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FIFTH EDITION
**SERVICE OPERATIONS
MANAGEMENT**
IMPROVING SERVICE DELIVERY

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 **Pearson**

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Supporting resources for lecturers

Please visit www.servops.net to find valuable online resources. These include:

- A downloadable Instructor's Manual
- PowerPoint and Keynote slides that can be downloaded and used for classroom presentations
- Instructional video screencasts by the author team showing you how we approach the subjects in our own teaching
- Lesson plans
- Opportunities to network, share ideas and provide feedback
- ...and much, much more.