



Swiss Alliance for  
Data-Intensive Services

Zürcher Hochschule  
für Angewandte Wissenschaften

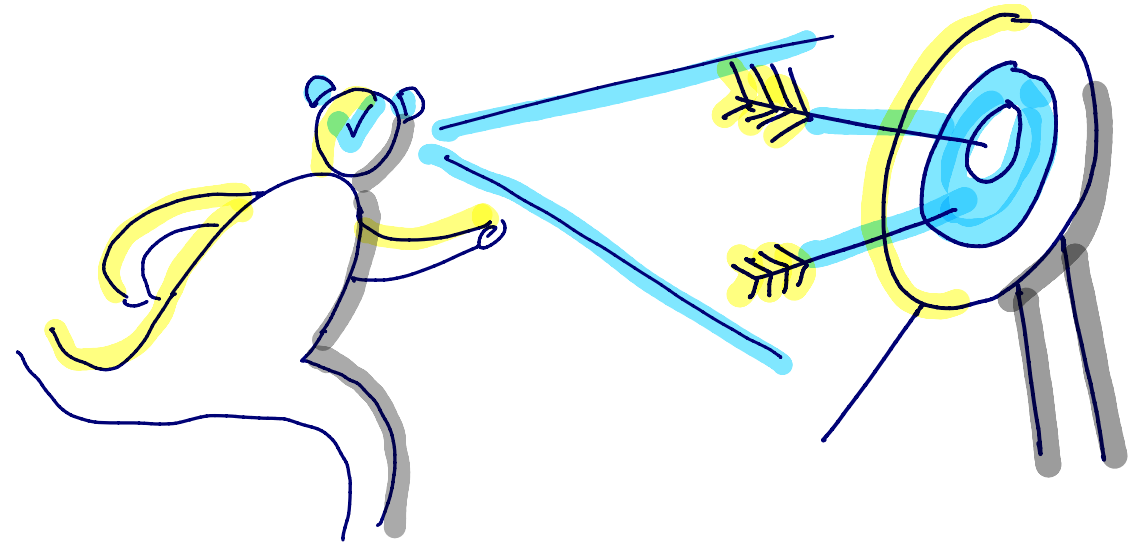
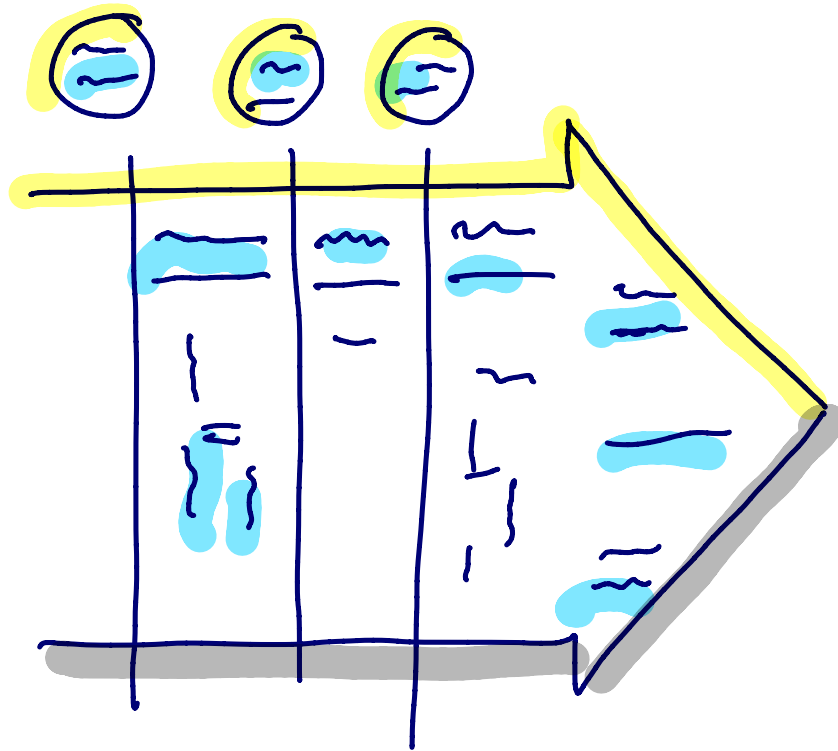


