking“ approach:

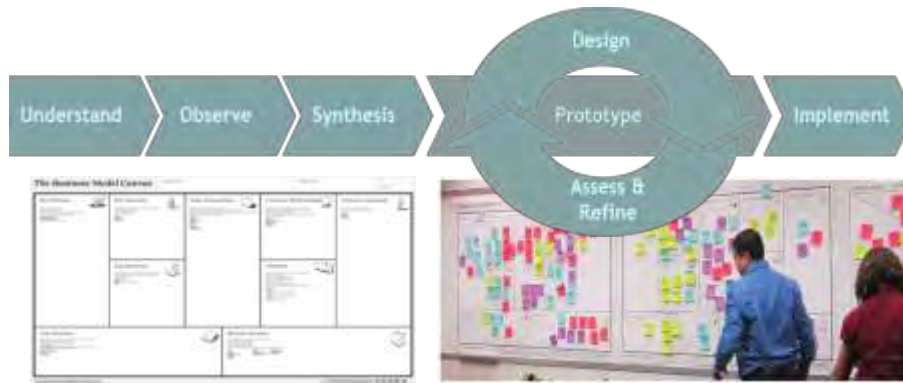
- **Agile process** with continuous iterations and **strong user focus**
- **Open, collaborative task** in responsibility of every product manager
- Early use of many BM prototypes (**Primitives**)
- **BM Canvas as a communication tool**: Ability to map BM alternatives
- **Intuitive approach**, at the same time systematically
- Today, often **company-specific canvas**

The Idea of the Business Model Canvas

- To analyze the status quo, clarify the processes underlying them,
- To overcome barriers (confusion and complexity) and to discover alternative business models, ...
- which then allows us to run “experiments” considering alternate combinations of the processes.
- And this in an interactive process!

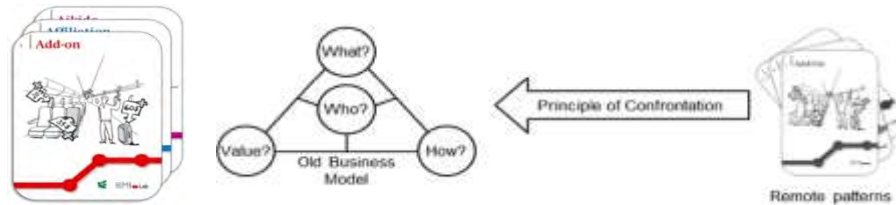


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(2) BM patterns for systematic search for new BM:

- Successful BM are based on **recurring patterns**
- Derivation of general and company specific libraries of **BM patterns**
- Systematic problem solving based on **TRIZ approach**

BM PATTERNS – INSPIRATION TO RETHINK THE BUSINESS MODEL

In the world of business models, **there is not much that is actually new – but many powerful adaptations!**

Patterns of business models **can serve as an inspiration** when innovations of business models are considered.

*E.g. **Solution Provider**: Deliver carefree package of comprehensive solution of integrated product and service offerings*

*E.g. **Experience Selling**: Deliver emotional sensation apart from the functionality of the tangible product in saturated market*

→ **Recombine existing concepts** to break outside of the box and generate ideas for new business models





NESPRESSO®



1970 Invention of nespresso system (coffee machine usable with coffee capsules)

1986 Market entry
(Razor and Blade)
(Lock-in)

1987 Nespresso almost failed due to nonperforming business model

1991 Jean-Paul Gaillard takes over activities of Nespresso
(Razor and Blade)
(Lock-in)
(Solution provider)
(Experience)
(Direct selling)
(Ultimate luxury)

Nestlé is catching up with several new businesses like Babyness and Special T.



Nespresso business model **initially almost failed**. It only **became successful** when Jean-Paul Gaillard **adapted the business model** by additional „patterns“.

