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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

SANJEEV. BORDOLOI



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Service Management autor Bordoloi, Sanjeev, 2023

Instructor's manual : to accompany "Service management : operations, strategy, and information technology / James A. Fitzsimmons ; Mona J. Fitzsimmons. - 2. ed." James A. Fitzsimmons, Mona J. Fitzsimmons, 1998

Operations Strategy , Information Technology in the Service Economy: Michael Barrett, Elizabeth Davidson, Catherine Middleton, Janice I. DeGross, 2010-05-09 This book represents the compilation of papers presented at the IFIP Working Group 8.2 conference entitled Information Technology in the Service Economy Challenges and Possibilities for the 21 Century The conference took place at Ryerson University Toronto Canada on August 10-13 2008 Participation in the conference spanned the continents from Asia to Europe with paper submissions global in focus as well Conference submissions included completed research papers and research in progress reports Papers submitted to the conference went through a double blind review process in which the program co chairs an associate editor and reviewers provided assessments and recommendations The editorial efforts of the associate editors and reviewers in this process were outstanding To foster high quality research publications in this field of study authors of accepted papers were then invited to

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Operations Strategy Terry Hill, Alex Hill, 2017-10-12 This new core textbook underpinned by rigorous academic research and industry best practice offers a practical approach designed to provide students with the tools and techniques required to design and develop an operations strategy Authored by two of the most well respected authorities in the field the book's clear and accessible content explains how operations strategy can create value for an organisation and positively impact on business performance Case studies with international relevance and which draw on examples from a wide range of industry sectors help students to link theory and practice develop analytical and problem solving skills and gain an understanding of operations strategy in the real world This textbook caters primarily for MBA students studying modules in Operations Strategy or Operations Management and is also suited to postgraduate students studying Operations Strategy on specialist courses such as Operations and Supply Chain Management or Logistics and Operations Management In addition this is an important text for final year level undergraduate students studying Operations Strategy or Strategic Operations Management

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Service Leadership Svafa Gronfeldt, Judith Strother, 2005-11-30 The purpose of this book is to provide a comprehensive theoretical framework as well as practical strategies not just for survival but for a true search for excellence in the uncertain and ever changing world of customer service management The theoretical framework is based on the notion that customer service contains three key variables a promise a process and people After going through the step by step process of service management the reader will have the necessary understanding and skill to choose the right strategy for the right circumstances to design service processes to identify the means and methods to implement these processes and to measure the outcome Key Features Shares insight from CEO's on how service leaders think strategize and apply tools of the trade to achieve their objectives Relates chapter content to real world challenges faced by corporations Includes a discussion on both

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