

Shouldice Hospital Limited Case Study Analysis

This exciting resource examines pioneering, successful business models in healthcare services, emphasizing bold and innovative entrepreneurship in creating care delivery that is accessible, affordable, and effective. Expert contributors supply fascinating case studies of visionary principles at work in hospitals, specialist care, eHealth providers, and insurers along with practical guidance on building and sustaining a vision, a brand, an organization, and a loyal base of clients, employees, and investors. Featured companies demonstrate how moving beyond conventional patient/provider, service/cost, and other relationships can translate into improvements that benefit clients' health and stakeholders' bottom line as well as the larger community and potentially the world. Coverage analyzes key attributes of these successful entities, detailing key challenges, funding issues, and especially breakthrough goals, including: Strengthening mutual caring and sharing. Letting prevention and self-management work. Patient-centered organization of information and everyday care. Deploying services and instruments to help customers take control. Implementing differentiation in specialized healthcare. The result is crucial takeaways for creating transformational business models in health fields. Approachably written and brimming with infographics, *Brilliant Business Models in Healthcare* provides inspiring role models for entrepreneurs, managers, consultants, and professionals in the healthcare sector, including providers, insurers, technology suppliers, and pharmacists.

This book contains a simple but powerful definition of services based upon a separation between back-stage and front-stage

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activities. Services deal with front interactions, production and manufacturing with back-stage operations. Teboul uses this distinction to systematically explore the important issues of the field.

This unique and comprehensive book presents a unifying paradigm for understanding operations, based in the belief that a large part of operations management is the design and management of business processes. The overall objective of the book is to demonstrate how managers can control process structure and process drivers to achieve desired business process performance. This framework is applied to understand which levels managers have to control: cycle time, capacity, inventory, and quality. Providing a conceptual and logically rigorous approach, *Managing Business Process Flows* discusses the subject in three steps: model and understand the process and its flows; study causal relationships between process structure and certain performance metrics; and formulate implications for managerial actions by filtering out managerial levers ("process drivers") and their impact on process performance. The book also identifies managerial levers, and establishes a connection between operational and financial measurements. An essential resource for all management professionals, especially Management Consultants specializing in operations and supply chains, Managers and VPs overseeing supply chains, and Plant Managers. ÿ

Hundreds of large organizations worldwide have used the groundbreaking Service Profit Chain to improve business performance. Now *The Ownership Quotient* reveals the next generation of the chain: customer and employee "owners" of your business. Employee-owners exhibit such enthusiasm for their organization that they infect countless customers with similar satisfaction, loyalty, and dedication. Customer-owners are in turn so satisfied with their experience that they relate

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their stories to others, persuade them to try your product, and provide constructive criticism and new product ideas. As a new generation of managers has been changing the way that products and services are designed and delivered, authors Heskett, Sasser, and Wheeler have followed the evolution of this new ownership model. Case studies from companies as diverse as Harrah's Entertainment, ING Direct, Build-a-Bear Workshop, and Wegmans Food Markets bring home the central principle of engagement - and showcase ways to raise the ownership quotient among both your employees and your customers. With the authors' decades of consulting and research paving the way, you'll learn to identify your customer-owners; consistently exceed their expectations in ways they truly appreciate; and foster, measure, and grow the Ownership Quotient throughout your company. An organization that learns how to cultivate an ownership attitude creates a self-reinforcing relationship between customers and front-line employees. The lifetime value of a customer-owner can be equivalent to that of more than a hundred typical customers. And that makes the lifetime value of an employee who can promote customer ownership priceless. This powerful and practical book shows you how to add that value to your company and delight your employees, customers, and investors. Is your organization ready to make the transition to an ownership state of mind?

Who Wins, Who Loses In The Transformation Of America's Largest Service Industry

Reinventing Case Study Research

Complications

Handbook of Research on Creativity and Innovation

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Dynamic Supply Chains

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Este libro resume y sistematiza un trabajo de cinco años de investigación y debate con directivos de empresas de servicios sobre las causas y planteamientos que subyacen al éxito empresarial en este sector. La labor universitaria y de consultoría de sus aut

The second and thoroughly revised edition of the 1999 reference provides substantially expanded citations in vital areas such as institutional liability, genetics, managed care, integrated delivery systems, professional regulation, and antitrust law. This comprehensive reference work is unique in its scope, accuracy, timeliness, and viability. It is endorsed by the American Health Lawyers Association and the American Hospital Association.

