## **Guiding Principles**





## Service Value Chain



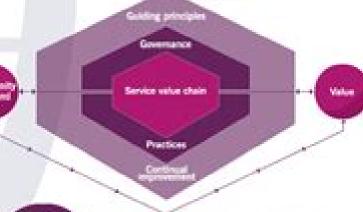
### **Four Dimensions**



# Continual Improvement



# Service Value System



# What is service?

A <u>service</u> is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks.

- <u>Value</u> is the perceived benefits, usefulness, and importance of something.
- An <u>outcome</u> is a result for a stakeholder enabled by one or more outputs.
- Cost is the amount of money spent on a specific activity or resource.
- Rigk is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

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# Utility/Warranty

Utility is the functionality offered by a product or service to meet a particular need.

 What a service does (fit for purpose)
 Warranty is the assurance that a product or service will meet agreed requirements.

How a service performs (fit for use)

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# **Business Application Study Guide 2**

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#### **Table of Contents Business Application Study Guide 2**

- 1. Understanding the eBook Business Application Study Guide 2
  - The Rise of Digital Reading Business Application Study Guide 2
  - Advantages of eBooks Over Traditional Books
- 2. Identifying Business Application Study Guide 2
  - Exploring Different Genres
  - o Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
  - $\circ \ \ Popular \ eBook \ Platforms$
  - Features to Look for in an Business Application Study Guide 2
  - User-Friendly Interface
- 4. Exploring eBook Recommendations from Business Application Study Guide 2
  - Personalized Recommendations
  - Business Application Study Guide 2 User Reviews and Ratings
  - Business Application Study Guide 2 and Bestseller Lists

- 5. Accessing Business Application Study Guide 2 Free and Paid eBooks
  - Business Application Study Guide 2 Public Domain eBooks
  - Business Application Study Guide 2 eBook Subscription Services
  - Business Application Study Guide 2 Budget-Friendly Options
- 6. Navigating Business Application Study Guide 2 eBook Formats
  - ∘ ePub, PDF, MOBI, and More
  - Business Application Study Guide 2 Compatibility with Devices
  - Business Application Study Guide 2 Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Business Application Study Guide 2
  - Highlighting and Note-Taking Business Application Study Guide 2
  - Interactive Elements Business Application Study Guide 2
- 8. Staying Engaged with Business Application Study Guide 2
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Business Application Study Guide 2
- 9. Balancing eBooks and Physical Books Business Application Study Guide 2
  - Benefits of a Digital Library
  - o Creating a Diverse Reading Collection Business Application Study Guide 2
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Business Application Study Guide 2
  - Setting Reading Goals Business Application Study Guide 2
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Business Application Study Guide 2
  - Fact-Checking eBook Content of Business Application Study Guide 2
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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