

A Systematic Literature Review on Changing Customer Requirements for Sustainable Design over Time

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Abstract : Design is one of the most important stages in the process of product development. Product design has experienced significant changes over the years ranging from concentrating on cost and performance to combining economic, environmental and social considerations in customer requirements. Its evolution is in accordance with rapidly changing technology, economic situations, and climate change and environmental issues, as well as social context. Within product design, sustainability is a concept that balances economic, social and environmental aspects. This research aims to express changes in customer requirements over time from the viewpoint of sustainable design. It does so by systematically reviewing a broad scope of sustainable design literature. There is a need for a model to consider the changes that take place in customer requirements over time to build a successful relationship with customers which has been presented. Today's literature does very little to even mention it, let alone present any progress in it. Systematic literature reviews are conducted primarily to: summarize the existing literature around a subject, highlight commonalities to build consensus, illuminate differences, identify gaps that can be filled, provide a background to position future research, and build a framework that can help designers meet the challenges of sustainable design.

Keywords : sustainable design, customer requirements for sustainable design, systematic literature reviews, changing customer requirements

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