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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

Hossein Bidgoli



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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

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