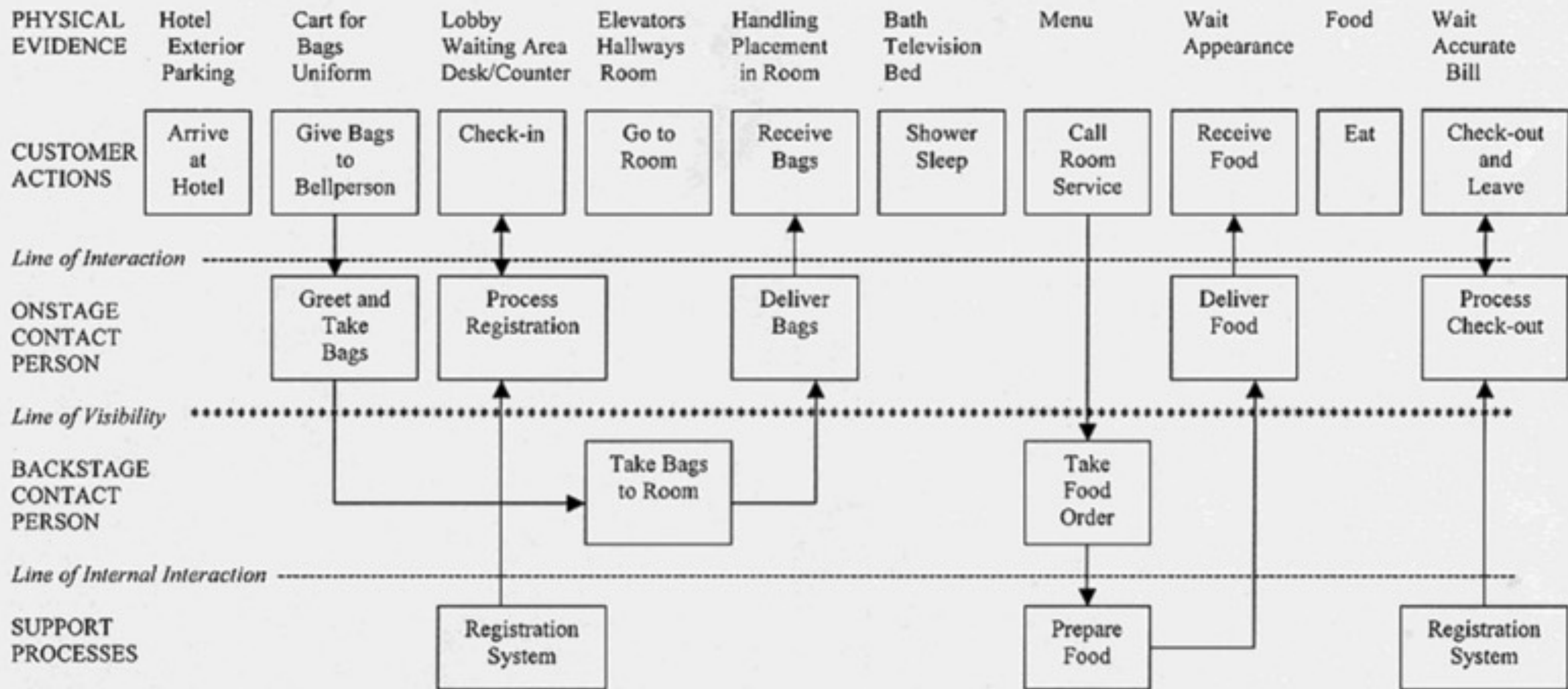


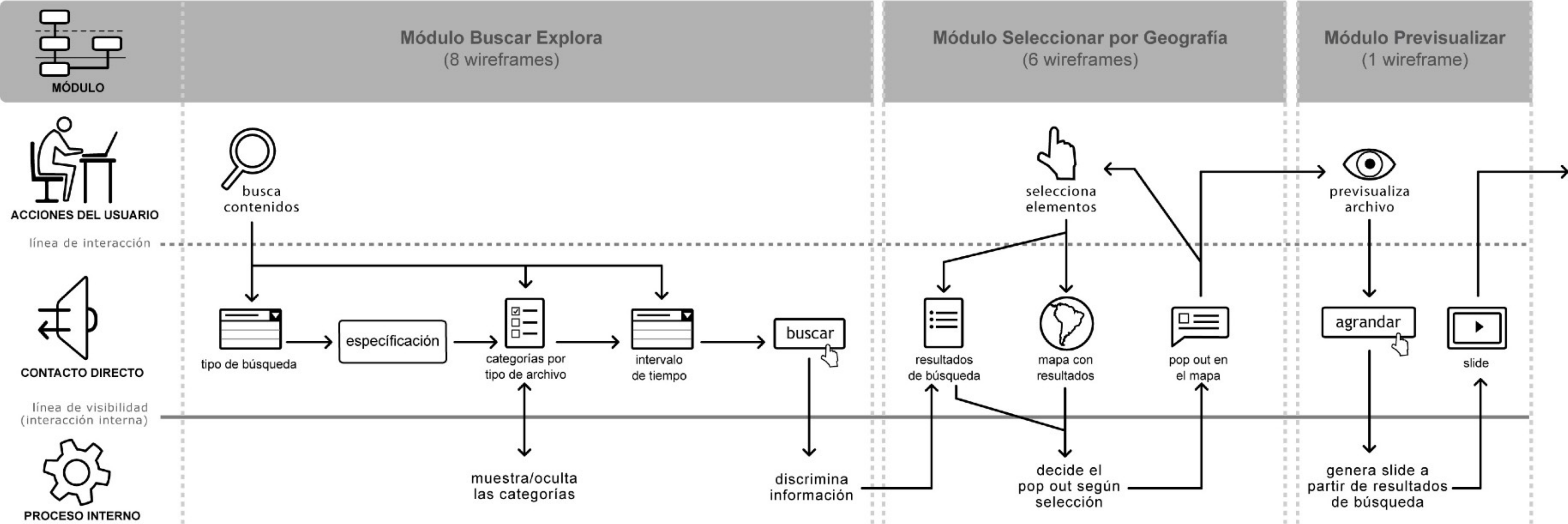
Original(LynnShostack, 1984)





Designing Services that Deliver, Shakti Hand Business Review, 1984

Origen (Partituras de Interacción. Spencer, Exss, 2008)



Origen (Lynn Shostack, 1984)

