

# Service Management Operations Strategy Information Technology

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Service Management Operations, Strategy, Information Technology Eighth Edition James A. Fitzsimmons Seay Professor of Business Emeritus University of Texas at Austin Mona J. Fitzsimmons Sanjeev Bordoloi Associate Professor of Operations Management ...

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2 Classic Operations Management emphasizes elimination of variability, but service operations need to accommodate customer variability 3 In service ops, customers are key inputs and sometimes processors in the system What must be different in service operations? Breaking the Trade-Off Between Service ...

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Service Management - Introduction Univ.-Prof. Dr.-Ing. Wolfgang Maass Chair in Economics - Information and Service Systems (ISS) Saarland University, Saarbrücken, Germany WS 2011/2012 ...

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