



# **The 16th World Multi-Conference on Systemics, Cybernetics and Informatics**

July 17<sup>th</sup> - 20<sup>th</sup>, 2012 – Orlando, Florida, USA

## **PROCEEDINGS**

### **Volume II**

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ISBN- 978-1-936338-64-1 (Collection)

ISBN- 978-1-936338-63-4 (Volume II)

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WMSCI 2012  
The 16th World Multi-Conference on Systemics, Cybernetics and Informatics  
The 8th International Symposium on Management, Engineering and Informatics: MEI 2012  
The SUMMER 6th International Conference on Knowledge Generation, Communication and Management: KGCM 2012  
The 6th International Symposium on Bio- and Medical Informatics and Cybernetics: BMIC 2012  
The Summer 2nd International Conference on Design and Modeling in Science, Education, and Technology: DeMset 2012  
The SUMMER 2nd International Symposium on Integrating Research, Education, and Problem Solving: Summer IREPS 2012

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## The "Learning Factory": An immersive learning environment for comprehensive and lasting education in industrial engineering

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### ABSTRACT

This paper presents the "Learning and Innovation Factory for Integrative Production Education" as a case study for a modern didactic approach at the Vienna University of Technology (VUT). The developed teaching methodology is combining the advantages of an interdisciplinary, experiences-based and applied approach to knowledge transfer, aiming to enhance the key competences of future industrial engineers. The goal of this program is to teach the entire genesis of a product from product conception to serial production, which is also known as the Product Development Process [1] or more comprehensively the Product Emergence Process (PEP) [2]. Hence, the pilot course was titled "integrative Product Emergence Process" (i-PEP).

This paper illustrates how the potential of problem-based and action oriented learning can be transferred to higher education in industrial engineering by means of an immersive learning environment that was dubbed "Learning Factory". In this context, the case study deals with competence development for industrial engineers and presents the current approach of the VUT-Learning Factory and of its intended future direction.

**Key words:** immersive learning environment, problem-based learning, action-oriented learning, hands-on training, industrial engineering education

### 1. INTRODUCTION

One of the key problems of traditional education is to bridge the gap between what is taught in classroom and what students need in real-life; this is especially true for professional education. To prevail in today's and even more important in tomorrow's working environment, students have to be enabled to hone their skills in a real-life or at least realistic setting, that prepares them to transfer their skills easily into the working world. To tackle these challenges, the traditional approach to professional classroom education has to be changed or at least supplemented by innovative teaching approaches.

In the light of recent developments of problem-based education, the Vienna University of Technology realized a learning factory in order to test and implement alternative education and training methods. Chapter 2 of this paper will discuss the broader relevance and the inherent challenges and prospects of learning factories. In Chapter 3 the didactical approach applied is illustrated by means of the case study, that is at the core of this paper. It represents a novel approach that uses immersive learning environments for comprehensive and lasting education in industrial engineering.

The pilot run of the course "i-PEP" was used as a test-bed for the enhancement of higher education for prospective industrial engineers through interdisciplinary and application oriented competence development by means of an immersive learning environment.

To distinguish the discussion from the usual argument about "effectiveness and efficiency" the authors will subsequently use the term *educational-efficacy*, as a term that sums up notions usually conveyed by the phrases efficiency, effectiveness, sustainability, profoundness, etc..

Chapter 4 reflects the results of the case study, especially with respect to the first findings of the research project and the future direction of VUT's Learning Factory.

### 2. METHODOLOGICAL-DIDACTICAL APPROACHES TO INTEGRATIVE INDUSTRIAL ENGINEERING EDUCATION

Results from studies concerning problem-based and action-oriented learning suggest, that it is possible to substantially increase educational-efficacy in comparison to traditional classroom formats [3, 4, 5]. In this context, several teaching characteristics determine the required didactic approaches. In the presented case study the two key characteristics are:

- interdisciplinarity and
- practice-oriented education

#### Applied knowledge transfer as key feature of higher education in industrial engineering

The gulf between learning and work is large. Learning is often seen as abstract, classroom-based and academic. The world of work is seen as concrete, with bosses and customers, profits and machinery [6].