Market Leadership Strategies for Service Companies reveals the key strategies for creating and sustaining a market leadership position for any service business. Service industry experts Craig A. Terrill and Arthur G. Middlebrooks affirm that in order to become a dominant market leader, a service company must find ways to: Define their service business and the benefits customers receive Reveal the intangible aspects of the service experience Move in a different direction

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from competitors by addressing new, intense, and unmet customer needs Put people back into the equation, not just automate and reengineer to increase operational efficiency Find ways to move away from the parity battles (i.e., fights over the perceived equality of the same type of service from different companies) in their particular industry Offering a detailed, comprehensive plan, the authors employ examples drawn from a wide selection of recognizable service companies, such as Southwest Airlines, Dominos Pizza, Pizza Hut, Taco Bell, Fed Ex, Home Depot, IBM, Marriott Hotels, MiniMaids, and more. The result is a highly effective practitioner's guide that includes best practices and case studies. Praise for Market Leadership Strategies for Service Companies " The number one problem for every service firm today is differentiation. Craig Terrill and Art Middlebrooks challenge us to become market leaders by doing things differently in employee engagement and service innovation. This book is the bible for service industry executives who want to be change agents in their business and who seek practical solutions to achieving growth." -- J. Terrence Franke, principal, sales and marketing Hewitt Associates

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"This book aims to help healthcare management students and working professionals find ways to improve the delivery of healthcare, even with its complex web of patients, providers, reimbursement systems, physician relations, workforce challenges, and intensive government regulation. Taking an integrated approach, the book puts the tools and techniques of operations improvement in the context of healthcare so that readers learn how to increase the effectiveness and efficiency of tomorrow's healthcare system." -- back of the book
National Library of Medicine Current Catalog

Master Techniques in Surgery: Hernia Factory or Theater?

U.S. Health Law and Policy 1999

Notes from the Life of a Young Surgeon

Master Techniques in Surgery

Issues for Feb. 1965-Aug. 1967 include Bulletin of the Institute of Management Sciences.

Make it easy for students to understand: Clear, Simple Language and Visual Learning Aids The authors use simple English and short sentences to help students grasp concepts more easily and quickly.

The text consists of full-colored learning cues, graphics, and diagrams to capture student attention and help them visualize concepts. Know Your ESM presents quick review questions designed to help students consolidate their understanding of key chapter concepts. Make it easy for students to relate: Cases and Examples written with a Global Outlook The first edition global

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outlook is retained by having an even spread of familiar cases and examples from the world's major regions: 40% from American, 30% from Asia and 30% from Europe. Help students see how various concepts fit into the big picture: Revised Framework An improved framework characterized by stronger chapter integration as well as tighter presentation and structure. Help instructors to prepare for lessons: Enhanced Instructor Supplements Instructor's Manual: Contain additional individual and group class activities. It also contains chapter-by-chapter teaching suggestions. Powerpoint Slides: Slides will feature example-based teaching using many examples and step-by-step application cases to teach and illustrate chapter concepts. Test Bank: Updated Test Bank that is Test Gen compatible. Video Bank: Corporate videos and advertisements help link concept to application. Videos will also come with teaching notes and/or a list of questions for students to answer. Case Bank: Cases can be in PDF format available for download as an Instructor Resource.

