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Craft as leverage for sustainable design transformation [Texto impreso] : a theoretical foundation / Xiaofang Zhan, Stuart Walker

Este artículo se encuentra disponible en su edición impresa y electrónica. Los datos para su localización están accesibles a través del enlace al título de la publicación. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 498-502

Traditional craft is often perceived as going against the flow of technological, economic and societal progress. However, emergent research is rediscovering the nature of craft and its potential for contributing to contemporary manufacturing and sustainability. Based on literature, this paper presents an interpretation of craft from three perspectives: practical, epistemological and ontological. Through an analysis of the nature of craft and making, and a comprehensive understanding of design for sustainability, the relationship between craft and sustainability is summarized in terms of accordances and tensions. The contribution of this paper is to: (1) explore practices and meanings of craft in relation to sustainability; and (2) illustrate one lens on the theoretical framing of the relationship between craft and contemporary understandings of sustainability. We argue that craft, as a system of making, knowing and being, has significant potential to contribute to transition, serving as an agency for sustainable transformation.

The design journal. -- 2019 (July), v. 22, n. 4, p. 483-503

1. Craft 2. Leverage 3. Making 4. Sustainable 5. Transformative change

2

Creating customer-centric organizations [Texto impreso] : the value of design artefacts / Jacqueline Wechsler, Jochen Schweitzer

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References: p. 520-526

More organizations are adopting customer-centric innovation practices to increase business value; however, very little is known about the factors driving customer-centric innovation or the conditions under which innovation succeeds. Similarly, very little is known about the role of design artefacts as inputs in customer-centric innovation processes or as instruments that support the organizational change required for successful change. A practice-led case study was conducted to examine the role of design artefacts and to demonstrate how they are flexible and persuasive tools that mediate the social and intertwined demands of customer-centric innovation strategies. Five distinct roles of design artefacts are proposed and their value in contributing to innovation and organizational change are considered.

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1. Customer-centricity 2. Design artefacts 3. Design methods 4. Organizational change

3

Design for human flourishing [Texto impreso] : a novel design approach for a more 'humane' architecture / Ruth Stevens, Ann Petermans, Jan Vanrie

Este artículo se encuentra disponible en su edición impresa y electrónica. Los datos para su localización están accesibles a través del enlace al título de la publicación. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 408-411

Architects today still rely heavily on intuition when attempting to handle more emotional, well-being-related design requests of clients. It seems that newly formed design demands present challenges that cannot be fully answered through the current existing design paradigms. Additionally, a 'humanization' trend in architectural design can be noticed of influences that steer architecture on a more 'humane' course, thereby advocating the viability of 'well-being' as a structured design approach in architecture. This paper aims to answer to this current momentum in architecture, by explicating a novel design approach called 'Design for Human Flourishing' (DfHF), based on a literature study of well-being theory through an architectural lens. Concretely, five well-being related

attributes will be identified that define DfHF's characteristics. Furthermore, what DfHF means in architectural practice will be illustrated via a design example.

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1. Architecture 2. Design approach 3. Human flourishing (HF) 4. Well-being

4

Looking into service representation tools through the multidimensional nature of service experience [Texto impreso] / Eun Yu

Este artículo se encuentra disponible en su edición impresa y electrónica. Los datos para su localización están accesibles a través del enlace al título de la publicación. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 455-460

Despite the recognized importance of service experience as a unit of analysis and an object of design in the service design field, studies that analyse and compare service representation tools against the nature of multidimensional service experience are still limited. This paper investigates multidimensional service experience by reviewing up-to-date scholarly debates of the topic, and identifies three experience dimensions and 12 associated attributes. Based on the finding, an analytic framework is proposed as an instrument to assess service representation tools. This framework is used to discern three service representation tools' relative positions in a holistic spectrum of service experience dimensions.

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1. Service design 2. Service design methods 3. Service experience 4. Service representation

5

More-than human centred design [Texto impreso] : considering other things / Paul Coulton, Joseph Galen Lindley

Este artículo se encuentra disponible en su edición impresa y electrónica. Los datos para su localización están accesibles a través del enlace al título de la publicación. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 479-481

This paper responds to contemporary design contexts that frequently contain complex interdependencies of human and non-human actants. To adequately represent these perspectives requires a shift towards More-Than Human Centred Design. The Internet of Things (IoT) is one context that demonstrates this need. The 'things' within such networks transcend their physical forms and extend to include algorithms, humans, data, business models, etc. and each imports independent-but-interdependent motivations and perspectives. Therefore, we use the IoT to clarify our proposition and to convey our three contributions. First, we review the expanding corpus of contemporary Human-Computer Interaction research that seeks to expand the notion of Human Centred Design by moving beyond the dominant anthropocentric perspective. Second, we introduce a novel design metaphor, 'constellations', which allows both the interdependencies and independent perspectives to be considered. Third, we provide an account of a speculative design to demonstrate how it may be put into practice.

The design journal. -- 2019 (July), v. 22, n. 4, p. 463-481

1. Design fiction 2. Internet of Things (IoT) 3. Non-anthropocentric 4. Object Oriented Ontology (OOO) 5. Speculative design

6

User-centred design approaches for planning inpatient room of geriatric long-term care hospitals [Texto impreso] : design factors with practical suggestions / Sookyung Chun, Kyungsook Nam

Este artículo se encuentra disponible en su edición impresa y electrónica. Los datos para su localización están accesibles a través del enlace al título de la publicación. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 432-435

Evidence-based design (EBD) has traditionally guided health care facility design to improve functional workflow from health care professionals' perspectives. However, it is hard to apply EBD concepts in a specific hospital, such as a geriatric long-term care hospital in South Korea where there is a need to provide services based on geriatric patients' characteristics. This study aims to suggest design factors with practical suggestions for inpatient rooms in a geriatric long-term care hospital in South Korea from the user-centred design (UCD) perspective which covers a wider range than EBD by including the patients' perspective. In order to accomplish the goal, we conducted the following steps using qualitative research methods because geriatric patients have a limited capability to adequately respond to questions. First, evaluation criteria from a UCD perspective were optimized after analysing literature. Second, a field study was conducted, which proposed a case study, expert interviews and user-centred research. Finally, the design factors with practical suggestions were provided after the evaluation.

The design journal. -- 2019 (July), v. 22, n. 4, p. 413-435

1. Design factors 2. Geriatric long-term care hospitals 3. Healing environment 4. Inpatient room 5. User-centred design (UCD)
