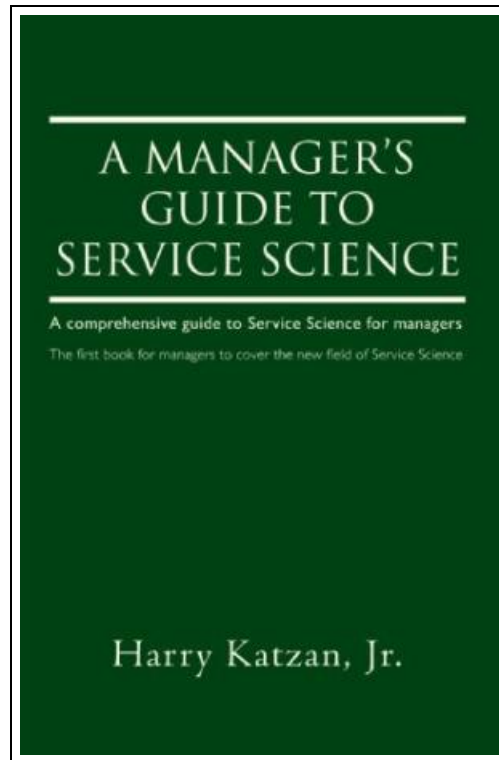


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(Ken Watsica)

A MANAGER S GUIDE TO SERVICE SCIENCE: A COMPREHENSIVE GUIDE TO SERVICE SCIENCE FOR MANAGERS



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