“John Gattorna is one of the most original thinkers in the fast-changing arena of supply chain management. He has pioneered the idea of dynamic alignment which is so powerfully presented in this ground-breaking book.” Martin Christopher, Professor of Marketing & Logistics, Cranfield School of Management Supply chains are at the heart of competitive advantage in business today. If supply chains are managed successfully, companies will be able to deliver their products and services to customers in a smart, cost-effective way. The key to successful supply chain management is recognising that it's people who really drive the living supply chains that are at the heart of businesses. Supply chains are powered by the energy and expertise of employees and suppliers and by the changing wants and needs of customers. John Gattorna calls this principle of matching changing customer needs and desires with different supply chain strategies dynamic alignment. To secure space in a new market, to grow or keep existing markets companies have to get their products out there faster. They need to

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be the first with new products and services and the first to match them with particular customer groups. The dynamic alignment model gives a structured way of linking customer expectations to the operational side of business while maintaining the flexibility to systematically modify fulfilment processes as customers inevitably change their buying preferences.

Demonstrates how to apply swift, even flow to practice in order to improve productivity and improve how companies run.

Cases and Readings

U.S. Health Law and Policy 2001

The Role of Management

Current Catalog

Putting the Service Profit Chain to Work for Unbeatable

Competitive Advantage

Operations Management

Autobiography of Atul Gawande, a surgeon in United States of America; this personal narrative exposes surgery of its follies to the extent it is human as it is idealised science.

By one estimate, the U.S. wastes \$480 billion annually on healthcare expenditures that don't improve care. Worse, because of faulty systems - not personnel - up to 98,000 people die every year due to preventable medical errors - and that doesn't count non-terminal events such as hospital-acquired infections. In Hospital Operations, two leading operations management experts and four senior physicians demonstrate how to apply new OM advances to substantially improve any hospital's operational, clinical, and financial performance. Replete with examples, this book shows how to diagram hospital flows, trace interconnections, and optimize flows for better performance. Readers will find specific

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guidance on improving emergency departments, operating rooms, hospital floors, and diagnostic units; and successfully applying metrics. Coverage includes: reducing ER overcrowding and enhancing patient safety...improving OR scheduling, enhancing organizational learning, and responding to surgeons and other stakeholders... improving bed availability, optimizing nurse schedules, and creating more seamless patient handoffs... reducing lab turnaround time, improving imaging responsiveness, and decreasing lab errors...successfully applying the right metrics for every facet of hospital performance. The authors conclude by previewing the "Hospital of the Future," addressing issues ranging from prevention and self-care to the evolution of technology and evidence-based medicine. This cutting-edge Handbook takes stock of a diverse set of theoretical and methodological perspectives that address creativity, innovation, and the ways in which they intersect. Considering the development of the field, the Handbook examines current trends to chart a path forward for promising future research.

Leading graduate/undergraduate text in services marketing, incorporating text, cases and readings. Fully revised and updated reflecting increasing importance of the service sector.

Creating New Health Care Ventures

How to design, build and manage people-centric value networks

Cumulative listing

Dynamic Supply Chains ePub

A Guide to the Current Literature

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Get Inspired to Cure Healthcare

First multi-year cumulation covers six years: 1965-70. "Services Marketing is well known for its authoritative presentation and strong instructor support. The new 6th edition continues to deliver on this promise. Contemporary Services Marketing concepts and techniques are presented in an Australian and Asia-Pacific context. In this edition, the very latest ideas in the subject are brought to life with new and updated case studies covering the competitive world of service marketing. New design features and a greater focus on Learning Objectives in each chapter make this an even better guide to Services Marketing for students. The strategic marketing framework gives instructors maximum flexibility in teaching. Suits undergraduate and graduate-level courses in Services Marketing." Operations Management (OM) is a multi-faceted blend of myriad academic and practical disciplines – from engineering and economics via mathematics and marketing, to systems and psychology. To capture the state of the art, the book reviews contemporary and classic scholarship in one of the oldest business and management disciplines. To offer the reader a thought provoking point of entry into the selected sources, the book curates its content as an imaginary exhibit, each chapter a thematic OM 'gallery' (process; planning and control; people; strategy and measurement; technology) introduced by a description of some extraordinary artefacts, paintings, sculptures

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and architecture. The content has been curated around three principles intended to benefit the casual reader and both new and established OM scholars. First, it incorporates works that build on, or help to distinguish, fundamental tenets from more transitory fads. Second, the text makes significant efforts to try and balance the gravitational pull of the factory, (even though this may not offer an accurate representation of the majority of the field) and third, to try to keep managerial rather than technical/ analytical concerns to the fore. This concise book provides a useful overview of current and classic OM research. Written by a leading authority, it is intended to be a valuable and engaging resource for both students and scholars of business.

