

New Business for Old Europe

**PRODUCT-SERVICE DEVELOPMENT,
COMPETITIVENESS AND SUSTAINABILITY**



EDITED BY ARNOLD TUKKER AND URSULA TISCHNER



A Greenleaf Publishing Book

New Business For Old Europe Product Service Development Competitiveness And Sustainability

Arnold Tukker, Ursula Tischner



New Business For Old Europe Product Service Development Competitiveness And Sustainability:

New Business for Old Europe Arnold Tukker, Ursula Tischner, 2017-09-29 Explores the business drivers for embarking on product service development and its relation with sustainability and competitiveness This book reviews toolkits and approaches selects best practice analyzes gaps examines what opportunities there are in a variety of key areas and translates the lessons into suggested approaches for companies

New Business for Old Europe Arnold Tukker, Ursula Tischner, 2017-09-29 Selling products used to be the standard way of doing business Traditionally it is left to the user to transform the purchase of a product into something that fulfils effectively a final user need Today two streams of research business management and sustainability normally with very distinct perspectives on the world have surprisingly converged to form a common conclusion selling products is old fashioned business Companies should switch their focus to selling need fulfilment satisfaction or experiences Or in other words selling integrated solutions or product services The business management literature argues that by focusing on the integrated final client needs and delivering integrated solutions fulfilling these needs companies will be able to improve their position in the value chain enhance added value of their offering and improve their innovation potential In a business world where many products are becoming equally well performing commodities this strategy is one of the ways to avoid a sheer competition on price a type of competition that Europe never can win with emerging and low cost economies such as China In that sense product services can mean new business for old Europe The sustainability knowledge stream argues that need focused solutions could be inherently more sustainable than products Product services could offer the value of use instead of the product itself and decrease the environmental load in two ways First companies offering the service would have all the incentives to make the product system efficient as they get paid by the result Second consumers would be encouraged to alter their behaviour as they gain insight into all the costs involved with the use Until today the connections and interchange between the two research streams have been quite limited The question of whether product services truly are the avenue to a sustainable world is still under discussion This book aims to develop a systematic view on this issue The potential of product services to enhance competitiveness and contribute to sustainable development prompted the EU to invest heavily in the theme under the EU's 5th Framework Programme FP5 1997 2002 A variety of research and development projects in the field were supported under the umbrella of the Sustainable Product Development Network SusProNet These included MEPSS Methodology Product Service Systems Home Services HiCS Highly Customised Solutions Prosecco Product Service Co design and Innopse Innovation Studio and exemplary developments for Product Service The projects were undertaken by a mix of European research institutions and companies including Orange Philips and Nokia Some of these projects focused on developing methods that could help industries change their output from a product to a service Others focused on the development of new product services or solutions HiCS Prosecco Innopse and yet others tried to analyze under which circumstances product

services are likely to be implemented and accepted by consumers Home Services One project focused on dissemination of the concept to SMEs Lean Services Other projects focused purely on new product service development such as Brainfridge an intelligent fridge managing its supply chain ASP NET application service providers Protex intelligent enzymes and IPSCON receivers for wireless telephones New Business for Old Europe brings together the key outputs from all of these groups to present a state of the art collection on product service development prospects and implications for competitiveness and sustainability The book has a number of aims First it attempts to bridge the gap between business and sustainability literature to lead to a better founded understanding of the business drivers for embarking on product service development and its relation with sustainability and competitiveness Second the book reviews the large amount of studies that have developed toolkits methods and approaches that can support marketers product developers and strategists in business to develop product services selects the best practice approaches and analyses any gaps Third the book examines what opportunities there are for product service development in a variety of key areas including base materials information and communication technologies offices food and households Each chapter in this section discusses the area developments that will stimulate or hinder the market opportunities for product services product service examples and typical implementation challenges for product services in that area These chapters serve as a quick introduction for companies interested in developing product services in a specific area Fourth the book translates all the lessons into suggested approaches for product service development by companies Annexes include a lightweight product service development manual and an alphabetical list of useful underlying tools

