

Product Development Justification Process: A New Product For Utility Watt-Hour Meter Accuracy Testing

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ABSTRACT

The purpose of this project was to research and evaluate, for the Megger Corporation, four alternatives for justifying the investment required in development of a new watt-hour meter tester family. The new product will replace an existing limited product, named Phazer, which is not meeting the features, advantages and benefits required by the customer. Even though Phazer product modifications had been made in 2001 and 2003 to enhance sales by providing additional features, sales are in decline due to competition whose products in this arena do meet the customer's expectations. The competition offers a more diversified product line and is able to meet most of the customer's standard and non-standard needs. Using the Dominic Method of qualitative evaluation and House of Quality as a quantitative evaluation, the team proposes to Megger a new meter test board that may be built with a three phase or single phase amplifier, and include major software enhancements as defined by the desired customer attributes.