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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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Fitzsimmons, Mona J. Fitzsimmons, 2011 Balancing conceptual and applied coverage of all aspects of the management and operation of services Service Management has maintained the position as market leader through five previous editions It is the most comprehensive and widely used introduction to service operations on the market written by one of the top authorities on the subject and it is designed to develop students skills in both strategic and operational issues pertaining to services The Seventh Edition also offers the latest information on Six Sigma and RFID as well as recent developments in other important industry topics Text coverage spans both qualitative and quantitative aspects of service management and offers flexibility in courses offering varying approaches to the study of service operations The new edition is designed to develop students skills in both strategic and operational issues pertaining to services **SERVICE MANAGEMENT**

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*Proceedings of the 6th CIRP-Sponsored International Conference on Digital Enterprise Technology* George Q. Huang, K.L. Mak, Paul G. Maropoulos, 2009-12-12 This Proceedings volume contains articles presented at the CIRP Sponsored International Conference on Digital Enterprise Technology DET2009 that takes place December 14-16 2009 in Hong Kong This is the 6th DET conference in the series and the first to be held in Asia Professor Paul Maropoulos initiated hosted and chaired the 1st International DET Conference held in 2002 at the University of Durham Since this inaugural first DET conference DET conference series has been successfully held in 2004 at Seattle Washington USA in 2006 at Setubal Portugal in 2007 at Bath

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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 ,

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