

Certification Course on Product Process Design

Resource Person: Dr. P. Sreenivas

Co-ordinator: Sri S. Vijaya Kumar

Date(s) of Event: 21/09/20 to 09/10/20

Organizing department: Mechanical Engineering



K.S.R.M.COLLEGEOFENGINEERING

(UGC-AUTONOMOUS)

Kadapa,Andhra Pradesh,India-516 005
ApprovedbyAICTE,NewDelhi&AffiliatedtoJNTUA,Ananthapuramu.

Cr./KSRMCE/(Department of Mechanical Engineering)/2020-2021

Date: 14/09/2020

To ,

The Principal,

KSRM College of Engineering,

Kadapa.

Respected Sir

Sub: KSRMCE-(Department of ME) permission to conduct certification course on "Product Process Design" -Request-Reg.

It is brought to your kind notice that, with reference to the cited, the ME department is planning to conduct Certification Course on "Product Process Design" for B.Tech, V Sem Students from In this regard I kindly request you to grant permission to conduct the certification course. This is submitted for your kind perusal.'

Thanking you sir,

Courseled to preside Col

Pernilled V. S. S. Mulk Yours Faithfully
Sri S. Vijaya Kumar
Asst.Prof,Dept.ME

KSRMCE, Kadapa.

To the Director for Information To All Deans/HoD's/IQAC



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Cr./KSRMCE/(Department of Mechanical Engineering)/2020-2021

Date: 14/09/2020

Circular

All the B.Tech V Sem ME students are here by informed that department of MECHANICAL is going to conduct certificate course on "Product Process Design" interested students may register their names on or before 19-09-2020, 5 PM.

For any queries contact faculty coordinator:

Sri S. Vijaya Kumar, Asst.Prof,Dept.ME, KSRMCE, Kadapa.

Professor & Head Department of Mechnical Engineering MS.R.M. College of Engineering KADARA 516 003.



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Kadapa, Andhra Pradesh, India-516 005 Approved by AICTE, New Delhi & Affiliated to JNTUA, Ananthapuramu

Department of Mechanical Engineering Certification Course on Product & Process Design

List of Participants

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Coordinator

Professor & Head

Department of Mechnical Engineering
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PRODUCT PROCESS DESIGN

SYLLABUS

Course Objectives

The course provides the student with a comprehensive view of the product development process, including basic skills in sketch techniques and understanding the importance of design as well as deeper skills in working with computer aided design.

UNIT-I

Need for IPPD-Strategic importance of Product development - integration of customer, designer, material supplier and process planner, Competitor and customer - behavior analysis. Understanding customer-promoting customer understanding-involve customer in development and managing requirements-Organization process management and improvement.

UNIT-II

CONCEPT GENERATION, SELECTION AND TESTING:

Plan and establish product specifications. Task - Structured approaches - clarification – search externally and internally-Explore systematically - reflect on the solutions and processes - concept selection - methodology - benefits. Implications - Product change - variety - component standardization - product performance - manufacturability – Concept Testing Methodologies.

UNIT-III

PRODUCT ARCHITECTURE

Product development management - establishing the architecture - creation - clustering - geometric layout development - Fundamental and incidental interactions - related system level design issues - secondary systems -architecture of the chunks - creating detailed interface specifications-Portfolio Architecture.

UNIT-IV

INDUSTRIAL DESIGN

Integrate process design – Managing costs – Robust design – Integrating CAE, CAD, CAM tools – Simulating product performance and manufacturing processes electronically – Need for industrial design – impact – design process – investigation of for industrial design – impact – design process – investigation of customer needs – conceptualization – refinement – management of the industrial design process – technology driven products – user – driven products – assessing the quality of industrial design.

UNIT-V

DESIGN FOR MANUFACTURING AND PRODUCT DEVELOPMENT

Definition – Estimation of Manufacturing cost – reducing the component costs and assembly costs – Minimize system complexity – Prototype basics – principles of prototyping – planning for prototypes – Economic Analysis – Understanding and representing tasks – baseline project planning – accelerating the project – project execution.

Text Books:

- 1. Lawrence D. Miles; "Techniques of Value Analysis and Engineering", 2nd Edition, McGraw-Hill Book Company, Inc. New York.
- 2. Larry W. Zimmerman, Glen D. Hart; "Value Engineering", Reprint 1999, CBS Publishers and Distributors, New Delhi.
- 3. A. K. Chitale and R. C. Gupta, "Product Design and Manufacturing", 3rd Edition, Prentice-Hall of India.

Course Outcomes

- Describe the product development process and account for its conditions and terms,
 and use the most common methods of managing terms and concept development,
- use basic sketching techniques to communicate ideas, plan, implement and present a design project,
- use a CAD-software to design products with moving parts and with the help of top-down methodology, create advanced solid and surface models,
- produce realistic images and simple animations of a product and use a PDM/PLMsystem to design products.

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Department of Mechanical Engineering Certification Course on Product Process Design Schedule

Timing: 4:00pm - 6:00pm

S.No	Date	Course Coordinator	Topic Covered
1	21-09-2020	Sri S. Vijaya Kumar	Need for IPPD-Strategic importance of Product development
2	22-09-2020	Dr. P. Sreenivas	Understanding customer-promoting customer understanding-involve
3	23-09-2020	Sri S. Vijaya Kumar	Customer in development and managing requirements- Organization process management and improvement.
4	24-09-2020	Dr. P. Sreenivas	Product development management - establishing the architecture - creation - clustering
5	25-09-2020	Sri S. Vijaya Kumar	Reflect on the solutions and processes - concept selection - methodology - benefits. Implications
6	26-09-2020	Dr. P. Sreenivas	Product change - variety - component standardization - product performance - manufacturability - Concept Testing Methodologies.
7	28-09-2020	Sri S. Vijaya Kumar	Fundamental and incidental interactions - related system level design issues
8	30-09-2020	Dr. P. Sreenivas	Architecture of the chunks - creating detailed interface specifications-Portfolio Architecture.
9	1-10-2020	Sri S. Vijaya Kumar	Integrate process design - Managing costs - Robust design - Integrating CAE, CAD, CAM tools -
10	3-10-2020	Dr. P. Sreenivas	Impact – design process – investigation of for industrial design – impact – design process
11	5-10-2020	Sri S. Vijaya Kumar	Technology driven products – user – driven products – assessing the quality of industrial design.
12	6-10-2020	Dr. P. Sreenivas	Definition – Estimation of Manufacturing cost – reducing the component costs and assembly costs –planning for prototypes –
13	7-10-2020	Sri S. Vijaya Kumar	Minimize system complexity – Prototype basics – principles of prototyping –
14	8-10-2020	Dr. P. Sreenivas	Economic Analysis – Understanding and representing tasks – baseline project planning
15	09-10-2020	Sri S. Vijaya Kumar	Accelerating the project – project execution

S. leijonthum Coordinator Lo Sallal

Professor & Head

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Department of Mechanical Engineering

Activity Report

Name of the Event

: Certification Course on Product & Process Design

Duration of the Event

: 21-09-2020 to 09-10-2020

Scheduled Time

: 4.00 to 6.00PM .

Target Audience

: B.Tech VII Sem Students

Course coordinator

: S. Vijaya Kumar

Activity Description:

Product & Process Design is one of the Manufacturing Technique for Mechanical students. Department of ME organized a Certificate Course on "Product & Process Design". Head of the Department, faculty & participants of the Course inaugurated with all good spirit. Resource persons began the first day first session Strategic importance of product development. Finally valedictory. Students were issued participation certificates by Head of the Department.

Department of Mechnical Engineering K.S.R.M. College of Engineering KADAPA - 516 003.

V. S. S. Musly

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Certificate Course on

"Product & Process Design"

21/09/2020 to 09/10/2020

Organized by

DEPARTMENT

OF

MECHANICAL ENGINEERING



K.S.R.M.COLLEGEOFENGINEERING (UGC-AUTONOMOUS)

Kadapa, Andhra Pradesh, India—516 005 Approvedby AICTE, New Delhi & Affiliated to JNTUA, Ananthapuramu.