Creating New Health Care Ventures focuses on evaluating and managing new health care ventures by providing health care managers with a guidebook discussing both the exciting new opportunities in health care, And The essential management skills needed to make a new health care venture succeed. This book offers help To The many able, energetic, and talented people in the health care industry who seek to transform our troubled system by starting or investing in new health care ventures.

Services Marketing

Service Breakthroughs

Brilliant Business Models in Healthcare

Directory of Harvard Business School Cases and

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Related Course Materials

Essentials of Services Marketing

Operations Research

In this, her latest, deeply moving collection, Kelly Cherry confronts the basic questions of love and death, faith and suffering. From her search for “a new poetry”—one that can face up to the worst barbarities of the twentieth century—Cherry wrests a passionate, authoritative, powerful vision that is itself transfiguring. *Death and Transfiguration* focuses on the wisdom one gains from pain rather than on the pain itself. Cherry, betraying no fear, grasps her anguish to see how much she can stand. Dedication, tenacity, and spiritual poise are needed to make precise observations of this kind in the most trying times. In *Death and Transfiguration*, Cherry demonstrates how such displacements of the mind carry with them their own analeptic. “Requiem,” the collection’s long closing poem, gathers all of these deaths in a single embrace. This spectacular piece, emotionally akin to Anna Akhmatova’s poem of the same title but as closely and brilliantly reasoned as philosophy, transforms everything that has gone before, creating a strong, unified work.

This annotated bibliographic guide to the literature of health care law offers the health care administrator, corporate benefits manager, physician, or attorney a key to the door of health

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care policy and law. This 1999 edition focuses on evaluating the materials--many not widely disseminated--about evolving corporate structures such as managed care organizations and their numerous progeny. Also addressed are topics such as health care liability, patient access to health care, environmental issues, legal issues arising in the context of AIDS, and privacy of patient records.

'Dynamic Supply Chains is a masterpiece in the field of supply chain management' Dr Rakesh Singh, Chairman, Institute of Supply Chain Management, India

Dynamic supply chains are at the heart of your business. You need to get them right. Are your supply chains equipped to compete for a faster, more flexible future? Supply chains are not just part of your business: in many ways they are your business. They are made up of living, active people, and to really get supply chains right you need to capture the dynamism that people can bring to the flow of goods and services, both inside and outside your business. In this third edition of Dynamic Supply Chains, renowned international expert John Gattorna gives you a practical and effective new model for supply chains that will help you get closer to your customers and suppliers, and set your business on a new path to growth. John's 'outside-in' philosophy is based on 'Design Thinking' principles, underpinned by business analytics, visualization, and the passion to get

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things done. This is indeed, supply chains by design.

Operations Management: An Integrated Approach provides an account of the systems, processes, people and technology that determine an organisation's strategy and success. With contributions from leading experts internationally, the text takes a comprehensive, comparative, and best-practice approach and applies this specifically to the Asia-Pacific region. Rigorous in scholarship yet eminently accessible in style, Operations Management is replete with pedagogical features - figures and tables, discussion exercises, 'Learnings from the Internet', and a diversity of long and short case studies from around the world. Students are taken on a seamless journey from the fundamentals of operations management, through to the multiple approaches, the various innovations, challenges and risks, and ultimately to models of sustainability and evaluative tools and techniques. The text effectively prepares future managers across every sector of the economy to lead, organise, plan and control a set of resources, in pursuit of identified goals. The book will be supported by an extensive companion website featuring PowerPoint slides for each chapter, sample answers, teaching notes and figures/images for presentations.