# Innovative Lösungen durch bewussten mentalen Moduswechsel zu hypothesenbasiertem Lernen

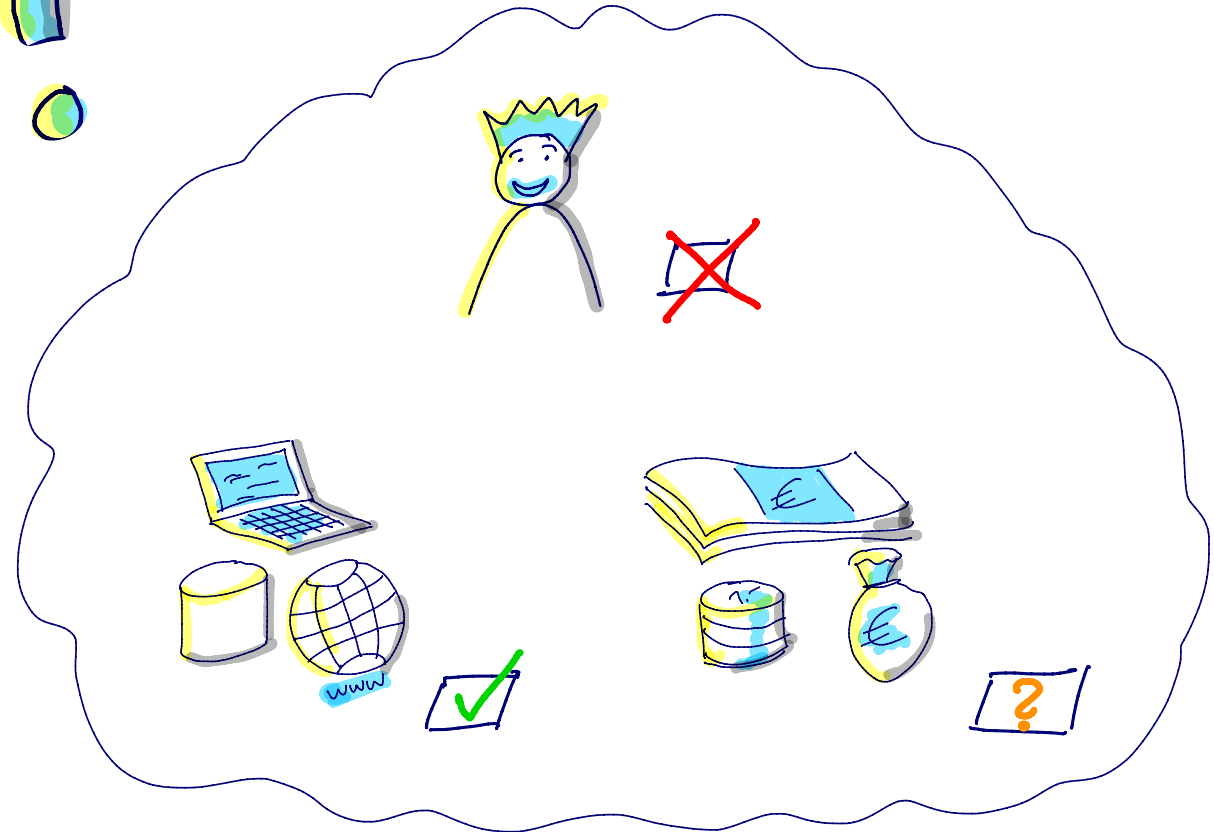
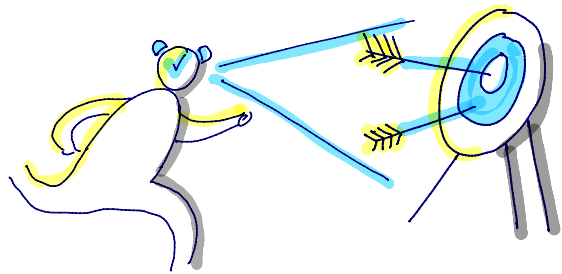
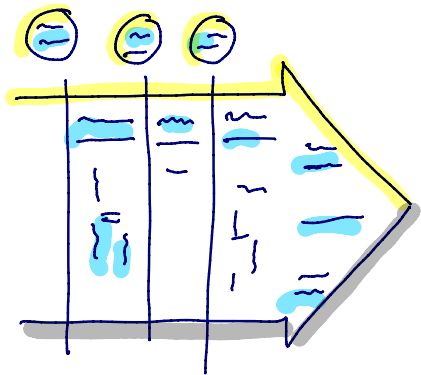
Dr. Jürg Meierhofer