Department of Mechanical Engineering

Certification Course on Product Process Design

Attendance Sheet

S.No	Name of the Student	Roll List	21-09-	22/09	23/09	24/09	25/09	26/09	28/09	30/09	01/10	01/10	03/10	05/10	06/10	07/10	08/10/20
1	MANGALI SRINIVASULU	179Y1A0330	V	~	V		V	A	V	V	_	A	V	V	V	A	5
2	MANTHA GOVARDHAN GOPL	179Y1A0331	V.	V	A.	V	V	A	V	·V	V	V	·V	V	V	A	V
3	MEESALA PRASANTH PRANAY	179Y1A0332	V	~	V.	A	V	~	A	V	V	V	A	~	V	7	<u></u>
4	MEKALA NEELESH RAHUL	179Y1A0333	V	A	V	V	~	V	A	V	V.	~	V		V	1	V
5	MUDDI SIVA SAI	179Y1A0334	4	V			~	V	~	~	A	V	V	-A.	V	V	A
6	MUDE SURYAPRAKASH NAIK	179Y1A0335	~	V	V	V	A	V	~	A	V	1	V	V	A	1/	~
7	MUMMADI SUMANTHREDDY	179Y1A0336	V	V	V	/	V	V	~	1/	V	1	V	1	V	V	~
8	ODETISHARIEF	179Y1A0338	V	V	V	A	~	V	V	V	V	V	V	V	~	V	V
9	PALAMPALLI VENKATA RAVINDRA REDDY	179Y1A0339	~	N	V	V	~	1	~	1	V	A		V	V	~	V
10	PALLAPOTHULA VINOD KUMAR REDDY	179Y1A0340	~	~	V	V	~	~	V	A	~	V	~	V	V	v	v
11	PALLE MAHENDRA REDDY	179Y1A0341	V	V	V	V	~	V	V	1	~	V	1	V	1	1/	V
12	PERAM SRI MOHAN REDDY	179Y1A0343	V	V	V	V	V	~	V	/	1	V	1	V	V	1	V
13	PICHIPATI RAM KISHORE REDDY	179Y1A0344	V	~	V	V	V	V	~	V	~	1	v	1/	A	1	1
14	SAGILI VISHNUBHARADWAJA REDDY	179Y1A0347	V	V	V	V	V	V	V	V	~	V	A	~	V	~	v
15	SAKIRAJU SUNILKUMAR RAJU	179Y1A0348	V		V	~	V	V	V	V	V	V	1/	~	V	1	~

16	SHAIK ABDUR REHAMAN HUSSAIN	1 47014 400 40		1	1.	1	1			1					_		
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17	SHAIK IRFAN AHAMAD	179Y1A0350	V	A			- ~	V	<u></u>	ナレ	A	V	V	V	V	V	A
18	SHAIK MOHAMMED ABBAS -	179Y1A0353	V	V	V	V	-A	V	A	1	V	~	V.	V	2	A	V
19	SHAIK MOHAMMED FAYAZ	179Y1A0354	VS	V	V	V	V	A	V	~	V	~	V	A	v	V	1
20	SHAIK MOHISIN AHMED	179Y1A0355	V	~	V	17	~	V	1	V	V	V	V	V	V		2
21	SHAIK NAZAR HUSSAIN	179Y1A0356	~	~	V	V	V	レ	1	V	V	V	~	V	1	1	. ,
22	SHAIK SAMEER AHAMMAD	179Y1A0357	V	A	し.	V	1	1	V	V	V	سا	1/	1	V	1/	
23	SHAIK SUHAIL UR REHAMAN	179Y1A0358	~	V	A	~	V	V	~	V	1/	1	A	V	V	V	- L
24	SHAIK ZAHEER AHAMMAD	179Y1A0359	N	~	V	V	V	V	~	A	2	1			1	1	
25	SOMISETTY VENKATA SAI JASWANTH	179Y1A0361	V	V	·V	~	V	V	V		A	V	V	V	1	- 1-	-
26	TALARI ABHISHEK	179Y1A0362	~	V	V	V	V	V	V	V	V	V	V	A	V	V	-
27	TALARI BOYA SRINIVASULU	179Y1A0363	V	V	~	A	V	V	V	V	~	~	A	V	V		
28	THALAMOPURI RAJESH	179Y1A0364	V	V	V	~	A	V	V	V	V		V	~	1	A	A
29	THANNEERU AMARENDRA	179Y1A0365	-	V	V	~	2	V	V	~	~	V	1/	1/	1	2	~
30	VADDEMANI VENKATA DEVENDRAREDDY	179Y1A0366	V	V	V	~	~	V	A	V	V	A	V	~		~	
31	VANGIMALLA SATHISH KUMAR REDDY	179Y1A0367	V	V	P	V	A	V	~	~	A	~		~	V	~	·
32	VULLITHULA HARI PRASAD	179Y1A0370	2	V	~	~	V	V	V	V	A	V.	1	V	A		~
33	YERRABALLI SHAIK SARFARAAZ	179Y1A0371	V	V	V	V	1	1/	1	1	1/	1	-	-1/	1	1	-
34	NAIB MOHAMMED ABID	189Y5A0334	1	V	V	A	·V	~	1	~	A	V	1/	1	~		· •
35	NANDYALA MAHESWARA REDDY	189Y5A0335	V	V	A	~	~	V	A	V	1	1	V	1	1		
36	NARAPUREDDY PATTABHI REDDY	189Y5A0336	2	V	V	/	~	~	V	V	1/	1	1		1	1/	V
37	PAPIREDDYGARI SURYAPRAKASH REDDY	189Y5A0338	V	~	V		V	A	2	V	1	~	V	1	1	V	L
38	PENTAM HARSHAVARDHAN	189Y5A0339	1	V	A		~	~	~	~	~	V	V	V	B	V	V
39	POGAKU BALA NARASIMHUDU	189Y5A0340	4	V	V	~	V	1	~	~	A	1		V	1	1/	V
40	PUJARI HARSHA VARDHAN	189Y5A0341	V	~	B	1	D	V	v	V	1	1/	V	V	V	1	2
41	RODDAM SHARATH	189Y5A0342	V	A	V	V	~	V	V	V	V	V	V	V	V	1	1 -
42	S IBRAHIM KHAN	189Y5A0343	V	V	V	~	-	V	V		1	B	1	2	2	2	レ
43	SALE MADAN KUMAR	189Y5A0344	V		/	~		V	~			1	1	A	1	2	7-
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46	SAYYAD SALEEM		V	A	V										V		V
47	SHAIK MAHAMMAD SADIO	189Y5A0347							L		~	V	V	1	V	1	1
14 Y	PATEL	189Y5A0348	V	V	V					~	V	V	~	v	~	v	~
48	SHAIK RAHAMATHULLA	189Y5A0349		V	A	V	~	-	-	V	~	~	~	V	V	~	v
49	SHAIK SHABEEH AHMED	189Y5A0350	/	~	/	V	V	~	-	V	V	V	V	1/	V	-	4
50	SIRLU JAGAN	189Y5A0351		~	/	A	~	V	~	V	L	V	1/	1/	V		1/
51	SUDDAMALLA SIVANAGADASTAGIRI REDDY	189Y5A0352	~	V	V		^	V	1	. /		1	1		Α.		
52	SULLAGALLA PAWAN KALYAN	189Y5A0353	V	~	V		A	_							A	-	
53	SYED MOHAMMED MATEEN HUSSAIN		V		~	10		A	V	B							
9	VENNAPUSA	189Y5A0354								n		c		-	V	V	
54	CHANDRAHASAREDDY	189Y5A0355		~	V		~	~			~	-	~	~	V	~	V
55	YANAMADALA BHARGAV	189Y5A0356		~	~	~	V	A	V	~	A	A	~	V		A	A
56	YARAPA GANESH	189Y5A0357	/	~	V	V	1	~	V	V						1	H
57	YARRAM REDDY HARINATH REDDY	- 189Y5A0358	V		V	V	V.	V		V	1			7	V		1/
58	YEDULA RAMMOHAN	189Y5A0359	/	V	~		~	V	V	V				V	7		
59	YELUGOTI YESWANTH REDDY	189Y5A0360	/	V	~	V	1			-			~	V		V	

Coordinator

Professor & need

Department of Mechnical Engineering
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CHAPTER

Product Design and Process Development

1 Introduction

Product design takes a long time and a great deal of effort. It is important to target the design programme to minimise time and costs and to plan for it to be successfully completed within allocated resources. Time is very much of the essence, the minimum compatible with optimal development.