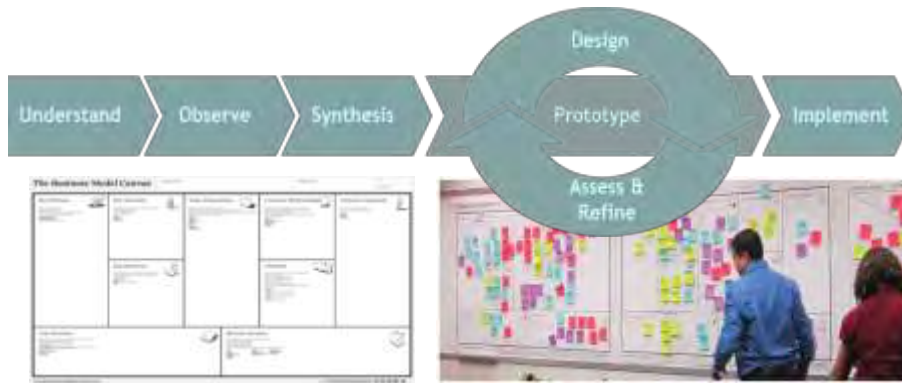
We can see this competition also differently:



***An ambitious and
brave business
experiment (from
prototype or perish
to deploy or die)***

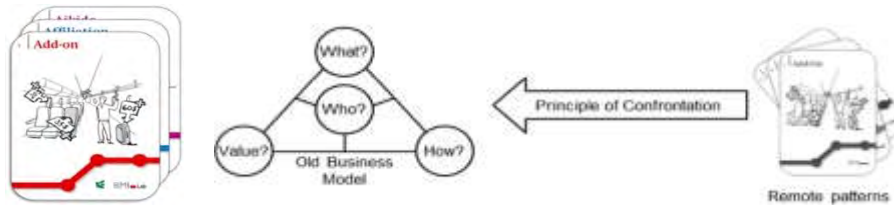
„Business as usual“

THE AACHEN BUSINESS MODEL INNOVATION (BMI) APPROACH*



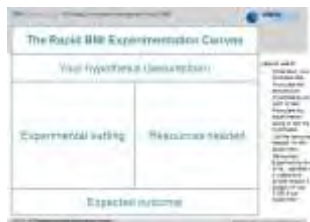
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COMPONENTS	NEW INVENTIONS	ACTIVE EXPERIMENTS			COMPLETED EXPERIMENTS			
		SEARCH	VALIDATE	LEARN	1	2	3	4
COMPONENT CLASS								
					1	2	3	4
					1	2	3	4

(3) Rapid experimentation and validation in field

- BMI means to develop alternatives – and to test assumptions
- Ability to generate quick and cheap experiments (e.g., 5x5x5x5x5 logic by Schrage)
- Experimentation template

Digital Business Model

Value Propositions, Offerings, and Markets

Growth Drivers

(Connected, „Smart“ Everything, IoT)

Industrial Efficiency Drivers
(Industrial Internet of Things, I4.0)

Smart Solutions



Smart Services



Smart Products

Smart Innovation



Open Innovation in
Business Ecosystems



Connected Lifecycle
and Cloud-based PLM

Smart Supply Chains

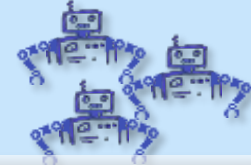


Agile Networks for
Collaboration



Connected & Resilient
Supply Chains

Smart Factory



Decentralized
Production Control



Data-Driven
Operational Excellence

Technological Infrastructure and Enablers

Cloud



Big Data



Simulation



IoT (CPS)



Cyber
Security



System
Integration



Augmented
Reality



3D Printing
(Additive M.)



Autonomous
Robots



“Success factors” for BMI

- Questioning attitude
- Rewards success and failure, punishes inaction
- Tolerates mistakes
- **Slack is welcomed**
- Supports risk taking and change
- Supports teamwork and collaboration



- **Support the process of strategic innovation**
- **Enable collaboration**
- Enable the use and creation of knowledge
- Reward risk taking and action
- Used to create relationships with customers
- Metrics & rewards support innovation

- **Diversity** (internal and external)
 - Collaboration
- Educated in regard to the strategy and skills needed



- **Fast and un-bureaucratic**
- Decentralized decision making
 - Support idea generation, experimentation and execution

- Guide the process in a participative and fair way
- Clearly communicate reasons, and expectations
 - Educate employees
- **Shield creative teams from distractions and pressure**
 - Appreciate distinctiveness in people and their thinking
- **Welcome change**
 - Ask itself what it does to promote or inhibit innovation and how to get rid of these obstacles.



