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the principles of service design thinking building better services Jun 26 2022 service design is all about taking a service and making it meet the user s and customer s needs for that service it can be used to improve an existing service or to create a new service from scratch in order to adapt to service design a ux designer will need to understand the basic principles of service design thinking and be able to focus on them when creating services

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service blueprints definition nielsen norman group Jun 14 2021 27 08 2017 service design is the activity of planning and organizing a business s resources people props and processes in

order to 1 directly improve the employee s experience and 2 indirectly the customer s experience
service blueprinting is the primary mapping tool used in the service design process

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