As mentioned above, certain content and specific subject areas in higher education do not lend themselves to the commonly used classroom settings.

Lectures are geared toward the verbal learner and do not take into account the varied learning styles of students. Many engineers are "visual learners" in reality, much better served by active, visual and tactile teaching methods. Many students find little fulfillment or stimulation in the right confines of the lecture hall and drop out of formal engineering programs as result [7]. Learning at universities often results in inert knowledge that does not enable graduates to solve complex and realistic problems in their working life. Transforming theory

into practice is a significant challenge for them. Lectures, supplemented by examples from experience, can not completely replace application-orientated knowledge transfer.

Already Confucius stated: "I hear and I forget ; I see and I remember ; I do and I understand". Extending from this classic find, from a scientific point of view the learning pyramid (see Fig. 1) forwards the constructivist premise that instruction is more meaningful when it is realistic, engaged and reflective. It diagrams the effectiveness of learning methods involving different levels of auditory, visual, kinesthetic and interpersonal activity, suggesting that the more involved and communicative the instructional task, the more individuals remember as a result [8].

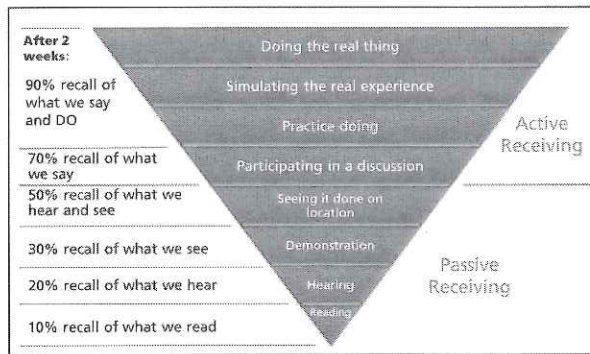


Figure 1: Learning pyramid, reproduced according to [8]

If academic education wants to reflect the learning pyramid depicted above, courses need to be based on direct linkage of theoretical studies with practice-based project for students.

#### Interdisciplinary teaching approach for sustainable knowledge acquisition

Besides its application orientation, a key element in the education of future industrial engineers is to provide them with an interdisciplinary synopsis, in order to enable them to analyze problems from different point of views and develop comprehensive solutions. Instead of a strictly disciplinary approach, an integral contemplation should enable the students to explore the interrelationships of knowledge, action and problem solving. The foundation for such an interdisciplinary approach has to be laid in education, requiring a substitution of subject-specific instruction to a problem and experience oriented teaching.

A weak „provision of connected learning contents“ is caused by an institution-specific tuition of content. Departments develop objectives for the range of learning content and dominantly adhere to the table of contents of textbooks or curricula. Instructors select the content based on their specific personal knowledge and according to how much importance they put on a specific subject. Currently many lectures follow strict subject-specific topics without promoting any cross-over issues between subject matters.

Instead of subject-specific goals and contents key competencies to be gained should be defined for a results-based instruction! Thus, different subjects are not treated separately but tied in with each other.

#### Key competences and skills of industrial engineers

Organizations involved in manufacturing are facing rising complexity in their inside and outside operations and increasing domestic and international competition. Hence, the demands on employees and managers are permanently growing. Beyond a specialized subject, professionals are required to be able to oversee and understand the organization in its entirety, identify cause-effect relationships of the various processes along the value chain, make them transparent and if necessary reengineer them.

Consequently, the necessary qualifications and competences of an industrial engineer change. Engineering curricula always stressed methods competence, which will not suffice anymore in order to technologically lead and organizationally implement industrial value streams. In fact, a profound knowledge of systemic interrelationships in complex production processes is needed.

According to the Institute of Industrial Engineers "industrial engineering is concerned with the design, improvement and installation of integrated systems of people, materials, information, equipment and energy. It draws upon specialized knowledge and skill in the mathematical, physical, and social sciences together with the principles and methods of engineering analysis and design, to specify, predict, and evaluate the results to be obtained from such systems." [9]

In industrial engineering the term **system competence** depicts the comprehensive of overall flow and individual performance on a systems level, in order to guarantee a goal-oriented alignment and prioritization of activities.

