

R.Setchi and N.Lagos. **Product support for reconfigurable manufacturing.**  
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The challenge for the future manufacturing will be not only how to design new families of customized products and capacities for producing them, but also how to provide product support that is both highly customized and highly responsive. This research aims to facilitate the move towards reconfigurable manufacturing by providing manufacturing industry and research with an integrated approach to developing highly customized and responsive product support for the next generation of complex and highly customized products. The paper presents the key features of the proposed approach, its enabling technologies and development phases. The approach is illustrated through an example from the automotive industry.