Service ecosystem: Weaving a sustainable future within textile artisans’ communities

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“service design for the future of textile artisans’ communities: an enabling ecosystem towards sustainability & social innovation”

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research...

- problem
- aim
- focus
- methodology
- conclusions
research problem

the global crisis is leading to the end of a linear economy, while setting the ground for redistributed microproductions, based on new ethics of sustainability
the craft discourse is mainly based on individual making practices, overlooking their human and social dimension
it is missing a **strategic agenda**, which could create sustainable interconnections within this pachyphy landscape
research aim

to explore how service design can contribute to encourage textile artisans’ communities towards a sustainable future
research focus

material
- quality
- skilled control
- personal identity
- material culture

local fibres:
- vegetable
- animal
- discarded

artisan community
- small scale
- localised
- diversified
- flexible

tool making
- by hands
- machinery
digital tools

artisan community

by hands
machinery
digital tools

local fibres:
vegetable
animal
discarded

small scale
localised
diversified
flexible

quality
skilled control
personal identity
material culture
textiles

utilitarian

culturally meaningful

aesthetic

large availability of fibres

high employment

wide applications

rising consumer trends
textile artisans’ communities are bottom-up, human-centred aggregations, using local fibres, managing the process of making culturally significant apparel, by hands or through digital tools.
service design can facilitate this holistic process:

1. artisans’ communities
2. collaborative services
3. enabling ecosystem
methodology

**PS:** TAC: Textile Artisans’ Communities

**Plan**
map textile artisanal landscape

**Reflect**
set a strategic agenda for encouraging TAC towards a sustainable future

**Plan**
select TAC to involve in co-design

**Reflect**
evaluate whereas service design has met the theoretical framework

**Plan**
plan interconnections among TAC

**Reflect**
synthesize service design process into a theoretical framework

**Act & Observe**
explore sustainable future trends for TAC

**Act & Observe**
co-design collaborative services

**To outline an enabling ecosystem of services**

**To develop theoretical framework for sustainable future for TAC**

**To co-design collaborative services for sustainable TAC**

**To outline an enabling ecosystem of sustainable TAC**
to explore the wide scope of application of service design and develop a flexible service model to be tailored on different contexts
textile artisans’ communities can contribute to **sustainable development** as they...

- rescue **cultural** heritage
- provide **social** engagement
- boost creative **economy**
- enhance resource **stewardship**
thank you!

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