

Disputas: Judith Gloppen

Phd-kandidat Judith Gloppen forsvaret sin doktoravhandling *Service Design Leadership. Shaping Service Innovations at the Intersection of Design and Strategic Management* for phd-graden ved AHO.

Prøveforelesning kl. 10: How would you approach the implementation of service design leadership, what are challenges, from a practitioner perspective, to embracing service design leadership and how might these be addressed? What are areas for future research that might help overcome potential challenges?"

Disputas kl. 12: [program](#)

Om avhandlingen:

This thesis contributes to the field of Design Management as well as to the emerging field of Service Design. The contribution includes a framework for service design leadership that exploits a combination of skills, knowledge, and approaches from business and design, adapted to the process of designing new or improved services. This synthesized knowledge informs and influences the leadership approach and capacity to shape service innovations. However, this thesis argues that innovative services do not materialize by simply adding design proficiency knowledge to the organizational knowledge, but rather as the result of a strategically managed process of integrating these diverse knowledge sets. This study is part of the AT-ONE service innovation project.

The study draws on cross-disciplinary research and theories as well as utilizes the author's hands-on experience in design management. Further, insights and data were collected through an empirical study that included participative and non-participative observations in workshops as well as semi-structured interviews.

Om Judith Gloppen:

Judith Gloppen (1957) holds an MBA in Design Management from the University of Westminster, London and has her business education from the Norwegian School of Management (BI). Her practical experience includes the Lillehammer Olympic Winter Games and Flytoget. From 2003-2012 she served as an advisory council member of the Design Management Institute (DMI). Judith has extensive experience as a business advisor at the Norwegian Design Council.

Bedømmelseskomité:

Director, Dr. Bettina von Stamm, first opponent
Professor Lisbeth Svengren Holm, second opponent
Associate professor Synne Skjulstad, coordinator

- Dato: 11.12.2012
- Tid: 10:00 - 15:30
- Sted: Store auditorium
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