



## Service science, Solutions and Foundation Integrated Research Program (S<sup>3</sup>FIRE)

To promote ;

1. Research to develop technologies, methodologies etc. to solve the problems and enhance values of the services by inter and/or multi disciplinary approaches, in which credible actual data or case are extracted
2. Research to contribute to establishing scientific common for SSME

### Type A. Solution-oriented Service Science Research

Research to develop technologies and methodologies etc. in order to solve actual problems of the services, which findings may contribute to establishing scientific foundation for SSME.

#### 【Research theme examples】

##### <Medical, Health care, & Social Welfare Services>

-Emergency medical system both patient and family well satisfaction and reduction of workload for doctors, nurses, and rescuers

##### <Learning & Education>

-Realization of effective and efficient education by quantification of concentration and satisfaction degree of students and teachers by analyzing their vital signs

##### <Research & Development>

-Visualization of R&D investment outcomes by quantifying researcher's motivation

##### <Government & Public Policy>

-Realization of police redeployment system which may be highly effective crime-prevention and alleviative economical burden by psychological analysis  
-Comparison of regional disparity of lifeline services such as gas, water, electricity supply for the perspective of secure society

##### <Others>

-Extraction of essences of Japanese hospitality in the tourism industry to export to other industries and regions  
-Realization of legal literacy for citizens to develop Judicial precedent database

### Type B. Foundation-oriented Service Science Research

B1. Combination of Humanities and Sciences B2. Arts and Social Sciences

Research focusing on Scientific Elements to establish scientific foundation for SSME by creating, accumulating, and systematizing new knowledge and/or findings which may be applied to solve the actual problems or improve the service quality and efficiency and contribute to value creation.

#### 【Research Clusters of SSME】

##### Human Modeling

-Customer behavior  
-Cognition of value  
-CS&ES  
-Management of customer expectation ...

##### Process Management

-Service assessment  
-Service analysis  
-Value co-creation  
-Human resource assessment ...

##### Service Knowledge

-Formal knowledge  
-Service process expression  
-Service Analysis  
-Information processing  
-Tacit knowledge ...

##### Modeling of Service Creation Society

-Knowledge management  
-Marketing science ...

#### 【Research theme examples】

-Translational research of Value-in-exchange and Value-in-use  
-Service optimization by using collective intelligence of personal lifestyle data

-Extraction and management of customer expectation  
-Establishment of participatory consensus building mechanism toward sustainable society

### Fundamental Disciplines and Methodologies

Complexity simulation, Emergency Medicine, Operations Research, Pharmaceutical Sciences, Multiple Classification Analysis, etc.

Management Engineering, Human Engineering, Quality Engineering, etc.

Cognitive Science, Social Psychology, Educational Psychology, Ethnography, Environmental Economics, etc.

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