Dozent Service Engineering & Data Product Design

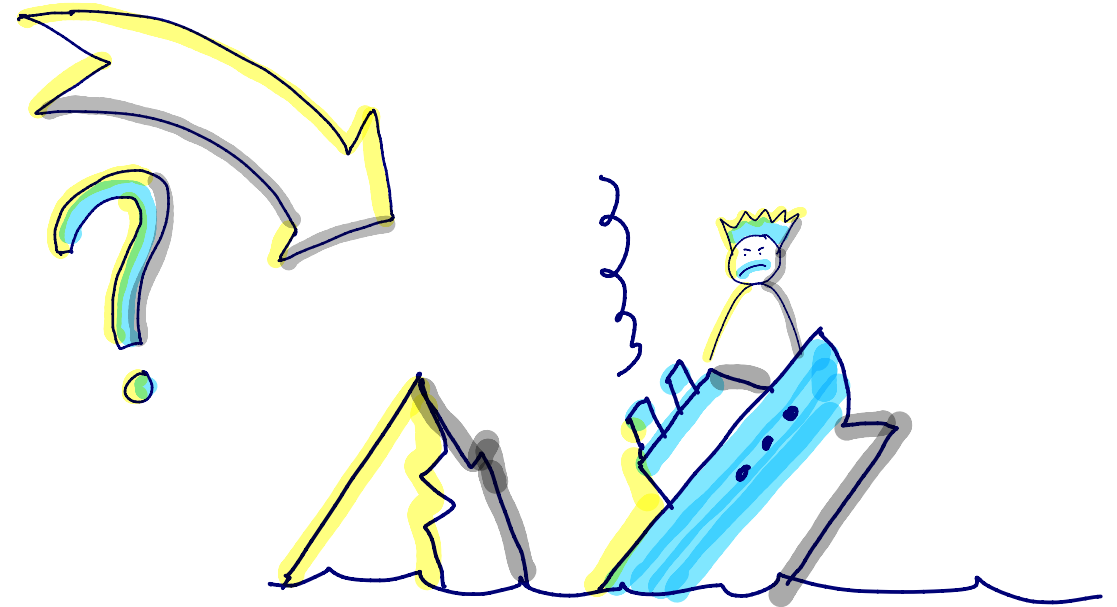
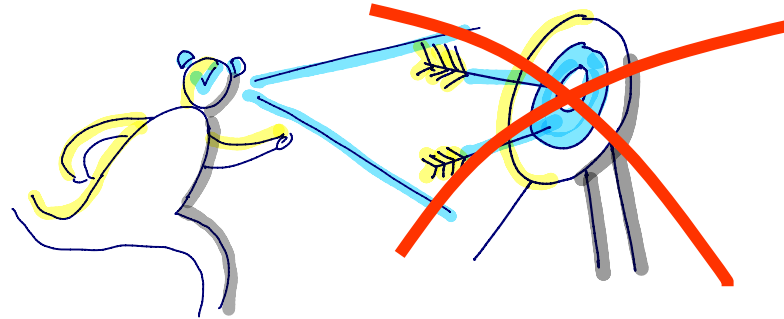
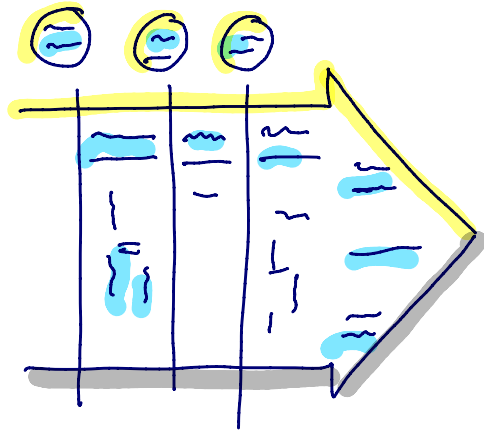
# Service Engineering



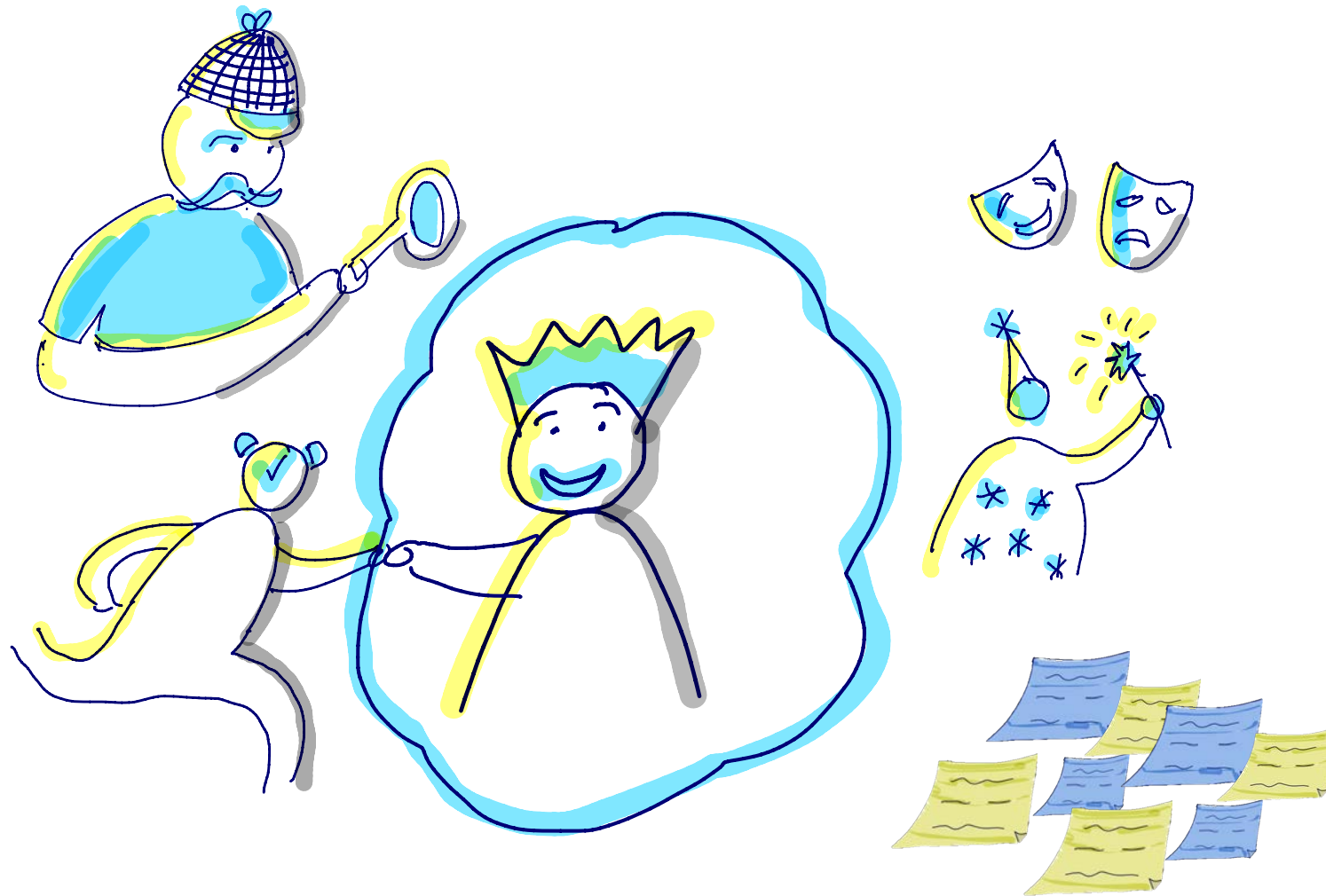
# Erreichen wir so das Ziel?



