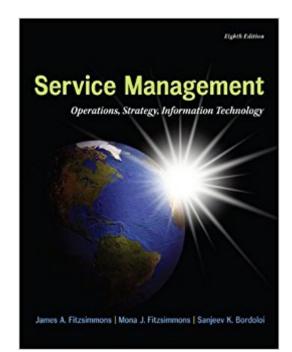
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# MP Service Management With Service Model Software Access Card (McGraw-Hill/Irwin Series Operations And Decision Sciences)





## Synopsis

The eighth edition continues to acknowledge and emphasize the essential uniqueness of service management. The text is organized in four parts: Part One: Understanding Services, which provides a historical context as well as distinguishes the distinctive characteristics of service operations; Part Two: Designing the Service Enterprise, which covers designing the service enterprise to support the competitive strategy; Part Three: Managing Service Operations that details topics such as Managing Capacity, Demand and Waiting Lines and Service Supply Relationships and; Part Four: Quantitative Models for Service Management that addresses forecasting and managing service inventory.

## **Book Information**

Series: McGraw-Hill/Irwin Series Operations and Decision Sciences Printed Access Code: 524 pages Publisher: McGraw-Hill Education; 8 edition (January 22, 2013) Language: English ISBN-10: 0077841204 ISBN-13: 978-0077841201 Product Dimensions: 8.7 x 1 x 11.1 inches Shipping Weight: 3 pounds (View shipping rates and policies) Average Customer Review: 4.8 out of 5 stars Â See all reviews (8 customer reviews) Best Sellers Rank: #192,777 in Books (See Top 100 in Books) #80 in Books > Business & Money > Processes & Infrastructure > Operations Research #4252 in Books > Textbooks > Business & Finance

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