

# DESINNO

# BUZZ

NEWSLETTER 4.0



Co-funded by the Erasmus+ Programme of the European Union

## PROJECT PARTNERS



## The 4<sup>th</sup> DESSINO International Management Meeting

The 4<sup>th</sup> International Management Meeting of DESINNO Project was held online on 25–26 September 2020, due to the ongoing COVID-19 pandemic. All seven partners attended the meeting virtually.

The meeting started with the coordinator Philip Azariadis from UAEGEAN welcoming all partners and introducing the agenda. The partners were informed about change of lead coordinator. The project partners took up discussions starting with the management and administration documentation of the project.

UAEGEAN presented the progress of the project so far emphasizing on the actions on capacity building sessions. The emerging outbreak of COVID-19 has postponed the two capacity building sessions that were planned to be held in Greece and Italy during June and July 2020. The partnership has discussed all potential alternatives to tackle the current situation with COVID-19.

It was decided with consensus of all the partners to have mixed training approach in the two capacity building sessions to be



held online by POLIMI and UAEGEAN in which 30 hours synchronous + 30 asynchronous training will be given to faculties from each of the three Indian HEI's. The following schedule for two sessions and platform was agreed upon:

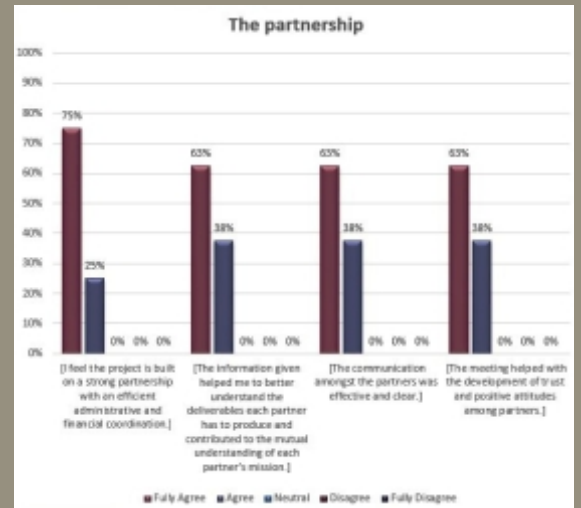
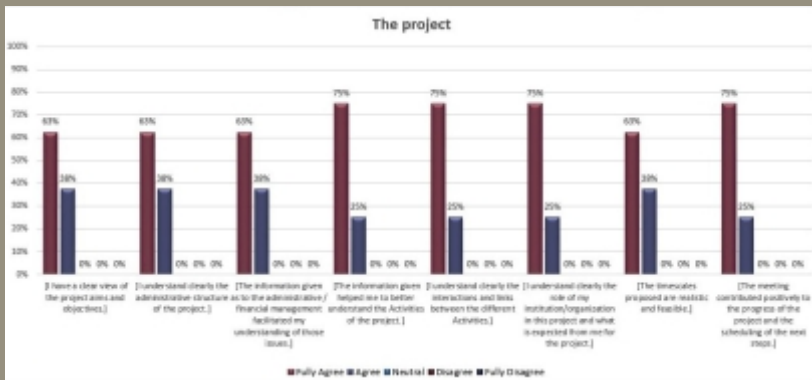
- Session 1 to be hosted by POLIMI: 12/10/2020 to 23/10/2020
- Session 2 to be hosted by UAEGEAN: 7/12/2020 to 18/12/2020
- The DESINNO collaborative platform (Slack) to be used in parallel with the main

teleconference platform.

Further it was decided to organize capacity building sessions in India in small target groups of Indian faculties + students when the Design & Innovation Centres will be equipped and operating. The specifications and procurement of equipment was discussed by the three Indian HEI's namely WUD, IIT-D and RIMT.

CRETHIDEV presented an overview of the quality evaluation results of the project so far. The partnership discussed on the requirements for skills and ability of the external evaluator.

# Meeting Evaluation: 3<sup>rd</sup> Meeting



Dissemination and Exploitation was presented by BRUNEL, highlighting the status of the dissemination activities during the past 18 months. The draft dissemination and sustainability strategy of the three Design & Innovation Centres has been presented and discussed by

all partners. IIITD will make continuous improvements and update the website on regular basis. It has been highlighted that all public deliverables should be available through the DESINNO website.

An online session with the Project Officer Ms. Giordana Bruno took

place during the second day of the meeting. She was briefed about the progress of the project and the decisions that the partnership has taken with respect to the remaining capacity building sessions and the purchase of the equipment.

## 2<sup>nd</sup> Capacity Building Session held online by Politecnico di Milano,

The second capacity building session was held online by Politecnico di Milano, Italy from October 12 - 23, 2020 in which nine faculty members coming from WUD, RIMT, IIITD were present.

