



Service Management And Operations

SANJEEV. BORDOLOI



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Service Management James A. Fitzsimmons, Mona J. Fitzsimmons, 2001 Service Management Sanjeev Bordoloi, James A. Fitzsimmons, Mona J. Fitzsimmons, 2018-01-23 The ninth edition continues to acknowledge and emphasize the essential uniqueness of service management The text is organized in four parts Part One Understanding Services which provides a historical context as well as distinguishes the distinctive characteristics of service operations Part Two Designing the Service Enterprise which covers designing the service enterprise to support the competitive strategy Part Three Managing Service Operations that details topics such as Managing Capacity Demand and Waiting Lines and Service Supply Relationships and Part Four Quantitative Models for Service Management that addresses forecasting and managing service inventory

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multidisciplinary reference thoroughly covers today's most effective theories and methods for managing service organizations drawing on innovative insights from economics consumer behavior marketing strategy and operations management Leading experts Cengiz Haksever and Barry Render provide crucial insights into emerging service operation and supply chain topics reinforcing key points with up to date case studies Service Management contains a valuable chapter length introduction to linear and goal programming and its services applications and also addresses many other topics ignored by competitive texts such as Service SCM methods and approaches Focusing on customers and their service purchase behavior Service productivity Managing public and private nonprofit service organizations Vehicle routing and scheduling Ethical challenges to SCM Service Management will be an invaluable resource for senior and mid level managers throughout any service organization and for students and faculty in any graduate or upper level undergraduate program in service management service operations management or operations management **Service Management and**

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