

Robert Bosch GmbH Is New Partner of KSRI

For Five Years Now, the Karlsruhe Service Research Institute (KSRI) Has Been Studying Services of Various Branches – New Cooperation Focuses on Value Stream Efficiency



Services are in the focus of research and education at KSRI. (Graphics: KSRI)

Work of the Karlsruhe Service Research Institute (KSRI) focuses on services. This Institute established in 2008 by Karlsruhe Institute of Technology (KIT) and IBM Deutschland conducts research relevant to practice, provides students with insights into companies, and analyzes services from various perspectives. Now, Robert Bosch GmbH has become a cooperation partner of the Institute. The research group “Value Stream Services” is aimed at enhancing the efficiency of value streams by logistics services.

With Bosch as a cooperation partner, KSRI plans to advance research and education in the area of “Value Stream Services”. “Value streams are all flows of materials and information as well as all activities required to manufacture or offer products or services. The value stream extends from suppliers to one or several levels of a company to the customer,” explains Dr. Helmut Wlcek. So far, he has been responsible for the Logistics Office of Robert Bosch GmbH. In the future, he will head the research group “Value Stream Services” at KSRI. Activities will concentrate on how logistics services extending far beyond classical transport and storage services may enhance

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the efficiency of value streams. Research will be of interdisciplinary character and cover aspects of logistics, fabrication technology, IT, and management. The cooperation is planned to further strengthen the vicinity to practice of research and education at KSRI. The cooperation agreement has been concluded for a duration of three years.

Five Years KSRI – At a Glance

Work at KSRI focuses on complex service networks. Scientists study coordination, supply, and innovation in these networks as well as optimization and the description of services. It is focused on services in the IT sector, in the energy branch, in the health care sector, in the mobility sector, in the supply chain sector, and on industrial services. A current example is the “Inspire” project: Here, the scientists measure, evaluate, and improve the productivity and quality of medical services and care of stroke patients. Cooperation partners are the neurological hospital of Bad Neustadt, the Bavarian Red Cross, and the Research Center for Information Technology (FZI), Karlsruhe. The research group “Service Innovation and Management” headed by Professor Hansjörg Fromm covers the topics of “Industrial Services” and “Service Analytics”.

KSRI will celebrate its 5th anniversary with a **ceremony on June 21, 2013, 16.30 hrs, at the Tulla-Hörsaal on KIT Campus South** (building 11.40, Englerstraße 11). Among others, Professor Hansjörg Fromm will speak about “Service Research in Motion: Analytics, Networks, Innovation” and give an outlook on future research at KSRI.

**Program of the ceremony on the occasion of the 5th anniversary of
KSRI:**

www.ksri.kit.edu/5JahreKSRI

**Further information on KSRI (p. 14) and the “Inspire” project
(pp. 25ff) in LookKIT 1-2013:**

http://www.pkm.kit.edu/downloads/lookKIT_2013_1.pdf

Karlsruhe Institute of Technology (KIT) is a public corporation according to the legislation of the state of Baden-Württemberg. It fulfills the mission of a university and the mission of a national research center of the Helmholtz Association. Research activities focus on energy, the natural and built environment as well as on society and technology and cover the whole range

extending from fundamental aspects to application. With about 9000 employees, including nearly 6000 staff members in the science and education sector, and 24000 students, KIT is one of the biggest research and education institutions in Europe. Work of KIT is based on the knowledge triangle of research, teaching, and innovation.

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