

PRODUCT & SYSTEM DESIGN

PERSPECTIVES FROM A DESIGN ENGINEER

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02.27.24

BOSE

Introduction

- > 25 years of product development experience
 - Naval Undersea Warfare Center
 - Mechanical Design Engineer/Analyst
 - Exercise Torpedos / Countermeasure sub-systems / Shock&Vibration
 - Bose Corporation
 - Mechanical Design Engineer
 - Program Manager
 - Product Architect / Lead System Engineer
 - Research Team Leader (ANR Sub-System)
 - Category Lead System Engineer

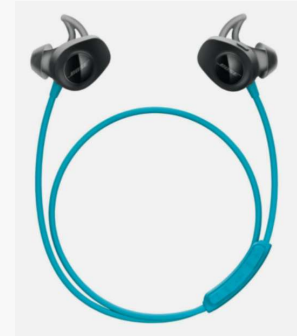
BSME University of Rhode Island

MSME Worcester Polytechnic Institute - Dynamics and Vibrations

A Few Product Examples



Banded Headphones



A Few Product Examples



Product Development

Expectation

Start

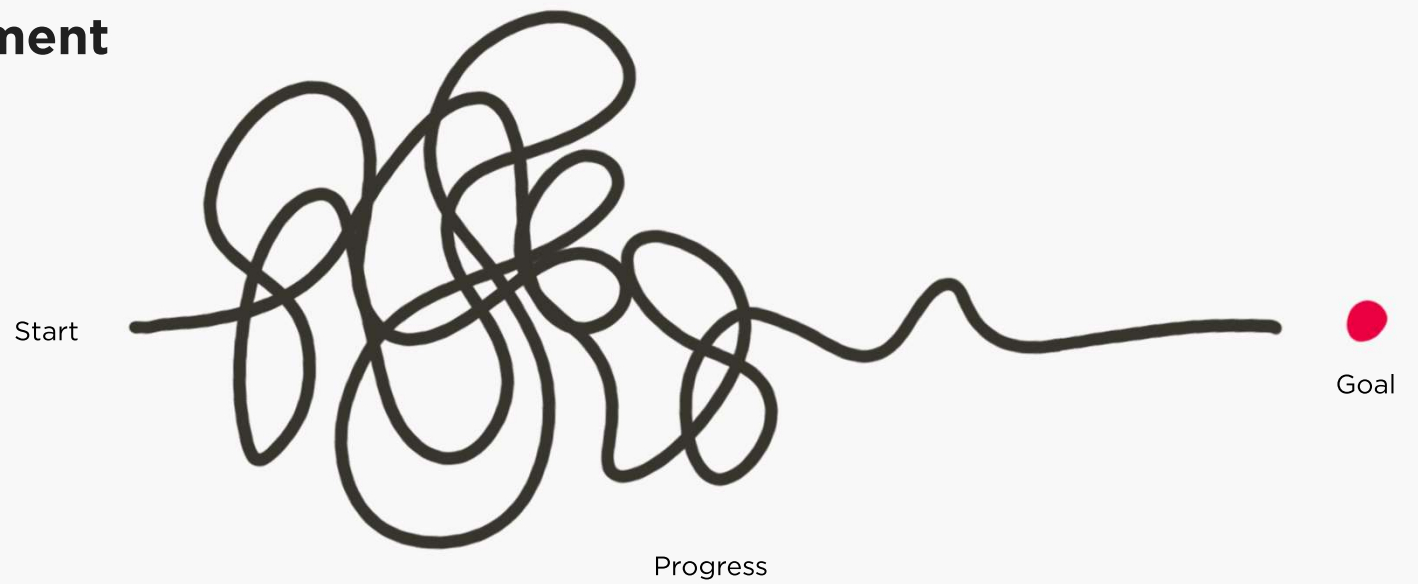


Goal

Progress

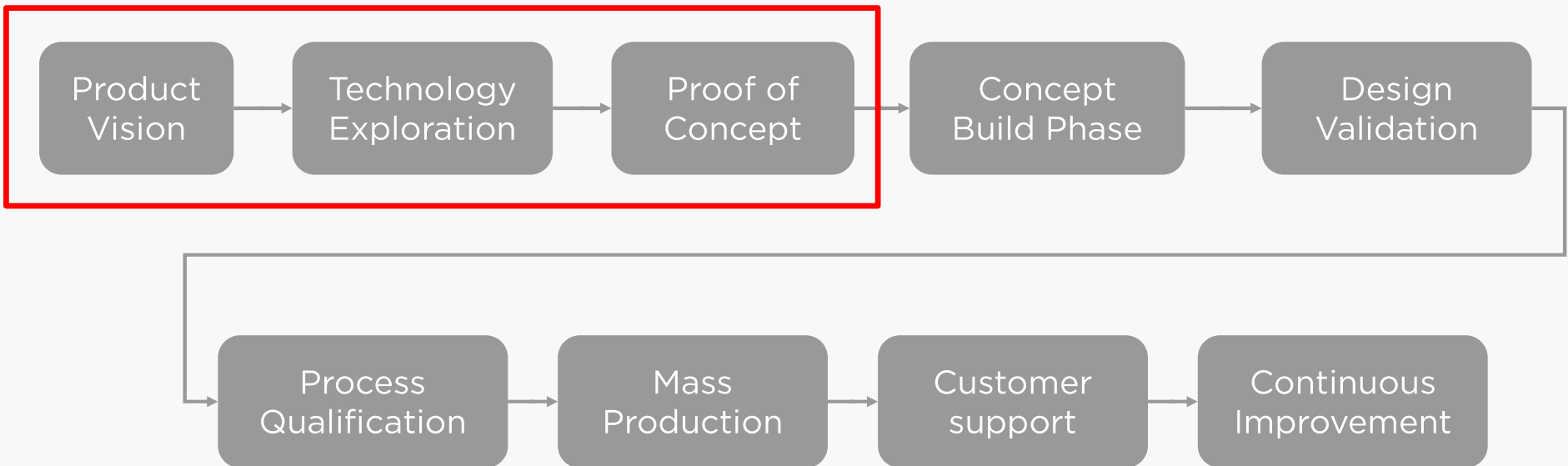
Product Development

Reality



Basic Development Process

Product and System Design Fundamentals to Help
Get off to a good start !



Product and System Design Fundamentals

01 | Requirements Management

- Understand What Customer is Asking for
- Convert to Engineering Requirements (System and Component)
- Map out “How to Know When You’ve Succeeded” (How/What to Measure)
- Track It !

02 | Design Approach - Getting Started

- System Partitioning
- Develop Integration Plans (Dependencies, What comes first/second)
- Execution Cycles (Design, Build, Test)

03 | Tradeoffs

- Identify Conflicts / Possible Friction Points
- Best Practices
- Decision Tools
- Examples

04 | Real Life Examples

Product and System Design Fundamentals



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Decision Tools

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01 Requirements Management

High Level Customer Facing Needs / Goals (THE WHAT)

Make sure you understand what is desired
Understand Priorities (Need vs Would Like)
Write Them Down !!