- **Fast and flat**
 - Small units
- Encourages collaboration
- **Autonomous teams at the front line**

**But perhaps we don't need to build
“supermodel companies” anyway –
*as we don't need companies
at all any longer ...***

The other side of Industrie 4.0

OPEN DESIGN WORK NEWS EDUCATION CONSULTING MEDIA BIO



OPEN DESIGN

RECENT UPLOADS COLLECTION

FURNITURE

HARD COPIES COLLECTION

LIGHTING

ACCESSORIES

Open Design was developed as my MA thesis and became the core of my creative work. I first published Open Designs for download in 2005. This is from the Open Design Manifesto I wrote:

A revolution in product development, production and distribution is imminent due to the Internet's disruptive nature and the easy access to CNC machines. Open Design is a proposal to make this happen. It's aim is to shift Industrial Design to become relevant in a globally networked information society.

In Open Design a design is CAD information published online under a Creative Commons license to be downloaded, copied and modified, and is produced directly from file by CNC machines and without special tooling.

Welcome to the Thingiverse.

This is a place to share digital designs that can be made into real, physical objects. Let's create a better universe, together!

Newest Things



[Unicorn Logo](#)

By: [langfordw](#) 2 hours ago



[Maker Bot Sound Library](#)

By: [sepulchra](#) 3 hours ago



[Aluminum Mk4 Idler](#)

By: [colorbroken](#) 5 hours ago

[view more](#)

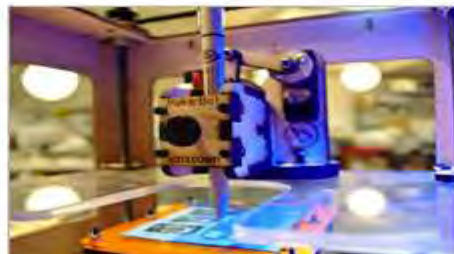
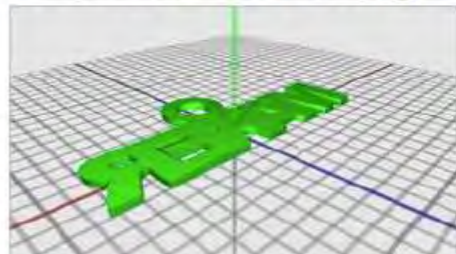
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Arendt's writing, he is a big ally



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3D content created by Google SketchUp users

Talk with other Users!
Find answers, ask questions, and share your expertise with other users in the [SketchUp Help Group](#).

What is Google SketchUp 6?

Google SketchUp is a deceptively simple, amazingly powerful tool for creating, viewing, and modifying 3D ideas quickly and easily. Google SketchUp was developed to combine the elegance and spontaneity of pencil sketching with the speed and flexibility of today's digital media.

Developed for the concept allows for quick and easy dynamic, creative exploration

Google SketchUp combines system that streamlines

3D for Everyone

Design software has been something has been missing hand-in-hand with the design necessary for developing design work.

Google SketchUp bridges ourselves, we created Google our users.

We know you've heard it piece of cake to use' or have to take our word for fire it up and give it a spin

But nevermind what we to them:

- Communication tool
- Problem-solving tool
- Productivity tool
- Creativity tool

[Download Google SketchUp 6](#)



Create custom parts, products and prototypes through our **ONLINE** machine shop!

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eMachineShop is the remarkable new way to create the custom



What can we do for you?

Parts for: Cars, Bikes, Aircraft, Musical instruments, Watercraft

TESTIMONIA

"Quite easy to use about 10 minutes I downloaded, installed, designed and priced with 32 teeth, 1 inch and 1/4 inch thick. immediate."

[View All Testim](#)

FORUM

- Top View position
- Motorcycle brake
- New eMachineSh

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San Francisco

Equipment
Reservation
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Services

Member Project
Gallery

TechShop San Francisco



The TechShop San Francisco Building at 5th and Howard Streets (Signage A)

Manufacturing as a service

xaas*

***everything as a service**

xaasfaou*

***everything as a service for all of us**

**An industry already that already has been
disrupted by a very similar development
is the publishing industry**

2D Digital Printing



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**Digitalization enables
rapid innovation (in ecosystems)**

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WHAT IS



3D PRINTING?

Creation corner

Design tools that allow



**Digitalization mandates
faster decision making**

An announcement for the Nokia Lumia 820

Fri

18 Jan

18 January 2013 Last updated at 08:22 ET

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Nokia backs 3D printing for mobile phone cases

Nokia is releasing design files that will let owners use 3D printers to make their own cases for its Lumia phones

Files containing mechanical drawings, case measurements and recommended materials have already been released by the phone maker.

Those using the files will be able to create a custom-designed case for the flagship Lumia 820 handset.