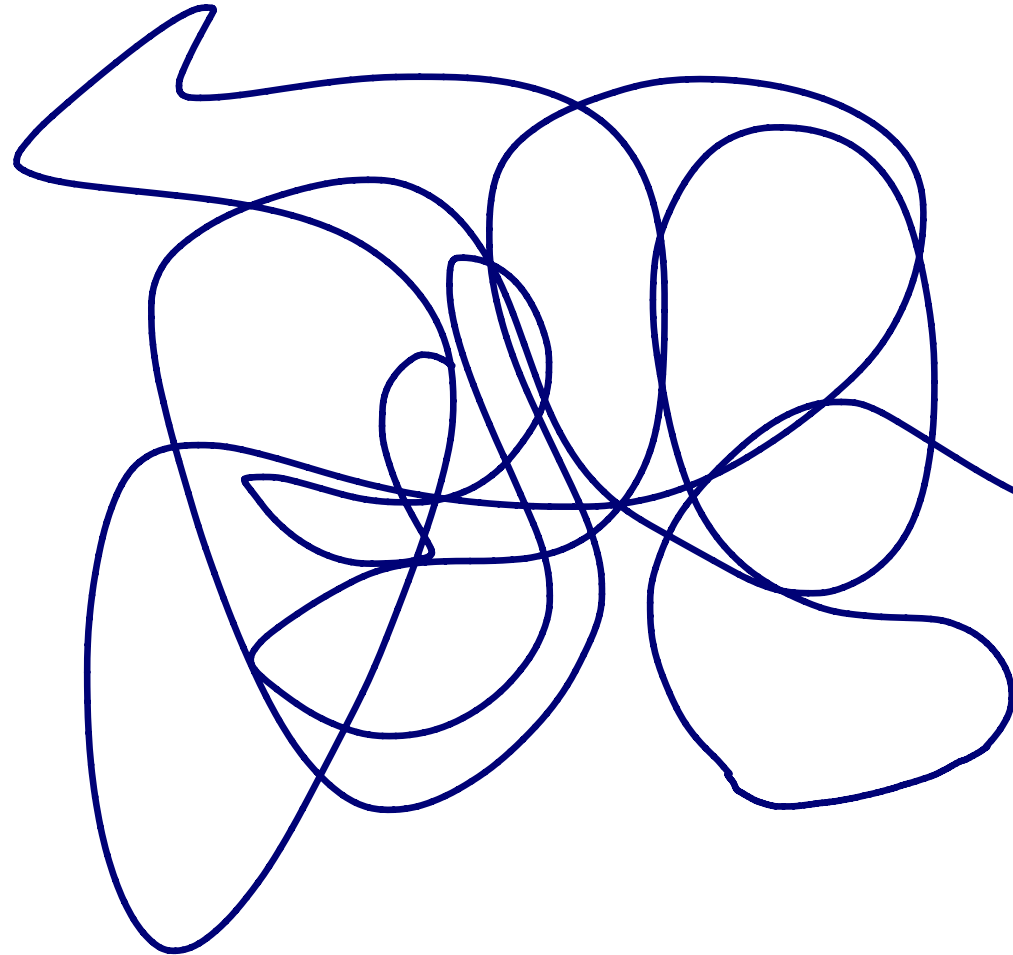
# Oder nicht?