Healthcare Operations Management

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Hospital Operations

Services Marketing: People, Technology, Strategy
(Ninth Edition)

Management Science

Managing Business Process Flows

Getting and Staying Productive

What happens when the demanding consumers who nearly brought the U.S. automobile industry to its knees focus the same kinds of pressure on the industry that represents one-seventh of the U.S. economy—health care? The health organizations that combine quality, convenience, information, choices, and lower costs will be the winners in this revolution. Regina Herzlinger, chaired professor at the Harvard Business School, distills the facts from the noise surrounding the one industry whose measures of success are life and death. In a thoroughly readable, anecdotal style, she pinpoints the drivers of change—the savvy consumer, the cost-conscious payer, and the rapidly improving technology—that will revolutionize the American health-care system. This is a must-read for those in every corner of the immense health-care web. With its strong narrative style, this is a book that will be read and talked about by everyone concerned about the future of American health care.

This book presents latest research on the evolution of consumer services, as these services continue to become a larger part of the economy in the world. Four core focal points lead the central message of the book: first, the convergence of back and front offices; second, placing the client as a fundamental input of services production and delivery process, and 'industrializing' the customers' role to combine efficiency

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and experience; third, the constitution and role of inputs necessary for the configuration, production and delivery of the service, with the crucial role of 'operationalizing' the customers' experience; and fourth, the adoption of new technologies and the appropriate transfer of manufacturing managerial practices through service industrialization. This is a special volume of articles based on solid research and analysis, including conceptualization of the important issues, as well as recommendations for managers. It presents case histories and managerial practices in some key sectors, such as financial services, health care, tourism/hospitality, entertainment and media, online services and home and personal services

What Do Citicorp, UPS and Marriott have in common? They are "breakthrough" service providers, firms that changed the rules of the game in their respective industries by consistently meeting or exceeding customer needs and expectations. To find out how these companies do it, service management experts James Heskett, Earl Sasser, and Christopher Hart put the question to the chief executive officers of fifteen of America's leading service firms attending a workshop at the Harvard Business School. Breakthrough leaders, they discovered, think very differently about their businesses than do their competitors, in distinct and well-defined ways. Now, in *Service Breakthroughs*, based upon five years of exhaustive research in fourteen service industries, Heskett, Sasser, and Hart show exactly what enables one or two companies in each industry to constantly set new standards for quality and value that force competitors to adapt or fail. At the heart of breakthrough performance, the authors contend, is a sometimes intuitive but thorough understanding of the "self-

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reinforcing service cycle" that replaces traditional management of "trade-offs." The "cycle" is a paradigm derived from the research results suggesting direct links between heightened customer satisfaction, increased customer retention, augmented sales and profit, improved quality and productivity, greater service value per unit of cost, improved satisfaction of service providers, increased employee retention, and further heightened customer satisfaction. With detailed examples and dramatic case studies of Mark Twain Bancshares, American Airlines, Florida Power & Light, Federal Express, McDonald's and many other companies, Heskett, Sasser, and Hart show how this self-reinforcing cycle of behavior differentiates breakthrough leaders from their "merely good" competitors. The authors describe how breakthrough managers develop counterintuitive, even contrarian, strategic service visions. These companies define their "service concept" in terms of results achieved for customers rather than services performed. They target market segments by focusing on psychographics -- how customers think and behave -- instead of demographics. And instead of viewing a service delivery system as a facility where the service is produced and sold, breakthrough firms see it as an opportunity to enhance the quality of the service. These profound differences in thought and action have brought spectacular results. For managers who wish to set the pace in their service industries, *Service Breakthroughs* will be essential reading.

Services Marketing: People, Technology, Strategy is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock, extensively updated to feature the latest academic research, industry trends, and technology, social media, and case examples. This

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book takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research. It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view. Supplementary Material Resources: Resources are available to instructors who adopt this textbook for their courses. These include: (1) Instructor's Manual, (2) Case Teaching Notes, (3) PowerPoint deck, and (4) Test Bank. Please contact sales@wspc.com. Key Features:

The Ownership Quotient

Techniques of Abdominal Wall Hernia Repair

Catalog of Best-selling Teaching Materials

Applying Swift, Even Flow to Practice

The Service Management Course

Principles of High Efficiency Health Care

"As a resident at Washington University--Barnes Hospital in the 1990s, we were trained in Bassini, Cooper, Shouldice and then Lichtenstein repair. Every staff surgeon had a favorite repair and their own version of it. We learned the nuances of a transition stitch, releasing incision, and shutter mesh overlap. Mesh could be glued, sutured, tacked or stapled. The laparoscopic TAPP and later TEP mesh repair became very popular, and about the same time the American College of Surgeons was studying whether "watchful waiting" was a safer option in patients with asymptomatic inguinal hernias"--Provided by publisher.