**Problem solving competence** in industrial engineering is providing the necessary competence for the goal oriented problem solving and hence the realization of a systematic and continuous improvement process on the basis of a PDCA-cycle.

The **additional key-competences** of industrial engineering encompass personal, activity and action-related as well as social-communicative competences, which enable a professional appearance and operation.

**Methods competence** in industrial engineering span from the ability to apply the methods of methods-time measurement (or similar systems) and production system for the definition of target states and standards as well as for the deriving of ergonomically relevant data (i.e. stress data) and range to the design of state of the art business process and methods of operation (along the value stream).

#### Competence development by learning factories as immersive learning environment

Competence development requires an activating teaching and learning environment that makes the learners the protagonists into the focus of the activities.

The objective of the presented approach to teaching and learning is to create awareness for the problems that arise in professional practice and to lay the groundwork for alternative action. By allowing room for experimentation without risk and creating an atmosphere that encourages constructive failure, learning on a meta-level a will be enabled.

The learning factory provides the test-bed to inspire self-directed student exploration. These facilities encourage students to actively experience the following [10]:

- Apply their theoretical knowledge to solve real-world problems
- Develop common sense and judgment
- Learn to work with individuals of all motivational levels
- Develop an appreciation for other disciplines
- Learn from their own errors and failures
- Discover that usually everything takes longer and costs more than planned

In general the ideas and concepts taught in "learning factories" diverge widely but in the area of industrial engineering education the term "learning factory" is an established term. However synonyms such as "teaching factory" or "method laboratory" are also commonly used, but might also imply a different focus on content or methodical approach.

It is a learning environment, a place, where learners may work together and support each other as they use a variety of tools and information resources in their guided pursuit of learning goals and problem solving activities [11].

In the field of competence-based education in industrial engineering, a learning factory is a replication of a realistic factory, especially for mediating skills in production process optimization. It provides an immersive, realistic experimental environment, that allows differentiated teaching and learning methods with an unconventional didactic and methodological approach.

According to the current state of the scientific and technical knowledge, learning factories have been created as pilot factories for competence-based education and training in production. Furthermore, this learning environment is flanked by different information, demonstration and communication segments. As the combination of theory and practice can take place under real conditions, there is a significantly greater authenticity of results compared with traditional cognitive knowledge transfer, followed by a positive impact with regard to both expertise and motivation [12].

Due to the integration of elements of practice close to real-life conditions a learning factory facilitates an experimental environment for multi-purpose training.

### 3. THE "LEARNING & INNOVATION FACTORY FOR INTEGRATIVE PRODUCTION EDUCATION" AS A CASE STUDY FOR INTERDISCIPLINARY AND PRACTICE-BASED TEACHING

The aim of this case study is to describe an innovative concept for the design of an efficient education environment for cross-disciplinary and practice-based learning for students in the production sector. A central question is how the learning factory and its correlating teaching course can be implemented systematically by using adequate knowledge and technology in order to enable the best possible transferability in possible fields of application.

### The interdisciplinary and practice-based approach of the faculty of mechanical and industrial engineering for teaching the "integrative Product Emergence Process"

In 2011, a formal cooperation was formed by three institutes of the faculty of mechanical and industrial engineering at the Vienna University of Technology. The partnership was founded in order to develop cooperative activities with the vision of building up a learning factory for cross-disciplinary and real-life education in production. Therefore the alliance set up a strategy plan (see Fig. 2) with common key objectives and goals.

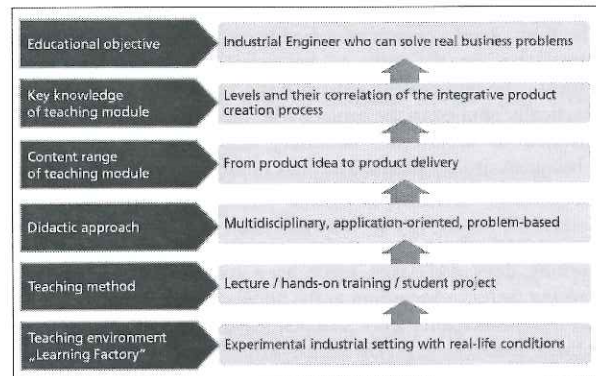


Figure 2: Strategic plan for the "Learning & Innovation Factory for Integrative Industrial Engineering Education"