MITOS	Sentimet	Miami-Dade
1. It should measure the local weather, at least temperature and humidity and ideally also sun exposure and ground surface temperature and air pressure, all with dynamics appropriate for the use case.***	1. It should measure the "heat experience" at each bus stop, at least temperature and humidity, but also could include air quality, all with dynamics appropriate to the use case.***	1. It should measure the "heat experience" at each bus stop, at least temperature and humidity, but also could include air quality, all with dynamics appropriate to the use case.***
2. It should be able to measure how many people are in the area passing through (e.g., foot traffic) and lingering.***	2. It should be able to measure how many people are waiting, and for how long.***	2. It should be able to measure how many people are waiting, and for how long.***
3. It should operate without being connected to line voltage.***	3. It should operate without being connected to line voltage.***	3. It should operate without being connected to line voltage.***
4. It should be portable and able to be set up by an average person in a variety of outdoor environments on the MIT campus, including on a tripod or attached to poles of various dimensions.***	4. It should be installable by a technician, and should be easy to set up.***	4. It should be installable by a technician, and should be easy to set up.***
5. It should be able to be physically attached to a HOBO MX2302A data logger.*	5. It should report faults, such as battery failure, falling, vandalism, etc.**	5. It should report faults, such as battery failure, falling, vandalism, etc.**
6. It should report faults, such as battery failure, falling, vandalism, etc.**	6. It should be as inexpensive as possible. *	6. It should be as inexpensive as possible. *
7. It should be as inexpensive as possible. *	7. Data from a sensor node should be able to be tied to a location.***	7. Data from a sensor node should be able to be tied to a location.***
8. Data from a sensor node should be able to be tied to a location.***	8. It should maintain privacy. ***	8. It should maintain privacy. ***
9. It should maintain privacy. ***	9. It should operate independently without user intervention for at least a month.***	9. It should operate independently without user intervention for at least a month.***
10. It should operate independently without user intervention for 2+ weeks.***	10. It should be rugged and able to withstand shipping, setup, and operation in the Miami-Dade environment. ***	10. It should be rugged and able to withstand shipping, setup, and operation in the Miami-Dade environment. ***
11. It should be rugged and able to withstand a summertime Boston-area environment (heat, rain, wind and curious people). ***	11. Multiple systems should be able to be used simultaneously. ***	11. Multiple systems should be able to be used simultaneously. ***
12. Multiple systems should be able to be used simultaneously. ***	12. The system should incorporate data from Swift.ly and present that information to the operator in a useful way. ***	12. The system should incorporate data from Swift.ly and present that information to the operator in a useful way. ***
13. The system should present the information on a dashboard (with real-time data outputs to a dashboard if possible), and also allow downloading of raw data.***		

Mostly the same...could make one overall system, or two slightly different systems

Control Module Requirements:

1. Size <= AHX
2. Dual Volume Control
 - a. Thumb Wheels – analog potentiometers
 - b. Independent L & R
 - c. 12dB range (same as AHX)
 - d. By-pass controls and set volume to max when no power (passive)
 - e. Knobs need to be protected from inadvertent operation
 - f. Knobs need to be able to be used in tandem or independently (closer together than AHX)
 - g. There needs to be visual indication of volume level of each channel (numbers on wheels, ramp/wedge)
3. Auto-off is required (same method as current AHX)
4. Indication of battery life (fuel gage)
 - a. Similar to AHX – 3 levels minimum
 - b. Colors, # of lights, placement are TBD but WL can copy AHX for now.
5. Dual Power supply
 - a. Install version will be able to be powered from either batteries or panel.
6. Aux jack for audio only – no cell
 - a. Only for headphone interface
 - b. Inactive in no-power mode – make it prohibitive
7. Prioritization
 - a. ICS over audio jack
 - b. Over-ride switch – location TBD (UI Dip or on main control
 - c. No priority for blue tooth
8. Auto-sense stereo / mono
 - a. Need override switch
 - b. Need traditional switch as well for passive operation and when override is on

01 Requirements Management

Convert to Engineering Requirements (THE HOW)

Customer Need:

Best-in-Class Audio Quality

Engineering/System Requirements:

1. Frequency Response matches Bose target within 2dB
2. Maximum Loudness must be 97dBA-100dBA
3. Noise Floor must be less than 28dBA
4. Linear THD levels must be less than -40dB
5. Non-linear THD levels must be less than -20dB
6. No noise greater than -60dB during frequency sweep
7. No audible pop or click during state changes

Component Req Speaker:

1. 40mm diameter speaker
2. $R=32\pm 1$ Ohms
3. Sensitivity 110 \pm 3 dBSPL/V
4. THD < 1%

...

Component Req Output Amplifier :

1. Ripple/Noise <
2. THD <
3. Output Voltage

...

01 Requirements Management

Convert to Engineering Requirements (THE HOW)

Customer Need:

What happens when it's something new / no clear line to engineering requirements ?

Use Benchmarking

- Find products doing something similar - even if it is for a different purpose or function

- Use them in the real world and characterize what you can in the lab

 - Develop a sense for what may be important

 - Develop your own ideas for other objective measurements

- Plan on less conventional metrics for success

 - Field testing, Subjective Evaluations to tie back to objective measurements

01 Requirements Management

Define How you Measure Success (THE HOW cont.)

Engineering/System Requirements:

1. Frequency Response matches Bose target within 2dB
2. Maximum Loudness must be 97dBA-100dBA
3. Noise Floor must be less than 28dBA

...

Engineering/System Requirements:

1. Frequency Response matches Bose target within 2dB
 - a. Raw Acoustic Measurements on Fixture XXX plus EQ Simulation
 - b. Full system measurements on Fixture XXX
 - c. Subjective Evaluation
2. Maximum Loudness must be 97dBA-100dBA
 - a. Simulated system output using acoustic model with speaker specification
 - b. Full system measurements on Fixture XXX per EU Standard YYY
3. Noise Floor must be less than 28dBA
 - a. Subjective evaluation of bread-board prototype vs benchmark
 - b. Full system measurements on Fixture ZZZ per procedure 123

01 Requirements Management

Define How you Measure Success (THE HOW cont.)

Engineering/System Requirements:

1. Frequency Response matches Bose target within 2dB
2. Maximum Loudness must be 97dBA-100dBA
3. Noise Floor must be less than 28dBA

Engineering/System Requirements:

More on this in a later Bose visit / lecture

plus EQ Simulation

el with speaker specification

per EU Standard YYY

3. Noise Floor must be less than 28dBA
 - a. Subjective evaluation of bread-board prototype vs benchmark
 - b. Full system measurements on Fixture ZZZ per procedure 123

01 Requirements Management

Track it! (THE HOW cont.)

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Req. Para. #	Requirement	Insp. Para. #	Compliance			Method			Documented		Notes	
				Pass	Fail	Unkn	FAT	Engr	Sim	Insp	Yes	No	
	3.	REQUIREMENTS	N/A	X			X				X		
121		The talk-through circuit shall provide at least 240 hours transmission in a 90 dB, 1 KHz noise field using a fresh battery.											
122	3.2.4	Acoustical Characteristics	N/A										
123	3.2.4.1	Frequency Response in the Intercom or Low Power Mode, with the headset mounted on a simulated real head fixture (mannequin), the headset at 22°C, 50% RH shall produce an acoustic frequency response that fits within the limits identified in Figure 1 of PRFA3261202 when driven by a -10 dBV input audio signal when measured in 1/3 octave frequencies between 300 Hz and 4500Hz and corrected for the diffuse field response of the fixture.	4.2.3.4.1.1	X				X	X	X	X		Test method similar to FAT methods, but different equipment used
124		in the Unpowered Mode, the headset at 22°C, 50% RH shall produce an acoustic frequency response that fits within the limits identified in Figure 1 of PRFA3261202 when driven by a -10 dBV input audio signal when measured in one octave frequencies between 300 Hz and 4500Hz and corrected for the diffuse field response of the fixture.			X			X			X		Test method similar to FAT methods, but different equipment used
125		Output Level	4.2.3.4.1.2	X		X		X	X		X		Test method similar to FAT methods, but different equipment used
126	3.2.4.2	The headset at 22°C, 50% RH shall produce an output level of 106 ± 3dB SPL corrected for the diffuse field response of the fixture for a 0 ± 0.1 dBV input audio signal at 500Hz when in either the Intercom or Low Power Mode. With the headset in the Unpowered Mode, the output level shall be 94 ± 4 dB SPL corrected for the diffuse field response of the fixture in the octave around 500 Hz for a 0 ± 0.1 dBV input audio signal.		X		X		X	X		X		Test method similar to FAT methods, but different equipment used
127		Harmonic Distortion	4.2.3.4.1.3	X			X	X	X		X		
128	3.2.4.3	The harmonic distortion of the earphone assembly in Low Power and Intercom Modes shall not exceed 5% for a 0 ± 0.1dBV input at 500 Hz and it shall not exceed 10% with the input adjusted for an output of 100 dB SPL at 500 Hz and then swept from 300 Hz to 4500Hz.		X			X	X	X		X		
129		The harmonic distortion of the earphone assembly in Unpowered Mode shall not exceed 5% for a -6 ± 0.1dBV input at 500 Hz and it shall not exceed 10% with the input adjusted for an output of 94 dB SPL at 500 Hz and then swept from 300 Hz to 4500Hz.		X			X	X	X		X		
130		Earphone Linearity	4.2.3.4.2.4	X		X			X				Design analysis based on prior art
131	3.2.4.4	From an initial output of 85dB SPL, the output shall remain linear to within ± 2dB for an increase in input of 10 ± 0.1dB and ±3dB for an increase in input of 20 ± 0.1dB.		X		X			X				
132													
133													

