

1**Benefits of external representations in service design [Texto impreso] / Johan Blomkvist, Fabian Segelström**

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

References: p. 344-346 : 29 refs.

A defining characteristic of service design is the use of external representations, which support designers in making intangible aspects of services accessible and shareable. Both current and future states are externally represented, using different service design techniques, for the purposes of articulating insights, learning, communicating, collaborating, and maintaining empathy for customers. The purposes of, and techniques for, making external representations were compared with benefits of using external representations to think, suggested by the theory of distributed cognition. The analysis indicated that the service design techniques could be divided into two groups: definite and ongoing. The analysis also revealed that none of the included techniques explicitly supported designers in making multiple simultaneous representations of services. The research contributes knowledge about how the externalizations relate to benefits of making external representations, and about how to choose and use different service design techniques based on theories of distributed and situated cognition.

The design journal. -- 2014 (September), v.17, n.3, p. 331-346

1. Cognitive science 2. Distributed cognition 3. External representations 4. Service design

2**Closing in on open design [Texto impreso] / Leon Cruickshank, Paul Atkinson**

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References: p. 374-376 : 38 refs.

Open design has become an umbrella term for a wide range of approaches to design and creativity where professional design is challenged. These range from seeing designers as simply irrelevant (in democratized innovation) to an active and creative collaboration between designers and non-designers (co-design) to the dissolution of the distinction between designer and non-designer altogether. While supporting open design in general, we argue that there are important instances where open design approaches may not be appropriate and that there will be a polarization between casual design activity (for cups, T-shirts and so on) and critical designs (medical equipment, very complex systems like mobile phones).

The design journal. -- 2014 (September), v.17, n.3, p. 361-378

1. Cystic fibrosis 2. Ethical design 3. Innovation 4. Open design

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Design thinking [Texto impreso] : exploring values and effects from an innovation capability perspective / Lisa Carlgren, Maria Elmquist, Ingo Rauth

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References: p. 419-422 : 55 refs.

The concept of Design Thinking (DT) is becoming widespread and is seen as improving firm innovativeness. However, studies of the potential value of DT are scarce in the areas of both design and innovation research. The purpose of this paper is to contribute to a better understanding through investigating how companies that use DT in practice perceive the value it creates in their organizations. The paper builds on an interview study of large organizations in Germany and the US. We find that although some firms identified outcome-related values (such as new ideas, better products), many also underlined other benefits, more related to longer-term effects on competences, innovation processes and the mindset of company employees. We argue that for a company with a strategic intent to be more innovative, DT can be exploited in the development of long-term innovation capability through its contribution to the dimensions of resources, processes and mindset. We also propose the framework of innovation capability to discuss the values and effects of using DT.

The design journal. -- 2014 (September), v.17, n.3, p. 403-424

1. Design thinking 2. Innovation 3. Innovation capability 4. Large firms

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Developing the arts entrepreneur [Texto impreso] : the 'Learning Cloud' / Joyce Thomas, Deana McDonagh, Lisa Canning

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References: p. 440-443 : 38 refs.

To help people address and (re)solve problems and seize opportunities, we need the vision and leadership that emerge from a deeper connection between creativity and empathy. There is emerging acknowledgement in higher education that a significant training gap exists in the teaching of entrepreneurship and leadership skill sets for 'creatives'. An educational paradigm shift is needed to ensure that creatives can maximize their intellectual capital and are empowered to fully contribute to the economic, social and cultural growth of communities. This paper discusses the development of the arts entrepreneur using a new model of teaching and learning that places creativity and empathy at the core of learning. By helping creatives build their uniqueness into creative enterprises, we enable them to impact their communities and regional economies with creativity, entrepreneurship and sustainable values.

The design journal. -- 2014 (September), v.17, n.3, p. 425-444

1. Arts 2. Creativity 3. Economic growth 4. Entrepreneurialism 5. Learning cloud

5

The gleaning guide [Texto impreso] : venturing in redirective fashion / Tania Splawa-Neyman

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References: p. 359-360 : 21 refs.

Gleaning is useful in seeing and utilizing the value in what has been cast aside. This is gleaning through the physical collection of what is left behind, alongside gleaning that is slow, incremental and epistemological. These actions reveal the lore embedded within an existing practice; a body of knowledge and wisdom connected to the traditions of persons and place. This practice-based research explores a propositional model where fashion design and gardening join to form a redirective practice, aiming towards a self-sustaining future. The gardener merges with their tended plants and the fashion designer fuses with their processes and materials of design and make. Awareness and appreciation is heightened; of the time, life and associated living that ushers in the stuff that design is made from, alongside the life and living that might project outwards after the juncture of design.

The design journal. -- 2014 (September), v.17, n.3, p. 347-360

1. Craft 2. Design research 3. Gleaning 4. Redirective practice 5. Sustainable fashion

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In the making [Texto impreso] : the "Power to the People" workshop track at crafting the future / edited by Otto von Busch

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References: p. 398-399 : 26 refs.

Over the last decade several projects and exhibitions have explored how crafts can play a central role for empowerment through social development, innovation and entrepreneurship. In order to facilitate this, there is a need to explore how craft practices can act as tools for empowerment, both in research and practice. The 'Power to the People' track at the European Academy of Design Conference in Gothenburg 2013 tried to answer on this challenge with a series craft-based seminars, each centred on a participant's proposed craft or 'Paper of Practice'. This formed a series of practice-based seminars that mixed hands-on activities and discussion, centred on and emerging from the very act of doing.

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1. Craft 2. Empowerment 3. Practice-based seminars 4. Research

7

New approaches in glass investment casting [Texto impreso] : creative practitioners researching and innovating in the field of digital fabrication / Tavs Jorgensen, Gayle Matthias

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References: p. 469-471 : 22 refs.

This paper describes a research project aimed at delivering innovation in a combined sphere of digital fabrication and glass investment casting. The project has established an entirely new method for creating glass casting moulds directly from three-dimensional computer files without the need for a physical mould pattern, by using a moulding approach based on Additive Layer Manufacturing (ALM) technology. While the paper includes a narrative of the development of the moulding process, the central argument of the paper is rooted in the project's research/innovation methodology. This argument concerns our profile as creative practitioners and the impact this position has on the research/innovation scenario. Also central in this argument is the use of 'emergent methodologies' and 'reflective practice'. A new type of rich media enabled research journal to aid the use of these methodologies was developed as a part of this project and is also presented in this paper.

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1. Additive layer manufacturing (ALM) 2. Emergent methodologies 3. Rapid tooling (RT) 4. Reflective practice 5. Research journal 6. User innovation

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Taking down the Bauhaus wall [Texto impreso] : towards living design history as a tool for better design / Jan Michl

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References: p. 451-452 : 31 refs.

This paper explains how design history can become a tool for better design practice. Design historians are inclined to perceive the aesthetic idioms pertaining to past artefacts as expressions of particular periods, and their aesthetic validity as limited to the periods in question. This tends to turn design history before the Bauhaus into an overview of extinct aesthetic species. However, the 'objects of the past' in fact exist right now, in the present, both physically and as multiple images. What is needed to turn the aesthetic captives of design history into a treasure trove for present-day designers is to develop an ability, lost in teachers and students alike, to see the pre-Bauhaus world of aesthetic idioms as part of our present. In order to achieve this, we design historians should cease to subscribe to the self-serving modernist claim that there is just one genuinely modern aesthetic idiom.

The design journal. -- 2014 (September), v.17, n.3, p. 445-454

1. Design history 2. Design pedagogy 3. Design practice 4. Historicism 5. Modernism 6. Modernist design theory 7. Postmodernism 8. Styles
