Special Issue

Servitization and Product–Service Systems (PSS): Design, Management, and Ethics for Human Well-Being

Message from the Guest Editors

- The core of economic activity has shifted from the manufacturing sector to the service sector. Customers find greater value in experiences other than the function of goods; hence, many companies that formerly sold goods have transformed their offerings to provide service experiences. Research on servitization and product–service systems (PSS) has driven this trend.
- More recently, there has been a growing emphasis on the creation of social value through PSS provision: for example, shifting from customer satisfaction to well-being, and from business viability to sustainability (Tsunetomo et al. 2022). In response to these changes, the concepts and methods for the design and management of PSS, as well as servitization strategies, need to be updated (Akasaka et al. 2024). Moreover, the advancement of digital technologies sheds light on their potential contribution to the well-being of customers and employees in business (Dhiman et al. 2023; Ho et al. 2022; Watanabe et al. 2024).
- In view of the above aspects, this Special Issue welcomes submissions on the design, management, and ethics of servitization and PSS for the well-being of individuals and society.

Guest Editors

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Deadline for manuscript submissions

28 February 2026

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Message from the Editor-in-Chief

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