



PSS Landmarks Project

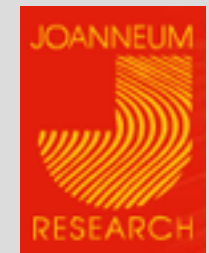
Best Practice Examples of **Product Service Systems**

Mark Hammer

Sustainable Europe Research Institute (SERI)

www.seri.at/leuchttuerme

www.serviceinnovation.at



Project funding

**Austrian Federal Ministry of Transport,
Innovation, and Technology**



**Research programme “Factory of tomorrow”
(www.fabrikderzukunft.at)**



Project duration: 9 months (Feb-Oct 2004)

Project Partners

Sustainable Europe Research Institute (SERI)



Institute for Environmental Management and Economics (IÖW)



JOANNEUM RESEARCH, Institute of Sustainable Techniques and Systems



Austrian ECODESIGN Platform



Targets of the project

Strengthening the market for sustainable Product-Service-Systems (PSS)

Identifying success and failure factors for implementing PSS

Analysing the contribution of PSS to sustainable development

Strategic recommendations for action planning (for political decision makers)



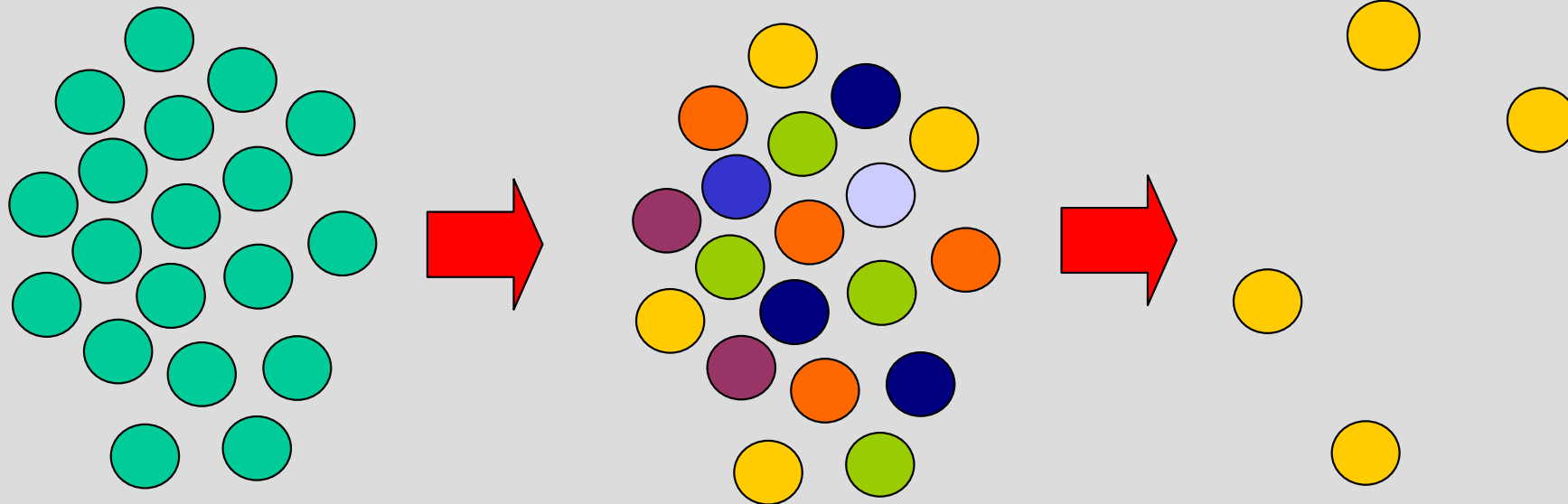
Research questions

1. Do PSS contribute to sustainability?
2. What are the criteria for sustainable PSS?
3. What are the differences between industry sectors?
4. Can PSS contribute to saving natural resources?
5. How can we deal with the fear of loosing competence?
6. What is the relationship between product design and PSS?
7. How do legal conditions influence the implementation of PSS?
8. Which success and failure factors can be found?
9. What are the strategic recommendations for future research?



