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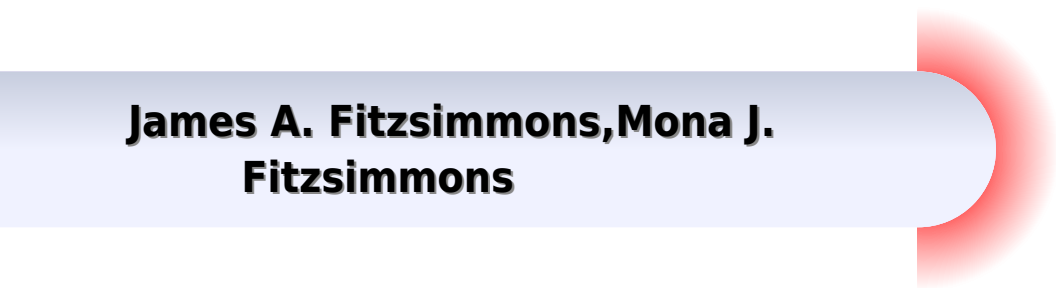
Operations, Strategy, Information Technology

James A. Fitzsimmons

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By James Fitzsimmons Service Management Operations Strategy Information Techno Seventh 7th Edition

**James A. Fitzsimmons, Mona J.
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