

*How does learning become
the lead process of new business?*

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Service design

Learning enterprises enjoy success!

Success is generated by an ability to learn new things. In a company learning something new requires personnel who are willing to learn and who are granted the opportunity to do so.

Expertise manager as company partner

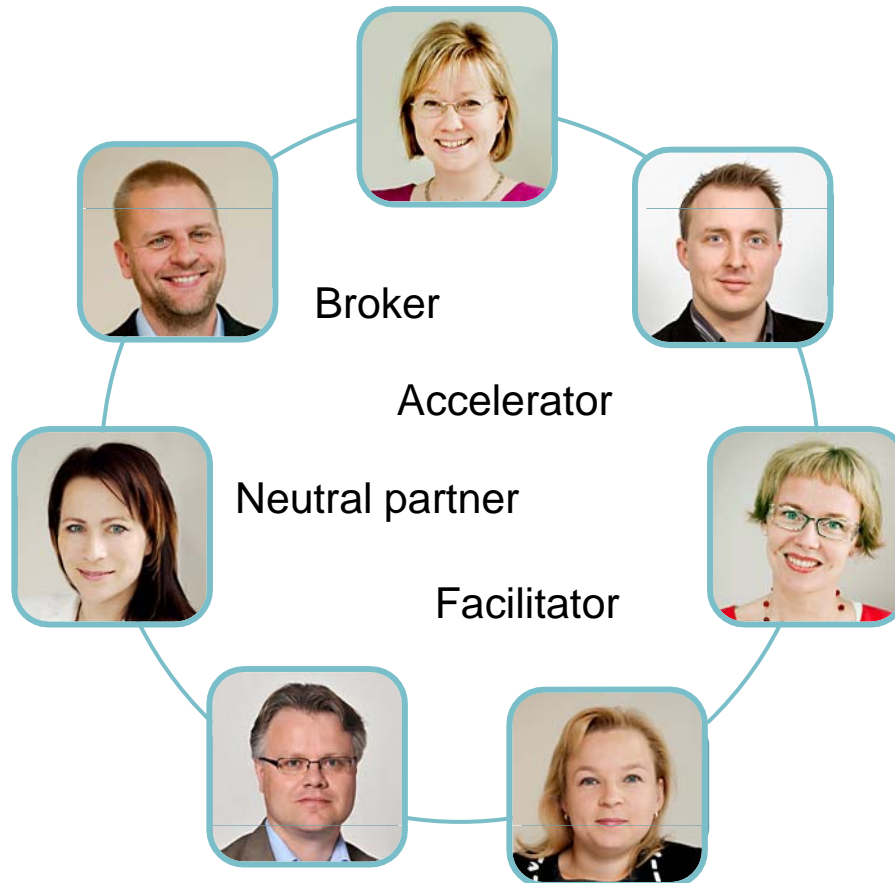
In Central Finland seven expertise managers are on hand to support local enterprises. They form an additional resource which companies are wisely making use of.

Tight network of companies and developers

The developer network comprises enterprises throughout the region:

