

























- Rosell, G. (1990). *Anteckningar om designprocessen*. Stockholm: Kungliga Tekniska Högskolan.
- Rowe, P. G. (1987). *Design thinking*. Cambridge, Mass.: MIT Press.
- Rylander, A. (2009). Bortom Hajpen - designtänkande som epistemologiskt perspektiv. *Research Design Journal*, 1(1), 20-27.
- Sangiorgi, D. (2009). *Building up a framework for service design research*. Paper presented at the 8th European Academy of Design Conference.
- Schön, A. D. (1983). *The Reflective Practitioner: How Professionals Think in Action*. London: Basic Books Inc.
- Segelström, F., & Holmlid, S. (2009). *Visualizations as tools for research: Service Designers on visualizations* Paper presented at the Engaging Artefacts 2009, NORDES.
- Shostack, L. G. (1977). Breaking Free from Product Marketing. *Journal of Marketing*, 41(2), 73-80.
- Simon, H. (1996). *The Sciences of the Artificial* (3rd ed.): MIT Press.
- Vargo, & Akaka, M. (2009). Service-Dominant Logic as a Foundation for Service Science: Clarifications. *Service Science*, 1(1), 32-41.
- Vargo, & Lusch. (2008). Service-dominant logic: continuing the evolution. *Journal of Academic Marketing Science*, 36(1), 1-10.
- Vargo, S., & Lusch, R. (2004). Evolving to a new dominant logic of marketing. *Journal of Marketing*, 68(1), 1-17.
- Wetter, K. (2007). *Industridesign i Multidisplinära team, problem & möjligheter*. Business & Design Lab.
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (1985). Problems and Strategies in Services Marketing. *Journal of Marketing*, 49(2), 33-46.