

# EHDM RESEARCH FINDINGS



---

## ORGANISATION

European House of Design  
Management

---

## LOCATION

Europe

---

## DATE

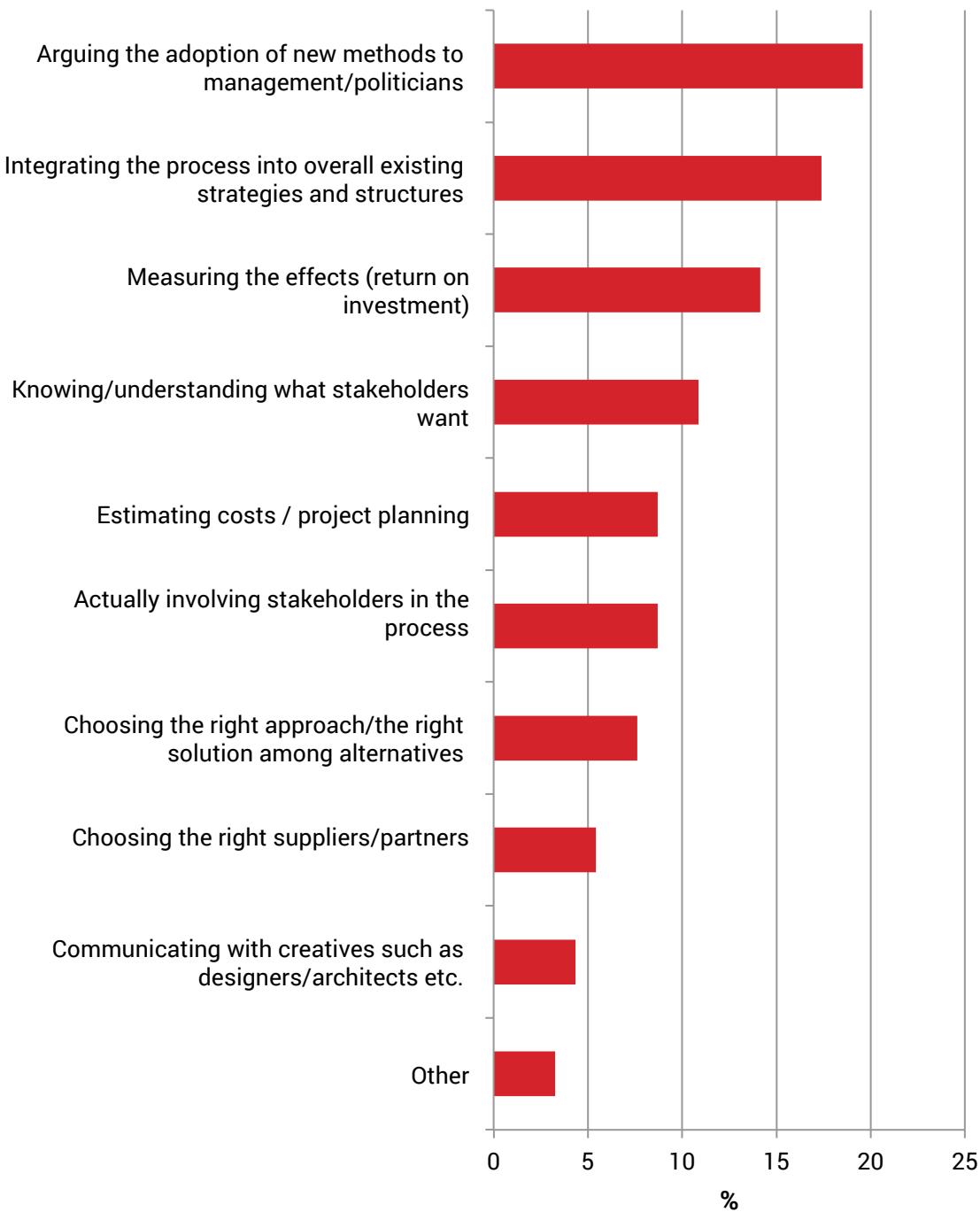
April – September  
2013

## INTRODUCTION

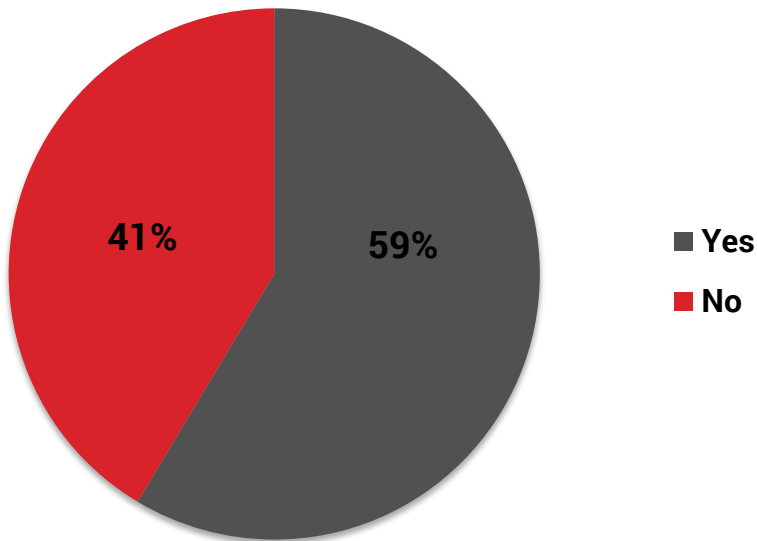
During the sectorial workshops held in Milan, Perugia and Tallinn data was gathered