

Third Edition

Robert Johnston  
and Graham Clark

# Service Operations Management

Improving Service Delivery



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## **Service Operations Management Johnston Clark:**

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and open issues For practitioners the book provides a clear evidence of value of knowledge management Lessons learnt from implementations in business government and civil sectors help to appreciate the field and gain useful reference points The book also provides guidance for future research by drawing together authoritative views from people currently facing and engaging with the challenge of knowledge management who signal a bright future for the field **Evolve** Debashis Sarkar,2026-02-23 Intuition our mental shortcut for navigating the world But could it also lead to blind spots Is it possible that we might get stuck in the way we ve always done things and miss growth opportunities Hence Evolve This book is about counterintuitive thinking about the art of questioning assumptions and embracing strategies that might seem strange at first It is about looking beyond common sense Counterintuitive thinking jolts us out of comfort zone igniting fresh ideas that unlock hidden opportunities It equips us to see what others miss giving us a competitive edge through innovation and sharper decision making Evolve 49 Counterintuitive Principles for Business offers a practical toolkit for applying these principles in your own business It explores research backed and experience tested ideas from psychology economics geopolitics business philosophy technology and sociology all presented in a clear and actionable way Result oriented and pragmatic it is the secret sauce you need *Management Sciences and Knowledge Based Society* Stanisława Wilmańska-Sosnowska,2004 *Service Operations Management* Robert G. Murdick,Barry Render,Roberta S. Russell,1990

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