Routledge Handbook of Private Law and Sustainability Marta Santos Silva, Andrea Nicolussi, Christiane Wendehorst, Pablo Salvador Coderch, Marc Clément, Fryderyk Zoll, 2024-06-05 The Routledge Handbook of Private Law and Sustainability reflects on how the law can help tackle the current environmental challenges and make our societies more resilient to future crises Sustainability has been high on the political agenda since the approval of the Sustainable Development Goals in 2015 and the EU Green Deal in 2019 The Green Agenda aims at making Europe the first climate neutral continent by 2050 but humanity persists in an ecological overshoot that puts at risk the survival of species including that of our own Drawing together a selection of leading thinkers in the field this Handbook provides a curated overview of the most recent and relevant discussions for private lawyers related to environmental and sustainability concerns The authors delve into case study examples from 20 countries in Europe and beyond and discuss a wide range of issues including new property law and consumer law paradigms the use of legal tech for promoting sustainable property management strategies for fighting planned obsolescence eco design the servitisation economy advances on corporate climate litigation and mandated green private sludges Overall the volume is designed to empower new generations of legal scholars to take an active role in the transition to a more sustainable future It will also assist policymakers in producing better policy through pinpointing the main legal issues that need to be addressed and offering a comparative

overview of legal solutions and best practices Divided into six key parts and overseen by a team of internationally recognised expert editors this Handbook will be an essential resource for students scholars private lawyers and policymakers who wish to have a comprehensive fundamental overview of how environmental sustainability concerns reflect on private law

System Innovation for Sustainability 3 Ursula Tischner,Eivind Stø,Unni Kjærnes,Arnold Tukker,2017-09-08 Focuses on providing answers to the question of how food production and consumption systems can stay within the limits of the carrying capacity of our natural environment This work also considers the challenges of food security and nutrition in the context of sustainability and a growing world population **Value Networks in Manufacturing** Jayantha P

Liyanage,Teuvo Uusitalo,2016-08-09 This book highlights innovative solutions together with various techniques and methods that can help support the manufacturing sector to excel in economic social and environmental terms in networked business environments The book also furthers understanding of sustainable manufacturing from the perspective of value creation in manufacturing networks by capitalizing on the outcomes of the European Sustainable Value Creation in Manufacturing Networks project New dynamics and uncertainties in modern markets call for innovative solutions in the global manufacturing sector While the manufacturing sector is traditionally driven by technology it also requires other managerial and organizational solutions in terms of network governance business models sustainable solution development for products and services performance management portals etc which can provide major competitive advantages for companies At the same time the manufacturing industry is subject to a change process where business networks play a major role in value creating processes By far the biggest challenge in this context is making value creation a sustainable process where economic social and environmental demands are met Managing product and service related business operations in manufacturing networks thus brings different challenges that cannot purely be resolved using traditional methods and techniques This book is an outcome of a European project funded by the European Commission and performed by a dedicated R D consortium comprised of some leading Research institutions and Industrial partners **Functional Economy**

Céline Merlin-Brogniart,2024-12-12 Functional Economy is a concept that is often associated with ecological transition and sustainable development It prioritizes the use of a service or good rather than its sale and tends to encourage cooperation This model supports the transition to a more ecological and equitable economic and social environment This book presents the different approaches to the Functional Economy and the ways in which the various players companies public institutions and citizens are adopting and adapting them through innovation Depending on their degree of sustainability and their scope these innovations can have major economic social and environmental impacts Particularly at the local territorial level those involved in innovation need to be supported as closely as possible if they are to overcome the hurdles they face and reap the rewards of the transformations brought about by this socio economic model which is built around functionality

Sustainable Business Models Annabeth Aagaard,2018-09-06 This book provides a comprehensive exploration into the

identification and development of sustainable business models as well as their implementation management and evaluation With ever increasing pressure on organisations to respond to societal change and improve competition through sustainable business model innovation SBMI this book aims to contribute to the knowledge of their design and management The chapters explore the role of partnerships the Internet of Things and the circular economy among other factors in developing SBM and how SBMI is facilitated through ideation and in entrepreneurial settings Providing new typologies patterns and a framework to evaluate the level of sustainability of business models this book critically reviews existing literature on the topic to examine the potential of SBMI in research and in practice The contributing authors employ a number of case studies and case examples to illustrate the integration of sustainable business models throughout the value chain and their influence on wider social environmental and business activities

