

A SERVICE ECOSYSTEM empowering textile artisans' communities towards a sustainable future

framework



area of study

The global economic and environmental **crisis** is leading to the **end of a linear economy** based on consumption and waste, while setting the ground for cutting-edge business opportunities, inspired by new ethics of sustainability.

Textile artisanship is the **human-centred** economic activity of giving form and meaning to local natural **fibres**, by hands or by directly controlling mechanised and digital **tools** and managing the process of apparel **making**. Artisanship is an interesting opportunity for opening up flexible and **redistributed micro-factories**, while bridging local realities with global markets. It is a key contributor to sustainable development as it preserves cultural heritage, provides social employment, and boosts creative economies and environmental stewardship.

The aim of the research is to explore how **service design** can strategically drive textile artisans' communities towards a **sustainable future**. This means empowering artisans' creative assets and social bonds, co-designing collaborative services and scaling up glocal initiatives within an enabling ecosystem.

research questions

1. What are the opportunities and boundaries for textile artisans' communities to become **sustainable**?
2. How can service design drive specific textile artisans' communities towards sustainable **future scenarios**?
3. How can an **enabling ecosystem** be co-designed to scale up innovation in textile artisans' communities at glocal level?

methodology

Data will be collected in situ through a **qualitative** and flexible process. The research will involve different **stakeholders** (each acknowledging multiple realities) and **theory** will be linked to **practice** (by interacting with participants).