Due to the COVID-19 restrictions the capacity building programme with Politecnico di Milano explored the potential of the blended e-learning approach.

### Online interactions:

- Media tools
- Gamified learning experience (several challenges and feedbacks)
- Micro learning (Learning Nuggets)

### Offline activities:

- Workshops
- Assessments
- Co-working activities and round table discussion

### Tools & Platforms

During the Capacity Building training, various online platforms and tools were used in order to

facilitate the active participation and the remote collaboration.



Microsoft Teams



Slack

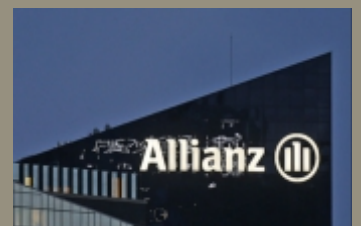


Mural

The sessions focused on the following areas:

### 1. Service Design

- INTANGIBLE: A service cannot be touched like a product but it can be made visible through TOUCHPOINTS.



- ETEROGENEOUS: A service varies from user to user, from time to time, from context to context. It is able to adapt to different situations and users.



- **DEPERIBLE**  
A service cannot be stored. Depends on "request" and "offer". It's a matter of management.



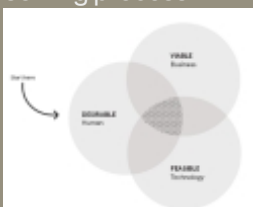
- **INSEPARABLE (FROM TIME AND SPACE)**  
A service could not exist on its own, but is based on the continuous relationship of activities and users.



Service Key Points

## 2. Human Centered Design :

It is an approach to problem solving, commonly used in design and management frameworks that develops solutions to problems by involving the human perspective in all steps of the problem-solving process.



Human Centered Approach



Human Centered Approach : Empathy

## 3. Social Innovation:

Social innovation is about developing new ideas to tackle social problems or meet social needs. It maybe a new product, service, initiative, organizational model or approach.



## 4. Digital Fabrication

Digital fabrication is a design and manufacturing workflow where digital data directly drives manufacturing equipment to form various part geometries. This data most often comes from CAD systems (computer-aided design), which is then transferred to CAM systems (computer-aided manufacturing).



CNC Machine



3D Printing

## 5. Advocacy

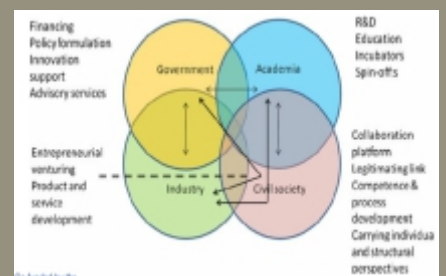
The Advocacy in the framework of Service Design is based on the application of co-design and design thinking tools and methodologies aimed at fostering and boosting the cross-innovation and cross-fertilization between different sectors (economics, sustainability, society).



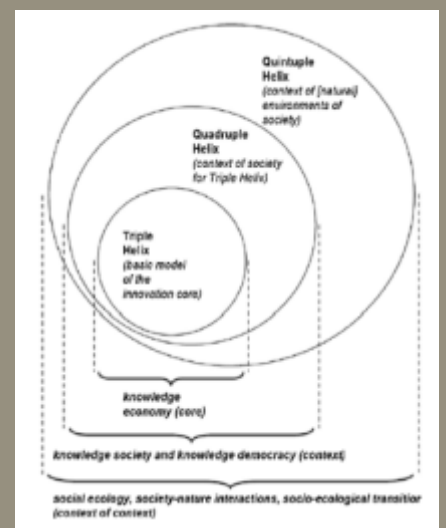
Global Goals



Triple Helix Innovation System



Quadruple Helix Innovation System



Quintuple Helix Innovation System



Horizon Europe & Smart Specialization Strategy



The overall experience of the 2<sup>nd</sup> capacity building session was a rewarding one and on the basis of

the sessions which lasted for 10 days, 3 final pitches were presented by participating faculties from WUD,

IIIT-D and RIMT on the last day which was attended by all the partners of the consortium.



## Upcoming Capacity Building Sessions

"The third capacity building session will be hosted by UAEGEAN, Greece from Dec 7 - 18, 2020. Held online, these sessions will explore Human Computer Interaction (HCI). As with the

POLIMI sessions, there will be a combination of synchronous and asynchronous sessions. Faculty from IIITD, RIMT, and WUD will develop a project involving heuristic evaluation and usability

testing, which they will present to the DESINNO partners on the final day of the Capacity Building sessions. Follow us on social media for regular updates on these sessions and on all project news."



<https://desinno.org>



EMAIL: [desinno@aegean.gr](mailto:desinno@aegean.gr)



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