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breakthrough innovations introduce novel and unique ideas products or services that significantly differ from existing offerings they go beyond incremental improvements marking a departure from the status quo transitional and permanent supportive housing for individuals and families experiencing homelessness daily supportive services for those in crisis to achieve this shift in your business one that takes you from making educated guesses to building a clear model to guide service innovation bettencourt instructs on the finer points of how to rethink your approach to the customer s needs how the customer defines value in a product or service 15 356 how to develop breakthrough products and services explores several practical idea generation development methods to convey the art required to implement each of these methodologies experts are invited to present real cases to the class in industries ranging from heavy machinery to health care to financial services to consumer goods service innovation is helping businesses find new revenue streams and enhance existing ones by satisfying their customer s need to get things done service innovation how to go from customer needs to breakthrough services fills a much needed gap in our understanding of service need from a customer s perspective by providing a clear well laid out method to discover those often unmet needs and then how to address them in a systematic way service innovation how to go from customer needs to breakthrough services author bettencourt lance published new york mcgraw hill 2010 format book physical desc xxix 255 pages illustrations 24 cm through prevention intervention and restoration breakthrough s violence prevention team works year round to increase hope in the community by creating opportunities for residents most at risk of violence to pursue a safe stable and engaged garfield park to achieve this shift in your business one that takes you from making educated guesses to building a clear model to guide service innovation bettencourt instructs on the finer points of how to rethink your approach to the customer s needs how the customer defines value in a product or service autism breakthrough of knoxville is proud to offer a variety of services that enable adults with autism to lead purposeful lives these services include respite recreation community employment independent living and a variety of therapeutic services breakthrough provides individualized care for participants ages 7 21 with intellectual disabilities and challenging behaviors we provide the structure of a treatment facility in the environment of a family home and we customize our treatment for each participant service innovation how to go from customer needs to breakthrough services by bettencourt lance publication date 2010 topics customer services customer services technological innovations publisher new york mcgraw hill with programs across the areas of housing education and youth development violence prevention food access and economic opportunity breakthrough helps residents overcome barriers that exist in our community and reach their goals a person is more than their past and we can redefine our futures for the better change doesn t just happen it s made through compassion connection and community we empower individuals who have been incarcerated to embrace new possibilities and realize their true potential each year breakthrough connects 10 000 students with 1 100 college aged teaching fellows in 25 cities across the country learn more

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