Service Process and Innovation Sprint Program

ASU | W. P. Carey School of Business
Arizona State University

Center for Services Leadership

If you have inquiries or questions, you can email us at csl@asu.edu and mention Service Sprint.

Service Process & Innovation Sprint Online
An accelerated and LIVE online program to design, repair, or rebuild your customer-facing services for lasting growth

June 2024 - Live Online Session

The CSL has launched a new fully online and live interactive program to address your organization's need to adapt, renew, and upgrade your service design and innovation processes.

The program is designed to help you apply what you learn to a unique service design challenge. You will come away with an action plan for that process, as well as with new tools to apply to any service process you need to create or rethink.

The Service Process & Innovation Sprint online program will lead you and your colleagues through the necessary building blocks, quickly and effectively, to achieve those goals.

The program features:

- Expertise from top university faculty and business practitioners
- A fully LIVE and interactive program via a Zoom interface with a focus on your learning experience
- Leverage a Team - An executive coach who works closely with your team to guide you through the learning process

Core Topics to Be Covered:

- Designing the Service Experience with Service Blueprinting
- Delivering Service Excellence and Closing the GAPS
- Service Innovation Process and Tools
- Change Management and Leadership

Pricing Details (Team Rates are Per Person)

CSL Member Pricing:

$1500 for team of two
$1250 for team of four

Non-Member Pricing:

$1750 for team of two
$1500 for team of four

Service Sprint Faculty Experts:

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