

Tenth Edition

SERVICE MANAGEMENT

Operations, Strategy, and Information Technology



James A. Flaherty • Mona J. Flaherty



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is the most comprehensive and widely used introduction to service operations on the market written by one of the top authorities on the subject and it is designed to develop students skills in both strategic and operational issues pertaining to services New material on Professional Service Firms highlights IBM s initiative to establish a Service Science Management and Engineering discipline The Sixth Edition also offers the latest information on Six Sigma and RFID as well as recent developments in other important industry topics Text coverage spans both qualitative and quantitative aspects of service management and offers flexibility in courses offering varying approaches to the study of service operations The ancillary package includes student CD ROM and Website that includes self test quizzes video clips ServiceModel Software and the Mortgage Service Game "*Code of Massachusetts regulations, 2010*" ,2010 Archival snapshot of entire looseleaf Code of

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