All three institutes do research in the field of manufacturing but in different specific subject areas. On this basis, the content of the teaching course "integrative Product Emergence Process (i-PEP)" was defined. Each institute focuses on a specific part of the integrative product emergence process, which is closely related to the other institutes' subject areas and expertise. The MIVP starts with focus 1, product development, especially construction and design. Focus 2 includes production technology with two main focus points, manufacturing technology and production systems, taught by the IFT. Finally the IMW closes with logistics and assembly within focus 3.

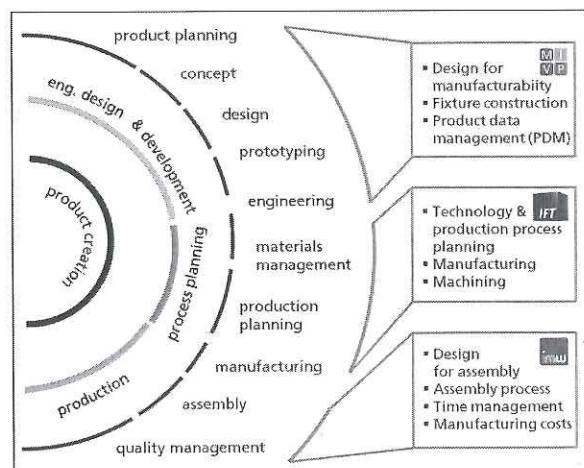


Figure 3: Steps of integrative PEP

In particular the three institutes provide subjects which are presented in close consultation with the disciplines of the other

involved institutes. Partially overlaps in their respective fields of teaching promote the multi-disciplinary approach (see Fig. 3). The basic idea behind this activity-based course is to give the students the real experience and a broad understanding of the integrative product emergence process (see Fig. 3), starting with the customer request and ending with the delivery of the developed and manufactured products.

#### Student's tasks and learning outcome of the course "Integrative Product Emergence Process"

The course consists of three phases:

The **first phase** consists of a traditional lecture for theoretical preparation for the tasks to be completed in the following project. The participants receive basic knowledge, that will be practically applied in the project. The theoretical introduction is intended to secure the necessary knowledge base for the subsequent project phase. The first phase is completed with an exam.

The **second phase** is a student project that persists ten full working days and takes place as a hands-on course in the learning factory. According to the understanding of the teaching method, participants work independently and self-reliant for a defined time on a given assignment. The project aim is to optimize a real product, a prototype slotcar on the scale of 1:24, and its production process in regards to

- lead time of manufacturing and assembly process,
- manufacturing costs and
- fault-free production (quality assurance).

The optimization in terms of driving characteristics takes a secondary role.

The project consists of an exercise to plan, build and optimize a real product and its production process. In this context, the practical course includes product planning and design, engineering, manufacturing, assembly as well as quality assurance (see Fig. 4).

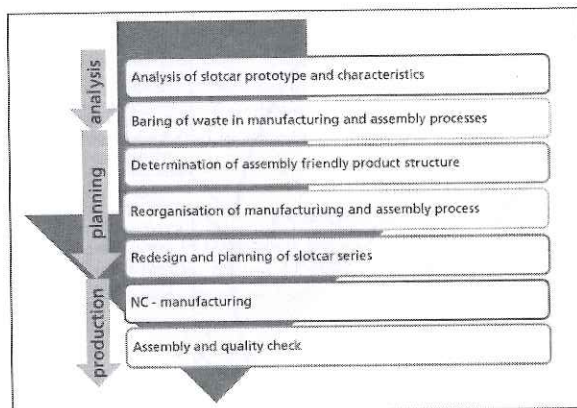


Figure 4: Project tasks addressed in "Integrative Product Emergence Process"

The assignments improve the understanding of interrelationships and the influence of coordinated operation of different parts of a company. The participant will be enabled beyond their curriculum to organize production technology in

an optimal way. Further, they experience the manufacturing and project related design process and gain realistic business experience with the latest technologies and methods.

