

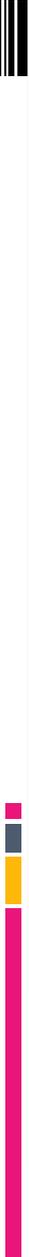


Industrial Case Study

SUPPORT MEETING 1

Finding a company

1. Eniro.se, google, emfas.se, trade organizations (SAST.se), Press, Chalmers Careers Services -> För Chalmerister -> Söka arbetsgivare, etc
2. Is it geographically possible?
3. Homepage
 - What do they do – is it something of interest for you?
 - Software intensive?
 - Multiple products?
4. Make a short-list (10 companies - to keep momentum) and prioritize
5. Find contact information
6. Start making calls – see lecture 1 for guidance



Terminology

- Companies terminology may differ from literature
 - Be clear with what you mean – be pedagogic
 - Be prepared

The company sets the context

- Which assessment method to use
 - BAPO/PLPA?
- What level of commitment
 - Often a matter of how good you are at selling the study and presenting yourself during the study – start small (two interviews - see lecture 1)
 - In the end – aim for as much information as possible – are three interviews better than two – YES (if relevant)! Combined with documentation – even BETTER!

Groups

- Groups are set in stone unless
 - You find someone that wants to switch with you
 - Then inform Robert about the exchange
- In any other case – make the best of the situation
 - This is a realistic situation – which implies that it offers significant opportunity for you to learn something relevant

Writing

- Write for your peers
 - You do not need to go into details of the general part
 - You need to provide details on everything that is specific to your study and particular case
 - Be pedagogic – explain what you have done
 - Use figures – and use them in your text e.g. as seen in figure 1 company X has two product that differ significantly on ...
 - Be clear and concise – write for the reader

References

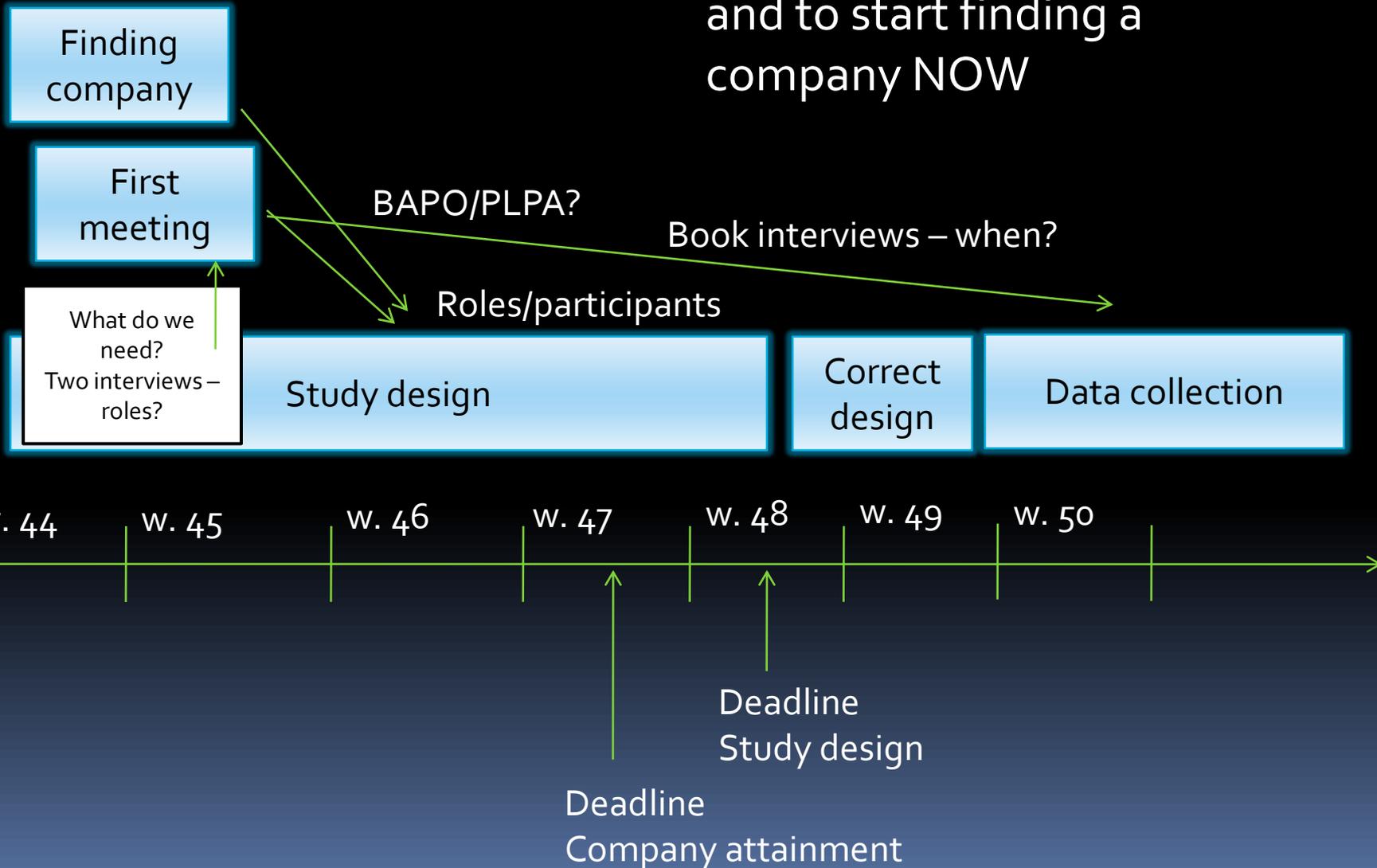
- References to research findings are an essential part of any research paper
 - The references should be used to strengthen your argument – and to show that you have done your homework
- Usually you summarize the research finding in your own words and then cite the source
- Example:
 - Disciplined CM practices have shown to decrease defect rates by 10% in a case study by Svensson et al [2], in a company of similar size to the one in this study.
- Do not plagiarize – do not portrait others work as your own

References cont.

