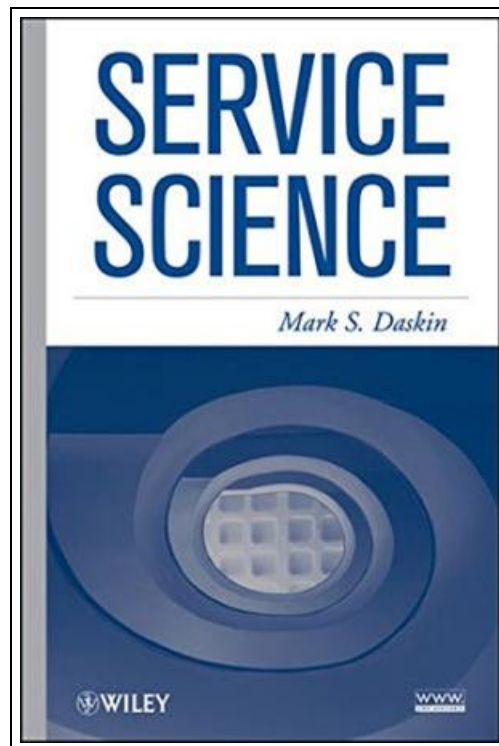


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(Georgiana Pacocha)

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



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