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1 2	Exploring the effects of perceived complexity criteria on performance measures of human-robot collaborative
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28 ABSTRACT

29 The use of Human-Robot Collaboration (HRC) in assembly tasks has gained increasing attention in 30 recent years as it allows for the combination of the flexibility and dexterity of human operators with the 31 repeatability of robots, thus meeting the demands of the current market. However, the performance of these 32 collaborative systems is known to be influenced by various factors, including the complexity perceived by 33 operators. This study aimed to investigate the effects of perceived complexity on the performance measures 34 of HRC assembly. An experimental campaign was conducted in which a sample of skilled operators was 35 instructed to perform six different variants of electronic boards and express a complexity assessment based 36 on a set of assembly complexity criteria. Performance measures such as assembly time, in-process defects, 37 quality control times, offline defects, total defects, and human stress response were monitored. The results 38 of the study showed that the perceived complexity had a significant effect on assembly time, in-process and 39 total defects, and human stress response, while no significant effect was found for offline defects and quality 40 control times. Specifically, product variants perceived as more complex resulted in lower performance 41 measures compared to products perceived as less complex. These findings hold important implications for 42 the design and implementation of HRC assembly systems and suggest that perceived complexity should be 43 taken into consideration to increase HRC performance.

44

45 1. INTRODUCTION

In today's market, manufacturers are required to produce high-value-added products that meet customer demands at a competitive price, while also complying with sustainability requirements related to environmental and social aspects. As a result, manufacturers must offer a wide range of continuously improved products at competitive prices in order to maintain and increase their market share. Accordingly, balancing high levels of customer adaptation and cost efficiency is crucial in achieving this goal. Research 52 has shown that an increase in product variety can lead to a higher market share and sales 53 volume, but also increases product complexity and cost [1–3] and requires a flexible 54 manufacturing system that can adapt to changes in product volumes and types [4]. This is especially relevant in the automotive and electronic industries, where frequent changes 55 56 and an increased number of product variants with more features and functionality are 57 required to meet customer expectations. Managing a large product assortment and 58 assembly conditions can be challenging for manufacturers, however, effectively 59 navigating this complexity can result in a competitive advantage in the industry [5,6].

One approach to achieving mass customization is the use of a traditional manual 60 assembly system, which allows human operators to perform all assembly tasks. However, 61 this approach may result in a decrease in productivity and an increase in costs [7]. On the 62 63 other hand, automatic assembly systems offer high production rates and cost savings, but 64 they may not be suitable for mass customization [8]. Flexible assembly systems using collaborative robots, or cobots, offer a solution by combining the flexibility of human 65 66 operators with the precision and accuracy of robots, typically resulting in increased productivity and cost savings [4,9]. 67

The collaboration between humans and cobots, known as human-robot collaboration (HRC), has garnered significant attention in recent years due to the potential benefits and challenges associated with this approach [10]. Previous research in the manual assembly field has shown that assembly complexity and its perception can significantly affect human and process performance [1,11,12]. However, there has been Iimited research on the impact of perceived assembly complexity on the performance of human-robot collaboration in assembly tasks. Building on these findings, the present research aims to extend the investigation by examining the effects of varying product complexity on perceived complexity and assembly performance measures in the context of HRC assembly. This research allows for an understanding of how the perceived complexity of human operators in HRC tasks is influenced by the complexity of the product being assembled.

The main innovative contribution to the field provided by this research is to 80 examine the impact of perceived complexity on several HRC performance measures that 81 82 encompass the entire manufacturing process. These measures, which include characteristics of the assembly process, the quality control process, and human aspects, 83 84 are (i) assembly times, (ii) quality control times carried out after the assembly, (iii) in-85 process defects (catering for errors due to both human and collaborative robots), (iv) offline product defects (i.e. defects detected during offline inspection), (v) total 86 87 defectiveness (i.e. sum of in-process and offline defects) and (vi) human stress response during assembly. By considering both process performance and human factors, this 88 approach provides valuable insights into the relationship between performance measures 89 90 and perceived complexity in HRC assembly tasks.

91 In order to investigate the effects of perceived complexity on HRC performance 92 measures, the study involved the assembly of six variants of electronic boards with 93 different levels of complexity. Skilled operators, assisted by cobots, performed the

94 assembly tasks in a collaborative setup where both humans and cobots worked together 95 in the same workspace [13]. This collaborative configuration is commonly observed in 96 manufacturing environments and facilitates the combination of human dexterity and adaptability with the precision and repeatability of cobots. The adoption of this 97 98 collaborative mode aimed to investigate the impact of perceived complexity on the 99 performance measures of human-robot collaborative assembly in a real-world context. 100 To ensure a comprehensive analysis of the effects of perceived complexity, a productcentred approach was adopted. The product itself was modified to create different 101 102 assemblies with varying levels of complexity. This approach is often used in the manufacture of highly customized product variants, where collaboration modes and 103 parameters remain consistent. By focusing on the product and its complexity variations, 104 105 the study aimed to capture the practical implications of perceived complexity on human-106 robot collaborative assembly performance measures in an industry-relevant context.

107 The study's results provide insights into the association between performance 108 measures of human-robot collaboration in assembly tasks and perceived complexity and 109 offer practical implications for designing and implementing high-performing collaborative 110 systems. Furthermore, by considering both process performance and human-related 111 factors, the proposed approach aligns with the goals of sustainable, high-quality, resilient 112 and human-centric HRC systems within the context of the Industry 5.0 paradigm.

113 The remainder of the paper is organized as follows. In Section 2, the most recent 114 research studies on human-robot collaboration are reviewed. Section 3 presents the

experimental details and methods adopted in the present study. In Section 4, results are 115 116 presented and discussed, and the conclusions and future work are outlined in Section 5. 117 **2. LITERATURE REVIEW** 118 119 In recent years, there has been a growing interest in the field of Human-Robot 120 Collaboration (HRC), resulting in a significant increase in research activities and 121 publications. HRC involves the collaboration between humans and robots working 122 together in a shared workspace to perform a task, with each partner contributing their specific skills and abilities [14,15]. 123 The literature on HRC emphasizes the importance of providing technologies that 124 facilitate natural and smooth interactions between humans and robots. Wang et al. [16] 125 126 highlighted the importance of the communicative interface between robots and humans, 127 to achieve a symbiotic HRC. Inkulu et al. [17] highlighted the prospects and major

challenges of HRC, pointing out that human-robot communication modes, such as
gestures and speech, enable fluent and immediate interaction, although they still need to
be explored in depth.

To date, most research on HRC has focused on safety, communication, and human-robot interaction. Much attention has been given to safety concerns and the development of effective safety measures to support HRC. Indeed, safety is a major concern, especially for robots operating at high speeds and under heavy loads. The introduction of ISO 10218-1:2011 [18] and ISO 10218-2:2011 [19] defined the main

136 hazards that can be encountered when implementing industrial robots in manufacturing 137 environments. In addition, the subsequent ISO/TS 15066:2016 [20] allowed for greater 138 robot's autonomy while working closely with humans. Zanchettin et al. [21] introduced a metric to assess safety in collaborative manufacturing processes. This metric considers 139 140 human-robot distance, robot type and operating speed as critical variables affecting 141 safety in HRC. In addition, the sharing of space and time between humans and robots can 142 lead to stress and fatigue issues, which can affect the quality of the output produced and 143 lead to defects in products and processes. Gervasi et al. [22] have developed a conceptual framework for evaluating HRC that includes variables such as mental and physical 144 ergonomics, safety, communication and interaction, team organization, and social 145 acceptance. Advanced adaptive robotic systems are also needed to improve production 146 147 efficiency.

148 In manufacturing, concepts such as stress, fatigue, mental workload, and ergonomics have long been addressed [23–25]. Over the years, many tools and methods 149 150 have been proposed to assess these factors. Self-reporting instruments include the NASA-TLX [26] and the Subjective Workload Assessment Technique (SWAT) [27]. However, 151 152 these tools have been found to be inappropriate and unreliable in manufacturing 153 environments [28]. Consequently, in recent years, attention has shifted to investigating 154 the impact of objective physiological measures, such as heart rate variability (HRV) and 155 electrodermal activity (EDA), on the operator's state during an HRC task [29–32]. Kulić and 156 Croft [33] investigated how human physiological state, measured by HRV and EDA, can be

affected by the movements of an industrial robot. In this study, proximity and speed were
shown to have a significant effect on mental stress. Similarly, Arai et al. [34] evaluated the
effect of robot movements, varying operating speed and distance from the operator, on
EDA. Kühnlenz et al. [35] studied the effects on humans through HRV and EDA of different
trajectory patterns of an industrial robot.