What we do

- Collection of international PSS case studies
- Evaluation with analysis matrix INES
- Identification of best (good) practice examples



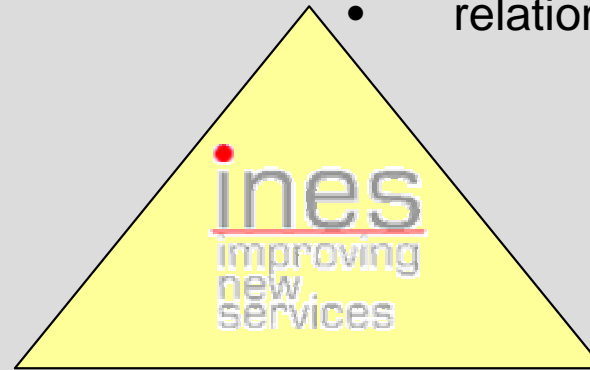
Key topics

- **Methodological strategies for implementation of PSS**
 - including tools and instruments
- **Criteria for the evaluation of the sustainability of PSS**
- **Cost factors, price policy**
- **Legal conditions for PSS contracts**
- **Connection of product services and product design**
- **Aspects of use and arguments for the benefits of PSS**

Evaluating Sustainability of PSS

Economic Dimension

- Company key figures
- product related figures
- macroeconomic figures
- relation to stakeholder



Social Dimension

- Structure of employees
- Social management
- (Working)safety and health
- Social justice
- Equal chances
- Gender issues
- Human dignity
- International justice
- Customers

Environmental Dimension

- Material input
- Energy use
- Water use
- Land use
- Transport
- Waste
- Sewage water
- Emissions
- Environmental management

Outcomes of the project

- Structured analysis of case studies
- Online Database
- Strength and weaknesses of PSS
- Sustainability relevance of PSS
- Possibilities and obstacles for implementation
- Recommendations for further research



Related PSS initiatives and projects

SUSPRONET

Product/service design network

www.suspronet.org



Sustainable homeservices

www.sustainable-homeservices.com



SITE – Sustainable ICT-solutions in the hospitality sector

www.joanneum.at/nts

www.serviceinnovation.at

serviceInnovation

Austrian online portal for sustainable PSS

serviceinnovation.at - Microsoft Internet Explorer

Adresse <http://www.seri.at/serviceinnovation/>

serviceInnovation Dienstag, 4 Mai 2004

HOME NEWS WAS SIND PRODUKT-DIENSTLEISTUNGEN? BEISPIELE EVENTS PUBLIKATIONEN UND TOOLS PROJEKTE INTERNER BEREICH LINKS KONTAKT

Dienstleistungen der Zukunft
 ●Onlineportal für nachhaltige Produktdienstleistungssysteme

deutsch

Projekte

PDL Leuchttürme
 Potentialerhebung für industrielle Produkt-Dienstleistungssysteme im europäischen Ausland und Abschätzung deren Anwendbarkeit in Österreich [mehr →](#)

Öko-effiziente Produkt-Dienstleistungskonzepte
 Das Projekt leistet einen Beitrag zur Initiierung, Gestaltung, Entwicklung und praktischen Umsetzung von innovativen Nutzungskonzepten für Produkte bzw. von öko-effizienten Produkt-Dienstleistungskonzepten zu leisten. [mehr →](#)

News und Events

SERI relaunched serviceInnovation web portal about product services and sustainability..... [mehr →](#)

SERI Sustainable Europe Research Institute
[Sustainable Europe Research Institute](#)

JOANNEUM RESEARCH
[Joanneum Research](#)

IÖW Institut für ökologische Wirtschaftsforschung
[Institut für ökologische Wirtschaftsforschung](#)

ÖSTERREICHISCHER ECODESIGN INFO KNOTEN Ecodesign Informationsknoten
[INFO KNOTEN Ecodesign Informationsknoten](#)

Das Projekt wird im Rahmen der Programmlinie "Fabrik der Zukunft" - einer Initiative des Bundesministeriums für Verkehr, Innovation und Technologie (BMVIT) - durchgeführt.

bm vti **FABRIK der Zukunft**

THANK YOU!

Further information:

serviceInnovation

www.serviceinnovation.at

www.seri.at/leuchttuerme