



USMBOK™
Universal Service Management Body of Knowledge

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The Universal Service Management Body of Knowledge (USMBOK™) is a series of publications and references for professionals working in service provider organizations who need to design customer centric and relevant practices based upon those used by successful service businesses. The series has at its core the Guide to USMBOK™, providing a detailed explanation of service, service management, service experience design, outside-in thinking, and offering a specification for the key elements of a service management framework and continuous improvement program. The USMBOK™ is a member of the International Best Practice Library (www.internationalbestpractice.com).

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