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Ninth Edition



Bordoloi · Fitzsimmons · Fitzsimmons

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chapter includes definition of key terms introduction of fundamental theories several short case examples one long new case to explain the associated theories and recommended further reading

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book offers a comprehensive overview of extant knowledge on the topic Accessible and practical Winning in Service Markets bridges the gap between cutting edge academic research and industry practitioners and features best practices and latest trends on services marketing and management from around the world **Instructor's manual : to accompany "Service management : operations, strategy, and information technology / James A. Fitzsimmons ; Mona J. Fitzsimmons. - 2. ed."** James A. Fitzsimmons, Mona J. Fitzsimmons, 1998 **Service Science Research, Strategy and Innovation: Dynamic Knowledge Management Methods** Delener, N., 2012-01-31 This book explores areas such as strategy development service contracts human capital management leadership management marketing e government and e commerce Provided by publisher **Production/operations Management** William J. Stevenson, 1999 The material in this book is intended as an introduction to the field of production and operations management It is suitable for both undergraduate and graduate students

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