162 Physical and cognitive aspects are critical factors in the design of HRC tasks [36]. 163 Colim et al. [37] provided guidelines for the design of safe and ergonomic collaborative 164 workstations. In a repetitive and hazardous assembly task, cobots can be used to reduce potential risks to the operator and improve human well-being. However, few studies have 165 166 investigated the effect of human-robot collaboration on the mental and physical workload perceived by humans. Khalid et al. [38] investigated the safety of HRC systems 167 168 when using high-load robots, defining potential hazards that include physical and mental 169 strain associated with a collaborative task. Galin and Meshcheryakov [39] analyzed both human and robot dependent factors that may affect the efficiency of HRC. Among the 170 171 human factors, emotional and cognitive aspects were found to be critical for HRC 172 efficiency.

Overall, while much attention has been paid to safety, communication, interaction and human physical and cognitive aspects in HRC, there is a lack of research exploring the impact of task complexity perceived by humans on performance measures. This gap in the literature provides an opportunity for further research to investigate the relationship between assembly complexity and performance measures, both process- and human-

178 related measures, such as production time, defect rates and human-centred measures,

- 179 respectively, in HRC settings.
- 180

181 **3. EXPERIMENTAL SET-UP AND METHODS**

182 **3.1 Experimental system configuration**

An experimental campaign involving six expert operators and a single-armed 183 184 collaborative robot, the UR3e from Universal Robots™, equipped with an OnRobot RG6 185 gripper with two flexible fingers (see Fig. 1) was designed and carried out. The RG6 gripper, produced by OnRobot[™], was selected for its versatility and ability to handle a 186 variety of objects, even of small dimensions. Each operator underwent preliminary 187 training sessions prior to the assembly trials in order to ensure a consistent level of 188 189 proficiency among the participants and to minimise the potential impact of varying skill 190 levels on the results. These training sessions were designed to familiarize the operators with the assembly process and equipment. 191

During the experimental trials, each operator assembled six electronic boards (see
next Section 3.2) in random order with the support of the UR3e cobot.

Manufacturing process consisted of two phases: (i) assembly phase and (ii) quality control phase. During the assembly phase of each electronic board, the cobot was used to assist operators in assembly operations by passing appropriate components in a predetermined sequence. The parts of the electronic boards were placed in a specific position within the HRC workstation to be picked up by the cobot, since the cobot was

199 unable to recognize parts. Future research will focus on the use of visual recognition 200 systems, integrated with machine learning techniques, to enable the cobot to recognize 201 parts. The assembly sequence was determined according to circuit theory [40]. In fact, for 202 the circuit to work, a complete path must exist between the energy source (power) and 203 the lowest energy point (ground). Furthermore, the current always seeks the path of least 204 resistance to earth and between two possible paths the current goes through the path of 205 least resistance. This is because the electrical energy within the circuit is dissipated by its 206 components, converting the electrical energy into other forms of energy, such as light, 207 heat and sound. As a result, the strategy for assembling electronic boards was defined 208 based on the path of the electric current.

During assembly, human operators decided when activating the cobot to pick up the parts and bring them to the storage area by pressing a button near the workstation. The cobot used the MoveL movement for vertical actions, such as picking up and depositing the parts, and the faster MoveJ movement for other actions, such as moving the parts to the storage area. Table 1 shows cobot and gripper parameters used in the HRC assembly.

After the assembly phase, in which electronic board variants were assembled through HRC, a skilled quality controller checked their correct functioning and identified residual defects during the quality control phase. The advantage of using electronic boards is the possibility to verify their proper functioning by connecting them to the PC and running the code. During the quality inspection, the operator who was in charge of

220	the assembly of the electronic board was asked to fill a questionnaire on perceived
221	complexity of the assembly, which will be presented in Section 3.4. In detail, at the end
222	of each board variant assembly, the operator evaluated perceived complexity by
223	providing evaluations on some assembly complexity criteria, while at the end of the six
224	assemblies an overall assessment of the importance of the complexity criteria was given
225	(as per Section 3.4). Furthermore, during assembly and quality control phase, data on
226	some performance measures were collected, which will be illustrated in Section 3.3.

227

239

228 3.2 Product assembled

For the assembly of the six electronic boards, the ARDUINO UNO Starter Kit from ARDUINO[®] was used. This kit includes the physical components necessary for assembling the electronic boards (listed in Table 2) and a software package for programming the microcontrollers. In Table 2, the type and quantity of each component are indicated for each product variant (Variant A – Variant F).

These six products have been selected to cover a wide range of product complexity. According to previous studies [41–43], product variants' total complexity is obtained according to the structural complexity model as a combination of complexity of product components (C_1), complexity of assembly connections/liaisons (C_2) and complexity of product architecture (C_3), according to Eq. (1):

 $C = C_1 + C_2 \cdot C_3 \tag{1}$

240 In this study, the Lucas Method [44], widely used in literature and for several 241 industrial applications, was applied to define the complexity of product components and 242 connections (C_1 and C_2). On the other hand, product architecture complexity (C_3) was derived as the average of singular values of the adjacency matrix of the product [41]. In 243 244 Table 2, the product variants are listed according to increasing complexity C. It is 245 noteworthy that an increase in the number of parts does not necessarily imply an increase 246 in complexity C. As mentioned above, the products were assembled in random order by 247 the six operators. Randomizing the order of the six product variants during assembly 248 minimized the impact of learning effects and increased internal validity. This approach 249 controlled for potential confounding variables and prevented observed performance 250 measure differences between product variants from being attributed to increased 251 operator familiarity or experience with the assembly process or equipment. Thus, 252 although manufacturing sequence was not explicitly controlled, randomization helped 253 minimize its potential impact on the results.

Fig. 2 shows three examples of the six electronic boards assembled with the support of cobot. The first product, Variant A, is the simplest of the six selected products, Variant C is at medium-level complexity, while the last product, Variant F, is the most complex.

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261 **3.3 Data acquisition**

262 During the manufacturing process, some human and process performance 263 parameters were collected, including physiological data from the operators, the number 264 of total defects (both those occurring during assembly, i.e. in-process defects, and those 265 detected during offline quality control, i.e. offline defects), the assembly time, and the 266 time spent on quality control. The selected performance measures were chosen based on 267 their relevance to the objectives of the study and a thorough literature review that 268 followed the survey proposed by Coronado et al. [36]. While there are many other metrics 269 available for evaluating the performance of collaborative systems, the selected measures 270 were deemed most appropriate for this study due to their widespread use in the 271 manufacturing industry to evaluate the quality of human-robot interaction and 272 collaboration, especially in the context of Industry 5.0, and their ease of monitoring 273 throughout all stages of the production process.

In the first phase of the manufacturing process (assembly phase), information about assembly time, in-process defects and stress were collected. On the other hand, in the second phase (quality control phase), information about quality control time and offline defects was collected. Those parameters, plus the total number of defects (sum of in-process and offline defects), are the performance measures depicting the overall manufacturing process.

In the HRC assembly phase, the operator clocked the minutes to complete each
electronic board's assembly. The stopwatch started when the cobot picked up the first

part and stopped when the operator considered the assembly finished. Even when errors occurred, the stopwatch was never stopped. In the quality control phase, the operator recorded the time in minutes spent on quality control. In this case, the time started when the electronic board reached the quality control station and was stopped when the board worked properly. The stopwatch was never stopped during the quality control phase.

287 Regarding in-process and offline defects, a classification was performed as follows: 288 (i) "Wrong part", i.e. a different component is used instead of the correct one; (ii) "Wrong position", i.e. the component is placed in the wrong position; (iii) "Part not taken", i.e. the 289 290 cobot fails to pick up the part from the columns; (iv) "Slipped part", i.e. the part slips from the cobot grippers during transport to the operator; (v) "Defective part", i.e. the part is 291 292 defective and does not allow the electronic board to function correctly; (vi) "Incorrectly 293 inserted part", i.e. the part is inserted in the correct position but not properly. Obviously, for offline defects, the two categories of defects related to cobot errors ("Part not taken" 294 295 and "Slipped part") were not present. The assembly operators and the quality control operator collected in-process and offline defects data for each electronic board, indicating 296 297 the number of defects found for each category.

298 During HRC assembly phase, information on the stress level of the operators was 299 collected. Physiological data were measured with the Empatica E4 wristband (Empatica 300 Srl, Milan, Italy), a non-invasive biosensor that records information on ElectroDermal 301 Activity (EDA) at a frequency of 4 Hz (see Fig. 1). EDA is commonly used as an indicator of 302 human stress response, being linked to Skin Conductance Response (SCR) [32]. In detail, 303 continuous signals of tonic and phasic activity constitute the EDA signal. Changes in Skin 304 Conductance Level (SCL) are the best indicator of tonic activity, which is defined as long-305 term fluctuations in EDA that are not explicitly triggered by external stimuli. Instead, 306 phasic activity describes brief variations in EDA triggered by stimuli typically recognized 307 and presented externally. Skin Conductance Responses (SCRs), i.e., amplitude changes 308 from the SCL, can therefore be detected by examining the phasic activity signal. In this 309 research, the normalized peak amplitude of the SCR was employed as a metric for 310 measuring the stress levels of operators during the HRC assembly of electronic boards. For each operator, the *Human stress response* can be defined as follows: 311

312
$$Human \ stress \ response = \left[\frac{\left(\sum_{w=1}^{N_P} a_w\right) - a_{min}}{a_{max} - a_{min}}\right] \cdot 100$$
(2)

where a_w is the amplitude of the *w*-th SCR peak, N_P is the total number of SCR peaks during the assembly of a certain product variant, a_{min} and a_{max} are, respectively, the minimum and maximum amplitude of SCR peaks obtained during the assembly by each operator.