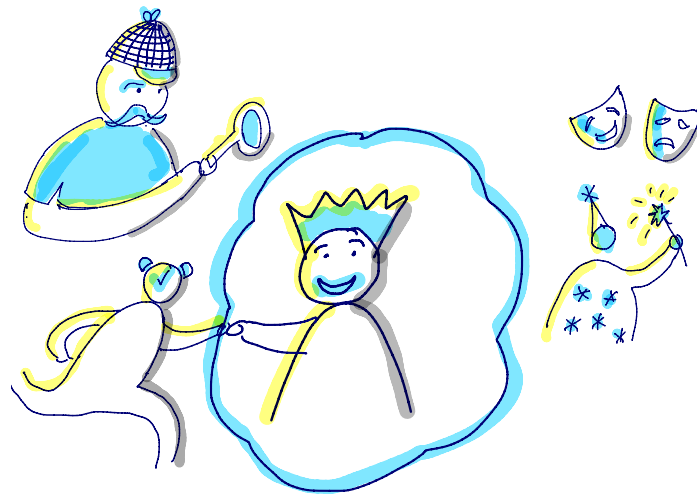
# Kunden-zentriertes Service Design



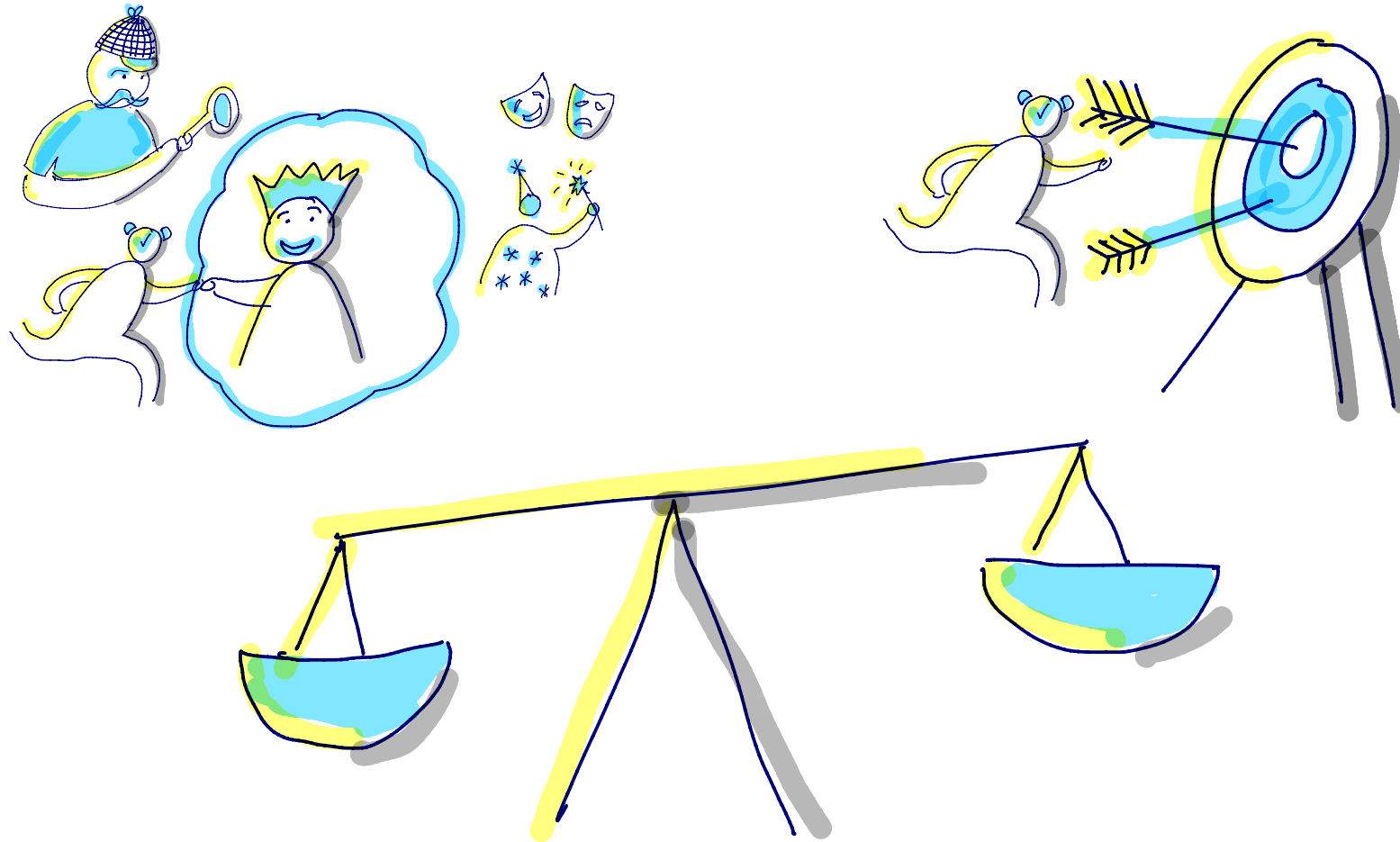
# Suchpfad zur Lösung



