empowering
coidesigning
scaling:
a service design model
for the sustainable future
of textile artisans’ communities

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- research problem
- aim
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The global economic and environmental crisis is posing complex challenges.
redistributed manufacturing

get listed
Are you a UK Manufacturer?
Do you provide services in the UK such as pattern cutting, grading, finishing or pick and pack? Apply Now.

UKFT and Endorsement
UKFT does not endorse any company listed on Let’s Make it Here. It relies on users to keep it informed of any relevant changes to those listed, or to highlight any companies that do not manufacture in the UK.

categories of manufacture
- Accessories Manufacturers
- Garment Manufacturers
- Fabric Manufacturers
- Footwear Manufacturers

flexible production

alternative economies

circular economy
to explore how **service design** can contribute to encourage textile artisans’ communities towards a **sustainable future**
PAR methodology

Scoping study

1A main studies

1A to develop theoretical framework for sustainable future for TAC

1C reflect barriers, enablers, sustainable manifesto

1B act sustainable future trends for TAC

2A to develop flexible service design model of co-designing collaborative services for sustainable TAC

2B act sustainable future trends for TAC

2C reflect impact of service design model

2B to co-design a collaborative service

2A plan sampling strategy, study protocol, pilot

evaluation

conclusions & discussion

TAC: textile artisans’ communities
service design methods

user centred, relational, systemic process of co-creation of tangible and intangible values to encourage holistic sustainability
challenging sustainable futures

discover

focus group
interviews
shadowing

experts’ focus group

shadowing

semi-structured interviews
theoretical framework

barriers
- Dominance of financial structures based on profits;
- Lack of time & efforts to develop alternative models;
- Lack of skills;
- Export of machinery and outsource of production;
- Lack of interest for young people in craft production;
- Endangered craft heritage;
- Consumers’ misperception of quality;
- Over-consumption;
- Lack of information on textiles, artisans and sustainability challenges;
- Lack of sustainability uptake;
- Lack of training in strategies/management/entrepreneurship in design curricula.

enablers
- Change of mindset (systemic thinking);
- Interconnected design-artisanship-academia-policy-consumers;
- Cultural empathy with artisans;
- Metatools, flexible, collaborative, reflective;
- Storytelling to elicit and convey engaging meanings;
- Empowerment models: access to information, awareness, ability, independency;
- Development of sustainable business models;
- Technological advancements.

a sustainable manifesto for textile artisans’ communities
- Shift the focus from aesthetics to ethics, from style to quality meanings;
- Ethical labour and rights must be set: less bad is not good;
- Textile artisanship stands as a slow reaction to fast fashion;
- Textiles are interconnected to their wholeness: materials, processes, people, places;
- Being vs. having, learning from nature and acknowledging the unpredictable;
- Manage connectivity within local communities, as collective wisdom and social act of collaboration;
- Design as political agent, embracing diversity as resource, weaving synergies among different assets;
- Scale up open initiatives within peer-to-peer networks at a glocal scale;
- Understand the root system and trigger holistic and systemic change, from micro to macro scales;
- Build an enabling ecosystem: complex, adaptive infrastructure supported by polycentric governance.
PAR strategy

to develop a flexible service design model of co-designing collaborative services, encouraging textile artisans’ communities towards a sustainable future

to co-design with contemporary artisans

to scale up a cutting-edge artisans’ ecosystem

to empower a heritage artisans’ community

participatory action research

new york

nottingham

cape town
storytelling with nottingham lace artisans

- define
  - contextual interviews
  - brainstorming

- G H Hurt & Son Ltd
  - shawls knitting lace

- Kula Tsurdu
  - bridal dresses
  - leavers lace

- JC Middlebrook
  - jewellery
  - embroidered lace
initial findings

photo-diaries

SWOT analysis of ideas

g h hurt & son ltd
storytelling with
nottingham lace artisans

challenges & opportunities to move towards a sustainable future
next...

1 day participatory design workshop:
co-designing a sustainable future
for nottingham lace artisans

organisations
designers
consumers
community

participatory design workshop
- stakeholders map
- ecosystem canvas
- service blueprint
Textile artisans’ communities can contribute to a sustainable development by
rescue cultural heritage
provide social engagement
can contribute to a sustainable development
encourage economic development
enhance environmental stewardship
questions ?

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