beneficiary

<Sustainability> Resource saving by waste minimization -Effective use of agricultural water supply information

<Government & Public Policy> -Consensus building support system for public policy -Risk Assessment of large-scale disaster & improvement of urban

safety etc...

(AIST, private farms, ...)

< Research & Development Management>

-Value visualization of R&D outputs & outcomes -R&D management to promote

knowledge creation etc...

-Train scheduling to improve passenger's satisfaction etc...

<Others> Learning & Education > Judicial precedent

-Measurement & improvement of providing to improve legal Transportation > learning outcomes and satisfaction

-Learning support system enabling to understand foreign language contexts etc...

<Management> -Segmentation of financial

-Integration of service industries and manufacturing -Service

sales in retail services etc.. internationalization & standardization etc...

Customization of R&D outputs, Verification of application effectiveness of R&D outputs

literacy

demands & streamlining

along with lifestyles

-Creating customer

-Define a problem -Use actual data & a case

## Service science, Solutions and Foundation Integrated Research Program (S³FIRE)

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 reseacher's motivation Realization of legal literacy for citizens to develop Judicial precedent database

<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

Extraction of essences of Japanese hospitality in the tourism industry to export to other industries and regions

## 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

Service assessment Service analysis

Value co-creation

Service Knowledge

Formal knowledge Service process expression

Service Analysis

Tacit knowledge ...

Modeling of Service Creation Society

-Knowledge management

Research theme

-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

## 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.

> These are supported financially by other programs, such as CREST Sakigake by JST and Scientific Research Fund by JSPS.

provider

Human Modeling

Customer behavior ognition of value

Management of customer expectation

Process Management

assessment

Information processing

-Marketing science ...