



Uncertainty Management in the Development of Product-Service Systems

Objective:

- Identify and categorize uncertainty types in PSS development
- Identify suitable management practices for these uncertainty types

Method:

- Based on a literature study + benchmark with six major manufacturing companies
- A longitudinal study of PSS development

Theoretical and Practical Contribution:

- Theory building:** Development of an uncertainty management framework for PSS development → Insights into specific challenges broaden knowledge about PSS
- Managerial implications:** Creation of uncertainty awareness during PSS development → Ability to assess and manage uncertainty types in PSS development

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