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**Muztoba Ahmad Khan** is an Industrial Engineering Ph.D. student in the Industrial and Management Systems Engineering department at West Virginia University, WV, USA. He holds a master's degree in engineering management from the Bangladesh University of Engineering and Technology (BUET). His main research interests are Product-Service Systems, Servitization, Upgradability, Smart Manufacturing and Industry 4.0.

**Dr. Thorsten Wuest** is an Assistant Professor for Smart and Advanced Manufacturing and J. Wayne and Kathy Richards Faculty Fellow in Engineering at the Industrial and Management Systems Engineering department, West Virginia University, WV, USA. He completed his Ph.D. in Production Engineering with Summa Cum Laude at the University of Bremen, Bremen, Germany in 2014. Previously, Dr. Wuest received his Master's (German 5-year Diploma) in Industrial Engineering and Management. He is a member of IFIP WG 5.1 & 5.7, research affiliate of the CIRP and serves as associate editor for the Int'l Journal of Manufacturing Research and on the editorial board of Journal of Manufacturing System. Dr. Wuest is currently working among other things in the areas of Smart Manufacturing, Industry 4.0, Servitization/Product Service Systems, Machine Learning/Data Analytics, Knowledge, Information and Data management as well as closed-loop, item-level Product Lifecycle Management (PLM) with a focus on manufacturing systems.