Besides the gained technical, analytic and professional skills students can hone their social competence and interpersonal abilities through collaborative problem solving, interdisciplinary team work, focused debate and rotating interim presentations.

Further highlights to be pointed out are analytical skills, excellence in project management, ability for structured proceeding, leadership skills, independency, communication skills, flexibility and adaptability as well as creativity.

Students discover the application to solve problems by identifying appropriate methods and learn how to implement them systematically. Participants develop the capability to make decisions on the basis of initial project and product information and experience the realistic results of those decisions. Particularly the impact of decisions made during the product design phase for the production process is experienced first-hand and illustrates the students the challenges of manufacturing in an almost real-life setting (see Fig. 5).



Figure 5: Impressions of the "Learning & Innovation Factory for Integrative Production Education"

The assessment of the second step is characterized by several criteria. Besides the gratification of the three mentioned goals related to the product itself and its creation process lecturers evaluate students' behavior, initiative and the development of the competences defined above.

In the **third phase** students have to prepare a presentation with their project results. This step helps to reflect performed tasks and their influence on the outcome. Upon presenting their results, participant receive both feedback with respect to their performance, possible lessons learnt as well as their presentation skills.

#### 4. IMPACT AND RESULTS

The pilot run of the course "i-PEP" took place in April 2012. Three teams with four students each participated in a series of lectures and spent two weeks in the VUT-Learning Factory according to the described phases in chapter 3. With regards to the set operational objectives of the course, students adduced excellence results. All teams realized a decrease of manufacturing costs between 20 – 25% and were able to shorten the lead time of manufacturing and assembly processes to about half of the initial time. The objective to guarantee of a fault-free production could not be observed by all teams due to lack in familiarity with the machinery and its characteristics. However, the operating performance of the participants is not the main key evaluation criteria of the course. From a didactical point of view, it is much more important to assess the approach the participants took, to gain their results.

During the practical course students systematically applied methods they had learned in the previous lectures and investigated alternatives on their own. They analyzed the product and its development process from different point of views and implicated different interdisciplinary aspects during the planning phase. All decisions were discussed within the team before arguing the findings in a project presentation.

Facilitators perceived highly motivated students with above-average involvement who pursued gaining best results. This enthusiasm was enforced by the additional challenge of a slotcar-race at the end of the project duration. Teams competed against each other with their self-designed, -planned and -produced slotcars.

After the first pilot run, facilitators and students evaluated its transaction with its minutiae within a final open discussion. Students reported their great experience influenced by an interdependency of social interaction in a technical working system. The VUT-Learning Factory was advocated as an innovative learning environment. A participating student announced his elation by the following comment: „Performing in the learning factory helped me not only to understand methods; hands-on experience gave me tangible access applying methods as in real-life business!“ All teams appreciated spending their time actively in the learning factory by working self-directed instead of listening passively in a class room to a lecture. All teams ensured to recommend the course “i-PEP” to their colleagues.

The main challenge occurred across during the development of the learning factory and the course “i-PEP” was the enormous need for planning efforts by research and project staff. Based on the encouraging feedback, all three institutes decided to establish a second course addressing the master program of mechanical engineering. That course will continue the learning objectives of “i-PEP” that inspired the VUT-Learning Factory team to promote interdisciplinary and experience-based education.

## 5. CONCLUSIONS

The “Learning & Innovation Factory for Integrative Production Education” serves a stimulative learning environment to intensify student’s professional and social competences, performing an innovative platform for creating common understanding between higher education and business reality. This innovative teaching method allows intended industrial engineers to practice and reflect knowledge before entering working life.

This paper elaborates potentials in the field of an action-orientated and experience-based course “integrative Product Emergence Process”, using the example of an interactive “hands-on” learning factory at the Vienna University of Technology. The resulting insights are not only relevant for the academic environment, but are also applicable to vocational training and human resources development in industry. Furthermore, the “Learning & Innovation Factory for Integrative Production Education” is used as research- and method-testing facility to develop appropriate services for industrial companies, as well as laboratory for process evaluation and optimization.

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