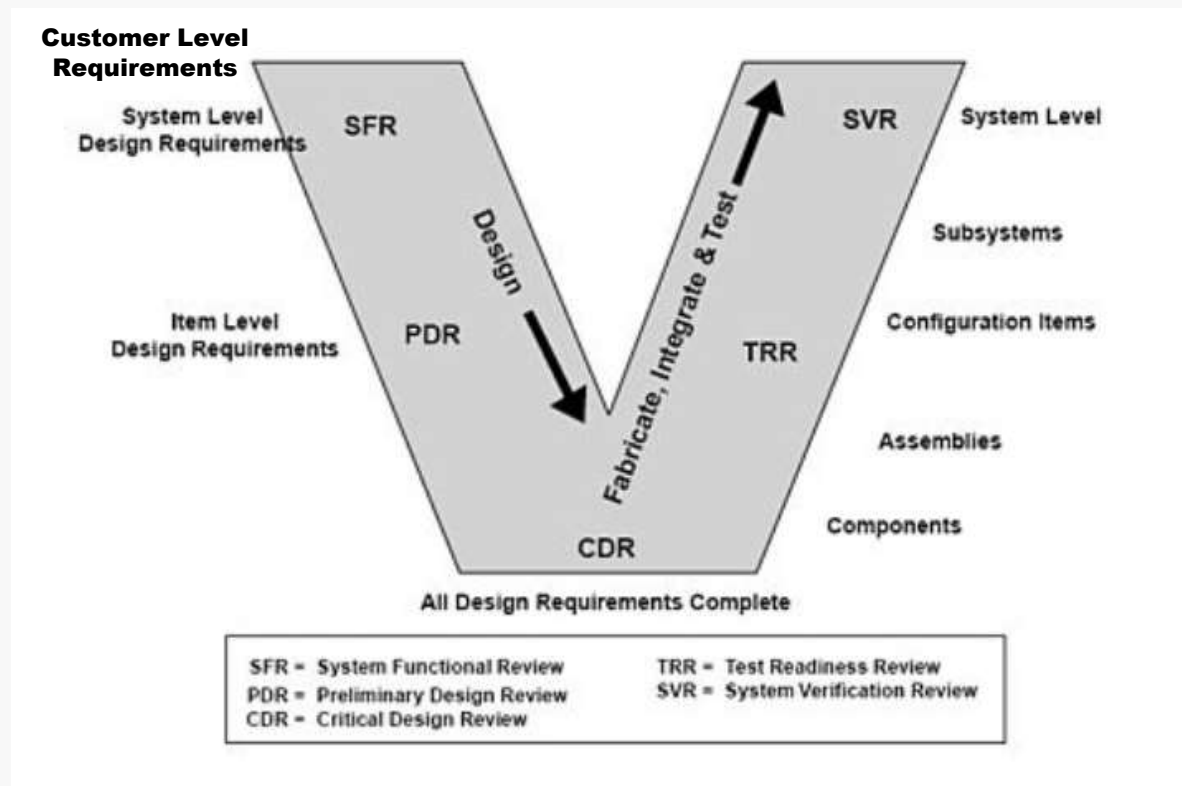
Compliance:
Pass
Fail
Unknown

Method:
Formal Test
Eng Eval
Simulation/Analysis
Inspection / Subjective

Documented:
Yes
No

01 Requirements Management

V Model



Product and System Design Fundamentals

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02 | Design Approach - Getting Started

System Partitioning
Develop Integration Plans (Dependencies, What comes first/second)
Execution Cycles (Design, Build, Test)

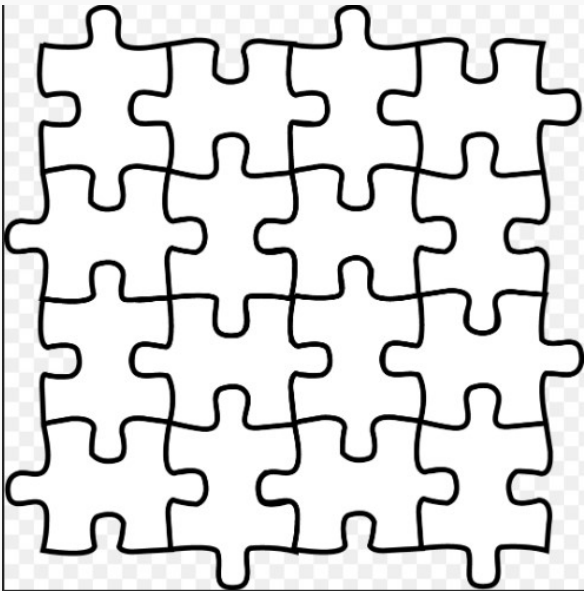
03 | Tradeoffs

Identify Conflicts / Possible Friction Points
Best Practices
Decision Tools
Examples

