

Course Outline

DEN 304 Developing Products, Services and Processes

This course is directed at engineering managers who are responsible for new product development, services, or processes. The purpose of the course is to provide skills and knowledge in managing the product planning, design, and manufacturing processes. It covers the project life cycle, determining resource requirements, detailed planning, and management of the design process. The time available does not allow for an in-depth presentation of all aspects of these topics. Resources are provided at the end of these Participant Workshop Notes for further exploration.

Module 1. It's all interconnected

Module 2. It's an official project, now what?

Module 3. Concurrent engineering in the product development process

Module 4. Product design and testing

Module 5. Engineering management issues

Additional Examples and Problems

Self-assessment Final Exam

Resources

LEARNING OBJECTIVES

At the conclusion of this course, participants will be able to:

- Explain how product development, projects, and company strategy are interdependent.
- Describe a process to plan and execute projects.
- Coach others in methods of product development.
- Communicate key objectives and expectations more effectively.
- Obtain better results through thorough planning and management.
- Solve strategic issues through tactical implementation.
- Direct the engineering development process more effectively