

Contents

Acknowledgements ix

1		Introduction and Overview	1
2		Development of Products by Lead Users	19
3		Why Many Users Want Custom Products	33
4		Users' Innovate-or-Buy Decisions	45
5		Users' Low-Cost Innovation Niches	63
6		Why Users Often Freely Reveal Their Innovations	77
7		Innovation Communities	93
8		Adapting Policy to User Innovation	107
9		Democratizing Innovation	121
10		Application: Searching for Lead User Innovations	133
11		Application: Toolkits for User Innovation and Custom Design	147
12		Linking User Innovation to Other Phenomena and Fields	165

Notes 179

Bibliography 183

Index 197