

<http://www.gowerpublishing.com/isbn/9780566089206>

# Design for Services

Dr Anna Meroni  
*Politecnico di Milano, Italy*

&

Dr Daniela Sangiorgi  
*Lancaster University, UK*

**GOWER**

# ABOUT THE AUTHORS

## **Anna Meroni**

Dr Anna Meroni is assistant professor at the INDACO (Industrial Design, Arts, Communication and Fashion) Department of Politecnico di Milano, Italy, an Education and Research Centre in Design. She investigates services from the perspective of strategic social innovation, with a specific emphasis on community centred design. Her main research areas are food systems and innovative housing for sustainable lifestyles. Dr Meroni is co-director of the international Master in Strategic Design and a visiting professor and scholar in schools and universities around the world. She is active in the launch and promotion of the international network DESIS, Design for Social Innovation and Sustainability.

## **Daniela Sangiorgi**

Dr Daniela Sangiorgi is a lecturer at ImaginationLancaster, the creative research laboratory at the Lancaster Institute for Contemporary Arts (Lancaster University, UK). As one of the early scholars looking into Service Design, she has gained international recognition. Her work has been mapping and supporting this emerging field of study and research since its outset. Her doctorate has investigated services as complex social systems, proposing holistic and participatory approaches to Service Design. Recent work has been exploring the role of Design and participation within public services reform, with a focus on commissioning for healthcare. She has been one of the founders of the Service Design Network and Service Design Research initiatives.