In a product design plan, there are many activities to be first recognised and then coordinated; some activities are worked in sequence, some in parallel. In particular, multidisciplinary activities are focused in the same direction and coordinated in time. The master plan coordinates the various people and their mini-projects in an overall time and resource plan so that the product design can be controlled.

The plan begins with the product design specifications. These include a profile of the product characteristics as defined by the consumer, the structure and composition, safety factors, convenience and aesthetics, and also indicates the manufacturing, processing and storage variables and their effects on the product qualities. Many of these product design specifications start as general descriptions; product design and process development focuses them into definite, quantitative descriptions.

In the design process, the product and process development are integrated so that at the end of the design stage there is a product with the optimum qualities, and a process to produce

it. A great deal of time is lost if a food product is designed under 'kitchen conditions' and then has to be redesigned as the process is developed.

In food product design:

important marketing factors are consumer acceptability, competitive positioning legal regulations, ethical requirements, environmental mandates and distributor requirements;

important technical factors are raw material availability, ease of processing, cost, attainability and reliability of product quality, shelf life, equipment needs, human knowledge and skills; and

important financial factors are costs of manufacturing and distribution, costs of further development and the investment needed.

These are considered at various parts of the design so that at the end of the product design and process development they can all be included in the feasibility report for top management.

5.2 The design process

The design activities are grouped into steps: 'getting the feel', screening, ball-park studies, optimisation and scale-up of production and marketing, leading at the end to product and process specifications, marketing strategy and financial analysis as shown in Figure 5.1. This allows control of the design process as the consumer, product and process activities are coordinated into small mini-projects with specific objectives.

The activities and some of the experimental techniques in the various stages of product design and process development are shown in Figure 5.1. The stages used in this book are 'getting the feel', screening, ball-park studies, optimisation, scale-up (production) and scale-up (marketing).

Figure 5.1 Activities and experimental techniques in product design and process development

PRODUCT DESIGN SPECIFICATIONS

'Getting the feel'

Recognising the variables Setting the limits 'Ad hoc' experiments

4

PRODUCT 'MOCK-UPS'

Screening

Importance of variables Interrelationships of variables Simple experimental designs

ELEMENTARY PRODUCT PROTOTYPES

Ball-park studies

Variables limits
Variables interactions
Basic packaging
Linear programming
Factorial designs

ACCEPTABLE PRODUCT PROTOTYPES

Optimisation

Stepwise variable changes in small area Aesthetic product design Complete process design

Optimisation designs

OPTIMUM PRODUCT PROTOTYPE

Scale-up: production

Process testing in plant

Yields study EVOP HACCP

Scale-up: marketing

Marketing/product definition Market channel selection

Pricing analysis
Sales prediction

Consumer panels, large consumer test

Market survey
Sales forecasting

FINAL PRODUCT PROTOTYPE
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In the design, both the input variables to the process and the output variables of the product qualities are identified early in the developments.

The input variables are:

- · raw materials: type, quality, quantity;
- processing variables: types of processing, processing conditions.

The output variables are:

- · product qualities;
- product yields

The levels of the input variables that are possible in the production are identified and used in the design experimentation. The level of a raw material (or ingredient) is the percentage in the formulation. Raw materials and ingredients are sometimes differentiated: raw materials as the primary products from agricultural and marine sources, and ingredients as processed materials. In this book, raw materials includes both, and mean all materials used in the process. The levels of processing variables are related to physical, chemical and microbiological measurements and also the achievable and necessary limits set by equipment and environmental conditions. There are limits set on the input variables by the needs of the product, processing and costs; there may be a lower level and a higher level, or just one of these. Identifying these levels early in the design reduces the time spent on experimentation.

The product qualities wanted by the consumer are identified and quantified. Usually a range is discovered within which the product is acceptable; this sets the range within which the quality has to be controlled. Again there are usually low and high levels identified for the product qualities. The yield of product necessary to give acceptable costs is identified early in the design to direct the raw material and process experimentation.

The design is a continuous study of the relationships between the input variables and the product qualities, so that the final product prototype is the optimum product under the conditions of the process. The two main parts of product design are making and testing the product prototypes, and the two important groups of people are the designers (often called developers in the food industry) and the consumers. The prototype products are tested under the standards set by the product design specifications, so that product testing needs to

be organised along with the product design and the processing experiments. Regularly there is consumer input, to confirm that the product is developing characteristics as identified in the product concept and not developing characteristics which are neither wanted nor needed by the consumer.

As discussed in Chapter 1, the product design ends with a final product prototype and a feasibility report:

- defining the feasibility of the product for technical production, the market and the company;
- anticipating the technical and market success;
- assessing the financial feasibility; and
- predicting associated impacts on the company and the market of various levels of product success.

Gathering information for the feasibility report is an important part of the design process.

5.3 Steps in product design and process development

Carrying out the design in the five successive steps listed in Figure 5.1 goes some way towards eliminating the mistakes of choosing the wrong design and also making the product on a large scale when very little is known of the processing system.

5.3.1 'Getting the feel'

This is a continuation of the development of the product concept and the product design specifications. The processing methods and conditions outlined in the product design specifications are used to make the early product prototypes, and the technical testing methods are examined for reliability and accuracy in testing both the technical product characteristics and also their relationships to the consumer product characteristics. There is a question of consumer involvement at this stage; some people advocate this strongly because it means that there is control over the design; others say that it is faster and just as accurate to use the knowledge of the designers. The choice of no consumer testing depends

on the level of consumer knowledge held by the designer. The basic costing used in the company is also identified so that a simple method of determining costs can be used in the next stages of the product design. The target market was identified in the product concept stage and the consumers are selected to represent this target market(s).

5.3.2 Screening

Screening reduces the wide range of raw material and processing variables to the input variables affecting important product qualities. This hastens the design. Initially the variables can be reduced using the previous knowledge of the designer and also published or company information easily available. There can still be a number of floating variables and these are studied in controlled experimentation, not 'ad hoc' try-and-see experimentation. Many experimental designs are available to screen the variables but the most common are partial factorial designs, or Plackett and Burman designs. In a Plackett and Burman design, it is possible to screen N-1 variables with N experiments. The screening experiments identify the important variables and their magnitude levels that affect the product qualities, but they are not statistically accurate and cannot quantify the relationships between the input variables and the product qualities. Some food designers have the consumers test many samples in these designs, sometimes for acceptability, but more usefully in product profile tests. Other designers use trained sensory panels.

At this stage, the raw materials are being selected, and the quality, availability and costs of those raw materials are studied. There is likely a basic total cost range for the raw materials, but it is important not to select individual materials only on cost at this stage. Higher qualities of raw materials may give a unique property to the product, and also the more expensive materials may not need to be used in the same quantities as the cheaper. Sometimes there are restrictions in the company on the raw materials that are to be used; the buying department can often give some indications without restricting the design.

5.3.3 Ball-park studies

In ball-park studies, the aim is to set the limits of the raw materials and the processing variables which give acceptable product qualities as judged by the consumer. By this stage, the variables are reduced in number and their outside limits are set. They are examined in factorial designs, and for raw materials in mixture designs. In factorial designs each input

variable is considered at high and low levels, and the combinations of these high and low levels for all input variables are tested. In a full design all possible combinations are run, therefore for three variables the total number is $2^3 = 8$ experiments. In food formulations, mixture designs are often used because it is impossible to vary one ingredient while holding all the others constant; in mixture designs, the sum of all the ingredients in the formulation must add to 100%. The product designer must always be aware that when they change the content of one ingredient, the proportion of the other ingredients changes, for example reducing the fat content will increase the proportion of other ingredients: carbohydrate, protein or water. With factorial designs and mixture designs, the effects of the various input variables, alone and together, on the product qualities are analysed, and mathematical relationships developed between the input variables and the product qualities. To set up the experimentation and to analyse the results, there is computer software readily available for food product development.

Both technical testing and consumer testing of these product prototypes are carried out. The consumers are testing for acceptability and the technical tests are examining the chemical, microbiological, physical and sometimes the sensory properties of the products. Accuracy and reliability are important considerations in this testing, both for studying the effects of the input variables on the product qualities and for developing the quality assurance programme. The total processing costs of these product prototypes are compared to identify the effects of the input variables on the costs, and to check that the costs are within the target cost range.

