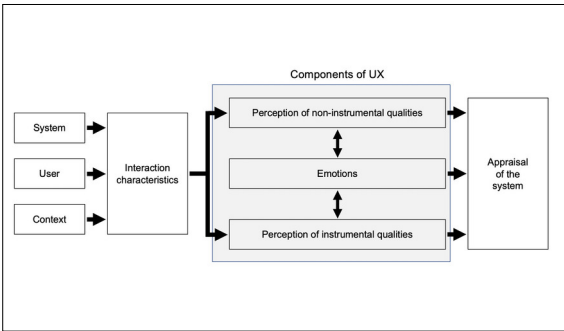


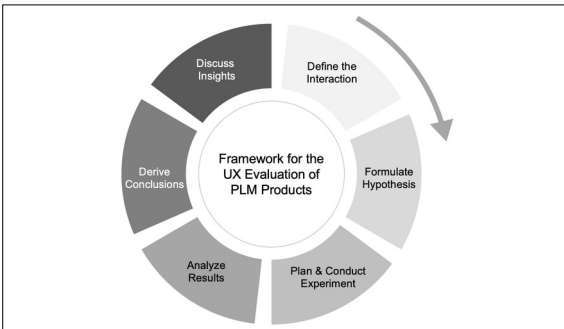
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Subject Area	Innovation in Products, Processes and Materials - Business Engineering and Productions

UX Optimization for PLM Systems

A Framework for the Evaluation of the UX of PLM Systems



CUE Model
Own representation based on Thüring and Mahlke (2007)



Framework for the UX Evaluation of PLM Products
Own presentment

Introduction: PLM systems play a central role in efficiency and flexibility in today's industrial enterprises and also contribute to a large extent to the innovation capability. A well-designed user experience helps to use the product more effectively and efficiently and also increases motivation on the part of employees. Thus, a good UX for PLM products contributes to the overall success of the company. But what exactly characterizes a good user experience and how is the user experience of a PLM product measured?

Objective: The goal of this project was to develop a method for evaluating the user experience of PLM systems. For this purpose, literature research in the area of user experience as well as methods for user experience evaluation were conducted and the findings were transferred to the application with PLM systems.

Result: The result of this project is a framework for the UX evaluation of PLM products. The developed framework supports the planning, execution and evaluation of experiments for UX evaluation and also includes tools and questionnaires for the systematic assessment of the user experience of PLM products. The concrete application of the framework is also part of this project and thus the foundation for the implementation of experiments for UX evaluation at the OST at the Rapperswil campus was set. This framework offers an approach to unravel the vague concept of user experience by making it measurable and opening up the space for improvement.