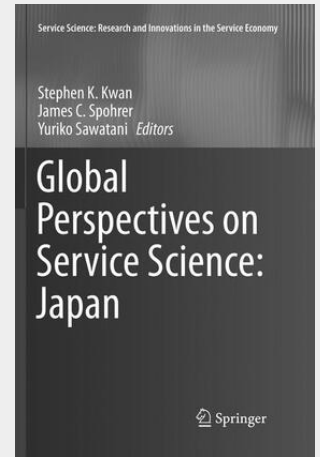


## Global Perspectives on Service Science: Japan

This contributed volume presents the experiences, challenges, trends, and advances in Service Science from Japan's perspective. As the global economy becomes more connected and competitive, many economies depend the service sector on for growth and prosperity. A multi-disciplinary approach to Service Science can potentially transform service industries through research, education, and practice. Offering a forum for best practices in Service Science within Japan, the volume benefits its audience by sharing viewpoints from a wide range of geographical regions and economies. The book is organized as follows: • Foundations of Service Science and the service industry sector • Public/Private sector partnerships, policies, trade in services, future prospects • Contributions from science, social science, management, engineering, design as well as industry sector perspectives • Road-maps, methodology, business development, strategies and innovative models, application of information technology, performance measures, and service system design • Education and workforce development • Case studies from practice, research and educational community • Future Directions in Japan This book includes three Forewords written by key leaders in Service Science: • Takayuki Aso (Ministry of Education, Culture, Sports, Science & Technology in Japan) • Yasuhiro Maeda (Director, Service Affairs Policy Division METI) • Norihisa Doi (Professor Emeritus, Keio University and Service Science, Solutions and Foundation Integrated Research (S3FIRE) Program Officer, JST/RISTEX)



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