Think Break 5.1

Steps in product design and process development: consumer testing

Discuss the advantages and disadvantages of consumers testing the prototypes in 'Getting the feel', 'Screening' and 'Ball-park' experimentation.

For what types of products – packaging change, product improvement, product line extension, product innovation – would you use consumer testing and at what stages in the product and process development?

5.3.4 Optimisation

Here the aim is to optimise the overall product quality by determining the levels of the input variables which will give the best possible product quality. The problem is that often when optimising one product quality, another product quality is less than optimum. So it is a case of setting the relative importance of product qualities, and for the most important product qualities studying the formulation and processing variables to find the optimum. But the limits that are acceptable across all the product qualities need to be known so that during the optimising experiments none of the other product qualities become unacceptable. For raw material formulations, linear programming can be used to optimise a number of product qualities and costs with the amounts of raw materials in the formulation held between upper and lower levels.

5.3.5 Scale-up

Scale-up (or ramp-up) of both the production and the marketing is the last stage of the product design and process development. The production scale-up is the in-plant test to verify that the product can be made at the quality and quantity required, and the marketing scale-up is a large consumer test to verify that the target consumers will buy the product and what marketing strategy will encourage this buying.

The aim of the processing scale-up is to determine the optimum production process for product quality, product yield, process control and costs. If the previous design research has combined the product and the process, this can be achieved without too many problems. But if the process has been ignored, then there can be disastrous problems. For example, if some of the intermediate materials have never been pumped during the design experimentation, then they could break down during scale-up.

The scale-up can be either on a pilot plant or short production runs on the main plant. If it is a new process, or there is to be quite extensive experimentation, then the scale-up is conducted on a pilot or small-scale plant. If the process is only an adaptation of the present production, then the scale-up is conducted on the main production plant. The decisions on the type of scale-up are often much influenced by cost; the production trial can cost a great deal if the product cannot be sold and this restricts the use of the production plant until the final stage. But if there is no investment money to build a pilot plant then the production

run may be the only scale-up available. The question can often be asked as to when the scale-up from the laboratory bench to the small plant to the production line should be carried out. A great deal of time can be spent perfecting a product in the laboratory, only to find that it is impossible to duplicate this in the plant. If the product is rushed from the laboratory to the production line, then there can be a great deal of raw material and product discarded at a substantial cost.

Knowledge of the interrelationship of the processing variables and the product qualities can reduce these failures. EVOP (evolutionary operations) are used in optimising the process variables, especially if using the production line in scale-up. EVOP is a way of plant operation that tests small changes in the process variables in a simple factorial design. It continuously changes the process variables until optimum product qualities are reached, but only slowly so that the product can be used for large scale testing or even sold.

The marketing scale-up aims to define the market, describe the market strategy to reach this market and predict the possible sales revenues for the product. Possible market channels are studied and the market channel suitable for reaching the target consumers and for the company is chosen. The price range related to the production costs, competitors' pricing and company policy is tested with consumers to see how it affects their buying intentions. Also the final product concept (the product proposition) is built up from the final prototype product, the packaging design and consumer studies. The definitions of the product, price and market channel are used not only to develop the aims and methods for the promotion of the product but are also the basis for planning the marketing mix during product commercialisation.

The final prototype product from the production scale-up and the various parts of the marketing strategy are tested in a large-scale consumer test where the consumers test the product in their usual environment and are interviewed about the marketing strategy.

Think Break 5.2

Activities in product design and process development: rice risotto

The company has decided to produce a rice risotto, a dry flavoured mix to which only boiling water is added to give a quick snack, similar in use to instant noodles.

Identify some of the important activities in the design of this product.

In Case Study 5 are some comments on food design for the future from an Italian design journal, to start you thinking about the development of food design. Certainly today there is a need to determine the direction of food design both for food ingredients and consumer products, and also for the fresh products which are being designed on the land and in the water.

'Case Study 5.

Towards a Food Design

The food product development project passes from a traditional approach aiming at the adjustment of natural food, to an approach based on consumer needs, and then to an approach implying the interpretation of food technology potentialities in the framework of the food culture of eaters. Food design aims at closing the gap between what is culturally acceptable as nourishment and the extreme technological situation of foods consisting of the most artificial nutriments.

It must combine artificiality with quality by integrating into the food development project all aesthetic, sensory and symbolic dimensions, along with what has been handed down and the future developments of custom and food culture, to develop 'edible objects' detached from natural products but offering the same degree of quality and richness.

Besides, it must ensure - between those who eat and make food - a mediation, not just a formal one or based on a naturalistic food, but a deeper one, asserting the technological identity of food by seeking, in the ancestral food culture as in the chaos of present day behaviour, a poetical spirit that may make it more valuable.

(From François Jégou (1996) 'Design and food; object-food and food raw materials', *Stileindustria*, 2(6), June, pp. 40-1.)

5.4 Product testing

Product testing is an integral part of the product design and process development as can be seen in Figure 5.2.

Figure 5.2 Testing activities & techniques in product design and process development

	PRODUCT DESIGN SI	PECIFICATIONS	
	Technical	Consumer	Costs
'Getting the feel'	Setting up	Ideal profiles	Company costs
	Reliability		*
	Training		
	Standard tests	Profile tests	Cost analysis
	Correlation of techn	ical/consumer tests	
	PRODUCT 'MO	CK-UPS'	
Screening	Technical	Product comparison	Raw materials
	Sensory		cost limits
	Product testing	Difference testing	Materials cost
	3	35	comparison
	•		companieon
	ELEMENTARY PRODUC	CT PROTOTYPES	
Ball-park studies	Technical	Acceptability	Preliminary
	Sensory		product costing
	Statistical testing	Preference panel	Spread sheets
	ACCEPTABLE PRODUC	CT PROTOTYPES	
Optimisation	Technical	Product Improvement	Product,
	Sensory		packaging,
	Storage		process costing
	Control testing	Use tests	Cost comparison
	Shelf life tests	Competitive comparis	
	OPTIMUM PRODUCT	PROTOTYPE	
Scale-up	Quality assurance	Buying predictions	Yields
		Marketing study	Materials
		<i>3</i> ,	Equipment
	Raw material testing	Market survey	Equipment
	8		comparison
	Process study	Attitude panel	Total costing:
	Product study	Large consumer test	capital and
		g. commer tost	operational
			орегинопин

FINAL PRODUCT PROTOTYPE
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To achieve the final product prototype, it is very important that the product is tested at all stages during its design for technical compliance, acceptability to the consumer, and compliance with cost constraints as shown in Figure 5.2. *Example 5.1* lists the types of tests used in the development of a Thai fermented sausage

Example 5.1 Testing of Thai Fermented Sausage (Nham)

In Thai sausage product design experimentation, there were:

- chemical tests (pH, total acidity, volatile acidity, residual nitrite, reducing sugars and cooked rice),
- physical tests (Instron compression, shear force and energy, reflective colour, gas formation, water activity, weight loss),
- microbiological tests (mesophilic aerobic micro-organisms,
 Enterobacteriaceae, Staphylococcus aureus, yeasts and moulds),
- sensory tests (appearance, texture, flavour) and tests of consumer acceptability.
 The product profile characteristics were: colour, visual texture, air pockets, firmness, juiciness, smoothness, sourness, saltiness, spiciness, pork flavour.

Wiriyacharee, P., (1990) The systematic development of a controlled fermentation process for Nham, a Thai semi-dry sausage, Ph.D. thesis, Massey University, New Zealand

5.4.1 Technical testing

Technical testing varies a great deal depending on the type of product, the testing facilities available, safety needs, processing needs and legal regulations. The tests can be chemical, physical or/and microbiological. The technical testing for consumer acceptance is built up from the consumers' product profile, and suitable technical test methods are sought which relate to the product characteristics identified as important to the consumer. In the early stages of product design, correlating the technical tests on the product qualities with the consumer product profile is essential. Technical testing is also required to confirm that any food regulations are being met, that consumer safety is ensured and that any labelling requirements for example nutritional value are confirmed. At the later stages, technical testing is developed to monitor the product specifications for quality assurance, and account needs to be taken of the accuracy and reliability of the results. Consideration also needs to be given to the costs of testing – Can the efficiency be improved? How much testing is needed for control of the product quality?

