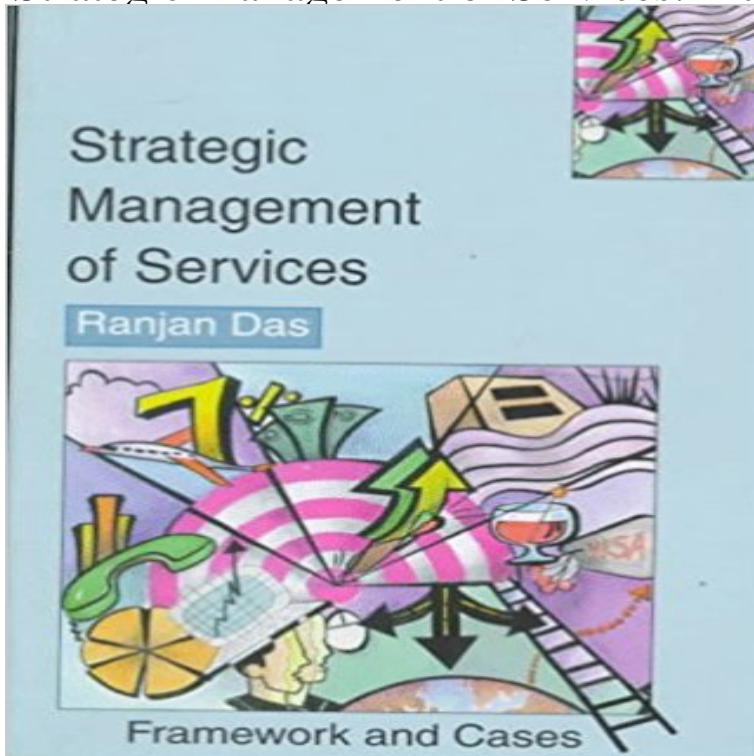


# Strategic Management of Services: Framework and Cases



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