R&D Management in the Knowledge Era Tuğrul Daim, Marina Dabić, Nuri Başoğlu, João Ricardo Lavoie, Brian J. Galli, 2019-06-24 This volume explores emerging models methods and tools in the management of research and development R D in the knowledge era with a particular focus on the challenges of the emerging technologies The contributions are organized in five parts Part I Managing Emerging Technologies provides methods and tools to understand the challenges created by the emergence of new technologies Part II Technology and Engineering Management Tools and Policies explores different technology and engineering tools including topics such as product concept development design selection and adoption using technology roadmaps and bibliometrics Part III Technological Innovation and Entrepreneurship explores R D knowledge transfer and entrepreneurial education Part IV Commercialization of Technological Innovations explores the development and application of the technology transfer process which allows managers to succeed in commercializing the outcomes of R D projects Part V Managing the Engineering Enterprise explores the effect economic decision making leadership styles change management and quality management have on an organization s ability to plan and execute initiatives and projects Research and Development has always played a critical role in the engineering and technology focused industries In an era of big data and smart applications knowledge has become a key enabler for R D Managing R D in the knowledge era requires use of key tools and methods However emerging technologies pose many challenges and cause uncertainties or discontinuities which make the task of managing R D even more difficult This book will examine these challenges and provide tools and methods to overcome them Exploring such industries as automotive healthcare business intelligence energy and home appliances this book is a valuable resource for academics scholars professionals and leaders in innovation R D technology and engineering management

System Innovation for Sustainability 1 Arnold Tukker, Martin Charter, Carlo Vezzoli, Eivind Stø, Maj Munch Andersen, 2017-09-08 Sustainable consumption and production SCP was adopted as a priority area during the World Summit on Sustainable Development in Johannesburg in 2002 and has since become one of the main vehicles for targeting international sustainability policy Sustainable consumption focuses on formulating equitable strategies that foster the highest quality of

life the efficient use of natural resources and the effective satisfaction of human needs while simultaneously promoting equitable social development economic competitiveness and technological innovation But this is a complex topic and as the challenges of sustainability grow larger there is a need to re imagine how SCP policies can be formulated governed and implemented The EU funded project Sustainable Consumption Research Exchanges SCORE consists of around 200 experts in the field of sustainable innovation and sustainable consumption The SCORE philosophy is that innovation in SCP policy can be achieved only if experts that understand business development sustainable solution design consumer behaviour and system innovation policy work together in shaping it Sustainable technology design can be effective only if business can profitably make the products and consumers are attracted to them To understand how this might effectively happen the expertise of systems thinkers must be added to the mix System Innovation for Sustainability 1 is the first result of a unique positive confrontation between experts from all four communities It examines what SCP is and what it could be provides a state of the art review on the governance of change in SCP policy and looks at the strengths and weaknesses of current approaches The SCORE experts are working with actors in industry consumer groups and eco labelling organisations in the key consumption areas of mobility food and agriculture and energy use and housing responsible for 70% of the life cycle environmental impacts of Western societies with the aim of stimulating fostering or forcing change to SCP theory in practice The System Innovation for Sustainability series will continue with three further volumes of comprehensive case studies in each of these three critical consumption areas Each chapter of this book examines problems and suggests solutions from a business design consumer and system innovation perspective It primarily examines the differing solutions necessary in the consumer economies of the West but also comments on the differing needs in rapidly emerging economies such as China as well as base of the pyramid economies The System Innovation for Sustainability series is the fruit of the only major international research network on SCP and will set the standard in this field for some years to come It will be required reading for all involved in the policy debate on sustainable production and consumption from government business academia and NGOs for designers scientists businesses and system innovators

Customer Service Management in Africa Robert Hinson, Ogechi Adeola, Terri Lituchy, Abednego Amartei, 2020-05-07 Customer Service Management in Africa A Strategic and Operational Perspective 978 0 367 14337 4 K410515 Customer Service is Changing The message of 34 authors featured in Customer Service Management in Africa A Strategic and Operational Perspective is clear Today s consumers are no longer passive audiences but active players that engage with businesses at each stage of product or service design and delivery systems Consumer demands and expectations are also increasingly being dictated by changing personal preferences enhanced access to information and expanding digital reality The customer service principles strategic and operational advocated by these authors are universal but particularly compelling as they apply to Africa s unique and dynamic operating environment In recognition of the importance of excellent customer service this comprehensive and well timed book provides

an essential guide on the increasing role of the customer to business success This book discusses the management and delivery of customer service under seven broad themes Customer Service as Shared Value Customer Service Strategy Customer Service Systems Customer Service Style Customer Service Culture Customer Service Skills and Customer Experience Advancing Customer Service in Africa Central questions posed and addressed include What is the new definition of customer service management How should organisations position themselves to create value for customers and stakeholders How should employees project themselves to align with customer service promises made by their organisations Overall this book provides strategic and operational insights into effective customer service management in Africa The customer service management concepts roles and practices outlined particularly as they apply to the African context make it an important addition to scholars or practitioners reference works

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web aug 24 2021 the imperial family is said to be the direct descendants of the japanese deity amaterasu omikami image credit himoji syonan jinja was the official name for this shrine roughly translating to the light of the south shrine syonan was what the japanese named singapore during wwii while jinja means shrine

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