



Living Service: How to deliver the service of the future today (Financial Times Series)

Marc Silvester, Mohi Ahmed

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Quality service is crucial in today's business world and *Living Service* shows you how to deliver your service efficiently and at a competitive price, by adapting and evolving to your customer needs.

Living Service provides an insight into the success of Fujitsu, where this new approach is already delivering extraordinary benefits, including: 30% faster deployment of services; 30% greater reliability in service provision; 15% saving on costs. It provides the new competitive weapon, which is set to do for service industries what Toyota's lean production did for manufacturing industries.

Organised into three parts: Mind, Body and Soul, it offers an easy-to-read format and each section is a stepping stone on the way to achieving *Living Service*. This book tells the great untold story of how they did it, and how you can do the same.

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