Succeeding through Service Innovation

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> IFM. 2008. *Succeeding Through Service Innovation: A service perspective for education, research, business and government*. University of Cambridge Institute for Manufacturing (IfM) and International Business Machines Corporation (IBM) report. Cambridge Service Science, Management and Engineering Symposium, July 14-15, 2007, Cambridge, UK.

Usage

This source is considered a primary reference for the Service Systems Background article.

Annotation

The paper helps understand service innovation and how it improves any organization's capacity to meet future demands and to improve economic prosperity and social well-being sustainably. The paper describes the changing structures of the modern economy, demonstrates the growing significance of service activities, and examines the nature of service systems. It identifies knowledge and skill gaps in service innovation and proposes potential ways to address those gaps.

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