

Tenth Edition

# SERVICE MANAGEMENT

Operations, Strategy, and Information Technology



James A. Flaherty • Mona J. Flaherty



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*Service Management* James A. Fitzsimmons, Mona J. Fitzsimmons, 2006 Accompanying CD ROM contains an assortment of valuable learning tools such as the latest version of ServiceModel software and interactive chapter quizzes all of which facilitate a deeper understanding of service operations and management P 4 of cover

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James Fitzsimmons, Mona Fitzsimmons, 2007-10-05

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