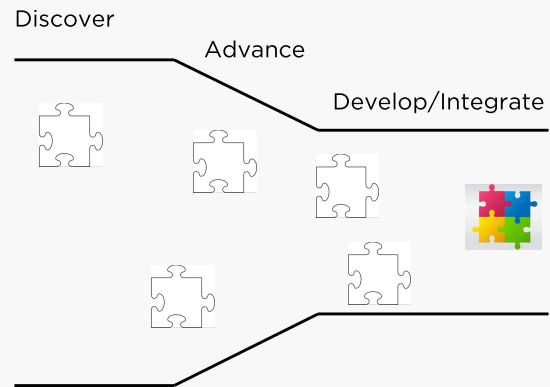
04 | Real Life Examples

02 Design Approach

System Partitioning



Break into Pieces



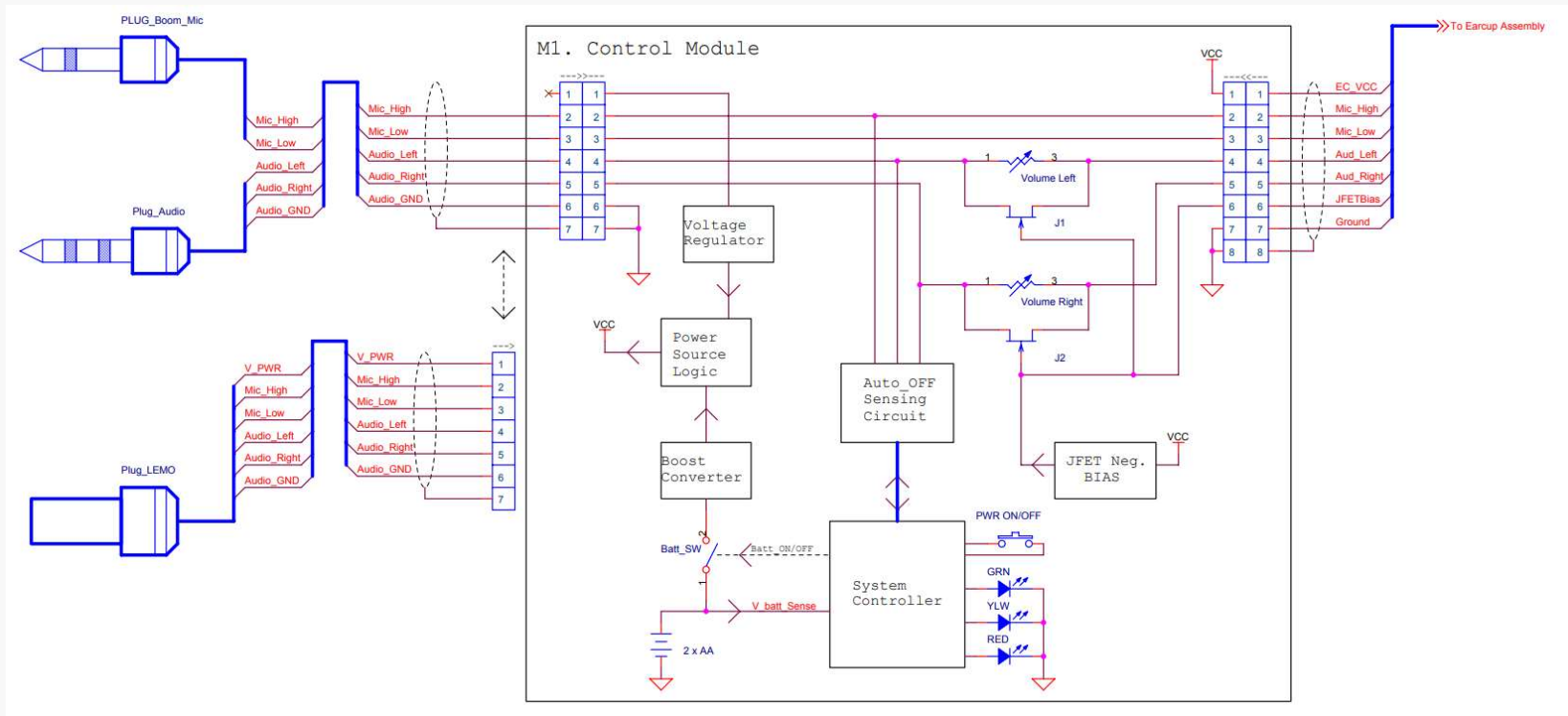
Mature Individual Elements



Put it all Together

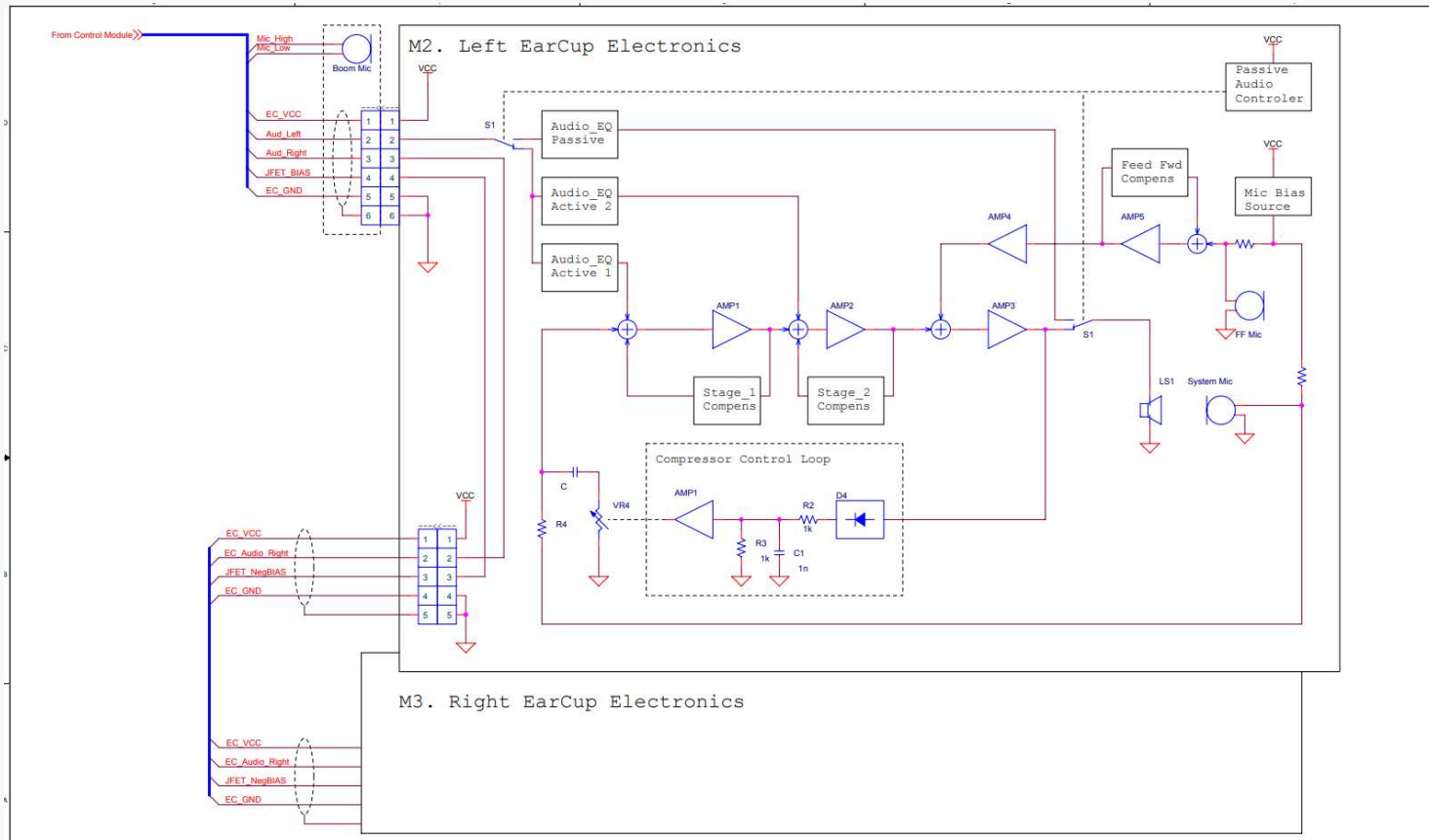
02 Design Approach

System Partitioning



02 Design Approach

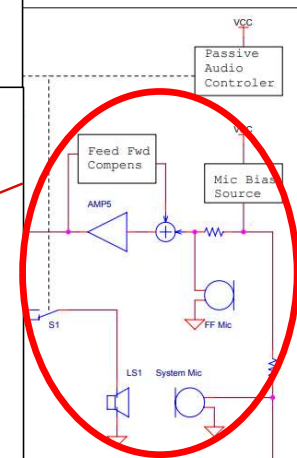
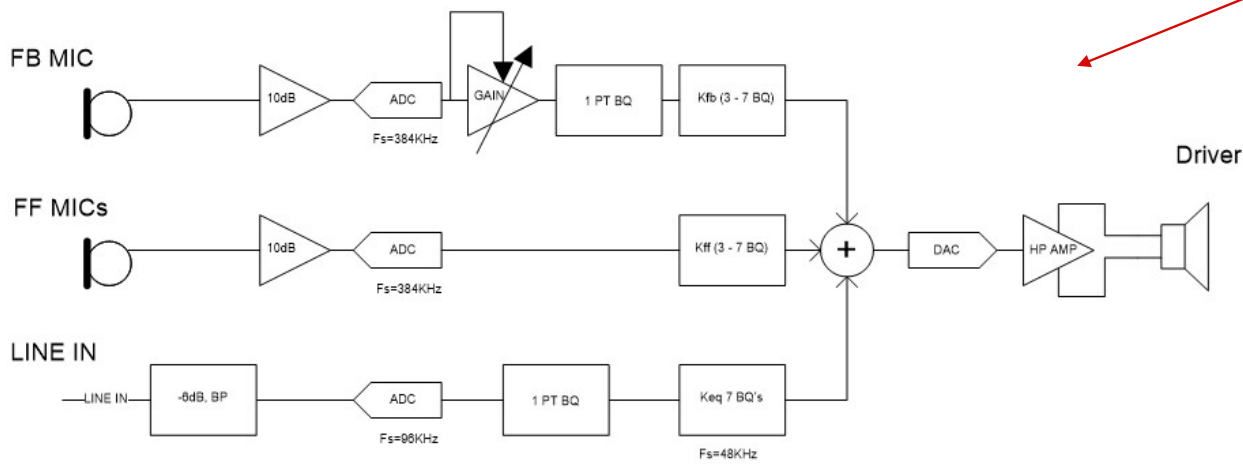
System Partitioning



