Abstract

Sweep the entire product lifecycle information from design to recycling is the great challenge to overcome in manufacturing worldwide. Actually, managing product after-sales information is a key to innovation and launching new products that meet the customers’ expectations. To address this objective, the current study proposes architecture for closing the product lifecycle information by using the emerging technologies (PEID) and Mobile Agent software. In this paper we focus on the End of Life (EOL), especially the after-sales stage. To this end, the proposed architecture aims enable product knowledge management (PKM) by gathering and analyzing product-related information after-sales and with the feedback to the previous phases for help actors to decision making process. Furthermore, we aim to enable the product data and knowledge management (PDKM). The proposed architecture uses the advent of hardware and software related to product identification technologies and multi-agent systems (MAS).
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Index Terms

Computer Science Information Systems

Keywords


Change Management

Knowledge Management