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