



Katarina Wetter-Edman and Anna Meroni.

Design for Service - a Framework for better services

Design and Service Innovation often engage in similar tasks. But how can they understand each other better? Katarina Wetter-Edman, new Ph. D in Service Design, in her dissertation show that with the help of a new framework these areas easier can understand and communicate with each other.

[Read more >](#)

Notices

Visit by Steve Vargo

Professor Steve Vargo, University of Hawaii at Manoa, visited CTF during the first week of April. During his visit he held a lecture in the doctoral course Theory and Research in Service Management and a seminar at CTF with the topic "Frontiers for Service-Dominant Logic Research".



Professor Per Skålén, Project Leader

New project

User-oriented innovation in healthcare

Vinnova has granted 2.7 million SEK for the project User-oriented innovation within primary care through innovation groups that will be conducted by CTF.

[Read more >](#)

Visit by Ayako Taniguchi

Ayako Taniguchi, Assistant Professor of Risk Engineering at University of Tsukuba in Japan, visited CTF and Samot during the last week of March. She was here to meet and to work with our public transport researchers Margareta Friman, Jörg Pareigis, and Lars E Olsson.

New method to measure customer experiences in real time

Right now there is project at Samot, The Service and Market Oriented Transport Research Group at Karlstad University, which focuses on increasing the understanding of how travelers perceive their daily travel. The researchers have developed a tool which they can measure the experiences in real time.

- With the help of our mobile app, we hope to gain more knowledge about travelers experiences and needs. Knowledge that can facilitate the industry and politicians to make wise decisions about the development of public transport, says Lars E Olsson, Researcher and Project manager.

[Read more >](#)

New Ph D Student

We welcome David Joelsson new Ph D Student Industry at CTF. His doctoral studies will be conducted within VIPP the industrial graduated school.

[Read more >](#)

Hello Bo Edvardsson...

... Professor at CTF and Assistant Vice-Chancellor at Karlstad University. You just returned from a month-long visit on New Zealand. What did you do there?

[Read more >](#)



Stefan Löfven met the researchers at CTF.

Visit by Stefan Löfven

On March 7th, Stefan Löfven, the Swedish Social Democratic Party's leader, came to visit Karlstad University to visit CTF and to hold an open lecture for the students and employees at the University.

Calendar

International Research Symposium in Service Management 8-12 juni, Estonia >

The 8th Biennial International Service Research Conference, 13-15 juni, Thessaloniki, Grekland >

FMM2014 16-19 juni, Karlstad >

