



GLOSSARY

Service

The offering actor defined as the focus.

Service beneficiary

The benefited actor defined as the focus.

Service path

The linear path line connecting the service characteristic terms.

Opportunity

A possible service delivery that has not yet been developed.

Intangible

Provided without necessarily having physical evidence.

Tangible

Provided through a physical evidence.

Separable

Performed without having the beneficiaries in the same physical space.

Movable

Does not change when the physical position changes.

Inseparable

Performed only when the beneficiary is in the same physical space.

Immovable

Changes when the physical position changes.

Simultaneous

Can only exist if the beneficiaries exist or occur in the same time frame.

Dependent

Provided when combined with other tangible artifacts.

Not Simultaneous

Can exist without the beneficiaries being or occurring in the same time frame.

Independent

Provided almost independently of other tangible artifacts.

Heterogeneous

Changes in regard to different beneficiaries.

Perishable

Can only be performed during a Pre-determined and short period of time.

Homogeneous

Does not change in regard to different beneficiaries.

Non perishable

Can be performed for an indefinite amount of time.