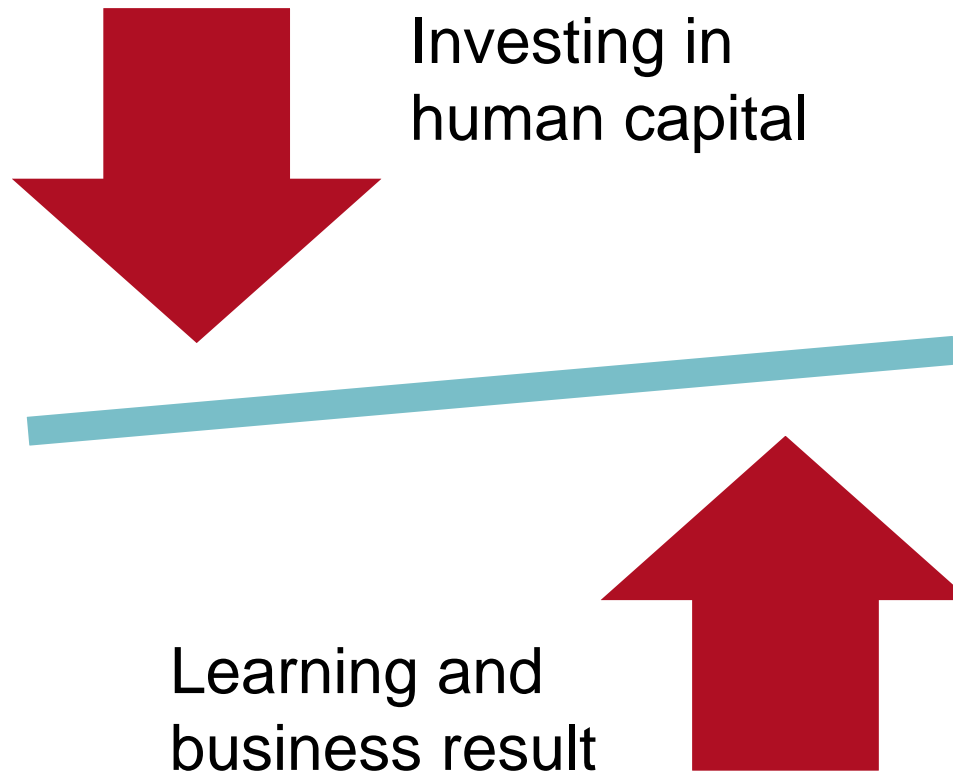
- Central Finland Chamber of Commerce,
- The Regional Association of Enterprises in Central Finland
- Development companies
- The Regional Council of Central Finland
- Jyväskylä College
- Jyväskylä Institute of Adult Education
- JAMK University of Applied Sciences
- The University of Jyväskylä
- Jämsä College
- Northern Central Finland Learning Centre
- TE Centre for Central Finland as well as TE offices