02 Design Approach

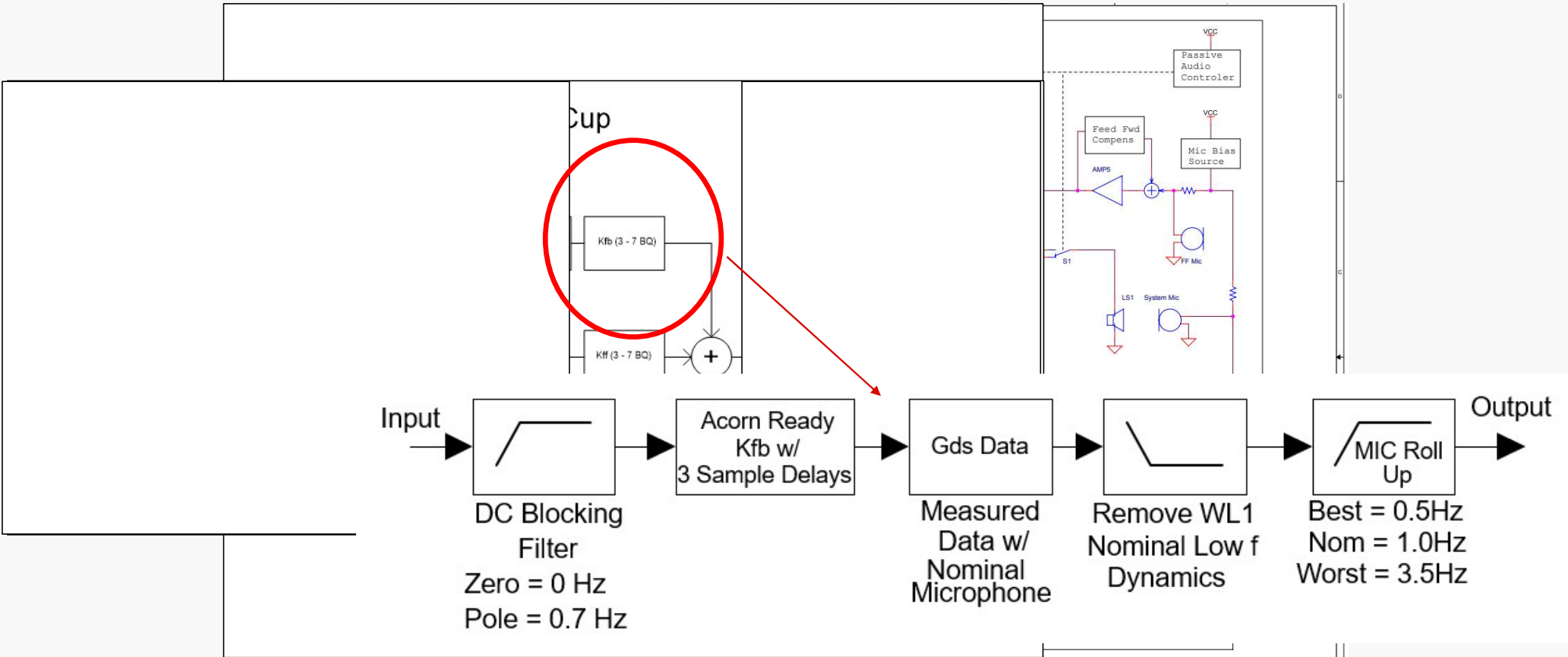
System Partitioning

Signal Flow for One Cup



02 Design Approach

System Partitioning



02 Design Approach

Design Sequence - What Comes First ?

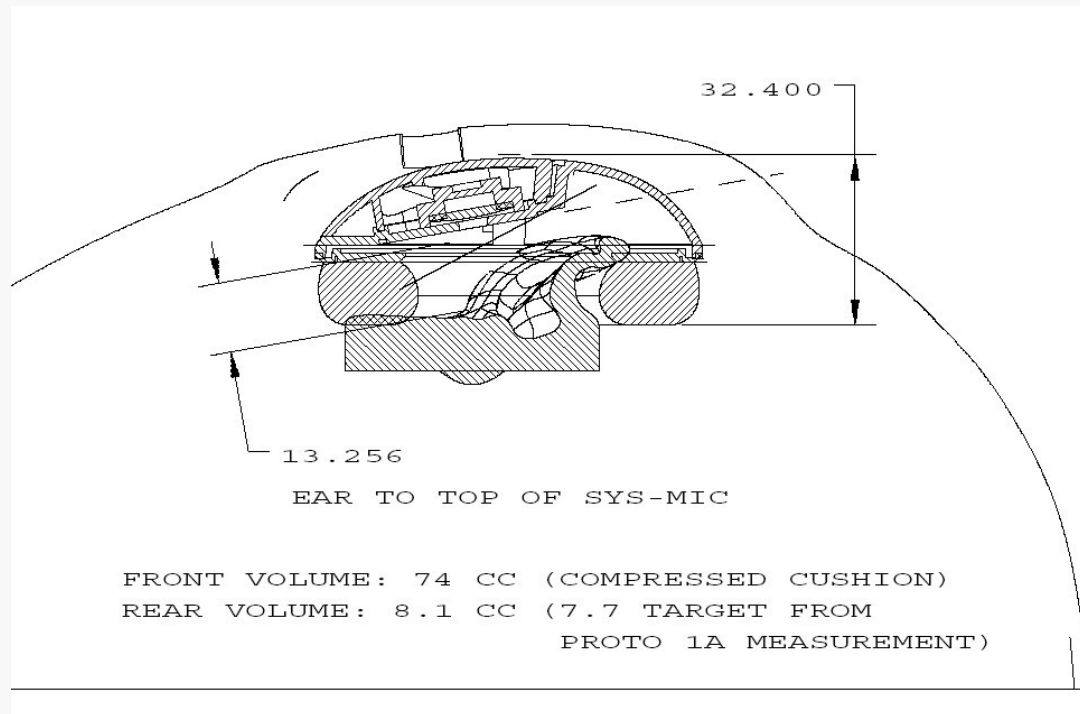


OR



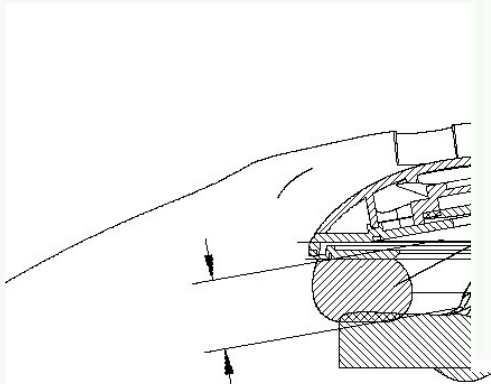
02 Design Approach

Design Sequence



02 Design Approach

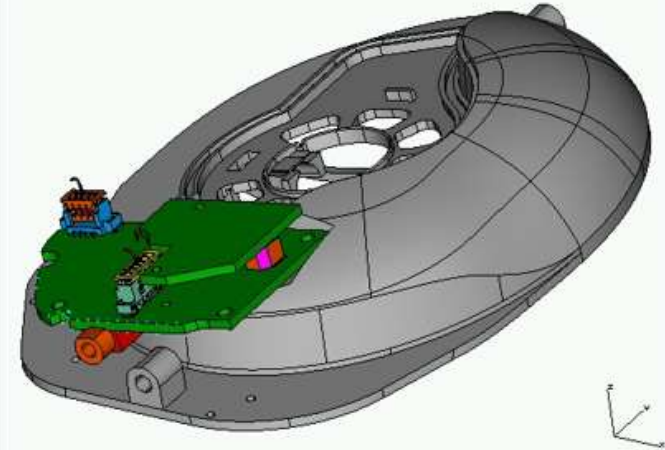
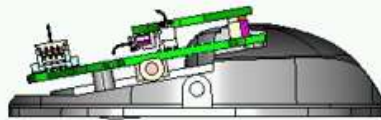
Design Sequence



