Managing service innovation: firm-level dynamic capabilities and policy options

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Pim den Hertog (Gouda, 1966) is research coordinator at Amsterdam Centre for Service Innovation (AMSI), Amsterdam Business School, University of Amsterdam (part-time) and is also one of the directors of Dialogic Innovation & Interaction, Utrecht. Pim originally graduated as an economic geographer at Utrecht University (1990, cum laude) and joined TNO Strategy, Technology and Policy in 1990. Here he was involved in numerous research projects on innovation, innovation policies, technology assessment and ICT. At TNO he started working on service innovation, which has developed into one of his major research interests since then.

In 1998 he co-founded Dialogic Innovation & Interaction (now 25 staff), a research-based consultancy specialising in innovation (measurement, strategic advice and policy studies), broadband/content industries and E-government. Here he continued working on his research interests, which apart from service innovation and service innovation management, involved management of national innovation systems, knowledge transfer, innovation policy-making (including evaluation), and innovation governance. From 2006-2007 he was a member of the European Commission’s (DG Enterprise) Expert Group on Innovation in Services.

In the summer of 2008, Pim began working at the newly established Amsterdam Centre for Service Innovation (AMSI) as a research coordinator and combined this with his PhD thesis. At AMSI he is currently coordinating a large two-year project (2009-2011) on open service innovation together with Vrije Universiteit (VU) Amsterdam and Utrecht University. He is also taking part as an expert in EPISIS-INNOnet, the 2009-2012 project on European policies and instruments to support service innovation as well as various other research assignments. In September 2010 he resumed his part-time role as director of Dialogic.

Over the years Pim has presented his work on numerous occasions and in various countries. He has also published more than 150 research and policy reports, scientific articles, book chapters and (co-)edited four books for the OECD. He is a regular reviewer for various journals.