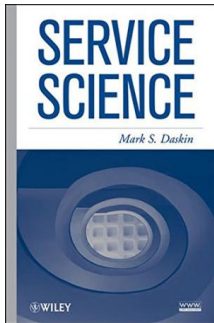


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## SERVICE SCIENCE: SERVICE OPERATIONS FOR MANAGERS AND ENGINEERS (HARDBACK)



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- Authored by Mark S. Daskin
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