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The Service Innovation Handbook Action

Organized in eight chapters, Service Innovation Handbook includes 15 practical tools to stimulate creative approaches associated with ‘ design thinking ’ at the early stages of designing innovative services and 16 cases describing how different organizations have designed services.

Service Innovation Handbook | Action-oriented creative ...

While service innovation is a fairly new arrival in the innovation scene, those of us engaging in any sort of design-driven innovation or even designing have been doing what

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is now called 'service innovation' for a while.

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Woven into the Service Innovation Handbook are 14 methods and 3 recipes suggesting how to combine them. You can download them at the bottom of this page. These are included to help readers put some of the ideas discussed into practice.

Methods | Service Innovation Handbook

The Service Innovation Handbook: Action-oriented Creative Thinking Toolkit for Service Organizations by Lucy Kimbell.

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