13.256

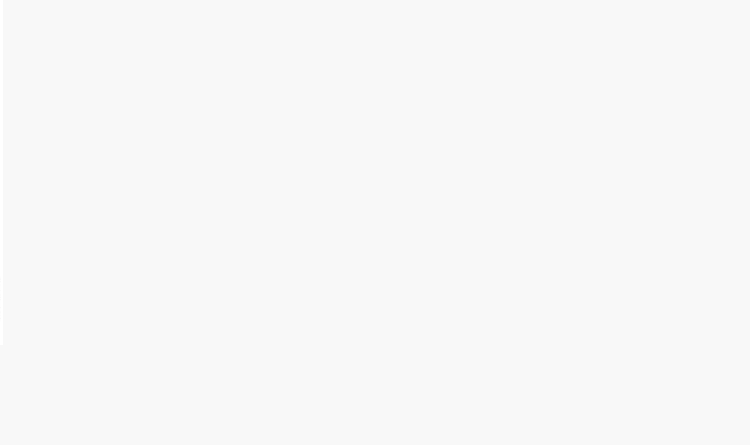
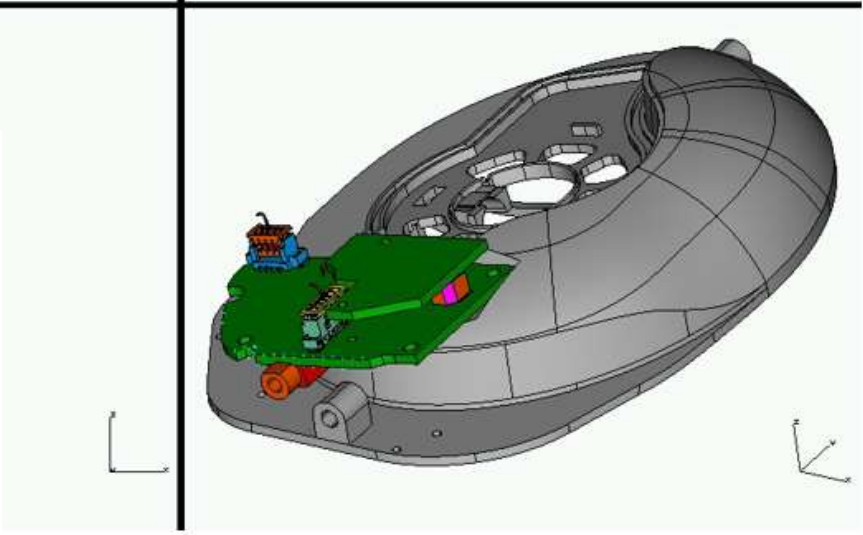
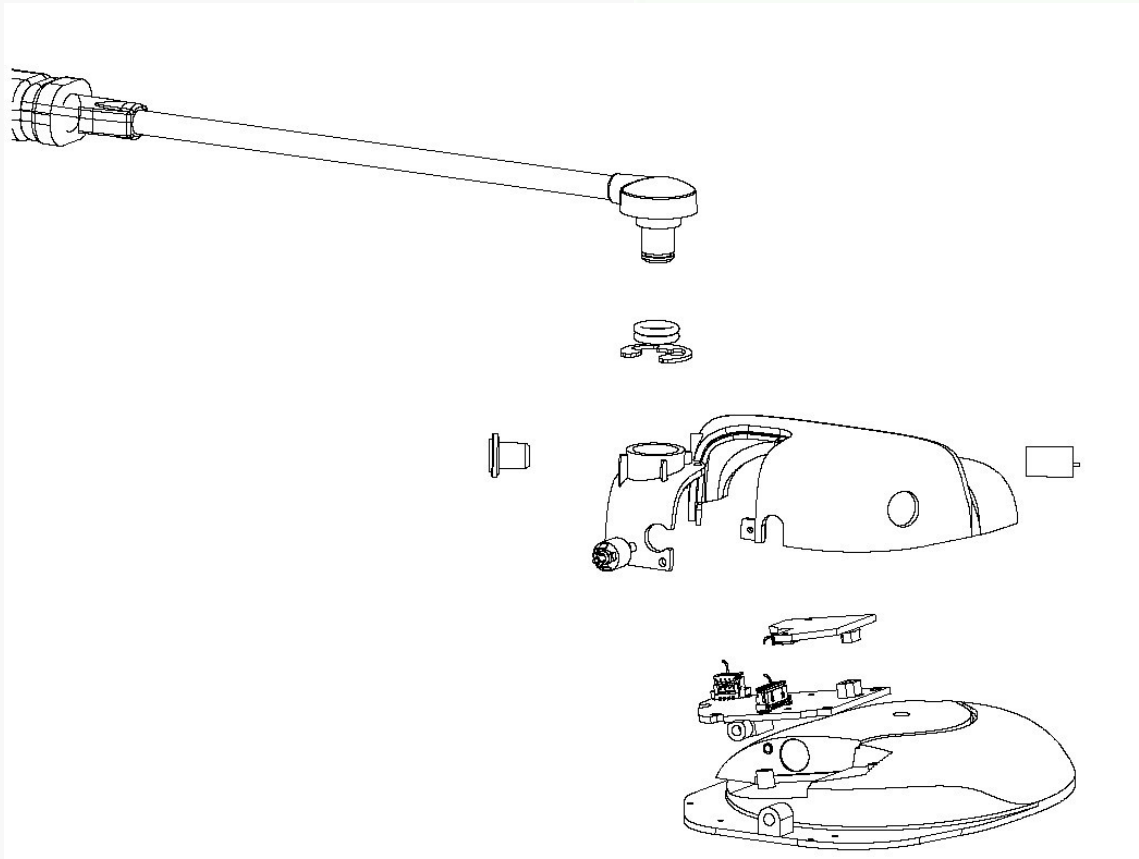
EAR TO TOP OF SYS-MIC

FRONT VOLUME: 74 CC (COMPRESSED CUSHION)
REAR VOLUME: 8.1 CC (7.7 TARGET FROM
PROTO 1A MEASUREMENT)



02 Design Approach

Design Sequence

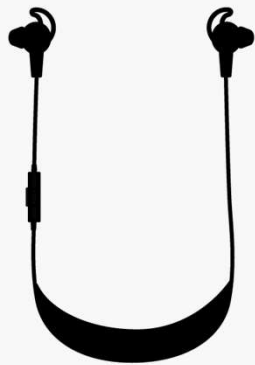


02 Design Approach

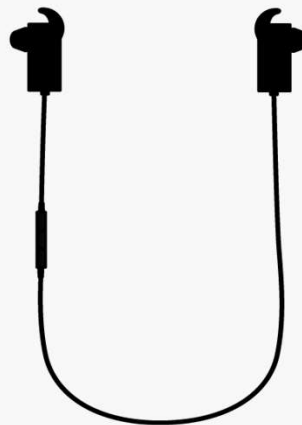
Design Sequence and Integration Plans

Challenge:

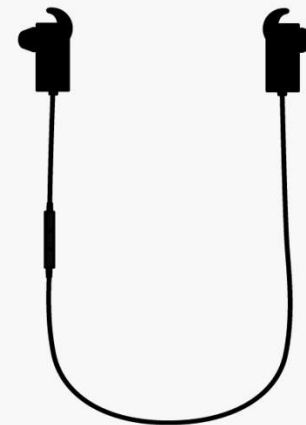
3 Products in parallel, 1 team, share common core parts and algorithms



ANR, Continuous Use
Commuting/At Work
Light Activity



Non-ANR, Episodic
Music On-The-Go
Moderate Activity



Non-ANR, HR Sensor
Episodic
Sports Enthusiast
High Activity

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03 Tradeoffs

Identify

Experience Helps - But what if I don't have that ?