- Always acquire the original article (no pre/off-print)
- Check “trustworthiness” – peer reviewed?
 - In what conference, workshop, journal is it published?
 - Is the source peer-reviewed?
 - Peer-review implies some level of quality/trustworthiness of the work
- Google scholar
- IEEE Explore
- ACM digital library
- www.engineeringvillage.com

Timeline

The main points are that you need to start reading NOW and to start finding a company NOW





Design

- BAPO and PLPA is not really meant for out of the box use
 - You need to carefully select what information to ask for ... theory is most important in the design – it's hard to fix a broken design after the execution is performed
 - This includes
 - Careful selection of
 - Participants/roles
 - Questions
 - ...



Design cont.

- Design for ideal case – scale down if needed
 - Better to have a good design that is almost attained than a poor one that is perfectly executed (shit flows downstream)
 - I.e. plan for interviews, document analysis etc. if you find it suitable
 - Always have a plan
 - Look at good examples
 - Find examples in literature of process assessments that are similar to the one your doing – how do their designs look?
 - Selection
 - Questions
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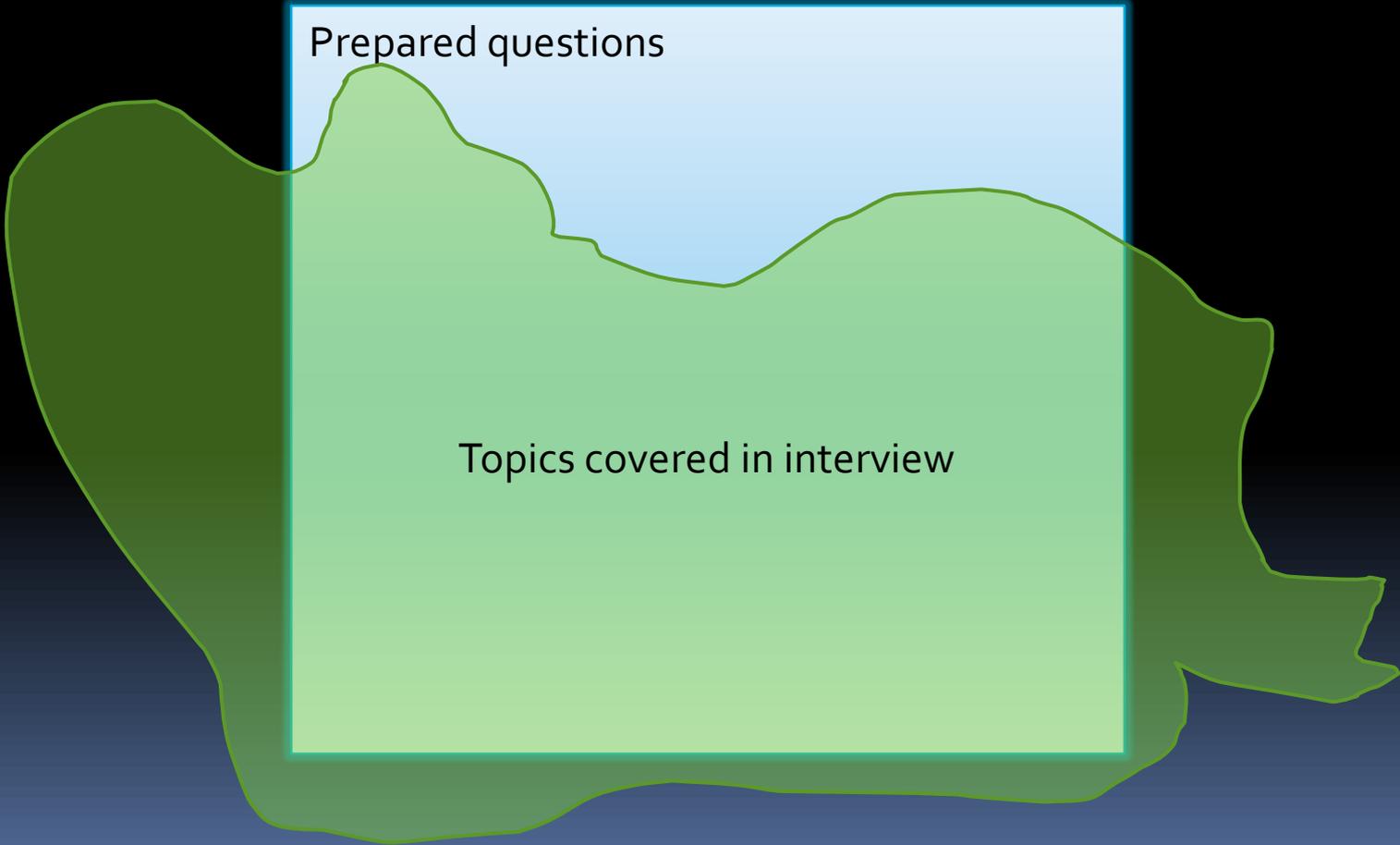


Interviews

- Too many interviewers might intimidate the interviewee
 - One asking questions, one taking notes could be a good idea
 - Ask if you can use a tape recorder – lessens the risk of missing important answers
 - Assure them that the reporting of the findings will be anonymous
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Interviews cont.

Be prepared



Prepared questions

Topics covered in interview