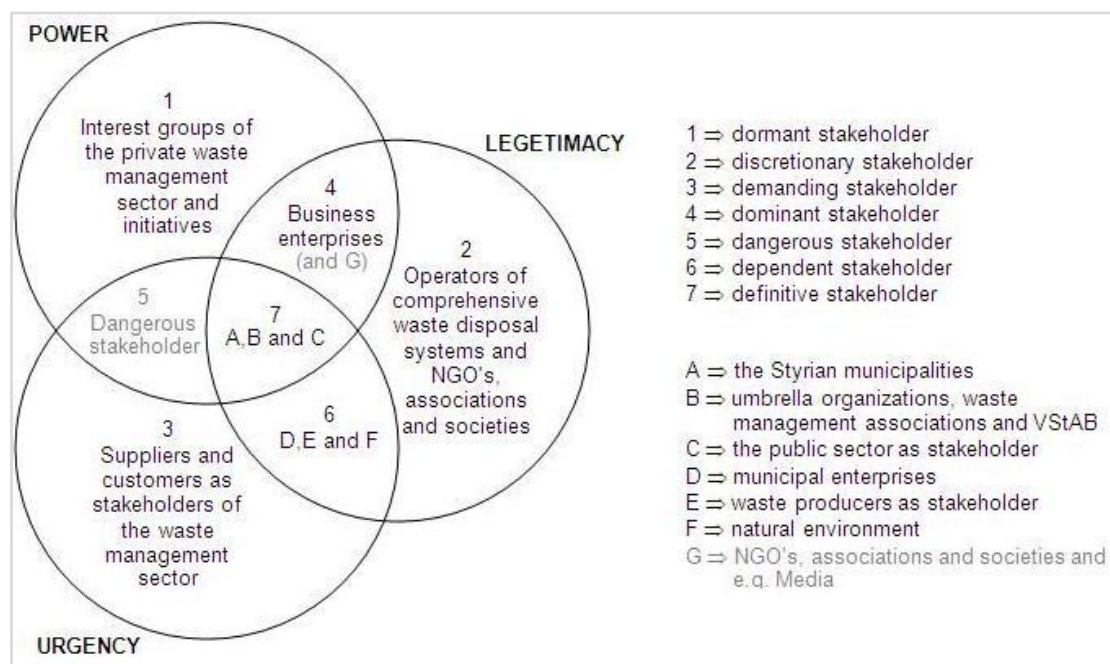


VALUE AND BENEFIT OF COMMERCIAL WASTE MANAGEMENT SOLUTIONS

During the last decades waste management industry has changed from a young evolving sector with high rates of innovation and growth into a now mature industry technically sophisticated and environmentally sound services. In the opinion of private waste management enterprises decision makers on the local level do no longer appreciate the value and benefits of the sophisticated waste management system and price is the most relevant decision criterion for choosing waste disposal service.

The **objective** of the project was to investigate the differences in perceptions of value and benefits of waste management solutions.

The **conceptual framework** of the project considers decision making behavior and criteria as well as stakeholder processes in municipal waste management in Styria, based on models like Freeman's stakeholder theory and Kano's model of customer satisfaction. The methods involved personal interviews with members of local waste management associations and an online survey of Styrian communities. Finally we devised three possible scenarios.



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