5.4.2 Shelf life testing

Testing shelf life is important in food design because there is usually a target shelf life to be achieved for transport and storage in the distribution chain as well for storage of the product by the consumer after buying. From previous knowledge, some predictions can be made early in the design on the possible shelf life; foods can be divided into short-life products (up to 10-14 days), medium-life products (up to eight weeks) and longer-life products (up to 1-2 years). The possible deterioration reactions in the food are identified, for example chemical reactions like browning and loss of colour, and microbial growth of food spoilage organisms, moulds and yeasts. It may be necessary to carry out accelerated tests under severe conditions to identify exactly what the deteriorative reactions are. Shelf life testing needs to be started as soon as possible in the prototype development, usually at the start of optimisation experiments. Shelf life testing takes time and can be the critical activity controlling the completion of the project. The variables need to be identified - usually temperature, humidity and surrounding atmosphere in storage; vibration, handling and contamination in transport. Factorial designs are again used so that the quantitative effects of changes in the storage and transport conditions on product quality can be measured.

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Think Break 5.3
Product testing: shelf life

The 'use by' or 'best by' dates on food products are indicative of the shelf life of foods. The shelf life is the length of time before the consumer can recognise a change in quality or the product becomes unsafe. Look at some 'best by' dates in the chilled cabinets of the supermarkets and note the 'best by' dates for different types of foods and brands. Did the information on the package include storage temperatures? How would you use this information for setting the conditions for shelf life testing of two new products: (1) natural active yoghurt (2) vacuum packed sliced salami? (See Lewis, H. And Dale, R.H.(2000) ''Chilled yoghurt and other dairy desserts' in Man, C. M. D. and Jones, A. A. (eds.), *Shelf-Life Evaluation of Foods*, 2nd. Edition, Gaithersburg, Maryland: Aspen Publishers pp.89-109.)

5.4.3 Sensory evaluation

Sensory evaluation can be carried out by expert sensory panels or by consumers. Traditionally in product design, the expert panel determined the differences between prototypes and the direction of the differences, while consumer panels evaluated the acceptance of products or preferences between products. This meant that consumer input did not take place until the final stages of prototype development. But with the acknowledged importance of the early stages of product design, consumer panels are now used to guide the design. Such panels are used in screening the ingredients, determining the product characteristics and their strength in the ideal product, developing and optimising the product profile of the product prototypes, and optimising products for acceptance and cost. Care needs to be taken when choosing the "consumers" – are they the people who buy the product, who prepare the meal, who eat it?

A trained panel may consist of between four and ten people, but consumer panels are larger, comprising at least thirty people depending on the type of testing. The members of a trained panel after a month or longer training are able to score the product qualities reliably and accurately. Consumer panels are not trained, but are representative of the users of the product. Initially consumer panels were considered 'too much work' and expensive, but experience has shown that this is not so.

The size of the consumer panel increases throughout the design as the importance of making the right decision becomes critical and the penalty for a wrong decision becomes larger. In product formulation, it can consist of 15-20 consumers, rising to 50-100 consumers during the final processing trials and 200-300 for the final product prototype, while in some large markets with greater variability it may be even more. The smaller panels are useful when some depth of knowledge is needed though they are not a statistically valid method of determining how many people in the market will buy the product. But over the years, it has been shown that there are significant correlations between the verdicts of the consumer panel and the larger consumer test if the members of the consumer panel have been selected carefully and are representative of the market.

Consumer panels are used for seeking in-depth information about the product's characteristics and uses. The aim is to obtain as much detailed information as possible so

that informed changes can be made in the product design. The consumer panel gives opinions on all product characteristics, not just sensory qualities but others such as safety, nutrition, size, ease of use, transport, storing and convenience. They can also be involved in the design of the package. The final consumer panels test the packaged product under the conditions in which they would use it. This would normally be in their home, but sometimes because of secrecy and also the need to watch their use of the product such trials may take place in the laboratory. For example, there is a need to check: Is the pack ergonomically suitable? Does it fit their hands? Can they open it? Is the product suitable for their equipment and their abilities? Can they prepare and cook the product? Do the other people in the house like it? Is it acceptable to younger/older people, different sexes?

Think Break 5.4 Product consumer testing: dog food

A company is developing a dog food for the working dogs in the rural market. The product is a large sausage which can be stored at ambient temperatures. It is, with dog biscuits, the dogs' only food.

Outline the consumer test programme that you would organise with the dogs and their owners from the start of the product design to the final selection of the product prototype at the end of the product design.

5.4.4 Costs

Costs provide a basic criterion for controlling the design; they need to be monitored throughout development to ensure they are within the target range. At the beginning of the design, the company's cost structure and the target range of costs for the new product need to be agreed by all involved. The basic costs for producing and distributing the product can be subdivided into manufacturing costs, distribution and marketing costs and general company costs. A simple breakdown is shown in Table 5.1

Table 5.1 Basic costs for producing and distributing a product

Manufacturing costs	Raw materials cost
	Direct processing costs
	Fixed costs
	Plant overhead costs
Distribution and marketing costs	Physical distribution costs
	Market channel costs
	Promotion costs
	Sales and selling costs
General company costs	Administration costs
	Development costs
	Financing costs

Some of the manufacturing costs comprise raw materials, packaging, labour, depreciation of equipment, electricity, steam, gas, water, waste disposal and plant overheads. In many companies, during the product design and process development, the raw materials and direct processing costs are continuously determined and are part of the design. For example, in the linear programming models for product formulation there is usually either a total cost constraint for the raw materials or the aim is to minimise cost. Standard percentages or ratios on these materials and processing costs are used to predict the company costs. This has to be carried out with care, especially with innovative products or new markets where some of the marketing and distribution costs are unknown - these may be found to be too high only at the later stages of the project and prevent the launch. At the end of the product design and process development stage, there should be reasonably accurate forecasts of production and distribution costs and some indication of the probable marketing costs.

Think Break 5.5

Product testing: fruit drink powder development

Fruit drink powders are dissolved in water to give a refreshing drink. These drinks are popular with children, and are also used as cheap drinks for large parties.

1.Identify the ingredients in fruit drink powders by reading the labels on some powders available in the supermarket or by searching in the internet e.g. 'Ingredient manufacturers turn powder into health gold' by David Feder.

http://www.foodprocessing.com/articles/2008/370.html Sighted 14/11.2008.

- 2. Identify the important product qualities in such powdered drinks, and suggest how you might test these product qualities with laboratory testing, with trained sensory panel testing and with consumers.
- 3. Fruit drink powders are produced by mixing the ingredients so that they are evenly dispersed and then they are packed into sachets. Identify important factors in this processing and packing.

Outline the method you would use to develop a fruit drink powder, combining Figures 5.1 and 5.2 in one diagram.

There are three important general activities in product design: product formulation, packaging development and processing development.

5.5 Product formulation

Many food products are made by combining raw materials in specific proportions in a formulation, and research on the effects of various formulations on product qualities is common in product design.

In systematic formulation there are five steps:

- Set the product qualities required,
 - · Find data for the raw material compositions, qualities and costs,

- Determine limits on the raw materials and the processing variables,
- Use quantitative techniques: linear programming, experimental designs, mixture designs,*
- Use product profile tests and technical tests to relate product qualities to changes in formulations.

(*there are many useful computer software packages to use these statistical techniques.)

The raw materials can be divided into two groups: the basic product raw materials and the 'top' or aesthetic raw materials. This does not mean that the basic raw materials do not give aesthetic qualities to the product - in fact in modern food design this is recognised as a fundamental factor. But sometimes there is a need for the addition of colours and flavours to improve the aesthetic effect. The important properties of the raw materials in relation to the product qualities are recognised in the product design, as shown in Example 5.2.

Example 5.2 Raw materials for Thai Fermented Sausage (Nham)

- 1. Meat System: fresh lean pork and pork-skin, held at ambient Thai temperatures for three hours after killing.
- 2. Curing agents: sodium chloride, sodium nitrate, sodium tripolyphosphate.
- 3. Seasonings: white pepper, fresh garlic.
- 4. Carbon sources for fermentation: jasmine rice (cooked), glucose.
- 5. Starter cultures: Lactobacillus plantarium, Lactobaccillus brevis, Pediococcus cerevisiae, Micrococcus varians.
- 6. Sausage casings: cylindrical tubes, 22.5 mm diameter, 30 cm long, made from laminated 15 micron uncoated nylon and 50 micron linear low density polyethylene.

