

Innovative Service Management: Strategies for Success

Amsterdam (Netherlands)

30 September - 4 October 2024

UK Training

PARTNER



Innovative Service Management: Strategies for Success

Code: LM28 From: 30 September - 4 October 2024 City: Amsterdam (Netherlands) Fees: 4200 Pound

Introduction

The Service Innovation and Management training course is designed to provide participants with the knowledge and skills necessary to drive innovation in service organizations. This comprehensive 5-day program focuses on the principles, strategies, and tools required to manage and innovate service processes effectively.

Objectives

- Understand the fundamentals of service innovation and management.
- Learn how to identify opportunities for innovation in service settings.
- Gain insights into designing and implementing innovative service solutions.
- Develop skills to manage service operations and improve service quality.
- Explore case studies and best practices in service innovation.

Course Outline

Day 1

Foundations of Service Innovation and Management

- Overview of Service Innovation
- Key Concepts and Definitions
- The Service Innovation Process
- Role of Technology in Service Innovation
- Case Studies of Successful Service Innovations

Day 2

Identifying Opportunities for Service Innovation

- Market and Customer Analysis
- Identifying Service Gaps and Needs

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- Ideation Techniques for Service Innovation
- Evaluating Innovation Opportunities
- Developing a Service Innovation Strategy

Day 3

Designing Innovative Service Solutions

- Service Design Thinking
- Prototyping and Testing Service Innovations
- Tools and Techniques for Service Design
- Collaborating with Stakeholders for Service Design
- Case Studies on Service Design Projects

Day 4

Managing Service Operations

- Service Operations Management Principles
- Process Improvement in Services
- Quality Management in Service Delivery
- Implementing Innovative Service Solutions
- Measuring and Monitoring Service Performance

Day 5

Best Practices and Future Trends

- Best Practices in Service Innovation
- Emerging Trends in Service Industries
- Leveraging Data and Analytics for Service Innovation
- Managing Change in Service Organizations

UK Training

PARTNER



- Building a Culture of Continuous Service Innovation

Blackbird Training Cities

Europe



Copenhagen (Denmark)



Sarajevo (Bosnia and Herzegovina)



Málaga (Spain)



Cascais (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Los Angeles (USA)



Florida (USA)



Online



Phoenix (USA)



Texas (USA)



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)

USA & Canada

UK Training
PARTNER

Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Singapore (Singapore)
(Kuwait)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com



UK Training
PARTNER

The image features a graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it. The text 'UK Training PARTNER' is overlaid on the board, with 'PARTNER' in a larger, bold font.