



PLM Interest Group

PLM Delivery Survey

Global Survey into the
Structure, Parameters and Measurement
of PLM Delivery

Version 1.0

17 July 2015

1. THE QUESTION

The primary question at the heart of this Survey is:-

“Does the Customer Get What He Pays For when he buys PLM?”

A secondary question, arising from the first, is:-

“After PLM (or elements of PLM) have been implemented, is it clear that it was worth doing?”

These questions are important because, over the years, PLM has seen itself as some kind of “special case” that needs an exemption from normal business justification. This Survey will show what may need to be done to improve how PLM is applied and measured.

2. BACKGROUND

All around the world, when you buy something you expect to get what you have paid for. With PLM, however, it can be quite difficult to establish that this is the case.

Because there is no common knowledge about how much companies should spend on PLM, many user companies may be spending a lot more than they need to. When PLM under-performs there are many additional costs and overheads, either in hard cash, wasted effort or lost productivity. Users start to believe that these are unavoidable.

The vendor needs to show how PLM will benefit the customer's business: but the user must provide all the baseline financial information. This requires a significant amount of collaborative work between user and vendor that can be difficult to set up and plan for. There may be “qualitative” benefits that are difficult to agree on. Perhaps most importantly, there is no neutral industry structure for users and vendors to follow that defines what “delivering PLM” actually means.

To rectify this, the PLMIG aims to establish an internationally-agreed **PLM Delivery** structure that will allow users and vendors to predict accurately at the justification stage that PLM will be worth doing - and to show clearly after implementation that everything that was promised has been achieved.

3. PURPOSE OF THE SURVEY

Before attempting to devise a structure for PLM Delivery we need to know, from as many real implementations as possible, what are the most important metrics to consider.

The purpose of this Survey is therefore twofold.

1. To enable as many PLM practitioners as possible to encapsulate their views on the issues, parameters and progress of PLM Delivery within their own implementations, or within their customers' implementations.
2. To enable those who complete the Survey to send in a 'Comments and Feedback Form' to the PLMIG, so that we can capture the general thoughts of participants and incorporate them into the neutral PLM Delivery Structure.