Specialty

Product-service systems

Designs a set of products and services that together meet a need through formulas such as renting, sharing or paying per use, instead of selling an object to each person.



In Spanish
Sistemas producto-servicio

Origin
Goedkoop et al. (1999); Tukker (2004)

What problem it addresses

If a company earns by selling more objects, short-lived products suit it. If it charges for the need met, products that last and are used more suit it.

Principles

The need, not the object

Start from what the person wants to achieve, for example getting around, not from the product being sold.

From product to result

The options range from adding services to a product you buy to paying only for the result, with renting or sharing in between.

Make sure it really saves

Changing the model isn't enough; check that fewer materials and less energy are used.

Applications in design

✓ Use it like this

Start with products that are used little, like a tool, a car or a party dress, and that could serve more people.

✗ Avoid

Assuming that renting or sharing always pollutes less.

Don't fall for it

Design the service too: delivery, maintenance and return have to be easy, or people go back to buying.

Connections

Related to

- Circular design
- Business design
- Service design

Authors and works

1999	**Mark Goedkoop, Cees van Halen, Harry te Riele and Peter Rommens**	In a report for the Dutch government they defined a product-service system as a set of products and services sold to jointly meet a need of whoever uses it.
2004	**Arnold Tukker**	Distinguished eight types, from a service that comes with a product you own to paying for a result, and concluded that most bring little environmental benefit; paying for the result is the most promising.

Sources

Original sources

- Goedkoop, M. J., van Halen, C. J. G., te Riele, H. R. M., & Rommens, P. J. M. (1999). Product service systems: Ecological and economic basics. Informe para los ministerios de Medio Ambiente (VROM) y de Asuntos Económicos (EZ) de los Países Bajos. PricewaterhouseCoopers, Storrm C.S., & PRé Consultants. View source (https://www.pre-sustainability.com/download/Product_Service_Systems_main_report.pdf)
- Tukker, A. (2004). Eight types of product–service system: Eight ways to sustainability? Experiences from SusProNet. Business Strategy and the Environment, 13(4), 246–260. View source (https://doi.org/10.1002/bse.414)

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