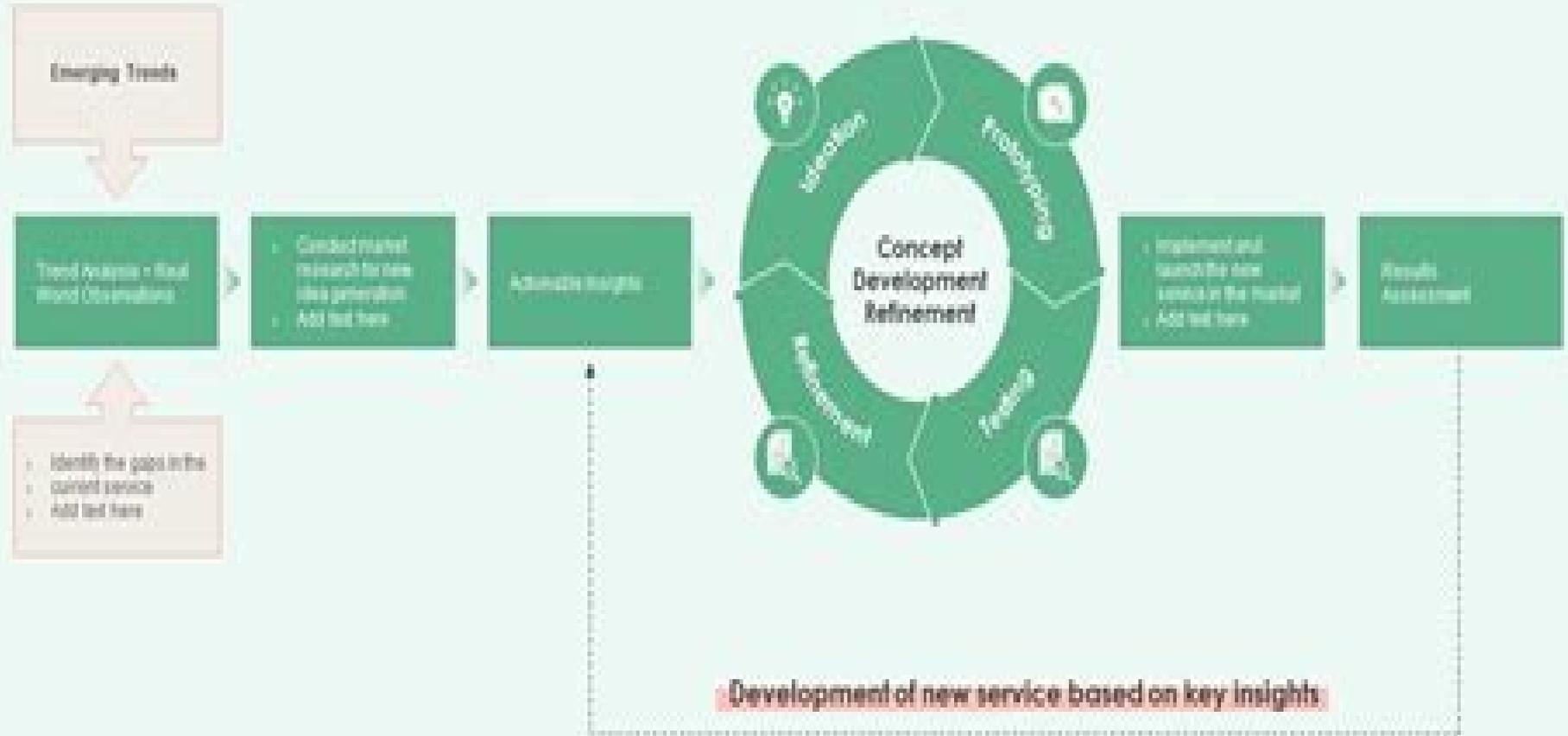


Multiple stages of new service development process

Vertical axis shows key stages involved in the service development process. The stages are analyse the service trend, conducting market research, idea generation, prototyping, testing, refinement, implementation and follow-up.



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Marcel A. Müller



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