In this study, the EDA signal was analyzed using the online EDA Explorer software [45]. This software cleans the raw signal of any external noise and identifies peaks in the physiological signal. Fig. 3 shows an example of the software output. The trend of the physiological signal (expressed in μ S) is the blue line and the green vertical lines represent the peaks identified by the software. In addition, the amplitude of a generic peak (a_w) is shown in red as an example. Furthermore, after assembly, data on perceived complexity 323 were acquired through questionnaires submitted to operators, as described in Section

324 3.4.

325

326 **3.4 Perceived complexity assessment**

327 Complexity, a multifaceted concept that has been studied extensively and has 328 various definitions and measurements depending on context and research goals, can be 329 assessed objectively, based on inherent task characteristics, or subjectively, considering 330 both task and performer characteristics [46].

331 This study proposes a complexity assessment framework based on the 16 332 complexity criteria developed by Falck and Rosenqvist [47] and later adapted for industrial manufacturing sectors [48–50]. The complexity assessments were carried out 333 334 in collaboration with the company's ergonomist and engineers in the manufacturing 335 engineering department. In order to ensure easy and quick assembly of the products, 336 Table 3 provides a brief description of each *i*-th criterion (i = 1,...,16), expressed for an easy and fast assembly [50]. For a more detailed description and guidelines for using these 337 criteria in a practical setting, refer to the papers by Falck et al. [50,51]. 338

For each product *j*, the importance of each criterion *i* was determined by asking each operator *k* to assign an importance score (I_{ijk}) using a five-level ordinal scale (see Table 4), based on their perceived relevance for low product complexity. In addition, each operator was asked to indicate the level of agreement (V_{ijk}) with each criterion *i* in relation to the assembled product *j*, using the five-level ordinal scale shown in Table 5. To obtain an estimate of perceived complexity at the individual level, the study combined the operators' ratings of importance and level of agreement with the 16 criteria. However, as the criteria were expressed using linguistic ordinal scales, a systematic method was required to process the data. To this end, the Multi-Expert Multi-Criteria Decision Making (ME-MCDM) method developed by Yager [52] was adopted as the synthesis approach.

350 ME-MCDM is a widely used method for aggregating individual operator 351 evaluations to obtain an overall synthetic linguistic value [52]. It combines linguistic 352 information provided for non-equally important criteria using maximum, minimum and 353 negation operators. The logic behind the ME-MCDM method is that the impact of lowimportance criteria on the overall aggregated value should be marginal, while high 354 355 important criteria should have a significant impact on the definition of the aggregated evaluation. In the proposed approach, the perceived complexity of the assembly of a 356 product *j* expressed by the operator k (*PC_{ik}*) can be calculated using fuzzy logic as follows 357 358 [53]:

$$PC_{ik} = \operatorname{Min}_{i} \left[\operatorname{Max} \{ Neg(I_{ijk}), V_{ijk} \} \right]$$
(3)

where $Neg(L_x) = L_{t-x+1}$ is the negation of L_x , with L_x the xth level of the scale and t the number of scale levels, i.e. 5 in this case. For instance, $Neg(L_1) = L_5$ and $Neg(L_2) = L_4$. The rating process for the perceived complexity of a product involves assigning values on a five-point ordinal scale, with the highest level representing low complexity and the lowest level representing high complexity. This scale is based on the criteria listed in Table 3, which are considered to be low complexity criteria. Table 6 provides details on

the five complexity levels used for individual perceived complexity assessment.

367 To illustrate how this scoring process works, consider a hypothetical product *j*, and an operator k, who scores all criteria as L_5 – "Indispensable" for importance and L_5 – 368 "Totally agree" for agreement. According to the proposed aggregation method, this 369 370 operator's individual perceived complexity PC_{ik} for product j would be L_5 - "Low", meaning that the operator finds the product extremely simple and considers all criteria 371 372 essential for a simple assembly. Conversely, if the operator rated all criteria importance as L_5 – "Indispensable" and the level of agreement as L_1 – "Totally disagree", then his 373 374 individual perceived complexity would be L_1 – "High". In this case, the operator considers 375 the product to be extremely complex and considers all criteria to be essential for a simple assembly. In a different scenario, if the operator assigned L_1 – "Totally disagree" for 376 agreement degrees, but considers all the criteria to be negligible, resulting in L_1 – 377 378 "Negligible" for importance, the procedure leads to obtain L_5 – "Low" for the individual perceived complexity. 379

380 Overall, the perceived complexity assessment process involves assigning 381 importance and agreement values to specific criteria, which are then aggregated to 382 determine the individual perceived complexity level of a product assembly.

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386 3.5 Statistical analysis

387	The data gathered for the 6 electronic boards assembled by the 6 operators were
388	collected in a matrix, one line for each product (i.e., 36 rows) with the observed
389	parameters listed in columns. In detail, the parameters related to performance measures
390	recorded in the columns were:
391	Assembly time;
392	Quality control time;
393	In-process defects;
394	Offline defects;
395	Total defects;
396	Human stress response (see Eq. (2)).
397	Furthermore, additional columns were created containing values related to
398	perceived complexity assessment, as follows:
399	• Individual importance evaluations of each of the 16 criteria (as per Table 4);
400	Individual agreement degree evaluations of each of the 16 criteria (as per Table
401	5);
402	 Individual perceived complexity derived according to Eq. (3).
403	The primary statistical analysis consisted of calculating the main descriptive
404	statistics for performance measures for each of the six assembled electronic boards (see
405	Table 7 in next Section 4).
406	To evaluate if the 16 criteria selected for the analysis compose a suitable set to
407	assess complexity, a pairwise correlation analysis between the evaluations on the
408	agreement degrees provided by operators for each product (V_{ijk}) was performed (see
409	Table 9). Spearman correlation coefficient was adopted being the agreement degrees 19

410 expressed on ordinal scale, and the significance of the correlation was assessed by

411 analyzing the *p*-values [54].

Then, a pairwise correlation analysis was performed to obtain a first indication of the relationships between the agreement degrees of the 16 complexity criteria and performance measures (as shown in Table 10).

415 Finally, to examine the relations between the individual perceived complexity 416 values derived according to Eq. (3) and the performance measures (see Fig. 4), an Ordinal 417 Logistic Regression (OLR) was adopted, as perceived complexity is an ordinal response defined using a linguistic scale [55]. The OLR is an ordinal regression model that can only 418 419 be applied to data that meet the proportional odds assumption. The coefficients in the model are estimated using maximum likelihood, computed by using iteratively 420 421 reweighted least squares [55]. To analyze and interpret the results of the OLR, two steps 422 should be followed [54,56]. First, the *p*-value and coefficients are examined to analyze the 423 association between the performance measures and individual perceived complexity. The 424 coefficients are useful for determining whether a change in the predictor variable makes 425 any of the events more or less likely, and the odds ratios are provided to compare the 426 odds of two events. Secondly, the p-values for the Goodness-of-Fit Tests, and the 427 measures of association are examined to determine how well the model fits the data. 428 Values of measures of association, including the Somers' D, Goodman and Kruskal indices, and Kendall's index, close to 0 reveal that the model does not have predictive ability. 429 Results of OLR are reported in Table 11, Table 12 and Fig. 5 of next Section 4. 430

431 All calculations were performed using the software MINITAB[®].

432

433 4. RESULTS AND DISCUSSION

Descriptive statistics of performance measures considered in this study are listed 434 in Table 7, separately for each electronic board assembled (Variant A – Variant F). An 435 436 examination of the data reveals that as the complexity of the assembly increases, there is 437 a tendency for performance measures to worsen as a negative impact on assembly time, 438 quality control time, defects rates, and human stress response is encountered. 439 Additionally, as the products move from simple to more complex (i.e., from Variant A -440 Variant F), the variability associated with performance measures tends to increase, as demonstrated by the increase in standard deviation in Table 7. 441

442 Table 8 presents the classification of in-process and offline defects obtained for each of the six assembled product variants, according to the classification provided in 443 Section 3.3. An analysis of the data shows that in-process defects are more frequent 444 compared to offline defects. Additionally, within the typology of in-process defects, 445 "Wrong position" and "Part not taken" demonstrate the highest number of defects; 446 whereas for offline defects, "Wrong position" is the most prevalent category. These 447 448 findings suggest that the manufacturing process is likely facing more issues when the 449 products are in-line rather than when they are inspected offline. Furthermore, the 450 frequent occurrence of "Wrong position" both for in-process and offline defects highlights the need for efficient and accurate placement of parts during the assembly process. 451

452 Table 9 displays the results of the pairwise correlation analysis between the 453 evaluations of the agreement degrees with the 16 criteria provided by operators for each 454 product (V_{ijk}). Only the lower triangular part of the matrix is shown in Table 9 because of the symmetry of the matrix. In detail, the Spearman correlation coefficients are reported 455 456 and those that resulted statistically significant at 95% confidence level (thus with *p*-value 457 < 0.05) are asterisked. Most statistically significant correlations are positive, showing that 458 as the score on the degree of agreement of one criterion increases, the other also 459 increases. For instance, Criterion 1 is moderately correlated with Criterion 2, as operators agree that few different ways of performing assembly are associated with few 460 461 parts/components and details and few operations. On the other hand, only a few of the correlation coefficients in Table 9 are negative. For instance, there is a moderate negative 462 463 correlation between Criterion 12 and 15 indicating that as operators concur with the fact 464 that the structure is rigid and involves few flexible materials, they perceive a greater need for adjustments. Conversely, fewer adjustments and modifications are required during 465 assembly if the structure incorporates soft and flexible materials. The results presented 466 in Table 9 indicate that the highest correlation coefficient value is 0.731, and there are no 467 correlations that approach a value of 1. Accordingly, it would not be appropriate to 468 469 eliminate certain criteria as redundant when assessing individual perceived complexity.

