
INNOVATION SYSTEMS IN THE SERVICE ECONOMY

MEASUREMENT AND CASE STUDY ANALYSIS

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INNOVATION SYSTEMS IN THE SERVICE ECONOMY

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edited by

**J. Stanley Metcalfe
and
Ian Miles**

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Preface

The essays contained in this volume were presented in their original form at two workshops held at the ESRC Centre for Research on Innovation and Competition in March and May 1998. The first workshop was organised around the theme "Innovation Systems and Services" and the second around the theme "Conceptualising and Measuring Service Innovation". The revised versions of most of the papers presented at these two workshops are collected here and they illustrate in many different ways the importance of innovation in services and services in the innovation process. We are grateful to all the participants for the material they provided and for contributing to an extremely interesting discussion. The workshops marked the first stage of CRIC's ongoing research programme in the service economy and we are grateful to the support of the ESRC in funding this programme. In putting this volume together we have also benefited from the support of the European Commission through a project on European Services and Innovation Systems co-ordinated by Professor F. Malerba, Director of CESPRI at Bocconi University. We are grateful to members of this project for helpful discussion on the theme of innovation in the service economy.

We take this opportunity of thanking all our CRIC colleagues for helping to develop our evolving research agenda and Sharon Hammond, Deborah Woodman and Sharon Dalton for arranging the workshops. We are particularly grateful to Sharon Dalton who has taken on the burdensome task of putting the essays together in their final form.