The project makes Nokia one of the first big electronics firms to seriously back 3D printing.

In a blogpost, John Kneeland, one of Nokia's community managers, revealed the Finnish phone maker's decision to release the 3D drawings.



The design files will let people produce their own cases for their Lumia 820

Related Stories

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25 Jan

**6 days from file (product)
to product ecosystem**

But digitalization of manufacturing not just enables *access as a service*, but also its continuous development by users

While being traditionally a field of large companies (EOS, 3D Systems ...), AM hardware is one of the areas where user-generated hardware is becoming an alternative:

**Consumerization of
Manufacturing Hardware**
(similar to present status quo in IT!)

Recent research by Joel West et al. (2014) identified more than 100 commercial iterations of the RepRap (open hardware) design

Deezmaker

- Bukobot & Bukito, \$ 1499 / \$ 899
- **Relation to Open Source:**
 - First owned printer: Prusa Mendel
 - „Whosawhatsis“: RepRap Wallace
 - Kickstarter campaign
 - Bukobot & Bukito: Open Source license
- **Influence of Open Source:**
 - "The community is probably the best tech-support you can get"
 - New products tested and revised very quickly
 - Most important: OS Community, Kickstarter, Crashspace



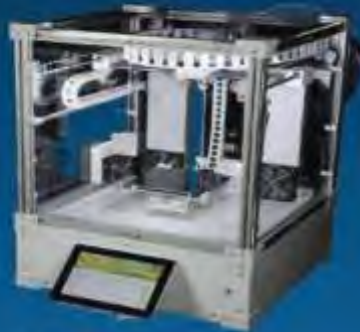
Cobot

- Cobot, HFG printer
- **Relation to Open Source:**
 - First printers: Printrbot
 - Members in community, rather passive
 - HFG: open license, Cobot: hardware closed, Firmware open
- **Influence of Open Source:**
 - HFG printer strongly "inspired" by RepRap (e.g. Mendel Lunda)
 - Small number of parts sourced for Cobot (e.g. Hotend, Endstops)
 - „without the availability of OS printers we most likely would not have started the project“



Kuehling & Kuehling

- RepRap Industrial \$ 5938
- **Relation to Open Source:**
 - OSS background
 - First printer: RepStrap
 - Contribution to RepRap Mendel
 - Open License for 3D printed parts
- **Influence of Open Source:**
 - Cooperations & joint development
 - Knowledge through modification of RepRap designs
 - Use and purchase of RepRap electronics for current printer

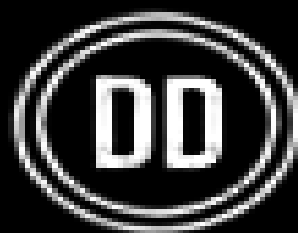


HypeCask

- Delta Tower, € 8,328
- **Relation to Open Source:**
 - First printer: Ultimaker
 - Contribution to Ultimaker evolution
 - DeltaTower influenced by RepRap Rostock
 - Hardware closed, open license
- **Influence of Open Source:**
 - No direct use of hardware designs
 - Very fast learning & access to networks
 - Electronics strongly based on or used from RepRap



This creates news challenges



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WIRED

The Washington Times

INDEPENDENT



**This demands new
technology and IP policies
on the government level ...**

... but especially **new business models** to capture value in a company

*(Think about it like this:
“What is the ‘concert’
of a manufacturing company?”)*

“Digitization in manufacturing will have a disruptive effect every bit as big as in other industries that have gone digital, such as office equipment, telecoms, photography, music, publishing and films.”

—The Economist, 4/21/12

Plenty of things to discuss ...



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The RWTH Aachen Invention Center
<http://www.invention-center.de>

EXPERIENCE INNOVATION –
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Das INVENTION CENTER (INC)

INVENTION CENTER - WARUM?

Das Technologie- und Innovationsmanagement (TIM) in Unternehmen steht vor großen Herausforderungen. Neben der kontinuierlichen Entwicklung, Verbesserung und Einführung neuer Technologien und Produkte entscheidet heute auch die Differenzierung über neue Geschäftsmodelle über den Markterfolg. Mit dem Invention Center (INC) schaffen wir einen Ort, an dem sich Industriepartner gemeinsam mit uns den Herausforderungen des TIM stellen können.

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- Partizipieren an DER Meinungsführerschaft im Technologie- und Innovationsmanagement.
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