# Erreichen wir nun so das Ziel?

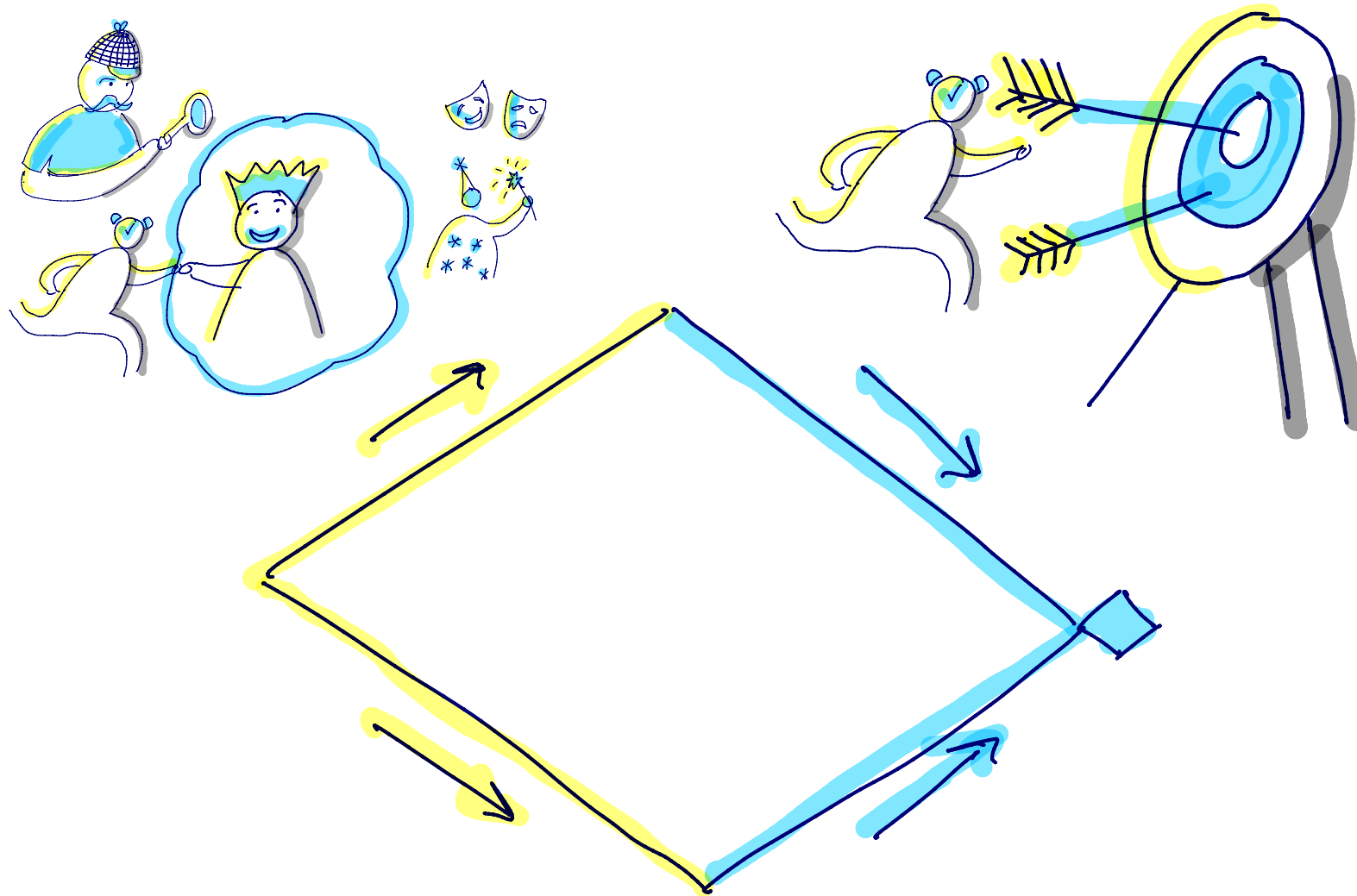


# Balance zwischen den beiden Ansätzen

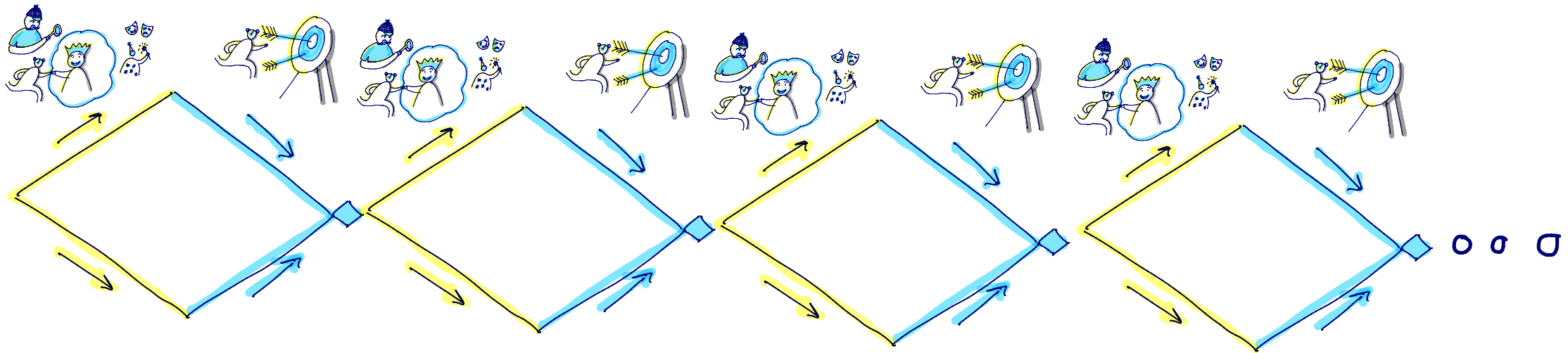