Table 10 presents the results of the pairwise correlation analysis conducted to examine the associations between the agreement degree with the 16 complexity criteria and the data pertaining to performance measures. In detail, for each complexity criterion, 473 the evaluations on the agreement degree provided by the six operators for each of the six 474 products (36 values) are correlated with the six performance measures. Spearman correlation coefficients statistically significant at 95% confidence level are asterisked. 475 476 Almost all the values in Table 10 are negative because as the agreement with the low-477 complexity criteria increases, operators concur that the product is simple. Therefore, the 478 simpler the product, the less assembly time, quality control time, defects and stress are. 479 The results indicate a moderate to strong correlation between several of the complexity 480 criteria and performance measures. It should be noted that some criteria do not show a significant correlation with the performance measures (see for example Criteria 9-13 and 481 482 Criterion 15). However, many of the correlation coefficients have a p-value very close to the significance level. 483

484 The correlation coefficients and the asterisks on significant correlation in Table 10 help to identify which criteria have a high degree of correlation with performance 485 measures, providing valuable information to optimize process and design. For example, 486 assembly time, in-process defects, total defects and human stress response are highly 487 correlated with Criterion 2, indicating that few parts, details, and operations lead to low 488 489 values of those performance measures. Thus, this information can be used to support 490 decisions towards the design of products or subassemblies with fewer parts, details, and 491 operations in order to decrease assembly time, defects and human stress.

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In addition, Table 10 shows no significant correlations between the agreement
 degrees with complexity criteria and both quality control time and offline defects.

Although these are performance measures of the production process, they appear to be independent of the operators' perception of the process complexity. This suggests that factors other than the complexity perception of the operators may have more impact on quality control time and offline defects. Further research will be needed to understand the underlying causes of these measures and how they can be improved.

499 The individual perceived complexity values derived according to Eq. (3) by the ME-500 MCDM method were obtained by considering both importance of the 16 criteria and the 501 agreement degrees with the criteria as per Section 3.4. The obtained values range from 502 "High" to "Rather low", according to the classification provided in Table 5. Accordingly, no 503 operator considered the assembled products to be extremely simple. Fig. 4 illustrates the obtained perceived complexity values and the performance measures for the six product 504 505 variants. It should be noted that there is a significant amount of variability in the data 506 shown in Fig. 4. This variability is typical of data obtained through self-reported measures such as interviews and questionnaires and should be considered when interpreting the 507 results of this study. 508

509 OLR is adopted to model the relationship between quality performances and 510 obtained perceived complexity. In Table 11, the logistic regression table for assembly time 511 is provided [56].

512 In summary, the results of the analysis presented in Table 11 suggest that there is 513 a statistically significant association between perceived complexity and assembly time 514 since the *p*-value associated with the predictor is less than the significance level of 5%, 515 and also since the p-value for the test that all slopes are zero is less than 0.05. The odds 516 ratio of 1.19 indicates that operators are more likely to perceive products as more 517 complex as assembly time increases. The positive coefficient associated with assembly time also confirms this result. In addition, the *p*-value of goodness-of-fit test is greater 518 519 than 0.05, not providing evidence that the model is inadequate. Overall, this suggests that 520 changes in assembly time are associated with changes in the probabilities of occurrence 521 of the different levels of perceived complexity, as represented in Fig. 5. The data suggests 522 that as assembly time decreases, the probability of the operator perceiving the assembly 523 as "Moderate" or "Rather low" in complexity increases, while an increase in assembly time leads to an increased probability of the assembly being perceived as "High" or 524 525 "Rather high". However, the last data point at the maximum assembly time for "Rather 526 high" complexity deviates from this trend; further research is needed to determine the 527 specific cause of this anomaly, as it could be due to operator variability, other factors 528 affecting complexity perception, an outlier data point, or a combination of these factors. 529 Considering the measures of association reported in Table 12, high values of Somers' D, Goodman-Kruskal gamma, and Kendall's tau-a indicate that the model has 530 531 good predictive ability [56]. These measures are obtained from the number of 532 concordant, discordant and tied pairs, which are calculated by forming all possible pairs 533 of observations (i.e. assembly time values) with the different levels of individual perceived 534 complexity. For the present case study, 459 total pairs were obtained, since 4 operators

535 perceived the assembly complexity as "High", 13 as "Rather high", 12 as "Moderate" and

536 7 as "Rather low".

Regarding the other performance measures, the association between perceived complexity and in-process defects, total defects and human stress response resulted to be statistically significant. Tables and figures reporting the results of OLR for such performance measures are given in the Appendix (see Tables A1-A6 and Fig. A1-A3). Conversely, the association with quality control time and offline defects was found to be not statistically significant, which is consistent with the results of previous correlation analyses (see Table 10).

544

545 **5. CONCLUSIONS**

In today's market, manufacturers are required to produce high-value-added products that meet customer demands and expectations at a competitive price while also complying with sustainability requirements. One approach to achieving mass customization is the use of flexible assembly systems that utilize collaborative robots, or "cobots," which can offer increased productivity and cost savings. However, the use of human-robot collaboration in assembly tasks can be impacted by the complexity of the assembly.

553 This paper focused on the impact of perceived complexity on the performance 554 measures of human-robot collaboration in assembly tasks. To investigate this issue, the 555 study used a sample of skilled operators to conduct assembly of six variants of electronic boards with different levels of complexity. Performance measures, including assembly times, quality control times, in-process defects, offline product defects, total defectiveness and human stress response during assembly, were collected and analyzed. Furthermore, evaluations on the agreement degrees with 16 complexity criteria and their importance provided by the operators for each product were gathered to assess individual perceived complexity. Statistical analysis was conducted on the collected data to quantify the effects of perceived complexity on the HRC performance measures.

563 The main findings of the present paper are that as complexity perception 564 increases, performance measures tend to worsen, with a negative impact on assembly 565 time, quality control time, in-process defects and human stress response. Furthermore, for the considered electronic product variants, defects that occurred in-process were 566 567 more frequent compared to defects detected offline during the quality inspection. The 568 study also showed which complexity criteria are statistically significantly associated with 569 the performance measures, thus providing practical recommendations for engineers to consider when designing processes that focus on reducing perceived complexity and 570 571 improving overall performance measures. It is important to note that, according to these 572 findings, by reducing perceived complexity, not only the human operators will feel more 573 comfortable with the task but also the process will be more efficient and less error-prone, 574 leading to an increase in productivity and a reduction in costs. Finally, the study highlights 575 that there is no significant association between perceived complexity and the quality 576 control time and the offline defects, indicating that these measures of performance of the 577 production process appear to be independent of the perception that operators have of 578 the complexity of the assembly process. This information is important for engineers to 579 consider in designing and implementing HRC systems as it suggests that a reduction in 580 perceived complexity may not necessarily result in improvements in these specific 581 performance measures. Further studies will need to be conducted to fully understand the 582 underlying reasons and identify potential strategies for improving performance measures 583 related to offline quality control in the HRC assembly process.

The main innovative aspect of this paper is that it considers multiple performance measures linked to both the production and the quality control process, also taking into account human factors such as the operator's perceived stress. By evaluating these measures, this approach allows for a holistic examination of the relationship between perceived complexity and performance, which can provide valuable insights and recommendations for manufacturers to optimize processes and improve performance.

590 This study has some limitations that should be acknowledged. First, the cobot's 591 involvement in the study was primarily focused on performing pick-and-place operations, which are relatively simple tasks. As a result, the effect of perceived complexity on the 592 593 cobot's performance and its potential interaction with the perceived complexity of the 594 human operator was not fully explored. Future research should aim to explore different 595 modes of human-robot collaboration, including scenarios where the cobot performes 596 more complex tasks while humans provide support and make key decisions. By 597 considering a broader range of collaboration modes, a more comprehensive

598 understanding of the effects of perceived complexity on HRC performance can be 599 achieved.