Limits on raw materials

Meat system was set at 80% ground meat 20% sliced pork skin. The low and high levels for the other ingredients and starter cultures were:

Raw materials	% meat system	Starter Cultures cfu/g meat system
sodium chloride	1,4	Lactobacillus plantarium 0, 10
sodium nitrate	0.01, 0.03	Lacobacillus brevis 0, 10
sodium tripolyphosphate	0, 0.5	Pediococcus cerevisiae 0, 10
minced garlic	3, 7	Micrococcus varians 0, 10
white pepper	0, 0.05	
cooked rice	5, 8	

Screening experiments

A Plackett and Burnam experimental design was used to screen these raw materials. From this, the important raw materials affecting the qualities of the Nham were identified as the four starter cultures and the rice, and in further experiments these were studied at different levels and under different processing conditions. Glucose as another carbon source was also studied. The other ingredients were fixed: sodium chloride 3%, sodium nitrate 0.02%, sodium tripolyphosphate 0.3%, garlic 7.0%, white pepper 0.05%.

Wiriyacharee, P., (1990) The systematic development of a controlled fermentation process for Nham, a Thai semi-dry sausage, Ph.D. thesis, Massey University, New Zealand

In formulation studies, the important development in the last ten years has been the use of the computer. First, there is the raw material database on the computer; this started by detailing the chemical and nutritional compositions of different raw materials but has expanded to other properties such as microbiological quality, sensory qualities and to the effects of raw materials in processing, where this information is available. For companies

with a narrow range of products, this raw materials database can be used in all product development projects as a starting point for formulation; in other companies with a wideranging product mix there may be need for two or three databases. The database is only useful if it is kept up-to-date and is also related to the company's buying policy.

The database can be used to build and analyse various formulations to see how they fit the criteria for the product qualities, the costs and the processing. This can be done quite simply using computer spreadsheets. There are also expert systems available which provide a decision support framework made up of two parts: a task part containing the distinct problem-solving steps involved in creating a formulation, and a physical part with the specific knowledge about the properties of the raw materials and the processes involved. As more information is obtained from factorial experimentation, mathematical relationships between the raw materials in the formulation and the product qualities are developed and these can be used in such techniques as linear programming.

Think Break 5.6

Product formulation: natural fruit ice-cream

For developing a formulation for natural fruit ice-cream, identify the important raw material variables and the important product qualities.

Relate each raw material to a product quality(ies); for example, lecithin, an emulsifying agent, stabilises the oil/water emulsion and gives smoothness to the ice-cream.

See: The Science of Ice Cream by Chris Clarke, 2004 Published by the Royal Society of Chemistry.

5.6 Packaging development

Packaging design at this stage concentrates on the packaging of the individual product; the outer packaging research is only related to decisions regarding size and to the protection required during distribution. The design of the packaging for the individual product is based on the needs of the consumer and the requirements of product preservation and protection in the product design specifications, but it also considers the process and the distribution, as well as the needs of retailers and the environment.

The graphic design is usually carried out during the commercialisation stage together with the promotional artwork, but consideration needs to be given to any printing and display needs in the selection of the packaging and the materials to be used.

The needs of the consumer and the retailer dictate the dimensions as the package has to be stored on retailers' and consumers' shelves, consumers have to be able to handle and open the package with their hands, the quantities are related to the serving of the food and the packaging has to stand up to the general conditions of use. The packages have also to fit into the standard outer container shapes and sizes.

The product may be processed in the package in which case the package must be able to stand up to the processing conditions and also not interact with the food during processing and storage, for example packaging constituents leaching into the food. In all cases, the package needs to fit into the packing line with not too much adaptation.

The factors to consider in packaging design at this stage of product and process development are summarised in Table 5.2.

Table 5.2 Factors in packaging design

Consumer	Buying, transporting, storing, using, eating, disposing
Product	Containment
	Protection in external environment, distribution
	Presentation for communication, promotion, selling
	Use by consumer: convenient, dispensable, ergonomic, information
960	Legal requirements
Process	Preservation of food, processing ability, interaction with processing,
	Product packaging quality .
	Machine ability in making, forming, filling, closing
Distribution	Outer packing, unitisation, transport, storage conditions Retailer needs
	Storage, display, communication, bar coding, tamper-proofing
Environment	Resources used: energy, raw materials
	Waste: reuse, recycle, or disposable

From the research, the packaging is defined as packaging material (films, cardboard, metal, glass, solid plastic), packaging type (bottle, carton, pottle, can), packaging size, packaging method (hand, continuous, automatic, aseptic). The designer does not have a great deal of room for originality in food packaging except with regard to the graphic design, but there is still a great deal of originality as can be seen on the supermarket shelves. The use of computers with design software has made it easier to design packaging.

The package is then put to the test on the processing/filling line, and for shelf life, and product protection during storage and transport. Finally the consumer has to test the packaging with the product.

5.7 Process development

Process development is interwoven with product design. For example, in the Thai sausage example a standard fermentation process was chosen for the Plackett and Burnam experiments, and then in the later studies on the starter cultures, the processing variables of temperature and humidity were also studied during fermentation. The Thai sausage processing was divided into three parts: raw material preparation (mincing of meat, cooking of rice), mixing of the raw materials and stuffing into the sausage casings, and fermentation. The first two parts were kept standard throughout and only the fermentation conditions were varied.

This division of the process into its individual parts is the method used in either analysing a current process for a new product (process analysis) or for building a new process for a new product (process synthesis). The individual parts and then the connections between them are studied to give the optimal overall process. There are three aspects of studying processing: unit operations, unit processes and processing limits:

 Unit operations. These are the physical processes such as heating, pasteurisation, sterilisation, freezing, chilling, drying, mixing, emulsifying, tumbling, pumping, conveying, packing. They can be grouped into separation processes, assembly (or

- combining) processes, conversion processes and preservation processes. There are more than a hundred unit operations used in food processing.
- Unit processes. These are the chemical, biological and microbiological changes such as gelatinisation, hydrolysis, oxidation, browning, protein denaturation, vitamin destruction, destruction and growth of micro-organisms, fruit ripening and meat tenderising. There are a number of these reactions occurring together in a food process and this leads to a complicated study in design. In the past much of the knowledge was empirical, but gradually basic quantitative studies of the rates of these reactions are leading to more directed process design.
- Processing limits (maximum and minimum). These can be temperatures, rates of
 increase/decrease in temperature, viscosities, mixing speeds, shear rates and pH, as
 well as processing times, availability and cost of equipment and services such as
 water quantity and steam pressures.

The combination of basic knowledge of food processing which has been built up over the last twenty years and the use of computers has led to a great deal of change in food product design and process development from the recipe testing of the past to systematic design based on process engineering principles and knowledge of food chemistry, biochemistry and microbiology.

The development steps are common in all projects, but the relative amounts of time and effort required for different steps may change considerably. Many food products are processed in more or less generic equipment so the emphasis in development lies on the product. If process development is more extensive, the logical sequence remains but the description of the steps may change, for example detailed design for items of equipment or a continuous line are included.

Think Break 5.7

Process development: allocation of time and effort for different products

Consider the relative time and effort which you would need to allocate to the various steps set out in Figures 5.1 and 5.2 when developing each of the following products:

- the risotto product (see Think Break 5.2, Section 5.3.5);
- the fruit drink powder mix (see Think Break 5.5, Section 5.4.4);
- a new frozen bar in which a soft caramel centre is surrounded with fruit ice-cream and enrobed in chocolate (see Think Break 5.6, Section 5.5 for fruit ice-cream).

5.8 Building the marketing

Consumer panels can be used during the product design to devise the best method of marketing the product; such panels build up knowledge of their relationship with the product, the acceptable price range and the product image. Distribution testing of the prototypes builds up knowledge about the physical distribution system and the market channel possibilities. Costing analysis gives an idea of the basic product and marketing costs. The marketing researchers then have a great deal of knowledge on which to build the marketing strategy.