'This meticulous book submits research and the research process to deep scrutiny. It debunks the unhelpful dichotomy between quantitative and qualitative research and highlights the great value of multi-method and

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interactive research, approaches that have greatly deepened our thinking.' – Professor Adrian Payne, University of New South Wales, Australia / Professor Pennie Frow, University of Sydney Setting out to dispel the argument that case study research lacks the science, theory and therefore validity of other forms of research, Evert Gummesson combines many decades of experience as both a renowned scholar and a reflective practitioner to effectively bridge the divide between case theory and how it is applied in practice. Bringing the fundamental strengths of cases to the fore, Gummesson introduces the 'Case Theory' concept as an expanded version of case study research which includes both methodology and the types of results that emerge by: Guiding the reader in the theoretical and philosophical underpinning Demonstrating how to translate theory to pertinent research practice that address the real and consequential issues in business and management today. This book will appeal to students, academics and researchers who are interested in the science and philosophy behind case study research as well as the methodology and a thought-provoking read for anyone who wants to be challenged about their belief of case study theory.

Master Techniques in Surgery: Hernia is a volume in a new series that presents common and advanced procedures in the major subspecialties of general surgery. The series is overseen by Josef E. Fischer, MD, editor of the classic two-volume reference Mastery of Surgery. Master Techniques in Surgery: Hernia is written by acknowledged master surgeons, emphasizes surgical procedures, and is lavishly illustrated with original full-color drawings. The contributors fully explain their preferred techniques in step-by-step, thoroughly

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illustrated detail, assess indications and contraindications, offer guidelines on preoperative planning, and discuss outcomes, complications, and follow-up. This volume covers open and laparoscopic hernia repairs, including open and laparoscopic ventral hernia repairs. Many other topics are covered, including sports hernia, diaphragmatic hernia, spigelian hernia, and hernia in infants. A companion website will offer the fully searchable text and select procedural videos. Written by an international team of experts, and endorsed by the Asia Pacific Hernia Society (APHS), the main objective of this book is to provide and promote best practices in hernia surgery. It is intended for those surgeons who are already performing hernia repair surgeries, helping them update their surgical know-how in a landscape of rapidly improving techniques. Covering all the commonly performed procedures, from tissue repair to mesh repair (both conventional and laparoscopic), it presents all currently available techniques in detail, addressing the needs of younger and more experienced surgeons alike. Each surgical procedure is explained step by step and supported with high-resolution serial intra-operative photographs and line diagrams. While the majority of the text covers the surgical anatomy, classification, pathophysiology, and imaging techniques for hernias, a closing chapter on future directions introduces readers to the latest and emerging techniques and approaches.

Production and Operations Management Core Course
Teaching at the Top 20 MBA Programmes in the USA
Hernia

Case Theory in Business and Management
Positioning Services for Value Advantage
Cambios creativos en servicios

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Creating Growth, Profits, and Customer Loyalty

In this companion volume to Service Breakthroughs, Sasser, Hart, and Heskett present 36 in-depth case studies and ten readings which focus on "breakthrough" service providers--firms which have changed the rules of the game in their industries. Designed for classroom adoption in business schools or as a text for in-house corporate training programs on service management, this volume includes dramatic case studies, which demonstrate how the firms define their "service concept", target market segments, and view a service delivery system as an opportunity to enhance the quality of their service. This volume also includes an introduction to the Malcolm Baldrige National Quality Award competition.

Market-driven Health Care

Market Leadership Strategies for Service Companies

An Integrated Approach

A Research Overview

Harvard Business School ... Catalog of Teaching Materials

Service is Front Stage