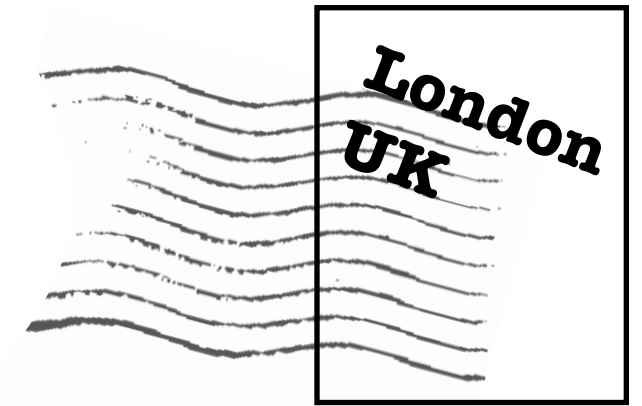


*“Kennisland has again created a rich and practical account of everyday innovation in and around the public sector – guided by the sometimes messy realities of everyday life rather than abstract theory, and grounded in the refreshing assumption that citizens themselves are best qualified to interpret and transform their own lives.”*



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*Geoff Mulgan*

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*Chief Executive*

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*NESTA*

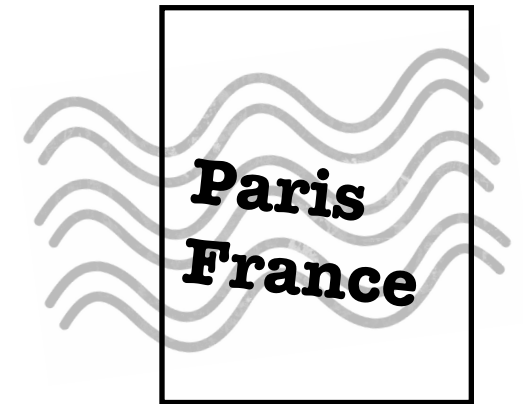
*“The growth of social innovation labs around the world, in numbers, in status, and in impact, justifies mild optimism about our commitment to social problem-solving. Disconnected from a broader context of politics, policy, and practice, however, these labs run the risk of being frivolous adventures of short-term engagement, focused more on satisfying the lab workers’ curiosity than on contributing to lasting impact for citizens. Kennisland, having been a social innovation lab avant-la-lettre, and still at the forefront of debate and development in this realm, has identified important principles for design and management of a lab. These principles are rooted as much in design thinking, as in democratic theory. This publication is required reading for anyone interested in turning good intentions into meaningful practice through the creation of collaborative spaces.”*



*Jorrit de Jong, Academic Director*  
*of the Innovations in Government*  
*Program and Faculty Director of*  
*the Innovation Field Lab, Harvard*  
*University’s Kennedy School of*  
*Government*

*“Kennisland goes beyond the hype of social innovation labs to demonstrate how this new way of making policy can be inclusive, participatory and improve citizens’ daily realities.*

*Documented through a journey into a social lab in Amsteldorp, the authors provide a glimpse into the social lab in action. By putting citizens at the centre, the results of labs are often surprising, illuminatory and unexpected, underscoring the relevance of policymakers getting out of their offices and onto the streets to understand what it is that citizens need and want.”*



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*Marco Daglio*

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*Head, Observatory of Public Sector*

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*Innovation*

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*OECD*

*“Social innovation labs struggle – they may even exist to struggle – with the challenge of reconciling substantive action and potent and open reflection. Lab Practice is an important contribution for how deftly it navigates this central tension: it is at once a chronicle of the Amsteldorp lab, an exploration of the ethical, methodological, and practical considerations of labs; even a toolkit for Kennisland’s promising Feed Forward methodology. The authors start a frank dialogue between practitioners, their practice and its implications; it’s very worth listening in.”*



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*Josh Harvey*

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*Lead, UNICEF Innovations Lab*

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*Kosovo*

*“The social innovation lab model created by Kennisland must have been a humbling and empathetic learning experience for the government officials and social innovators who had the opportunity to learn from the people they want to serve. How insightful it is that one can understand issues more clearly at the quotidian level, at people’s doorsteps and around the community square. New practices brought out via this process are more responsive and humanistic. The idea of social labs is not well known in Asia. I hope Kennisland’s example will inspire Asian changemakers that one does not need a big budget or go far to understand societal issues and identify better outcomes. The community has the answers.”*



*Ada Wong*

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*Chair, Make A Difference Institute*

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*Hong Kong*

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*Convenor of the The Good Lab*

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