Study Full Requirements - Sometimes need to hunt

Create Block Diagrams and Sketches - think through the whole problem

Use Common Sense

Trust your instincts

Don't Forget Cost and Time

Ask and challenge your teammates and colleagues

Common Asked for Conflicts at Bose:

Long Battery Life / Small Size

Heavy Re-design / Low Cost

More ANR Performance / Better Comfort

New Components / Cost and Effort



03 Tradeoffs

Best Practices – Avoid Guessing or “Opinionering”

Gather Information – Objectively!
Understand Goals and Priorities from Stakeholders



Quantify!!!

What are the Benefits? (Customer and Company)
What are the negative consequences?

Always include Cost and Time



03 Tradeoffs

Best Practices - Make Robust Decisions

Use severity and likelihood
To weigh benefits / costs accordingly



Project the full scenario(s) into the future
What happens if it goes as planned
What if it doesn't?

Create contingency plans in advance!!



If "X" happens, I will do "Y"

Maintain a "Plan of Record" ...
Allow structured disruption
Document your rationale !!

		LIKELIHOOD			
		VERY LIKELY	POSSIBLE	UNLIKELY	
		3	2	1	
SEVERITY	MAJOR INJURY	3	9	6	3
	MINOR INJURY	2	6	4	2
	TRIVIAL	1	3	2	1



03 Tradeoffs

Decision Tools: More Complex – Step 1/3 Work Through Priorities

CRITERIA MATRIX	Description or Clarification	CRITERIA TRADE-OFF																			
		ANC Perf & range	Audio	Voice Pick Up	Physical Size (Wearability)	Battery Life (Wearability)	Comfort (Wearability)	Stability / Fit (Wearability)	UX - On Product Vol / UI	UX - New Features	Aesthetics / ID	Development Time	Development Cost	Product Cost	Sets up Next Product in Portfolio						
ANC Performance	Overall dptoss - benchmark is Bose IE ANR	X																			
Audio	Compared to competitive benchmarks (X,Y,Z,AAA)	←	X																		
Voice Pick Up	Voice Pick Up compared to benchmarks showing Bose exceeding improvement	←	↑	X																	
Physical Size (Wearability)	Desirability and size of earbud relative to goal of being better than existing	←	≈	↑	X																
Battery Life (Wearability)	Overall Runtime - benchmark is 6 hours	←	↑	↑	↑	X															
Comfort (Wearability)	Longterm Comfort - Benchmark is 13 hours	←	←	←	≈	←	X														
Stability / Fit (Wearability)	Stable and Fit of Population vs Bose benchmark	←	←	←	≈	←	←	X													
UX - On Product Vol / UI	Bose vs benchmark and User Research Results	↑	↑	↑	↑	↑	↑	↑	X												
UX - New Features	Able to deliver new features from recent brainstorm. Minimum is critical mass then more the better	≈	↑	≈	↑	↑	↑	↑	←	X											
Aesthetics / ID	Visually different from existing	←	≈	↑	≈	←	↑	↑	←	≈	X										
Development Time	Budget is 24 months - better/worse etc	←	←	↑	↑	←	↑	↑	←	←	≈	X									
Development Cost	Overall spend to develop (tools, resources, capital etc)	←	≈	↑	↑	←	↑	↑	←	←	≈	↑	X								
Product Cost	BOM Cost	←	≈	←	←	←	←	←	←	←	←	←	←	X							
Sets up Next Product in Portfolio	Ability of this product to set the table for next product	≈	←	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	X						
Total		4	14	17	18	8	21	23	2	7	13	15	12	25	3	0	0	0	0	0	0
Rank/Priority		12	7	5	4	10	3	2	14	11	8	6	9	1	13						
Weighting		2%	8%	9%	10%	4%	12%	13%	1%	4%	7%	8%	7%	14%	2%						

03 Tradeoffs

Decision Tools: More Complex – Step 2/3 Develop Scoring Definitions

Attributes Ranking Definitions						
Criteria	Definition	Ranking Division				
		5	4	3	2 (Discretionary)	1
		Better Than	Equivalent / Comparable	Competitive but worse		Worse Than
ANC Performance	Overall dphons - benchmark is Bose IE ANR	>= +3 dphons (Noticeably better than Bose A)	+/- 2dphons (Comprable to Bose A)	- 3-4 dphons (Comparable to Competitor B)		More than -4dphons (Worse than Comp)
Audio	Compared to competitive benchmarks (X,Y,Z,AA)	Obvious preference for Bose	Most customers don't notice any difference	Many customers prefer competition and can say why		Obvious preference for competition
Voice Pick Up	Voice Pick Up compared to benchmarks showing Bose needing improvement	Among Best at noise rejection AND among best at voice artifacts	Among best at noise rejection, voice artifacts present but non-distracting	Distracting background noise OR distracting voice artifacts		Distracting background noise AND distracting voice artifacts

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04 | Real Life Examples



04 Tradeoff Example - Comfort & Noise Cancellation

Main parameters

Cup volume V

Cup mass M

Combined cushion & flesh compliance C

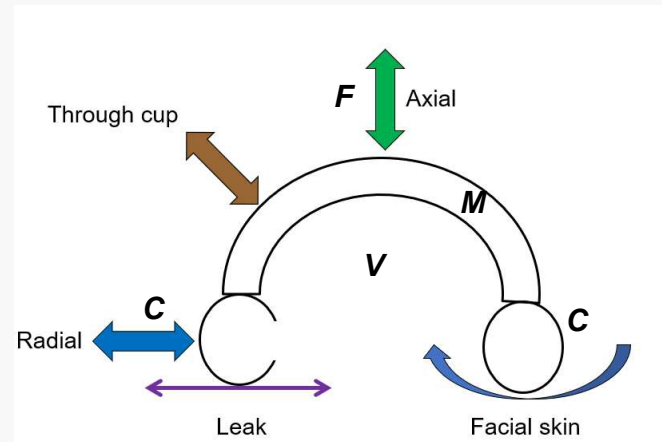
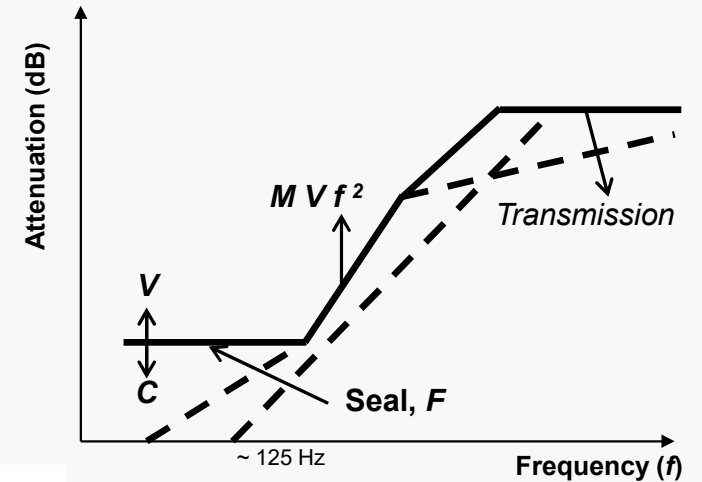
Seal