about the knowledge of design management in the public sector and participants' use of design. EHDM presents its main findings in this document.

The overall sample consisted of 33 participants.

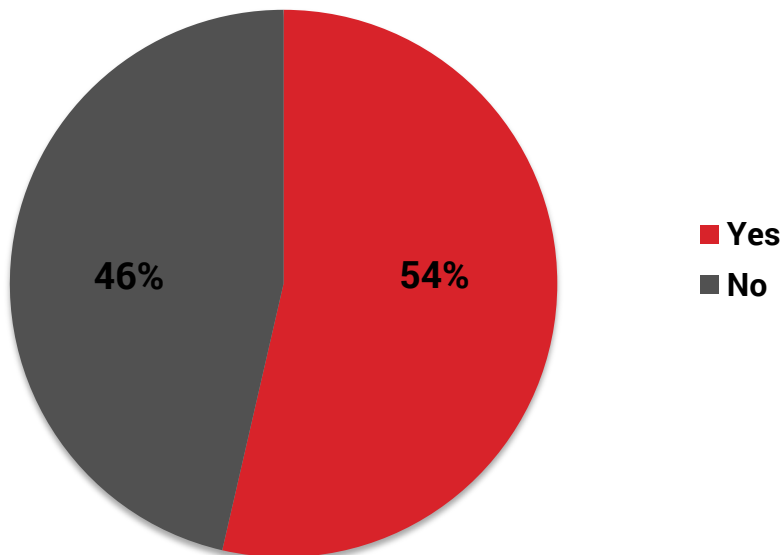
Overview of the greatest challenges public sector representatives face when introducing new services:



