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Titolo	Service design and delivery : how design thinking can innovate business and add value to society // Toshiaki Kurokawa
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2015
ISBN	1-60649-785-5
Edizione	[First edition.]
Descrizione fisica	1 online resource (88 pages) : illustrations
Collana	Service systems and innovations in business and society collection, , 2326-2699
Disciplina	658
Soggetti	Service industries - Management Design
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Bibliographic Level Mode of Issuance: Monograph
Nota di bibliografia	Includes bibliographical references (pages 85-86) and index.
Nota di contenuto	1. Introduction -- 2. Design thinking approach -- 3. Societal approach -- 4. Intermezzo, looking back at what you have learned -- 5. Prototyping and work-out of your service -- 6. Case studies -- 7. Summary and conclusions -- References -- Index.
Sommario/riassunto	This book explains the design thinking approach both for designing new services and delivering the services. This approach itself can be applied to areas other than pure services, because it contains the innovative and intrinsic ingredients that can be applied to any human activity. Chapter 1 introduces mindset and preparation for service design. Introduction on design thinking and design thinking toolkits are provided in Chapter 2, which you can try in your service. Both IDEO's Design Thinking for Educators Toolkit and Innovation Leadership Board's Playbook for Strategic Foresight and Innovation are discussed in detail. Chapter 3 provides a societal approach which is often neglected in the service design. A short break is provided at Chapter 4, entitled "Intermezzo," summarizing the contents of preceding chapters and presenting additional and refreshing perspectives on service design with the design thinking approach. Prototyping and testing the service design is the theme of Chapter 5. Chapter 6 provides some case studies so that you can check what you have learned. I picked up real cases from local areas. In Chapter 7, we

summarize the contents of this book. The summary and conclusion can be used as a quick reference for the contents of the book.

2. Record Nr.	UNINA9910298188903321
Titolo	Advances and Impacts of the Theory of Inventive Problem Solving : The TRIZ Methodology, Tools and Case Studies // edited by Sebastian Kozioek, Leonid Chechurin, Mikael Collan
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2018
ISBN	3-319-96532-8
Edizione	[1st ed. 2018.]
Descrizione fisica	1 online resource (241 pages)
Disciplina	153.43
Soggetti	Project management Security systems Operations research Production management Project Management Security Science and Technology Operations Research and Decision Theory Production
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Digital Learning Design: From Ideation via TRIZ to Implementation -- Experimental Validation of Quantum-Economic Analysis (QEA) as a Screening Tool for New Product Development -- Can Altshuller's Matrix be Skipped Using CBR and Semantic Similarity Reasoning? -- A Critical Comparison of Two Creativity Methods for Fostering Participatory Innovation: Implications to Improve TRIZ -- Problem Formulation of Screw Feeding System of Fibrous Materials Using TRIZ -- Quantifying and Leading Innovation with TRIZ Within Competitiveness Strategies -- TRIZ to Support Disruptive Innovation of Shared Bikes in China -- From Simulation to Contradictions, Different Ways to Formulate Innovation

Directions -- How Problems Are Solved in TRIZ Literature: The Need for Alternative Techniques to Individuate the Most Suitable Inventive Principles -- TRIZ to Support Creation of Innovative Shared Value Business Initiatives -- Mobile Biogas Station Design - the TRIZ Approach -- Cause-Effect Chains Analysis Using Boolean Algebra -- A Praxiological Model of Creative Actions in the Field of Mechanical Engineering -- A Long-Term Strategy to Spread TRIZ in SMEs. Analysis of Bergamo's Experience -- Lessons for TRIZ from Design Thinking & Lean 3P -- TRIZ Potential for IT Projects -- TRIZ/CrePS Approach to the Social Problems of Poverty: 'Liberty vs. Love' Is Found the Principal Contradiction of the Human Culture -- Product Development Using Heuristic-Systematic Approach: A Case Study -- TRIZ Based Problem Solving of Tile Manufacturing System -- TRIZ-Based Approach for Process Intensification and Problem Solving in Process Engineering: Concepts and Research Agenda -- Problem Definition and Identification of Contradictions in the Interdisciplinary Areas of Mechatronic Engineering.

Sommario/riassunto

This book offers a collection of cutting-edge research on the Theory of Inventive Problem Solving (TRIZ). Introduced by Genrich Altshuller in 1956, TRIZ has since been used by engineers, inventors and creators as an essential structured innovation method at businesses and organizations around the globe. The chapters of this book showcase work by selected authors from the 'TRIZ Future' conferences, which are organized by the European TRIZ Association (ETRIA). The chapters reflect an international mix of new ideas on TRIZ and knowledge-based innovation, highlight recent advances in the TRIZ community, and provide examples of successful collaboration between industry and academia. The book first introduces the reader to recent methodological innovations, then provides an overview of established and new TRIZ tools, followed by a collection of case studies and examples of TRIZ implementation in various scientific and social contexts.
