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This is Service Design Doing — Book / School / Methods
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2016 by Marc Stickdorn (Author)

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The book is a follow up from This is Service Design Thinking (Stickdorn and Schnieder) and delivers a practical framework for those looking to implement Service Design in their organisations. The new book does not replace the old one, nor is the earlier a prerequisite.

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This is Service Design Doing was written as a collaborative book. Its four primary authors Marc Stickdorn, Adam Lawrence, Marckus Hormess and Jakob Schneider are recognised experts in the field. Other contributors from across different industries also helped by writing excepts and in some cases chapters.

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This is Service Design Doing: Adam Lawrence: 9781491927182

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Marc Stickdorn

PERO, la 2a parte (Service Doing) es mucho más práctico! Siendo sincero, Service Design Thinking me encantó, y me permitió aprender. Pero cuando me llegó "Service Doing", me quedé enamorado del 2º, y de repente el primero me pareció menos interesante.

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