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THE SERVICE EDGE

101 Companies
That Profit from
Customer Care

by **RON ZEMKE** Co-author of *SERVICE AMERICA*
with **DICK SCHAAF**

Foreword by **TOM PETERS**

Service Edge 101 Companies That Profit From Customer Care

Harsh V. Verma



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Handbook of Service Science Paul P. Maglio, Cheryl A. Kieliszewski, James C. Spohrer, 2010-06-14 As the service sector expands into the global economy, a new science of service is emerging, one that is dedicated to encouraging service innovation by applying scientific understanding, engineering discipline, and management practice to designing, improving, and scaling service systems. *Handbook of Service Science* takes the first major steps to clarifying the definition, role, and future of this nascent field. Incorporating work by scholars from across the spectrum of service research, the volume presents multidisciplinary perspectives on the nature and theory of service, on current research and practice in design, operations, delivery, and innovation of service, and on future opportunities and potential of service research. *Handbook of Service Science* provides a comprehensive reference suitable for a wide-reaching audience, including researchers, practitioners, managers, and students who aspire to learn about or to create a deeper scientific foundation for service design and engineering, service experience, and marketing and service management and innovation.

The Rotarian, 1989-05 Established in 1911, *The Rotarian* is the official magazine of Rotary International and is circulated worldwide. Each issue contains feature articles, columns, and departments about or of interest to Rotarians. Seventeen Nobel Prize winners and 19 Pulitzer Prize winners, from Mahatma Gandhi to Kurt Vonnegut Jr., have written for the magazine.

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