

Service Systems Management and Engineering

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Chang, C.M. 2010. *Service Systems Management and Engineering: Creating Strategic Differentiation and Operational Excellence*. Hoboken, NJ, USA: John Wiley & Sons.

Usage

This source is considered a primary reference for the following articles:

- History of Systems Science
- Types of Systems
- Engineered System Context
- Fundamentals of Services
- Value of Service Systems Engineering
- Properties of Services

Annotation

This book discusses essential tools for career seekers in the service field and covers techniques on how to apply scientific, engineering, and business management principles effectively to integrate technology into the workplace. This book provides broad-based concepts, skills, and capabilities in several service systems categories, including creative thinking and innovations in services, knowledge management, and globalization. The book also includes materials supplemented by a large number of case studies and examples for enhanced learning. The book also presents skills for successful implementation of service engineering and management

to create strategic differentiation and operational excellence for service organizations.

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