

Preface

Scientific research and practice in the complementary fields of service and sustainability sciences have garnered increased attention in recent years, and as such, both have been extensively developed. The many parallels between service and sustainability—both require broad and comprehensive vision and perspectives and the integration of knowledge, methods, tools and skills from different disciplines, from the exact and engineering sciences to social science and the humanities—have demonstrated the synergistic potential of their co-development. Yet, although the service sector has grown exponentially to become the most dominant sector of the market and aspects of sustainability have become integral factors in decision-making processes, the exploration of their mutual relationship, i.e., sustainable services and sustainability as a service, is still in its infancy.

This book outlines the main paradigms, concepts and terminology in the fields of sustainability and service science, in the process discussing the benefits to be gained by—and the challenges entailed in—learning to maximize the potential of their reciprocal relationship. It begins with a brief review in each field separately, which is followed by a literature survey focused on the integration of sustainability and service and that continues by proposing some primary methodologies and measures to assess and engineer sustainable services. Finally, it offers a novel outlook, according to which sustainability is conceptualized as a service.

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Sustainability through Service

Perspectives, Concepts and Examples

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