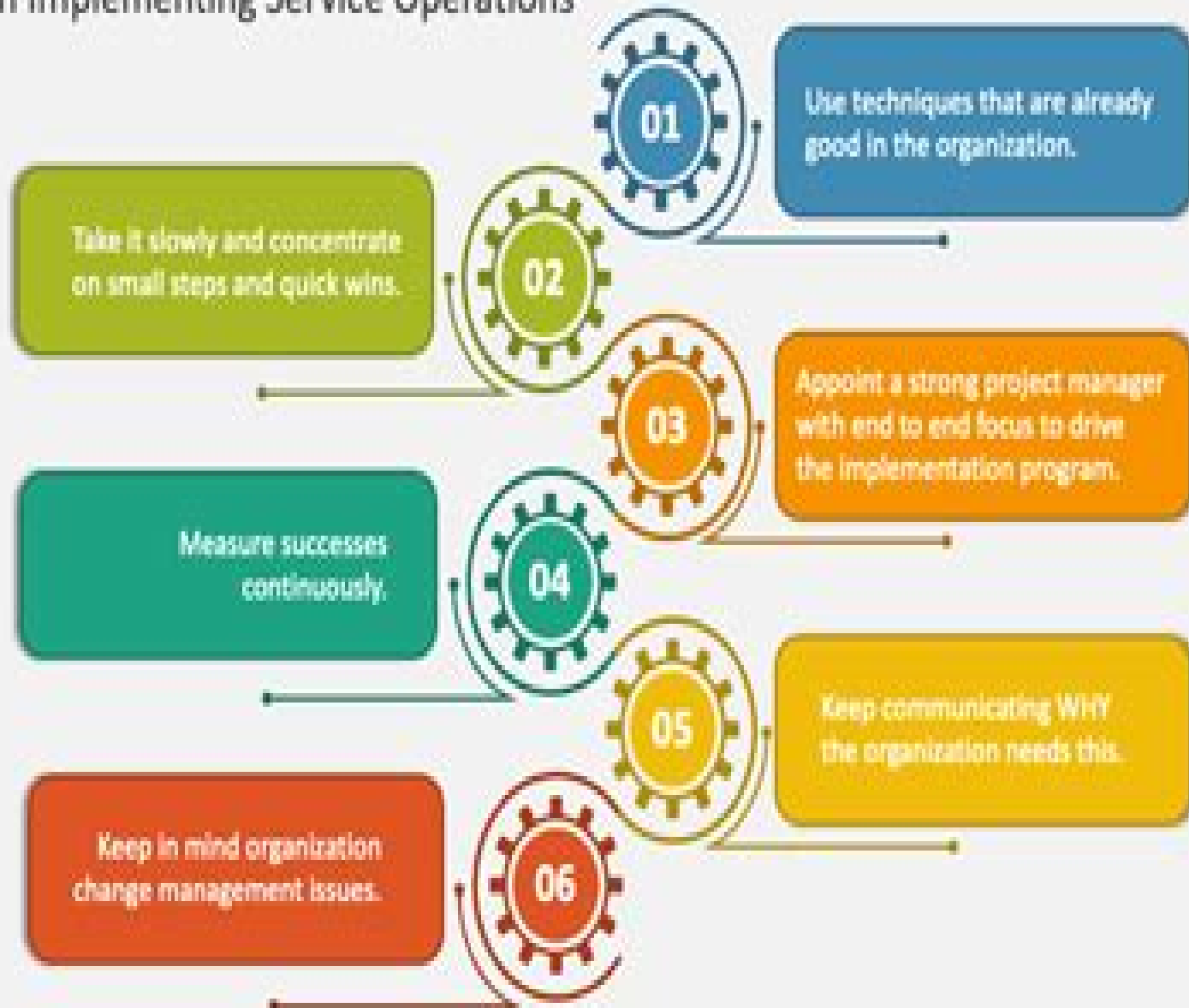


SERVICE OPERATIONS MANAGEMENT

Factors in Implementing Service Operations



Service Operations Management Strategy Design And Delivery

Albert A Gayle



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