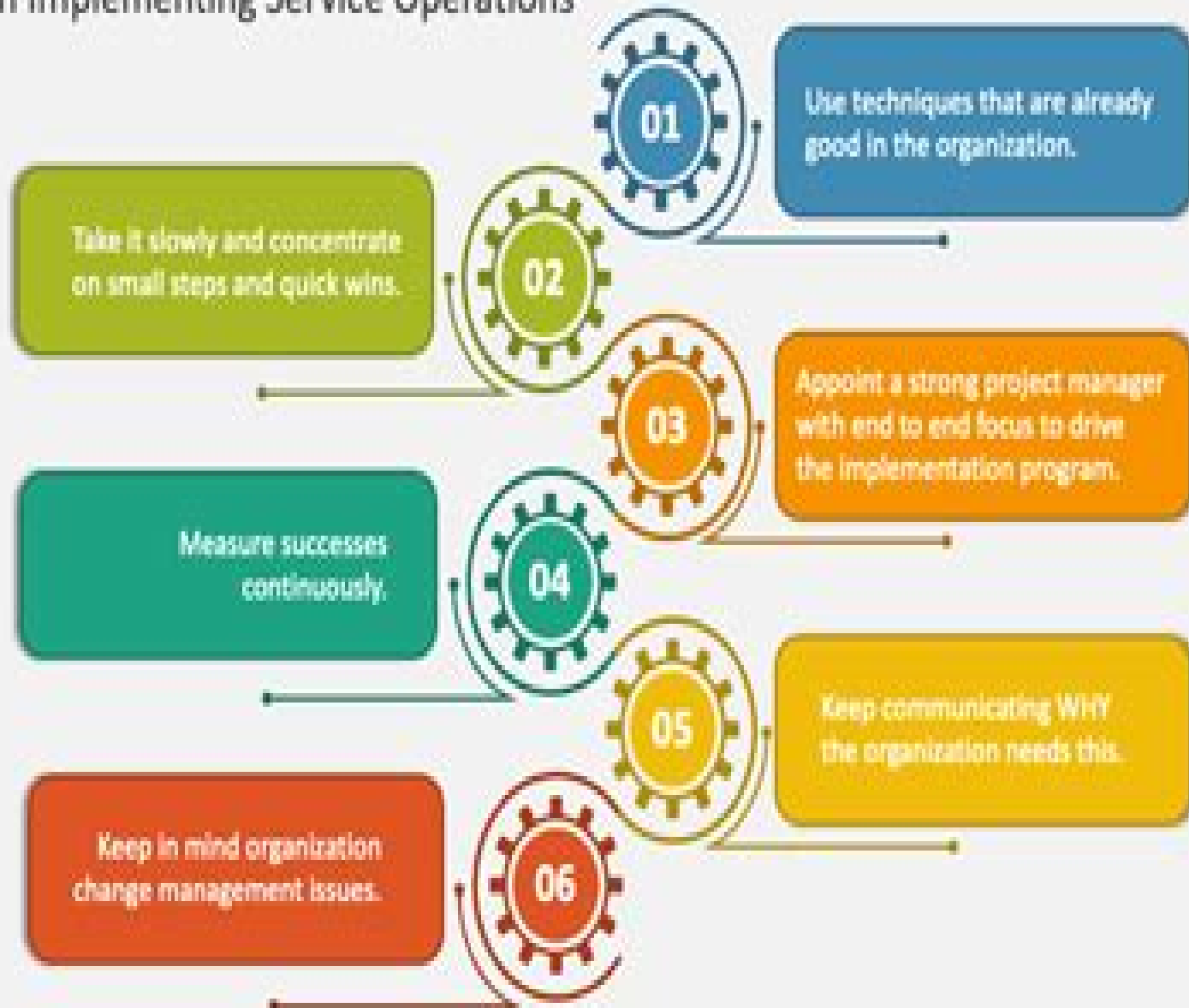


SERVICE OPERATIONS MANAGEMENT

Factors in Implementing Service Operations



Services Operations Management

Bill Hollins, Sadie Shinkins



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