

Gruppe	Teilnehmer	Fallstudie
1	Michèle Rogger Edith Lagler Zumbühl	Oak Hollow Medical Evaluation Center Oak Hollow Medical Evaluation Center
2	David Parolo Andreas Merz	Gnomial Functions, Inc. Gnomial Functions, Inc.
3	Janine Jung Evelyn Specker Martina Zürcher	Starbucks: Delivering Customer Service Starbucks: Delivering Customer Service Starbucks: Delivering Customer Service
4	Fabienne Homberger Marcos Gonçalves Valerio Stallone	Starbucks: Delivering Customer Service Starbucks: Delivering Customer Service Starbucks: Delivering Customer Service
5	Laura Messerer Jan Duevel Holger Scriba Daniel Montanari Bianca Theus	Shouldice Hospital Limited Shouldice Hospital Limited Shouldice Hospital Limited Shouldice Hospital Limited Shouldice Hospital Limited
6	Rafael Künzli Andreas Felix Daniel Chocano Schuler	Commerce Bank Commerce Bank Commerce Bank
7	Maarten Manders Tobias Schädler Adrian Stucki Daniela Gmuender	Innovation at Progressive (A) and (B) Innovation at Progressive (A) and (B) Innovation at Progressive (A) and (B) Innovation at Progressive (A) and (B)
8	Silvan Grieder Matthias Meier	Excel Logistics Services Excel Logistics Services
9	Olivier Stöckli Niklaus Brühlmann David Zahnd	Brightcove and the Future of Internet Television Brightcove and the Future of Internet Television Brightcove and the Future of Internet Television
10	Reto Winter Sarah Mekni Andrew Tresch Leopold Eggersdorfer	Monster.com: Success Beyond the Bubble Monster.com: Success Beyond the Bubble Monster.com: Success Beyond the Bubble Monster.com: Success Beyond the Bubble
11	Angela Michel Sandra Ruckstuhl Luca Giordani	Monster.com: Success Beyond the Bubble Monster.com: Success Beyond the Bubble Monster.com: Success Beyond the Bubble
12	Martina Mircheva Alexander Wenzel	MySpace MySpace
13	Eva Kärppälä Roger Walter Ursula Oehy	American Airlines American Airlines American Airlines
14		Freedom Express Freedom Express
15	Tobias Scheiwiller	Pronto Pizza
16	Annamarie Dober Melanie Demetriou	Bizzcenter 24 Bizzcenter 24
17	Reto Järmann Marco Porro Martin Burgherr	Delays at Logan Airport Delays at Logan Airport Delays at Logan Airport