The Finnish Design Academy research project

Service design as a cross-disciplinary approach proposes new complementary ways to innovate and develop services to ensure customer/user-centricity, improved usability and experience in a participatory co-development projects in multi-professional settings for feasible and viable business solutions. This, in turn, impacts on how organisations are shaped, structured, and managed in future. The Finnish Design Academy (FDA) research project (2018-2020) funded by the Finnish Ministry of Education and Culture aims to reform Finnish Design Education by developing the university level education. The main goal of the project is to develop a new kind of collaboration model for and in collaboration with all Finnish university level design schools. Included is service design, which poses variety of challenges and opportunities for managers and management scholars in both the private and public sector.

http://www.finnishdesignacademy.fi/en/