600 Secondly, the results are based on a specific set of electronic board variants and the subjective concept of perceived complexity may vary among individual operators. 601 602 Thus, caution is needed when generalizing the findings to other HRC assembly systems. 603 Nonetheless, the study's holistic approach provides practical recommendations for 604 designers and implementers to optimize system performance by considering the 605 subjective perception of complexity by operators. Further research is needed to validate the findings in different contexts and with larger sample sizes to ensure greater statistical 606 607 power and generalizability.

Additionally, although randomizing the order of the six product variants during assembly helped increase internal validity by minimizing learning effects, the manufacturing sequence was not explicitly controlled. Future research should address this limitation by implementing more systematic control over the manufacturing sequence, and by investigating learning effects and their relationship with randomization in more detail.

Finally, based on the derived findings, future work could focus on developing strategies to mitigate the negative effects of perceived complexity on performance measures. One potential approach could be to implement training programs for operators to improve their ability to manage complex product variants. Additionally, improving the

- 618 design of the assembly process, such as using ergonomic fixtures or improving layout [57],
- 619 could reduce the complexity of the assembly task and improve performance.
- 620

621 NOMENCLATURE

HRC	Human-Robot Collaboration			
UR3e	Cobot produced by Universal Robots [™]			
RG6	Gripper produced by OnRobot [™]			
<i>C</i> ₁	Complexity of product components			
<i>C</i> ₂	Complexity of assembly connections/liaisons			
C3	Complexity of product architecture			
С	Product variants' total complexity			
EDA	ElectroDermal Activity			
SCR	Skin Conductance Response			
SCL	Skin Conductance Level			
a _w	Amplitude of the <i>w</i> -th SCR peak			
N _P	Total number of SCR peaks			
a _{min}	Minimum amplitude of SRC peaks			
a _{max}	Maximum amplitude of SRC peaks			
i	Criterions (<i>i</i> = 1,,16)			

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j	Products (<i>j</i> = 1,,6)
k	Operators (<i>k</i> = 1,,6)
l _{ijk}	Importance of criterion <i>i</i> , for product <i>j</i> given by operator <i>k</i>
V _{ijk}	Degree of agreement of operator <i>k</i> , for product <i>j</i> on the criterion <i>i</i>
ME-MCDM	Multi Expert-Multi Criteria Decision Making
PC _{jk}	Perceived complexity by the operator k for product j
L _x	x^{th} level of the scale (x = 1,,5)
Neg(L _x)	Negation of <i>L_x</i>
OLR	Ordinal Logistic Regression
	N

622

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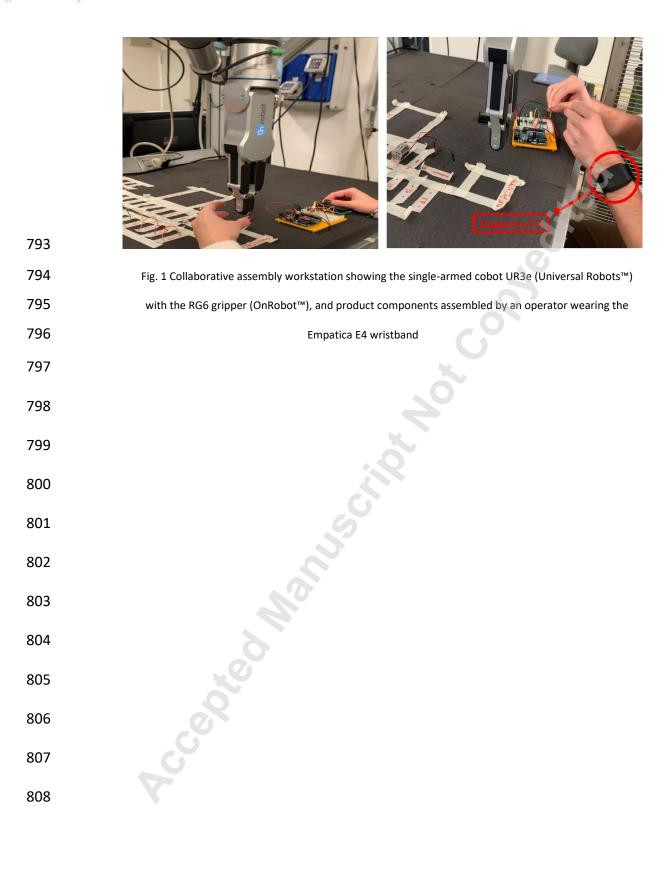
Figure Caption List

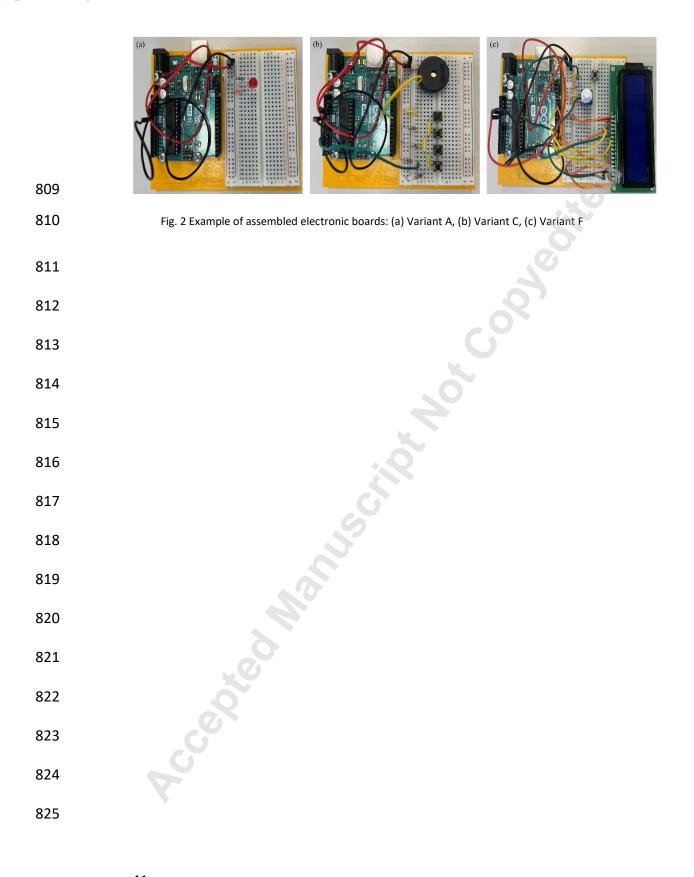
Fig. 1	Collaborative assembly workstation showing the single-armed cobot UR3e
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	as a function of Human stress response

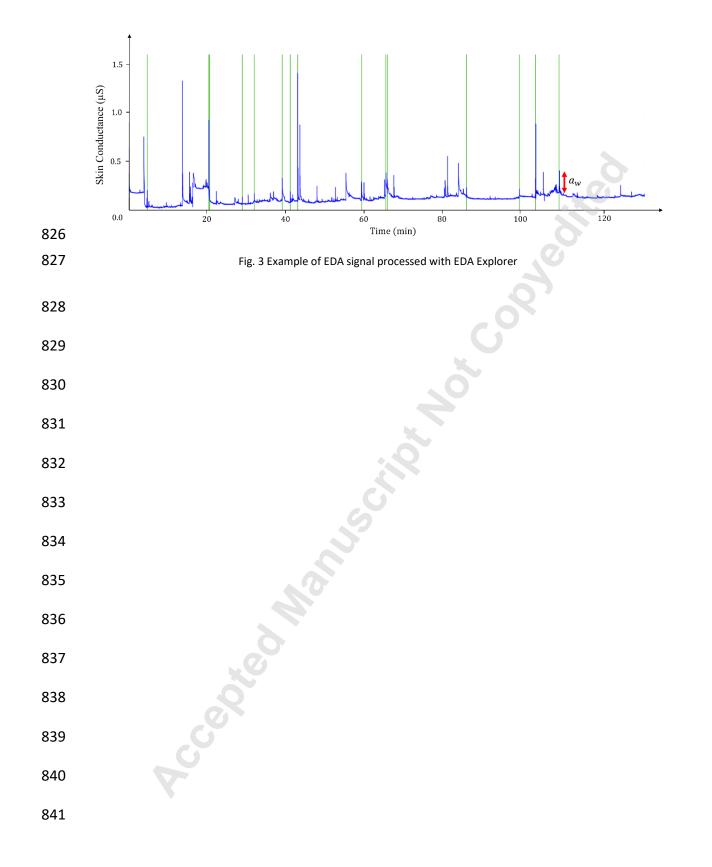
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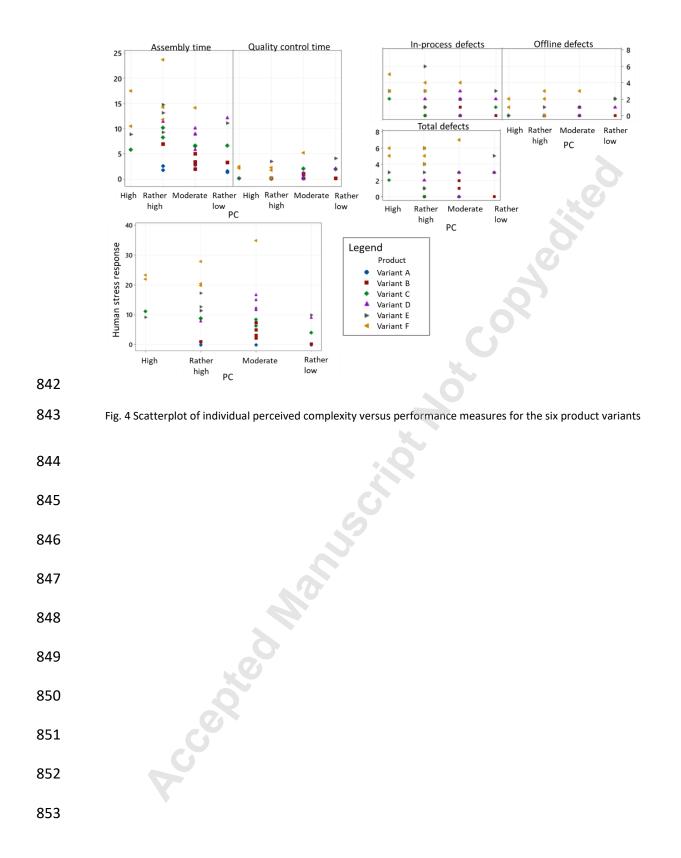
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	agreement degree with the 16 complexity criteria for the six products
	assembled

