

# MEET THE TEAM...

## Alison Duncan, SDA Administrator

Alison has accumulated a wealth of administration experience through various roles in different campuses at Dundee and Angus College. She has worked with the Service Design Academy since it was set up and has been involved with all aspects of the initiative providing full administration support.

Alison prepares and provides information for Service Design Academy delegates, manages workshop set-up and deals with applications, fees and funding.

### Anything that's surprised you about your role?

I have really enjoyed working with new systems and using different software. I've learned a lot about setting up new courses from the start and seeing the team create something new and different.

### Your greatest achievement?

Being adaptable and getting the new processes up and running.

### Why service design?

If a company wants to improve its services it should definitely consider signing up.

### Three words that sum up a typical working day for you?

Satisfying. Enjoyable. Achievable.

### Three words that sum up service design?

Planning. Implementing. Improving.

### Service design is all about walking in your customers' shoes. If you were a shoe what style would you be?

Converse – they remind me of fun times and are so comfortable.



# SERVICE DESIGN ACADEMY

Call us now:

**01382 834915**

info@sda.ac.uk

www.sda.ac.uk