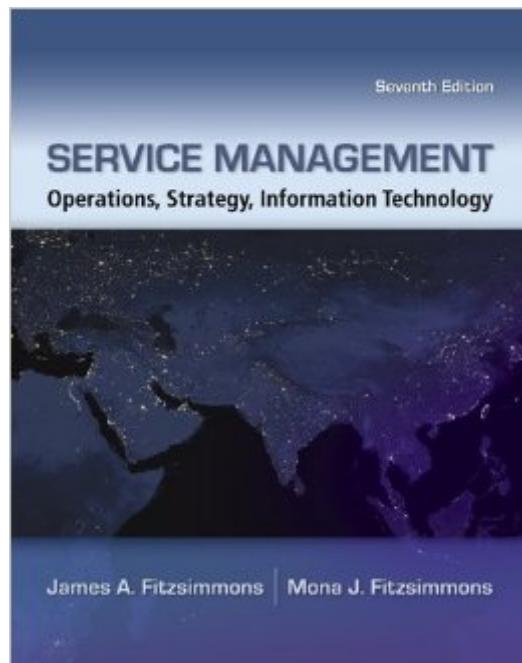


The book was found

# Service Management With Premium Content Access Card



## **Synopsis**

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.

## **Book Information**

Hardcover: 541 pages

Publisher: McGraw-Hill/Irwin; 7 edition (March 19, 2010)

Language: English

ISBN-10: 0077426975

ISBN-13: 978-0077426972

Product Dimensions: 8.8 x 1.1 x 11.2 inches

Shipping Weight: 3.6 pounds

Average Customer Review: 4.5 out of 5 stars [See all reviews](#) (8 customer reviews)

Best Sellers Rank: #123,586 in Books (See Top 100 in Books) #12 in Books > Computers & Technology > Web Development & Design > Content Management #57 in Books > Business & Money > Processes & Infrastructure > Operations Research #2780 in Books > Textbooks > Business & Finance

## **Customer Reviews**

Book is easy to read for the most part. However some of the chapters dealing in problem solving are not as intuitive or clear as they should be.

great book, tons of examples.... it made my class a lot easier... i like how it has cases that can be used to practice what you learn

It has helped me with my class and I am able to understanding. I love the stories about the different

companies and their strategies

A+

[Download to continue reading...](#)

Service Management with Premium Content Access Card Essentials of Nursing Leadership & Management (with Premium Web Site Printed Access Card) Statistics for Management and Economics (with Online Content Printed Access Card) 9th (ninth) Edition by Keller, Gerald (2011) Using Computers in the Law Office (with Premium Web Site Printed Access Card) (West Legal Studies) PianoLab: An Introduction to Class Piano (with Premium Website Printed Access Card & Keyboard for Piano) Next Generation SOA: A Concise Introduction to Service Technology & Service-Orientation (The Prentice Hall Service Technology Series from Thomas Erl) Income Tax Fundamentals 2016 (with H&R BlockTM Premium & Business Access Code) MathXL Standalone Access Card (6-month access) FrameMaker - Creating and Publishing Content: LEARN TO USE, MANAGE, AND PUBLISH CONTENT WITH ADOBE FRAMEMAKER Content Everywhere: Strategy and Structure for Future-Ready Content Content is King: How to use great SEO content, video and analytics to put you ahead of the game Creating Fat Content: Boost Website Traffic with Visitor-Grabbing, Google-Loving Web Content Documents, Presentations, and Workbooks: Using Microsoft Office to Create Content That Gets Noticed- Creating Powerful Content with Microsoft Office SOA with Java: Realizing Service-Orientation with Java Technologies (The Prentice Hall Service Technology Series from Thomas Erl) Training Your Own Service Dog Book 2: Training Psychiatric Service Dogs - PTSD, Anxiety Disorders, and Depression The Complete Works of Stephen Crane (12 Complete Works of Stephen Crane Including The Red Badge of Courage, Maggie - A Girl of the Streets, Active Service, The O'Ruddy, Active Service, And More) Management And Leadership For Nurse Administrators (Roussel, Management and leadership for Nurse Administrators With Online Access) Content Management Bible (2nd Edition) Adobe Experience Manager Quick-Reference Guide: Web Content Management [formerly CQ] Web Content Management: Systems, Features, and Best Practices

[Dmca](#)