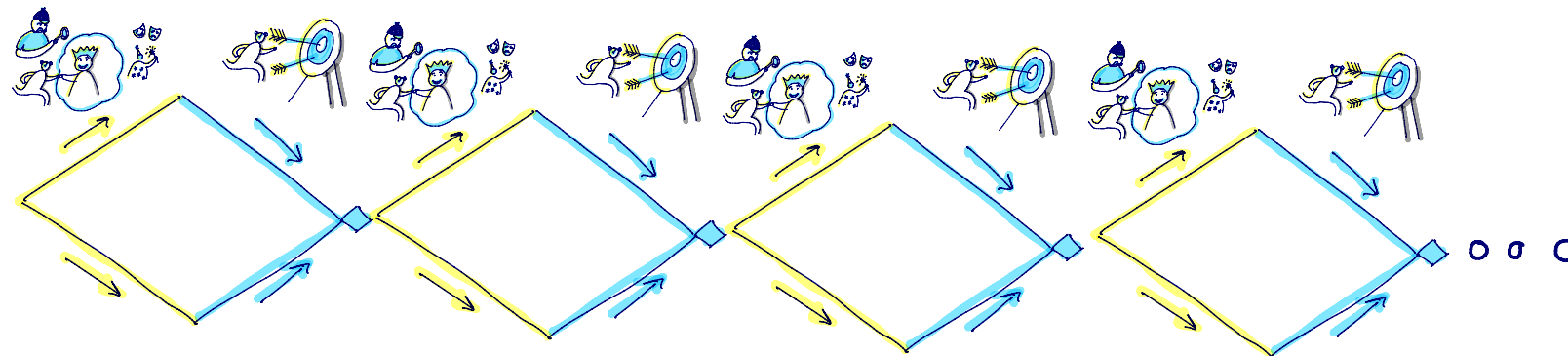
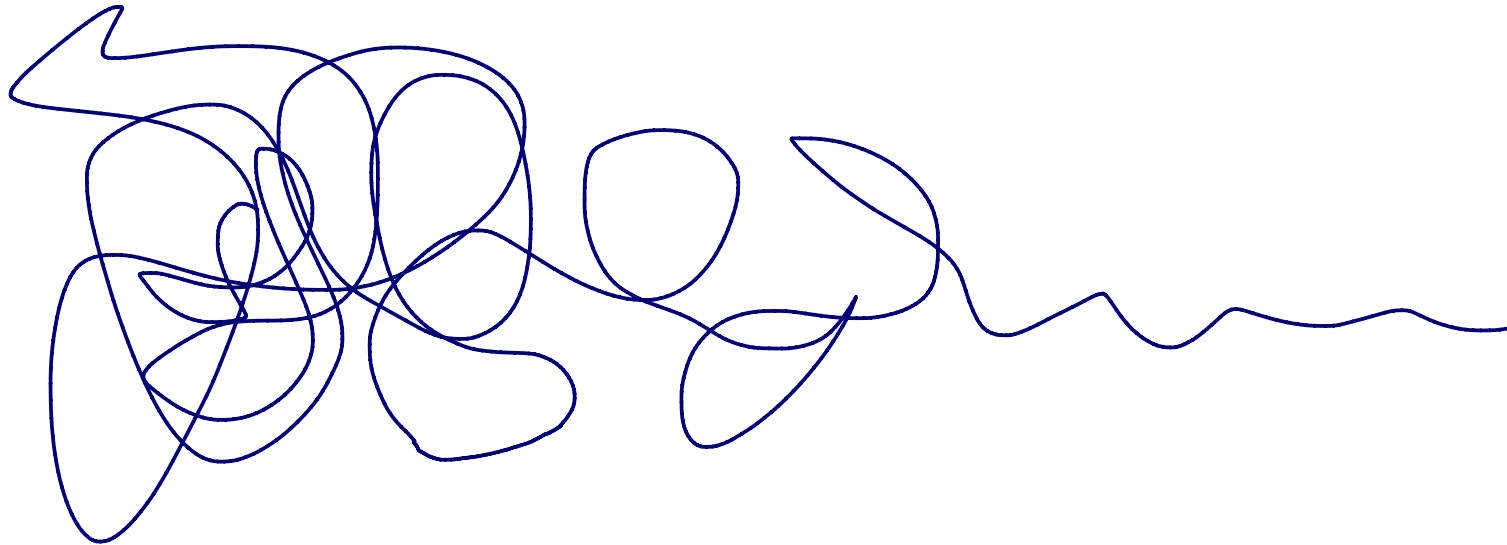
# Bewusster, systematischer Moduswechsel