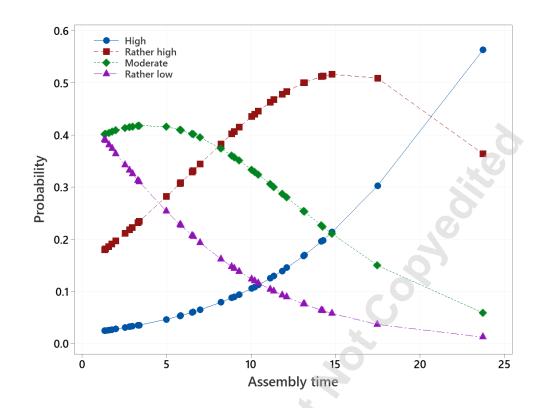
- Table 10Spearman correlation coefficients between the agreement degree with
the 16 complexity criteria for the six products assembled and the
performance measures
- Table 11
 Logistic regression table for Assembly time. Goodness-of-Fit test p-value=0.905
- Table 12Probability of occurrence of the levels of individual perceived complexity
as a function of Assembly time
- Table A1Logistic regression table for In-process defects. Goodness-of-Fit test p-
value=0.908
- Table A2 Measures of association between In-process defects and predicted probabilities
- Table A3Logistic regression table for Total defects. Goodness-of-Fit test p-
value=0.493
- Table A4Measures of association between Total defects and predicted probabilities
- Table A5Logistic regression table for Human stress response. Goodness-of-Fit testp-value=0.855
- Table A6Measures of association between Human stress response and predicted
probabilities







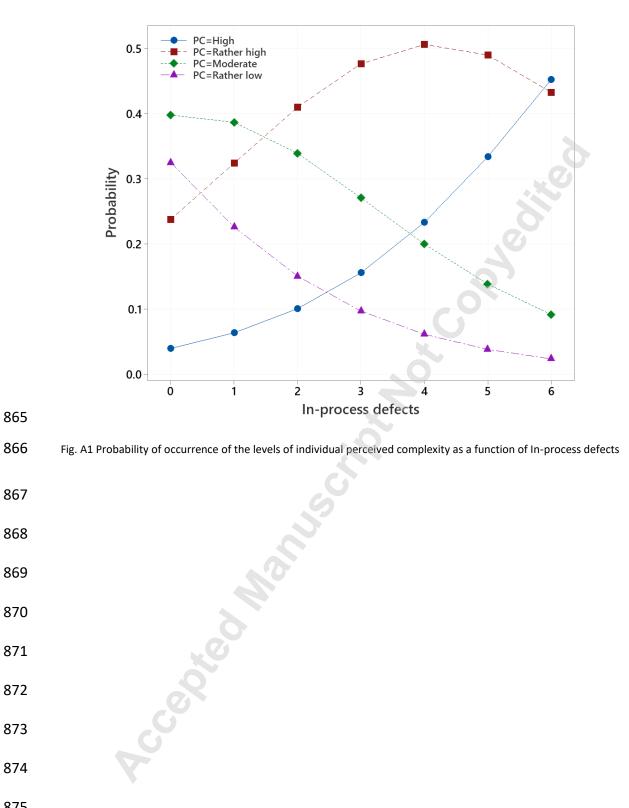


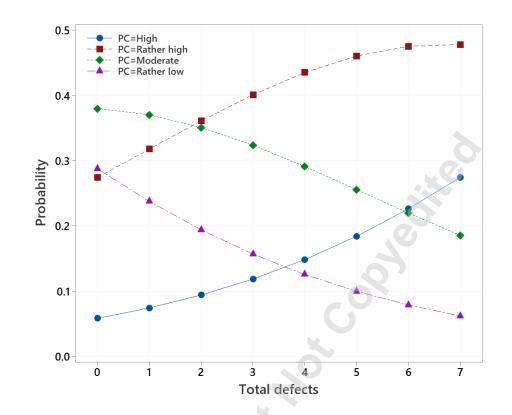




855 Fig. 5 Probability of occurrence of the levels of individual perceived complexity as a function of Assembly time

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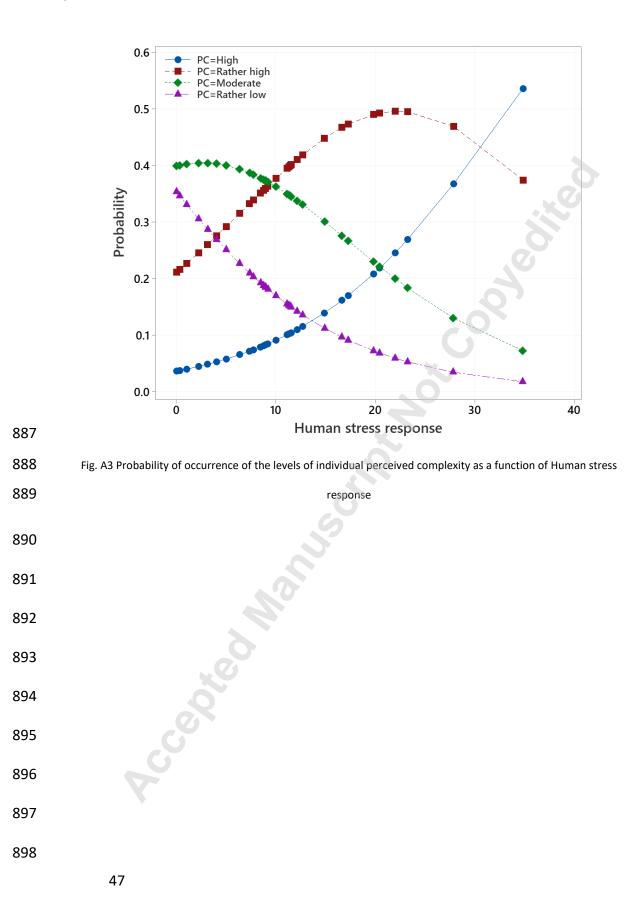






877 Fig. A2 Probability of occurrence of the levels of individual perceived complexity as a function of Total defects

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Table 1 Cobot and gripper parameters used in the HRC assembly

		Cobot	Gripper
	Joint speed [°/s]	200	-
	Joint acceleration [°/s ²]	200	-
	Linear speed [mm/s]	200	-
	Linear acceleration [mm/s ²]	200	-
	Distance [mm]	-	16
	Force [N]	-	80
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903			
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913 014			
914 915			
919			

Table 2 Characteristics of the six assembled electronic boards

	Variant A	Variant B	Variant C	Variant D	Variant E	Variant F
Long wires	-	1	2	8	9	13
Short wires	1	3	5	3	6	4
Resistors	1	1	4	6	2	2
Pushbuttons	-	2	4	-	2	1
LED	1	1	-	1	-	-
Phototransistor	-	-	-	3	-	
Potentiometer	-	-	-	-	1	1
Piezo	-	-	1	-	-	-
LCD	-	-	-	-		1
Battery snap	-	-	-	-	1	-
DC Motor	-	-	-	-	1	-
H-bridge	-	-	-	-	1	
N° of parts	3	8	16	21	23	22
<i>C</i> ₁	1.39	2.87	5.10	6.35	7.25	6.72
C ₂	2.98	5.44	13.84	14.58	21.79	26.02
C₃	0.94	0.90	0.90	0.93	0.83	0.84
С	4.20	7.77	17.51	19.95	25.35	28.61

