



SERVICE DESIGN AWARD 2025

SUMMARY: Project Title

Please give an overview of project:

Service Designer/team:

Service Provider:

Client/In house project:

Project Location(s):

Duration:

Year of Service Launch:

FORMAT: A maximum of 1 page - 450 words. The summary is a condensed version of the submission report suitable for publishing in media. Importantly, the summary should not contain any confidential information. Describe the service before the project, if applicable.

CONTENT

- Introduce project
- What was the context & industry sector?
- What was the challenge / brief?
- Target market
- Objectives
- Overview of process
- Outcomes - Concisely explain and illustrate the outputs at each stage of the process, final deliverables to your client and the final user-facing outputs of the project.
- Main impact - The impact statement should, to the best of your ability, include before-and-after quantitative and/ or qualitative data. In the case of a methodology or project that has not yet been fully applied or rolled out, specify the projected impact based on your case study or other work. You may want to mention the scale of impact on stakeholders, the market, locally and internationally.