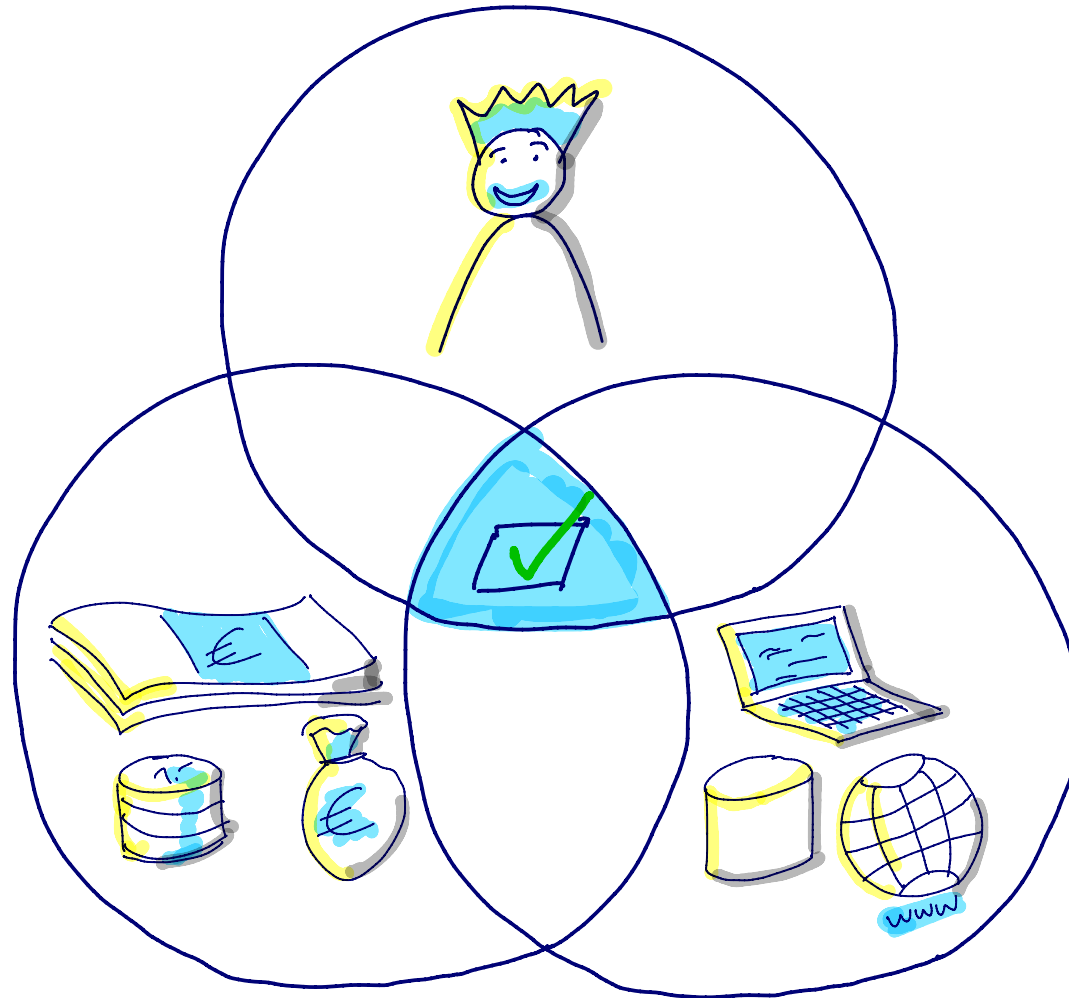
# Vorgehen in vielen Iterationen



# Der Suchpfad konvergiert



# Zielerreichung



# Auf dem Weg zum Diplom