Table 3 Complexity criteria of assembly, adapted from Falck et al. [47] to suit the electronic platform assembly

Criterion i	Assembly low-complexity criterion	Description
1	Few different ways to perform assembly.	Complexity is high if the parts can be assembled/executed correctly in different ways. Otherwise, complexity is low if there is a standardized (accepted) way to perform the task. If there are few details to assemble, a small number o
2	Few parts/components and details and few operations.	operations on the parts, pre-assembly and module creation (integrated assembly), the complexity is low. Otherwise complexity is high if there are many details and partia operations.
3	Quick and easy operations (no time demanding operations).	Complexity is low if the solutions are easy and quick to assemble (not time-consuming). Otherwise, if there are time-consuming operations, the complexity is high.
4	Clear assembly location of parts/components (immediate understanding of where to place parts within the structure).	If the assembly position of parts and components is clear, the complexity is low, otherwise it is high.
5	Good accessibility to the structure during assembly.	If the accessibility to the structure is good (i.e., sufficient fo hands/tools), the complexity is low, otherwise it is high.
6	Fully visible operations (operations do not require orientation of the assembly for better visibility).	If the assembly involves visible operations (i.e., in the field o view when looking directly at the structure), the complexity i low, otherwise it is high.
7	Ergonomically easy handling of the structure.	If there are good ergonomic conditions, the complexity is low otherwise it is high.
8	Operator-independent operations that do not require much experience to be performed correctly.	If additional training (specialized knowledge) is required beyon the common introductory sessions, then the complexity is high If the operations do not require additional training, then the complexity is low.
9	Operations do not have to be performed in a certain order.	If the operations can be performed without following a specifi order, that is, they are independent of the order of assembly, the complexity is low. Otherwise, complexity is high if the operation must be performed in a certain order/sequence to complete the assembly correctly.
10	Unnecessary intermediate visual checks during assembly to assess the quality and correctness of the structure.	If no intermediate checks are required during assembly to asses the quality and correctness of the structure, the complexity i low. Otherwise, complexity is high if visual checks, i.e., carefu subjective assessment of quality, are required.
11	Operations require little precision, accuracy and attention.	If operations do not require precision and accurate assembly i not necessary, the complexity is low.
12	No need for adjustments and corrections (due to errors or inaccuracies) during assembly.	The complexity is low if no adjustments are needed due to error or inaccuracies. Otherwise, the complexity is high.
13	Easy to assemble and self-position parts/components that can be controlled in three dimensions: X, Y, Z.	If the surrounding environment varies, where the parts and components will be assembled, or if the detail to be placed depends on the surrounding components, then the complexity i high. Examples of when the geometric environment is varied are several holes must overlap, components not joined, and components moving relative to each other.
14	No detailed instructions are needed and the operator can proceed intuitively.	If no detailed instructions are required, i.e., the operator ca proceed intuitively to make the assemblies, the complexity i low. Otherwise, the complexity is high.
15	The structure does not involve soft and flexible materials (i.e., it is form-resistant).	Complexity is low if the components are rigid and compact an do not change size or deform during assembly. If the structur involves assembling soft and flexible materials, complexity i high.
16	There is immediate feedback on correct assembly (e.g., with a clear click and/or compliance with reference points).	Complexity is low if there is immediate feedback of correct assembly, such as through a clear clicking sound and/or adherence to reference points. Otherwise, the complexity in high.

Table 4 Scale levels and semantic meanings for assessing product low-complexity criteria importance (Iijk) Scale level Importance - cooled Manuscription L1 Negligible

949	Table 5 Scale levels and semantic meanings for assessing agreement of	degree with low-complexity criteria
950	(V _{ijk})	
	Scale level Importance	
	L ₁ Totally disagree	
	L ₂ Disagree	
	L ₃ Relatively agree	
	L ₄ Agree	
	L ₅ Totally agree	
951		
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966	50	

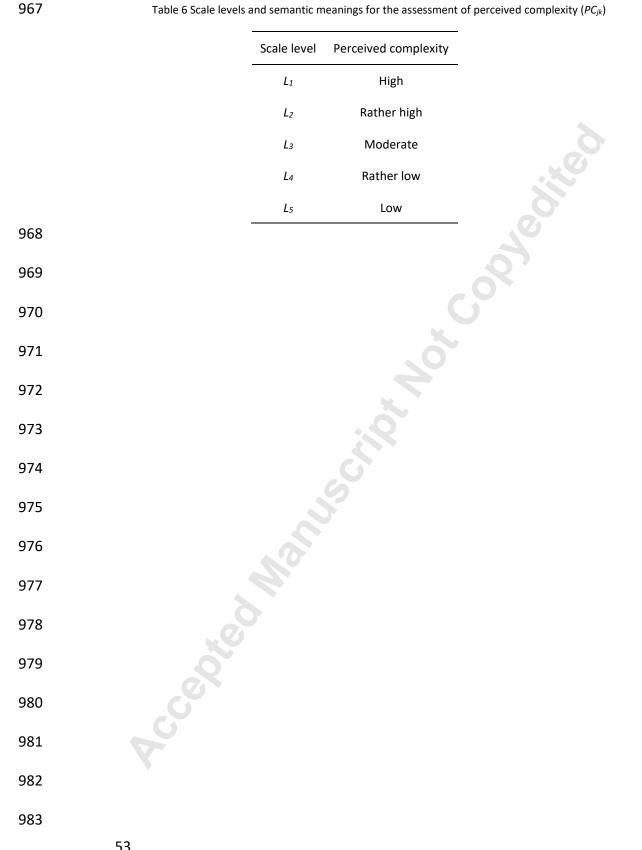


Table 7 Descriptive statistics of performance measures of the six products assembled

Performance measure	Product	Mean	St. dev.	Min	Max
	Variant A	1.889	0.627	1.317	2.800
	Variant B	3.928	1.776	1.983	6.967
Assembly time [min]	Variant C	7.314	1.620	5.833	10.200
Assembly time [min]	Variant D	9.522	2.238	5.783	12.117
	Variant E	11.719	2.364	8.850	14.800
	Variant F	15.320	4.770	10.430	23.730
	Variant A	0.125	0.061	0.000	0.150
	Variant B	0.431	0.436	0.150	1.050
	Variant C	0.769	0.961	0.150	2.083
Quality control time [min]	Variant D	0.656	0.791	0.150	2.083
	Variant E	1.356	1.875	0.150	4.033
	Variant F	2.308	1.633	0.150	5.183
	Variant A	0.000	0.000	0.000	0.000
	Variant B	0.667	0.816	0.000	2.000
	Variant C	1.000	0.894	0.000	2.000
In-process defects [-]	Variant D	1.833	0.983	0.000	3.000
	Variant E	3.167	1.602	1.000	6.000
	Variant F	3.667	0.816	3.000	5.000
	Variant A	0.000	0.000	0.000	0.000
	Variant B	0.333	0.516	0.000	1.000
	Variant C	0.500	0.837	0.000	2.000
Offline defects [-]	Variant D	0.500	0.548	0.000	1.000
	Variant E	0.500	0.837	0.000	2.000
	Variant F	1.833	1.169	0.000	3.000
	Variant A	0.000	0.000	0.000	0.000
	Variant B	1.000	0.894	0.000	2.000
	Variant C	1.500	1.378	0.000	3.000
Total defects [-]	Variant D	2.333	1.211	0.000	3.000
	Variant E	3.667	1.751	1.000	6.000
	Variant F	5.500	1.049	4.000	7.000
	Variant A	0.000	0.000	0.000	0.000
	Variant B	3.180	2.620	0.330	7.350
0.	Variant C	7.941	2.447	4.021	11.124
Human stress response [%]	Variant D	12.00	3.390	7.750	16.650
	Variant E	11.99	2.870	9.210	17.310
	Variant F	24.72	5.740	19.840	34.870

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Table 8 Classification of in-process (In) and offline (Off) defects for the six assembled products

