



Icebreaker

XX – CX – EX – UX = HX
... what triggers change?



Pls click on the picture

Welcome

ISS Certified Service Management Compact

© ISS International Business School of Service Management

Dorotheenstraße 29 A • 22301 Hamburg • Phone: +49 (0)40-536 991-55

E-Mail: contact@iss-hamburg.de • Internet: www.iss-hamburg.de • Fax: +49 (0)40-536 991-66

The use of this document is reserved for the participants of the training programme "ISS Certified Service Management Compact", held by ISS. Any other use by any other person needs to be explicitly permitted by ISS Business School



Service Management Compact

