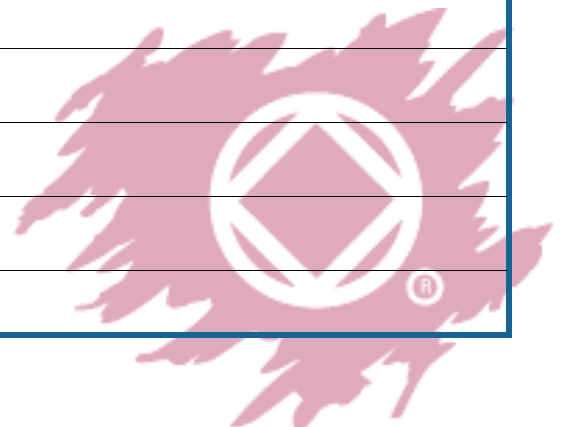


# SERVICE SYSTEM WORKSHOP CONCEPTS WORKSHEET

**“In order to be consistent with the \_\_\_\_ Concept,  
a service system must...?”**

## **Group 1: Concepts 1 & 6**


## **Group 2: Concepts 2 & 7**

# SERVICE SYSTEM WORKSHOP

## CONCEPTS WORKSHEET

**“In order to be consistent with the \_\_\_\_ Concept,  
a service system must...?”**

### **Group 3: Concepts 3 & 9**


### **Group 4: Concepts 5 & 12**