The researchers are then able to determine:

- price range,
- relationship of the product to competitive products,
- product's position in the market,
- various market channels and their suitability for the product,
- target market segments and
- product image.

Having done this, they test the product in a large consumer test so that they can confirm the marketing method and also determine sales potential and market share.

5.8.1 Market survey

Market survey combines a number of activities whose objectives are to select the market segment(s) and the position of the product in the market segment, to determine the possible sales to the market segments, and to find information on which to base the marketing strategy. The information from the consumer research in the product design needs to be confirmed and expanded, either by secondary market research using published information and company information, or by primary market research using consumer focus groups, retail audits, and studies of the competitors and of the industry.

Focus groups may be organised to collect in-depth information on the target market, product, price, buying place, promotion, preference, preference over competitive products and long term buying predictions. Retail audits can be bought from commercial companies who regularly monitor sales of products in retail outlets, or more likely today, from the summarised information of supermarket electronic data. This information not only gives the market shares of the competing products, but continuous sales records, which can be a basis for sales forecasting. The sales of competing products need to be backed by information on the qualities of the different competing products, from either technical comparison or consumer comparison of the products, as well as on the competing companies and their methods of marketing. For industrial products, there is a need for industry studies to discover the different customers in the market and their characteristics - size, method of processing, company organisation, economic status, and present use of raw materials.

There is also a need to study the whole market channel and the physical distribution system. In consumer food marketing, the retailers have a strong control on the introduction of new products, so there is a need to study the competing products on their shelves and how they promote them, their attitudes to new products, and the effects on their new product behaviour of the prices, discounts, and promotional financing by the manufacturers. One also needs to investigate any retailers' charges to obtain shelf space for new products.

The place of the new product on the company's and the market's product life cycle is determined to ensure that a suitable marketing strategy is selected. Internally, the place of the new product in the company's product mix and product line is studied to see how the new product will affect the complete product mix and also individual products.

Think Break 5.8

Building the marketing: a new starch product

A medium sized starch company has developed a new starch product which gives a clear solution with a high viscosity and a bland taste, which can be used in soups, sauces and gravies, puddings and desserts, meat and fruit pies. Discuss the types of industrial market segments that you could use for this product and how you would conduct a market survey to determine its target market segment and the position of the product as compared with other starch products.

5.8.2 Large consumer test

Large-scale product testing of the final prototype product is undertaken by consumers, or in industrial marketing by one or two large customers in their plants or by a number of food service outlets. To obtain results for the major decision to go into commercialisation, it is usually preferable to have a statistical sample of the target market so that the accuracy of the buying prediction is known. However, the sample size is often limited by practical considerations such as the amount of money available, the time to do the test and the amount of product available.

The questions to be answered in the large-scale test include:

- Which consumers like/dislike the product?
- Do they prefer it to competing products?
- What product characteristics need improvement?
- Does the product or the packaging need to be redesigned?
- Will they buy the product at the given price?
- In what price range will they buy the product?
- How much will they buy, and how often will they buy at the different prices in the price range?

The consumer products are tested in a central location such as a shopping mall or in the home. In the *central location test*, a stall or a caravan is set up in a central position such as a shopping mall and people passing are asked to taste the product and give their comments

on a self-administered form or in an interview. This does not give a random sample of the population but it is quicker and cheaper than the in-home test. In an *in-home test*, the consumers are given a sample of the product, either unidentified or with the full branded pack, and asked to prepare and eat it in their household. The consumer or all the members of the household can be asked to comment on the product. A problem is the timing of the test which can influence a food product. It is preferable to do the consumer test at a time of year when the product would be expected to sell but this may not be possible. If done at a low acceptance time, this must be taken into account when analysing the results.

Industrial product testing with small processors and food service outlets is very similar to the organisation of the in-home test. Sufficient product is given to the processor to try the product in their process, and to the food service chef to develop a dish to put on their menu. A restaurant may test this dish by putting it onto the blackboard menu and watching their customers' reactions to the dish. The processors and the food service outlets are usually interviewed after the test to find how the product has been used, the problems and successes with the product, the intention to buy, the acceptable prices and predicted quantities to be bought. With larger processors, pilot plant or small production trials are organised either jointly by the supplier and the buyer or often by the buying company because of secrecy.

Products for overseas countries should be tested in that country, and international companies either have their own testing facilities in those countries or contract local market research companies to conduct the research. International product testing uses the same techniques but presents problems. First there is the problem of language - the questionnaires have to be in the language of the consumers and there may be problems in translation not only into a particular language but even into a particular dialect. Definitions of products and product characteristics may be substantially different. Scaling methods may also have to be changed. For example the 9-point hedonic scale from 'like extremely' to 'dislike extremely' may not be acceptable in a culture where expressing negative opinions is socially unacceptable so the dislike terms have to be removed.

Think Break 5.9

Building the marketing: in-home testing of a baking mix and a dairy cream

Outline how you would organise an in-home test for:

- baking mix for making muffins;
- dairy cream in an aerosol can.

Decide on the questions that you want answered, how you would present the products and the packs, the target consumers, the distribution of the samples and the questionnaires.

How would you use the results?

5.9 Product and process specifications and marketing strategy

Outline process plans include raw material specifications and quantities, process flow charts and processing conditions, product quality specifications, process control points and product testing methods. From this information, product and process specifications can be written and an approximate product cost determined. If necessary, legal or governmental approval is sought for the product or/and the process. An approximate idea of the customer and consumer acceptance of the products is already known; from this and historical sales data, sales forecasts can be determined. From the consumer and market studies, the marketing strategy can developed.

5.9.1 Product and process specifications

Final specifications include the raw material specifications, the product formulation, the process flow chart, the processing conditions in the individual unit operations, a preliminary HACCP analysis of the process, the testing of the intermediate and the final products, and the final product qualities. These are based on only preliminary production runs and can change during the commercialisation.

5.9.2 Costs and prices

Costs and prices are predicted from the trial production runs and from the consumer test. These will be ranges at the present time, as the production yields are only based on the small-scale tests, and the prices are only based on consumer comments, not actual buying. Usually pessimistic, most likely, optimistic, predictions are made for the costs and the prices.

5.9.3 Sales forecasts

Sales forecasts are based on the consumer test results: the target market segments, the total number of potential customers and the potential consumption rate. There will also be a proportion of potential consumers who will not buy the product and this is also known from product test results. From this type of data and allowing for direct competition, it is possible to make an estimate of the probable sales. However, this estimate must only be used in conjunction with estimates from other sources, since the details of buying intentions given by consumers to market researchers are notoriously inaccurate.

Sales forecasts for most products can be made by considering sales levels of similar products in conjunction with past and current socio-economic trends. Past records can, in general, be used in two main ways. First, a past trend can be directly extrapolated on the assumption that the causes which led to its occurrence will be maintained at the same level in the future. Second, an analysis can be made of the chief determining factors of any trends, and an attempt made to estimate future trends in accordance with any variations expected as a result of those factors.

A broader approach to sales forecasting includes the factors which have an overall effect on the economic behaviour of the nation. Most new products are in the non-staple food class; they are convenience products, impulse products, or alternative food choices, and sales levels of these can be affected by changes in total consumer expenditure. Detailed discussion of forecasting is not possible here but all the above factors will need to be considered to make reasonable forecasts. Sales forecasting is now a scientific technique which has been developed to make predictions as rational as possible, exploring every conceivable factor which could affect sales. Sales forecasts are sometimes wrong but all

efforts must be made to ensure they are incorrect only for the most unexpected or unusual reasons.

5.9.4 Marketing strategy

The marketing strategy is built up, to outline and integrate the product, the packaging, the price, the distribution methods and the promotional message. At this stage, these are still general descriptions, and the two most important decisions to be made concern the objectives of the market strategy, and the product concept developed from the final product prototype and earlier research. At this stage the product concept is being developed into a **product proposition**, which is the basis for the product communications in selling and promoting the product during the commercialisation.

5.9.5 Financial analysis

This is based on the costs predicted by the processing and marketing research, and the prices and sales forecasts from the market research. From these, the future cash flows and profits are predicted. Capital investment for the production plant and maybe the distribution system are estimated, and the working capital for the commercialisation and product launch predicted. From this information can be predicted rates of return on investment and also break-even times for development costs to be recovered. At this stage, these predictions have quite a high range of inaccuracy, and risk of being wrong; therefore probabilities of accuracy are placed on the predictions

The product and process specifications, the sales forecasts, the marketing strategy and the financial analysis, although at this time not exact, give excellent information for a feasibility study and for the evaluation of the product before the very expensive step of commercialisation is attempted.