Expertice manager



Nina Rautiainen/Matti Härkönen

Investing in human capital



Developing organisational capability

Action plans, indicators,
tools and reports

Customer
focus

Human
capital
focus

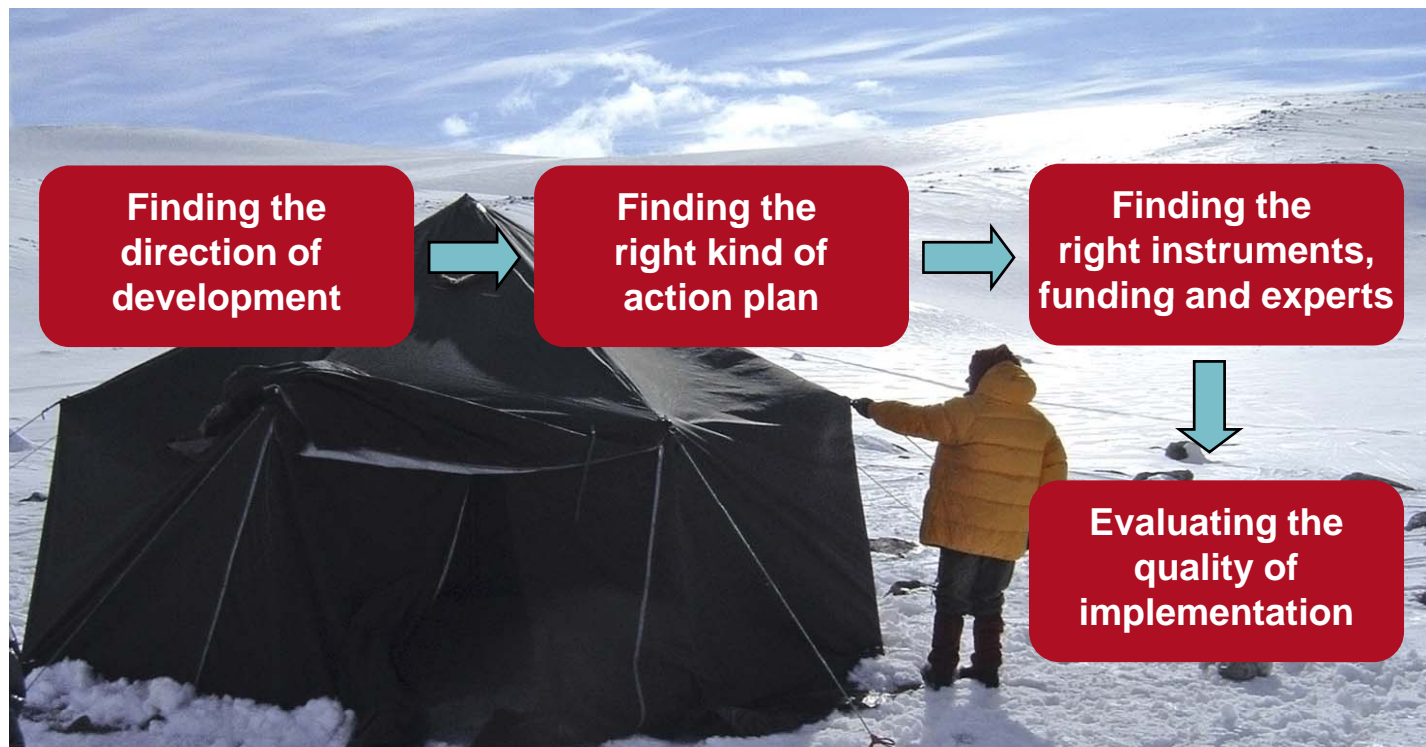
Business
focus

Developing organisational capability, customer focus – case service design

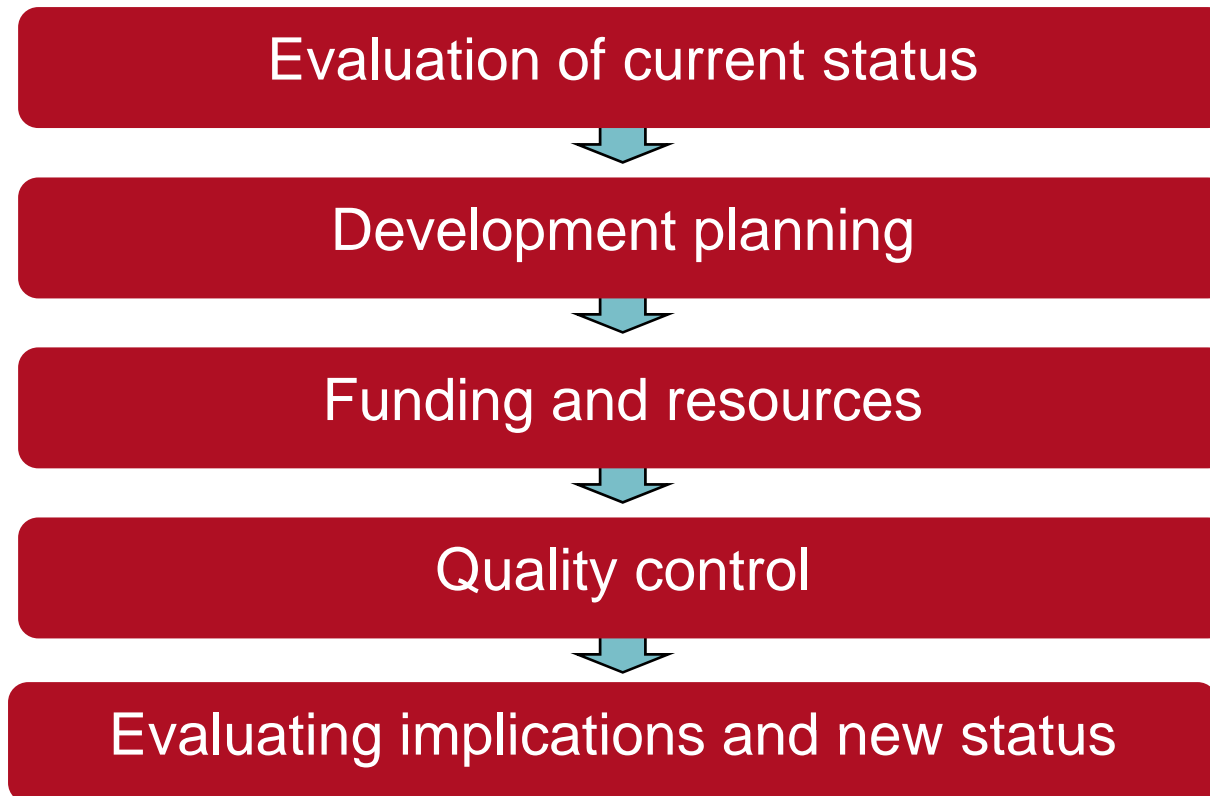


"Service Wallchart" Designed by Sean Blair and Stefan Moritz for the BusinessLink, 2005

Developing organisational capability, action plans – case Finn-Savotta Oy



Facilitating organisational learning



Developing organisational capability - key challenges in small businesses

How to find the
right direction of
development?

How to find the
right kind of
action plan?

How to find the
right instruments,
funding
and experts?