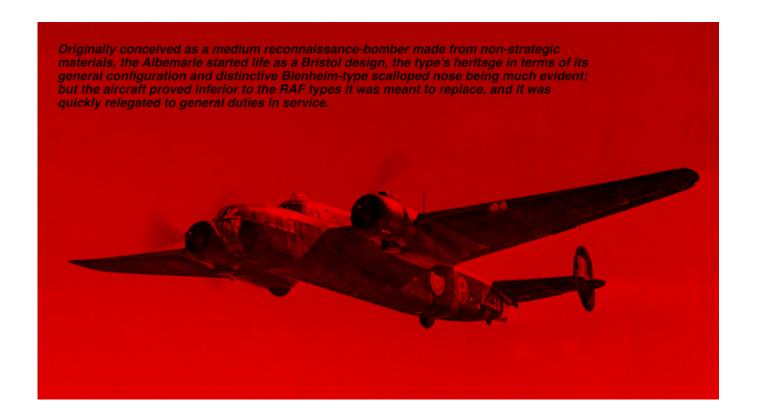
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The technique was first described by G Lynn Shostack, a bank executive, in the Harvard Business Review in 1984.

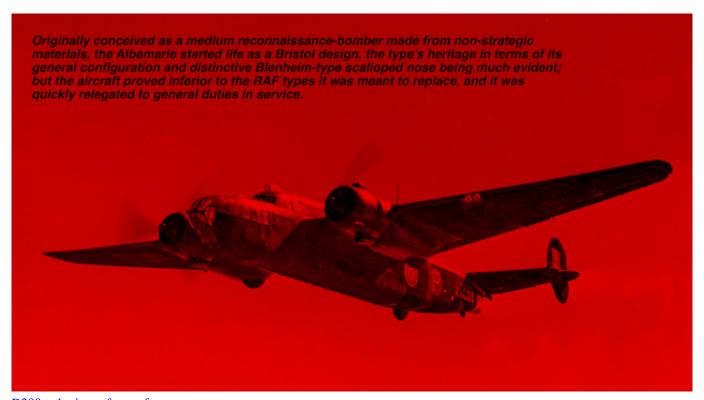
1. evident design services

The service blueprint is a technique originally used for service design and innovation, but has also found applications in diagnosing problems with operational efficiency. [1] The service blueprint is an applied process chart which shows the service delivery process from the customer's perspective. The service blueprint has become one of the most widely used tools to manage service operations, service design and service positioning.

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