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James A Fitzsimmons is a BSE in industrial engineering (Univ of Michigan), an MBA (Western Michigan Univ) and a PhD (UCLA). He has consulted several organizations, including large government bodies. He has edited and co-authored many books and journals. Mona J Fitzsimmons is a graduate from the University of Michigan, did her graduate work in geology.

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Service Management: Operations, Strategy, Information

"Broadly, a service system (Spohrer et al., 2007) or service world (Bryson et al., 2004) is a complex adaptive system of people, and technologies working 20.10.2011 Univ.-Prof. Dr.-Ing.

Service Management â€" Introduction

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