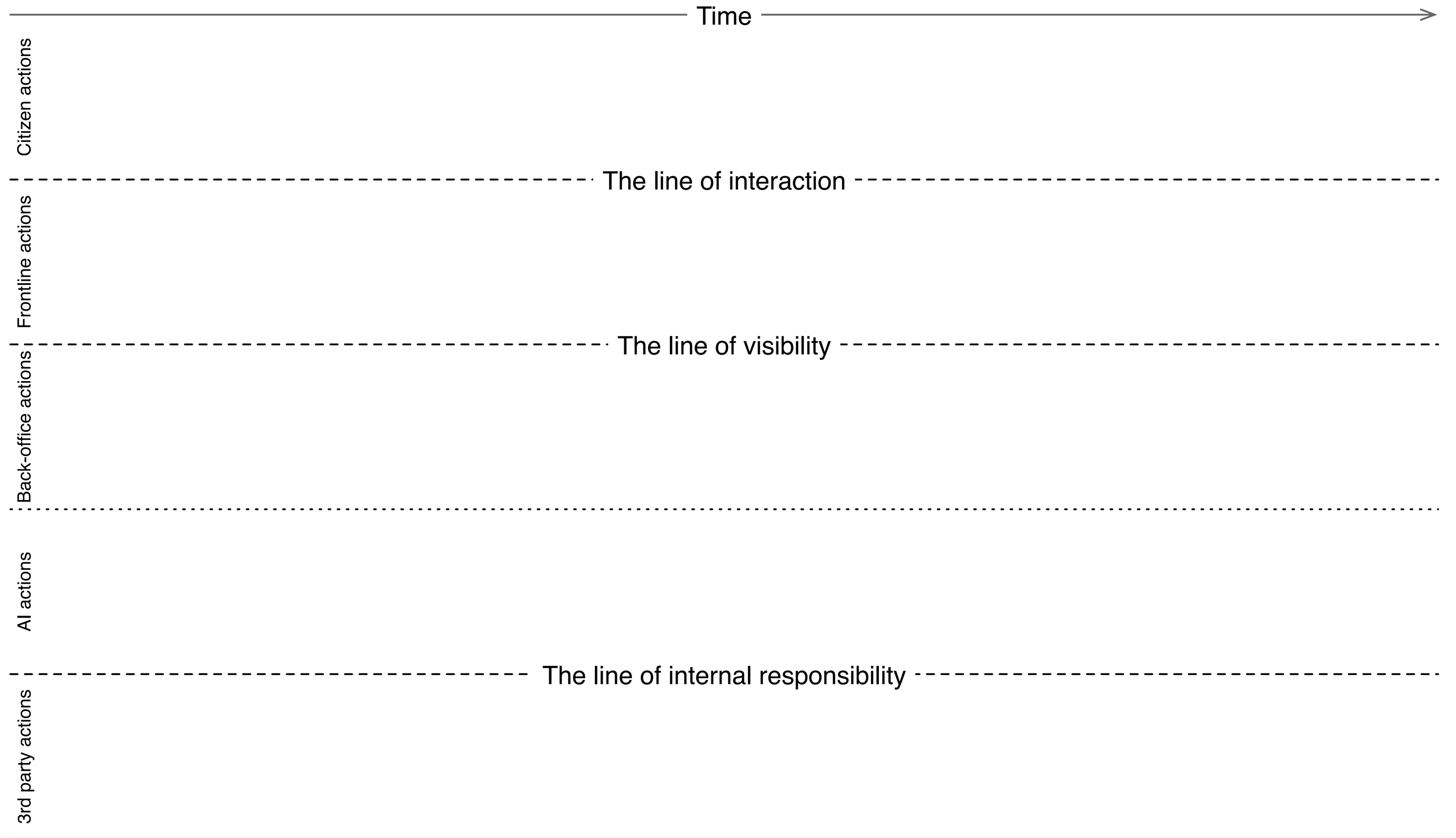


# Contestable Service Blueprint



**Adapted from:** Merholz, P., & Adaptive Path (Firm) (Eds.). (2008). Subject to change: Creating great products and services for an uncertain world (1st ed). O'Reilly Media.