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TENTH EDITION

# Service Management

Operations, Strategy, Information Technology

Sanjeev Bordoloi · James Fitzsimmons · Mona Fitzsimmons



# Service Management Operations Strategy And Information Technology

**Mona Fitzsimmons,James  
Fitzsimmons,Sanjeev Bordoloi**



## **Service Management Operations Strategy And Information Technology:**

**Service Management: The Role of Services in an Economy**Chapter 2. The Nature of ServicesChapter 3. Service StrategyChapter 4. New Service DevelopmentChapter 5. Technology in ServicesChapter 6. Service QualityChapter 7. The Service EncounterChapter 8. The Supporting FacilityChapter 9. Service Facility LocationChapter 10. Managing Service ProjectsChapter 11. Forecasting Demand for ServicesChapter 12. Managing Capacity and DemandChapter 13. Managing Waiting LinesChapter 14. Capacity Planning and Queuing ModelsChapter 15. Managing Service Supply RelationshipsChapter 16. Managing Facilitating GoodsChapter 17. Growth and

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