Clamp force F & cushion design

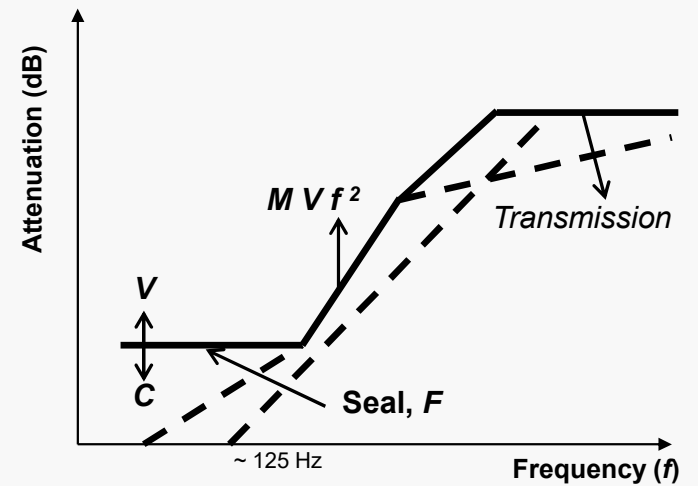
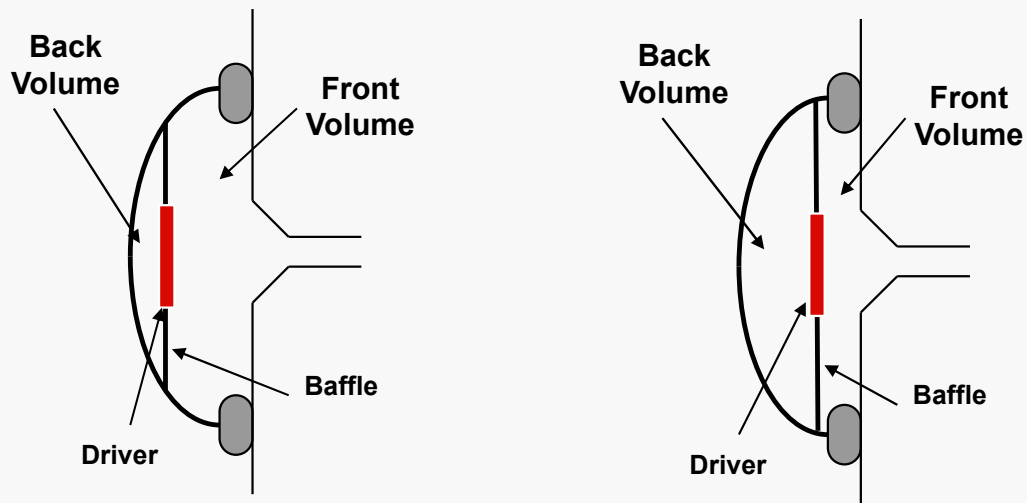
Shape of the head (leaks)

Transmission through cushion

Transmission through cup



04 Tradeoff Example - Comfort & Noise Cancellation



- ↑ Passive Attenuation
- ↓ Active Attenuation
- ↑ Clamping Force
- ↓ Comfort

- ↓ Passive Attenuation
- ↑ Active Attenuation
- ↓ Clamping Force
- ↑ Comfort

04 Tradeoff Example - Cost/Time vs Performance

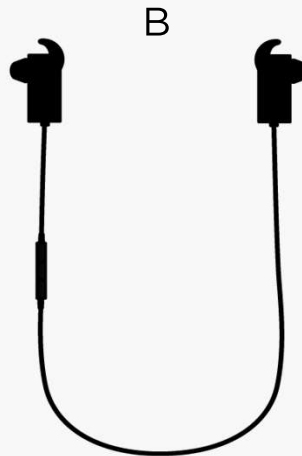
Challenge:

3 Products in parallel, 3 core use cases

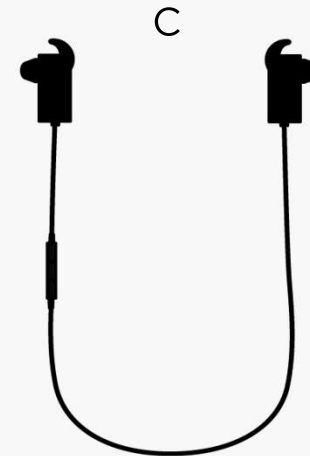
1 team, share common core parts and algorithms



ANR, Continuous Use
Commuting/At Work
Light Activity



Non-ANR, Episodic
Music On-The-Go
Moderate Activity



Non-ANR, HR Sensor
Episodic
Sports Enthusiast
High Activity

04 Tradeoff Example - Cost/Time vs Performance

Everything at the Ear



A	B	C	
●	●	●	Time / Cost / Sharing
●	●	●	Battery Life
●	●	●	Comfort
●	●	●	Stability

Smallest Earbuds



A	B	C	
●	●	●	Time / Cost / Sharing
●	●	●	Battery Life
●	●	●	Comfort
●	●	●	Stability

04 Tradeoff Example - Cost/Time vs Performance

Everything at the Ear



A	B	C	
●	●	●	Time / Cost / Sharing
●	●	●	Battery Life
●	●	●	Comfort
●	●	●	Stability

This approach for B&C

Smallest Earbuds

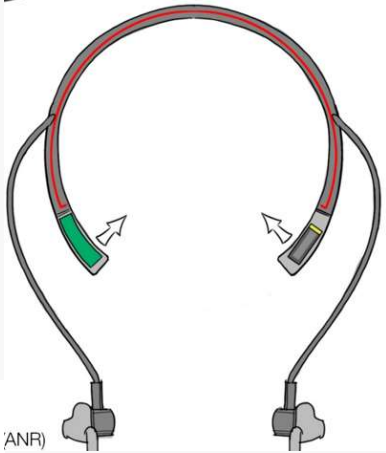


A	B	C	
●	●	●	Time / Cost / Sharing
●	●	●	Battery Life
●	●	●	Comfort
●	●	●	Stability

This approach for A

04 Tradeoff Example - Cost/Time vs Performance

Smallest Earbuds - Where does everything else go?



04 Tradeoff Example - Cost/Time vs Performance

Attribute	Benchmark												Scale 1-5													
Overall: The ability to attract interest (perception)																										
Variant	Small	Large	Small	Medium	Large	Small	Medium	Large	Small	Large	Small	Large	Small	Medium	Large	Small	Medium	Large	Small	Medium	Large	Small	Medium	Large		
Appeal (avg)	2.0	1.3	2.7	2.8	2.3	3.0	3.5	3.0	3.2	2.8	2.4	1.2	2.0	2.0	1.8	3.0	3.3	2.5	4.0	2.4	3.3					
Comfort (avg)	3.3	2.6	3.3	3.2	2.9	3.5	3.5	3.1	2.9	2.6	2.8	2.5	2.6	2.8	2.7	3.1	3.8	3.3	4.3	3.0	3.3					
Sport Stability (avg)	2.8	1.9	3.4	3.6	3.3	3.9	4.0	3.3	2.0	1.9	1.8	1.5	2.6	2.4	2.6	3.1	3.5	3.1	4.0	2.6	1.8					
Ease of Use (avg)	3.0	3.0	3.0	3.0	3.0	3.0	3.5	2.9	3.4	3.4	3.0	2.9	1.6	1.6	1.6	2.9	3.3	2.7	4.5	4.3	3.8					
Scalability (avg)	2.0		3.2			3.4			3.2			2.7			3.2			3.2			3.0			3.0		
	Chorus		Dogtag - Split			Dogtag - Single			Lester			Pendant			Uber Pendant			Uber Clip			At Ear			W/ Neck		
Form Factor Avg	2.4		3.0			3.3			2.8			2.3			2.3			3.1			3.4			3.0		
Average per Size	2.8	2.2	3.1	3.1	2.9	3.3	3.6	3.1	2.9	2.7	2.5	2.0	2.2	2.2	2.2	3.0	3.4	2.9	4.2	3.1	3.0					

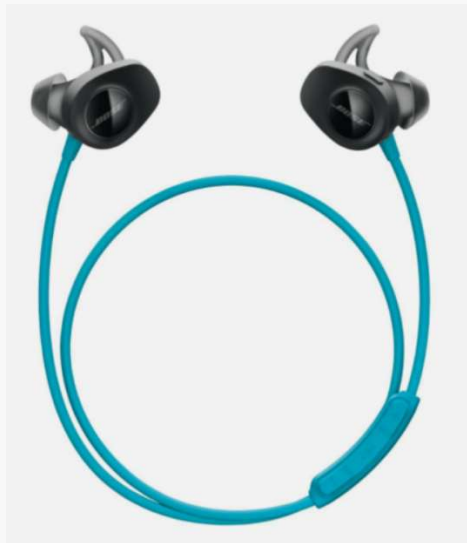
04 Tradeoff Example - Cost/Time vs Performance

A



ANR, Continuous Use
Communting/At Work
Light Activity

B



Non-ANR, Episodic
Music On-The-Go
Moderate Activity

C



Non-ANR, HR Sensor
Sports Enthusiast
High Activity

Q&A

BOSE