K.S.R.M. COLLEGE OF ENGINEERING (UGC-AUTONOMOUS)

Kadapa, Andhra Pradesh, India—516 005 Approvedby AICTE, New Delhi & Affiliated to JNTUA, Ananthapuramu.

Department of Mechanical Engineering Certification Course on Product Process Design

S.No	Name of the Student	Roll List	Is the Course content meet your expectation	Is the lecture sequence well planned	Is the level of course high	Is the course exposed you to the new knowledge and practices	Rate the Knowledge of the Speaker	Rate the value of Course in increasing your skills	Any Issues
1	MANGALI SRINIVASULU	179Y1A0330	yes	Agree	Strongly Ag	Yes	-4	5	Nil
2	MANTHA GOVARDHAN GOPI	179Y1A0331	yes	Agree	Agree	Yes	5		Need extra Explanation
• 3	MEESALA PRASANTH PRANAY	179Y1A0332	yes	Agree	Agree	Yes	4	garante de la composição	Nil
4	MEKALA NEELESH RAHUL	179Y1A0333	yes	Agree	Agree	Yes	5		Nil
5	MUDDI SIVA SAI	179Y1A0334	yes	Agree	Agree	Yes	5		Provide PPT
6	MUDE SURYAPRAKASH NAIK	179Y1A0335	yes	Agree	Agree	Yes	5		Nil
7	MUMMADI SUMANTHREDDY	179Y1A0336	ves	Agree	Agree	Yes	5		Nil
8	ODETI SHARIEF	179Y1A0338	yes	Agree	Agree	Yes	4		Nil
9	PALAMPALLI VENKATA RAVINDRA REDD		ves	Agree	Agree	Yes	5		
10	PALLAPOTHULA VINOD KUMAR REDDY	Version of the second		Agree		Yes	5		Nil Nil
11	PALLE MAHENDRA REDDY	179Y1A0341		Agree	A service to the	Yes	5		
12	PERAM SRI MOHAN REDDY	179Y1A0343	yes	Agree		Yes	5		Nil Nil
13	PICHIPATI RAM KISHORE REDDY		400	Agree	7 B 18 1 1 1	Yes	3		Nil

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	15	SAKIRAJU SUNILKUMAR RAJU	179Y1A0348		Agree	Agree	Yes	5	5 Nil	
	16	SHAIK ABDUR REHAMAN HUSSAIN	179Y1A0349		Agree	Agree	THE REPORT OF THE	5	5 Nil	
	17	SHAIK IRFAN AHAMAD	179Y1A0350		Agree		Yes Yes	5	5 Nil	
	18	SHAIK MOHAMMED ABBAS	179Y1A0353		Agree	Agree	Yes	3	5 Nil	
	19	SHAIK MOHAMMED FAYAZ	179Y1A0354	yes	Agree	Agree	Yes	4	5 Nil	
	20	SHAIK MOHISIN AHMED	179Y1A0355	yes	Agree	Agree	Yes	5	5 Nil	
	21	SHAIK NAZAR HUSSAIN	179Y1A0356	ves	Agree	Agree	Yes	3	5 Nil	
	22	SHAIK SAMEER AHAMMAD	179Y1A0357	ves	Agree			5	5 Nil	
	23	SHAIK SUHAIL UR REHAMAN	179Y1A0358	yes		Agree	Yes	5	5 Nil	
	24	SHAIK ZAHEER AHAMMAD	179Y1A0359	yes	Agree	Agree	Yes		5 Nil	
	25	SOMISETTY VENKATA SAI JASWANTH	179Y1A0361	yes	Agree	Agree	Yes	5	5 Nil	
	26	TALARI ABHISHEK	179Y1A0362	ves	Agree	Agree	Yes	5.	5 Nil	
	27	TALARI BOYA SRINIVASULU	179Y1A0363	ves	Agree	Agree	Yes	5	5 Nil	
	28	THALAMOPURI RAJESH	179Y1A0364	yes	Agree	Agree	Yes	5	5 Nil	100
	29	THANNEERU AMARENDRA	179Y1A0365	yes	Agree	Agree	Yes		5 Nil	
	30	VADDEMANI VENKATA DEVENDRAREDDY	179Y1A0366		Agree	Agree	Yes	5	5 Nil	
	31	VANGIMALLA SATHISH KUMAR REDDY	179Y1A0367	yes	Agree	Agree	Yes	5	5 Nil	
	32	VULLITHULA HARI PRASAD		yes	Agree	Agree	Yes	5	5 Nil	
	33	YERRABALLI SHAIK SARFARAAZ	179Y1A0370	yes	Agree	Agree	Yes	5	5 Nil	
	34	NAIB MOHAMMED ABID	10011510001	yes	Agree	Agree	Yes	4	5 Nil	•
	35	NANDYALA MAHESWARA REDDY	189Y5A0335	yes	Agree	Agree	Yes	-5	5 Nil	
Ī	36	NARAPUREDDY PATTABHI REDDY	10071510005	yes	Agree	Agree	Yes	5	5 Nil	
	37	PAPIREDDYGARI SURYAPRAKASH REDDY	189Y5A0338	yes	Agree	Agree	Yes	5	5 Nil	
	38	PENTAM HARSHAVARDHAN			Agree	Agree	Yes	5	5 Nil	
	39	POGAKU BALA NARASIMHUDU		yes	Agree	Agree	Yes	4	5 Nil	
	40	PUJARI HARSHA VARDHAN		yes	Agree	Agree	Yes	5	5 Nil	
	41	RODDAM SHARATH		yes	Agree	Agree	Yes	5	5 Nil	
		RODDAWI SHARATH	189Y5A0342	yes	Agree	Agree	Yes	5	5 Nil	

42	S IBRAHIM KHAN	89Y5A0343	yes	Agree	Agree	\bigcirc_{s}	5	5 Nil	
43	SALE MADAN KUMAR	189Y5A0344	ves	Agree	Agree	Yes	4	5 Nil	
44	SAMPURI SUDHEER	189Y5A0345	ves	Agree	Agree	Yes	5	5 Nil	
45	SANNAPU REDDY BHARATH KUMAR REDDY	189Y5A0346	ves	Agree	Agree	Yes	5	5 Nil	· ·
46	SAYYAD SALEEM	189Y5A0347	ves	Agree	Agree	Yes	5	5 Nil	
47	SHAIK MAHAMMAD SADIQ PATEL	189Y5A0348	yes	Agree	Agree	Yes	5	5 Nil	
48	SHAIK RAHAMATHULLA	189Y5A0349	yes	Agree	Agree	Yes	4	5 Nil	
48	SHAIK SHABEEH AHMED	189Y5A0350	yes	Agree	Agree	Yes	5	5 Nil	
50	SIRLU JAGAN	189Y5A0351	ves	Agree	Agree	Yes	5	5 Nil	
51	SUDDAMALLA SIVANAGADASTAGIRI REDDY	189Y5A0352	yes	Agree	Agree	Yes	5	5 Nil	16
52	SULLAGALLA PAWAN KALYAN	189Y5A0353	ves	Agree	Agree	Yes	5	5 Nil	
53	SYED MOHAMMED MATEEN HUSSAIN	189Y5A0354	yes	Agree	Agree	Yes	5	5 Nil	
54	VENNAPUSA CHANDRAHASAREDDY	189Y5A0355	ves	Agree	Agree	Yes	4	5 Nil	
55	YANAMADALA BHARGAV	189Y5A0356	ves	Agree	Agree	Yes	5	5 Nil	
56	YARAPA GANESH	189Y5A0357	yes	Agree	Agree	Yes	5	5 Nil	
57	YARRAM REDDY HARINATH REDDY		yes	Agree	Agree	Yes	5	5 Nil	*
58	YEDULA RAMMOHAN		ves	Agree	Agree	Yes	. 5	5 Nil	
59	YELUGOTI YESWANTH REDDY	189Y5A0360	yes	Agree	Agree	Yes	5	5 Nil	

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