Product In Off In O In O In O In O In O In O In In			rong art	position ta							ective bart	Incorrectly inserted part		
A 0 0 0 0 0 0 0 0 0 0 0 0 0 1 Variant C 0 0 5 2 3 0 0 0 0 0 0 0 0 0 1 Variant C 0 0 4 3 4 0 0 0 0 0 0 1 Variant C 0 0 6 3 11 0 2 0 0 0 0 0 0 Variant E 0 0 11 11 10 0 2 0 0 0 1 0 Variant F 0 0 11 11 10 0 2 0 0 0 4 2 Variant F 0 0 27 20 31 0 2 0 0 0 4 2 Variant F 0 0 27 20 31 0 2 0 0		In	Off	In	Off	In	Off	In	Off	In	Off	In	Off	
B 0 0 1 1 3 0 0 0 0 0 0 0 1 1 Variant C 0 0 4 3 4 0 0 0 0 0 0 0 1 1 Variant E 0 0 6 3 11 0 2 0 0 0 3 0 Variant E 0 0 6 3 11 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 Variant F 0 0 11 11 10 0 2 0 0 0 4 2 Total 0 0 2 31 0 2 0 0 4 2	А	0	0	0	0	0	0	0	0	0	0	0	0	
C 0 0 4 3 4 0 0 0 0 0 0 3 0 Variant E 0 0 6 3 11 0 2 0 1 0 0 0 0 0 0 1 0 1 0 0 0 0 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 <t< td=""><td>В</td><td>0</td><td>0</td><td>1</td><td>1</td><td>3</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td></td></t<>	В	0	0	1	1	3	0	0	0	0	0	0		
D 0 0 4 3 4 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0	С	0	0	5	2	3	0	0	0	0	0	0	1	
E 0 0 0 11 0 2 0 0 0 0 Variant F 0 0 11 11 10 0 0 0 0 0 1 0 Total 0 0 27 20 31 0 2 0 0 0 4 2	D	0	0	4	3	4	0	0	0	0	0	3	0	
F 0 0 11 11 10 0 0 0 0 1 0 Total 0 0 27 20 31 0 2 0 0 0 4 2	Е	0	0	6	3	11	0	2	0	0	0	0 0	0	
Manus	F													

Criterion	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1																
2	0.660*															
3	0.446*	0.575*														
4	0.616*	0.576*	0.467*													
5	0.600*	0.489*	0.465*	0.637*												
6	0.559*	0.526*	0.379*	0.730*	0.731*											
7	0.192	0.345*	0.594*	0.420*	0.249	0.400*										
8	0.301	0.205	0.477*	0.446*	0.231	0.295	0.718*									
9	0.240	0.074	-0.080	0.201	0.344*	0.343*	-0.154	-0.138								
10	0.501*	0.265	0.168	0.417*	0.491*	0.577*	0.068	0.173	0.673*							
11	0.085	0.286	0.025	0.259	0.318	0.442*	-0.228	-0.433*	0.500*	0.507*						
12	0.516*	0.307	0.252	0.320	0.487*	0.503*	0.093	0.313	0.614*	0.793*	0.277					
13	0.275	0.276	0.496*	0.535*	0.272	0.416*	0.646*	0.633*	0.011	0.325	-0.019	0.212				
14	-0.113	-0.017	0.187	-0.136	0.139	0.072	0.086	-0.163	-0.294	-0.191	0.225	-0.243	0.015			
15	-0.380*	-0.117	0.004	-0.081	-0.034	-0.022	0.139	-0.161	-0.563*	-0.565*	-0.106	-0.619*	-0.072	0.493*		
16	0.682*	0.486*	0.320	0.620*	0.529*	0.518*	0.437*	0.460*	0.139	0.448*	-0.010	0.441*	0.337*	-0.173	-0.211	
,																

996	Table 9 Correlation matrix with Spearman correlation coefficients between the agreement degree with the 16 complexity criteria for the six products assembled

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998 Table 10 Spearman correlation coefficients between the agreement degree with the 16 complexity criteria for the six

products assembled and the performance measures

Criterion	Assembly time	Quality control time	In-process defects	Offline defects	Total defects	Human stres
1	-0.354*	-0.073	-0.353*	-0.107	-0.333*	response -0.473*
2	-0.554 -0.663*	-0.183	-0.663*	-0.107	-0.535 -0.579*	-0.473 -0.714*
3	-0.533*	-0.185	-0.571*	-0.125	-0.509*	-0.579*
4	-0.252	-0.104	-0.420*	-0.100	-0.366*	-0.552*
5	-0.358*	-0.067	-0.420	-0.100	-0.389*	-0.503*
6	-0.304	-0.073	-0.302	-0.107	-0.389	-0.465*
7	-0.304	-0.209	-0.489*	-0.157	-0.277	-0.405
8	0.027	-0.209	-0.489	-0.137	-0.431	-0.413
8 9	-0.017	-0.167	0.142	-0.082 -0.044	0.099	-0.225
9 10						
	-0.049	0.087	-0.021	0.067	0.013	-0.064
11	-0.310	0.071	0.002	0.051	0.048	-0.186
12	-0.208	-0.159	-0.160	-0.129	-0.190	-0.238
13	-0.033	-0.130	-0.258	-0.122	-0.238	-0.277
14	-0.352*	-0.045	-0.215	-0.120	-0.196	-0.212
15	-0.106	0.007	-0.252	-0.003	-0.193	-0.153
16	-0.248	-0.164	-0.446*	-0.172	-0.440*	-0.435*

- -0-0

Table 11 Logistic regression table for Assembly time. Goodness-of-Fit test p-value=0.905

1012				nory time. C	Joouness		alue=0.505
	Predictor	Coef.	SE Coef.	<i>p</i> -value	Odds		ence interval
					Ratio	Lower	Upper
	Const(1) Const(1)	-3.87808 -1.57885	0.924815 0.659122	0.000 0.017			
	Const(3)	0.208728	0.620473	0.737			
	Assembly time	0.174226	0.0671240	0.009	1.19	1.04	1.36
1013							.0
1014							
1015							
1016							
1017							
1018							
1019							
1020							
1021				5			
1022							
1023							
1024							
1025							
1026							
1027							
1028							
1029							
1030							

Table 12 Measures of association between assembly time and predicted probabilities

	Deire	Numerican	Deveevet	Current Management	
	Pairs Concordant	Number 323	Percent 70.4	Summary Measures Somers' D	0.42
	Discordant	132	28.8	Goodman-Kruskal Gamma	0.42
	Ties	4	0.9	Kendall's Tau-a	0.30
	Total	459	100.0		0.42
1032					2
1033					
1034					
1035					
1036					
1037					
1038					
1039					
1040					
1041					
1042					
1043					
1044					
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1047					
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1051	Table A1 Logistic re	egression table	e for In-proces	s defects. C	Goodness	i-of-Fit test <i>p</i> -v	alue=0.908
	Predictor	Coef.	SE Coef.	<i>p</i> -value	Odds Ratio	95% confide Lower	ence interval Upper
	Const(L1)	-3.19119	0.756213	0.000	Hatto	201101	0000
	Const(L ₂)	-0.958176	0.501900	0.056			
	Const(<i>L</i> ₃)	0.731504	0.503596	0.146			
	In-process defects	0.500009	0.210153	0.017	1.65	1.09	2.49
1052							
1053							
1054							
1055							
1056							
1057				×			
1058			4				
1059							
1060							
1061							
1062							
1063							
1064							
1065							
1066							
1067							
1068							

Table A2 Measures of association between In-process defects and predicted probabilities

	Pairs	Number	Percent	Summary Measures	0.25			
	Concordant Discordant	263 103	57.3 22.4	Somers' D Goodman-Kruskal Gamma	0.35 0.44			
	Ties	93	20.3	Kendall's Tau-a	0.25			
1070	Total	459	100.0					
1070								
1071								
1072								
1072								
1073								
1074								
1074								
1075								
1070								
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1000								
1080								
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1000								
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1085								
1086								
1087								

1088 Table A3 Logistic regression table for Total defects. Goodness-of-Fit test p-value=0.493 Odds 95% confidence interval Predictor Coef. SE Coef. *p*-value Ratio Lower Upper Const(1) -2.78027 0.700359 0.000 Const(1) -0.696589 0.490750 0.156 Const(3) 0.907236 0.076 0.511736 Koopetin Koo 0.150963 **Total defects** 0.258386 0.087 1.29 0.96 1.74 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106

Table A4 Measures of association between Total defects and predicted probabilities

	Deles	NI	Denserat	C	
	Pairs Concordant Discordant Ties Total	Number 249 135 75 459	Percent 54.2 29.4 16.3 100.0	Summary Measures Somers' D Goodman-Kruskal Gamma Kendall's Tau-a	0.25 0.30 0.18
8					
)9					
0					
.2					
13					
4					
15					
5			4		
7					
9					
0					
1					
2	Q				
3					
4 5					

1126 Table A5 Logistic regression table for Human stress response. Goodness-of-Fit test *p*-value=0.855

	5 5			•		,	
	Predictor	Coef.	SE Coef.	<i>p</i> -value	Odds Ratio	95% confide Lower	ence interval Upper
	Const(1)	-3.28926	0.786844	0.000			•••
	Const(1)	-1.11447	0.527668	0.035			
	Const(3)	0.602590	0.522103	0.248			
	Human stress response	0.0984811	0.0400084	0.014	1.10	1.02	1.19
1127							
1128							
1129							
1130							
1131							
1132							
1133							
1134							
1135							
1136							
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Table A6 Measures of association between Human stress response and predicted probabilities

	Pairs	Number	Percent	Summary Measures	
4446	Concordant Discordant Ties Total	318 129 12 459	69.3 28.1 2.6 100.0	Sommary Measures Somers' D Goodman-Kruskal Gamma Kendall's Tau-a	0.41 0.42 0.30
1146					
1147					