1.	Record Nr.	UNINA9910254668203321
	Titolo	Global Perspectives on Service Science: Japan / / edited by Stephen K. Kwan, James C. Spohrer, Yuriko Sawatani
	Pubbl/distr/stampa	New York, NY : , : Springer New York : , : Imprint : Springer, , 2016
	ISBN	1-4939-3594-1
	Edizione	[1st ed. 2016.]
	Descrizione fisica	1 online resource (XIII, 349 p. 125 illus., 50 illus. in color.)
	Collana	Service Science: Research and Innovations in the Service Economy, , 1865-4932
	Disciplina	658.4034
	Soggetti	Business logistics Electronic data processing - Management Technological innovations Business information services Service industries Supply Chain Management IT Operations Innovation and Technology Management Business Information Systems Services
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Nota di bibliografia	Includes bibliographical references at the end of each chapters.
	Nota di contenuto	Introduction -- Service Innovation in Japan and Service-Dominant Logic -- Context Management Approach to Value Co-Creation: Toward Dynamic Process Model of Customer as Value Co-Creator -- Human Behavior Observation for Service Science -- Community-based participatory service engineering: Case studies and technologies -- Methodology of Workshop-Based Innovative System Design Grounded in Systems Engineering and Design Thinking -- Wants Chain Analysis: Analysis and design methods of social systems taking into consideration the diversity of people's needs -- Interactive Service Design Method: Application to Aircraft Operations at Haneda Airport -- Service Design in Tourism: Encouraging a cooperative relationship between professional design and non-professional design -- Value Co-Creation Process and Value Orchestration Platform -- Formalizing

expert knowledge through machine learning -- Agent-based Simulation for Service Science -- Temporal-Spatial Collaboration Support for Nursing and Caregiving Services -- Quest for Equation of Life: Scientific Constraints on How We Spend our Time -- The Spread of Services and Consumer Value Co-Creation -- Sustainability and Scalability in Japanese Creative Services -- Knowledge Structuring Tools for Decision Support Service: An Overview of Citation-based Approach -- R&D servitization in the manufacturing industry -- MANGA-case training for global service science -- Creation of Service Science Curriculum for Customer-Oriented Business Innovation -- Service Engineering Road Map of Ministry of Economy Trade and Industry in Japan.

Sommario/riassunto	This contributed volume presents the experiences, challenges, trends, and advances in Service Science from Japan's perspective. As the global economy becomes more connected and competitive, many economies depend the service sector on for growth and prosperity. A multi-disciplinary approach to Service Science can potentially transform service industries through research, education, and practice. Offering a forum for best practices in Service Science within Japan, the volume benefits its audience by sharing viewpoints from a wide range of geographical regions and economies. The book is organized as follows: • Foundations of Service Science and the service industry sector • Public/Private sector partnerships, policies, trade in services, future prospects • Contributions from science, social science, management, engineering, design as well as industry sector perspectives • Road-maps, methodology, business development, strategies and innovative models, application of information technology, performance measures, and service system design • Education and workforce development • Case studies from practice, research and educational community • Future Directions in Japan This book includes three Forewords written by key leaders in Service Science: • Takayuki Aso (Ministry of Education, Culture, Sports, Science & Technology in Japan) • Yasuhiro Maeda (Director, Service Affairs Policy Division METI) • Norihisa Doi (Professor Emeritus, Keio University and Service Science, Solutions and Foundation Integrated Research (S3FIRE) Program Officer, JST/RISTEX).