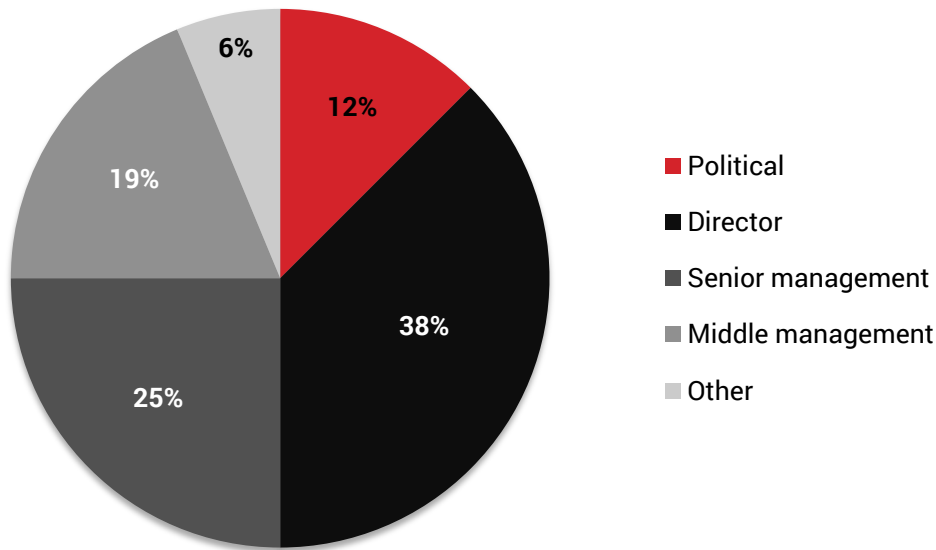
Percentage of public sector participants that have previously heard of design management:



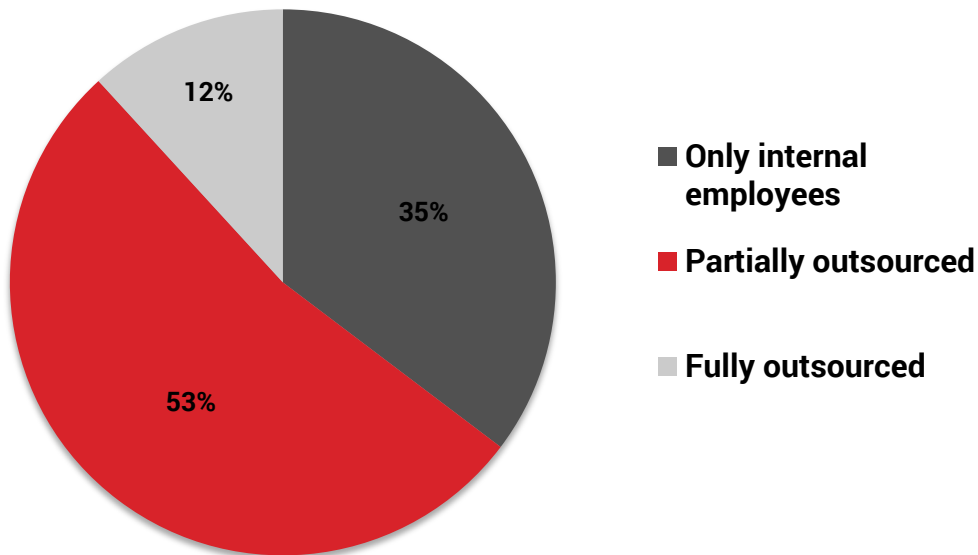
Percentage of participants that work with designers for development of public services:



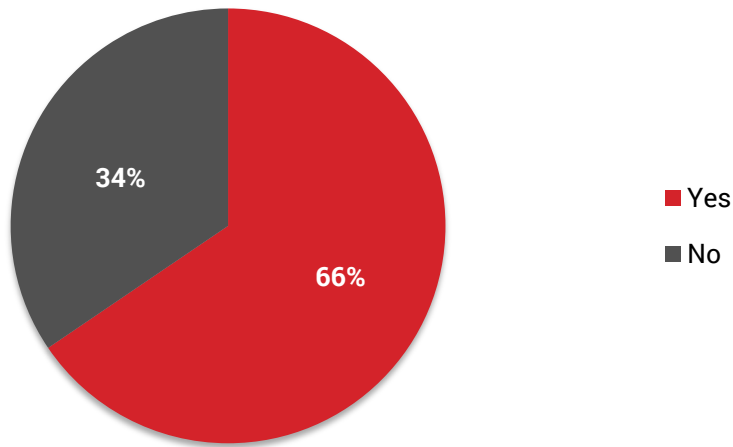
Overview of the managerial level at which participants commission design work:



Overview of the type of suppliers used when developing new public services:



Percentage of participants that engage stakeholders in their development process:



Overview of the types of service providers used by participants to develop public services:

