

Service-Blueprinting Workshop Checklist

Before the workshop

- Establish a core team and workshop goals
- Collect and synthesize research
- Create an agenda with timing
- Select workshop tools and materials
- Set roles and responsibilities

During the workshop

- Introductions and icebreakers
- Research overview
- Blueprint key elements
- Track questions and assign action items
- Playback
- Prioritize and discuss fail points

After the workshop

- Follow up on action items
- Layer in quantitative data
- Refine and share the blueprint