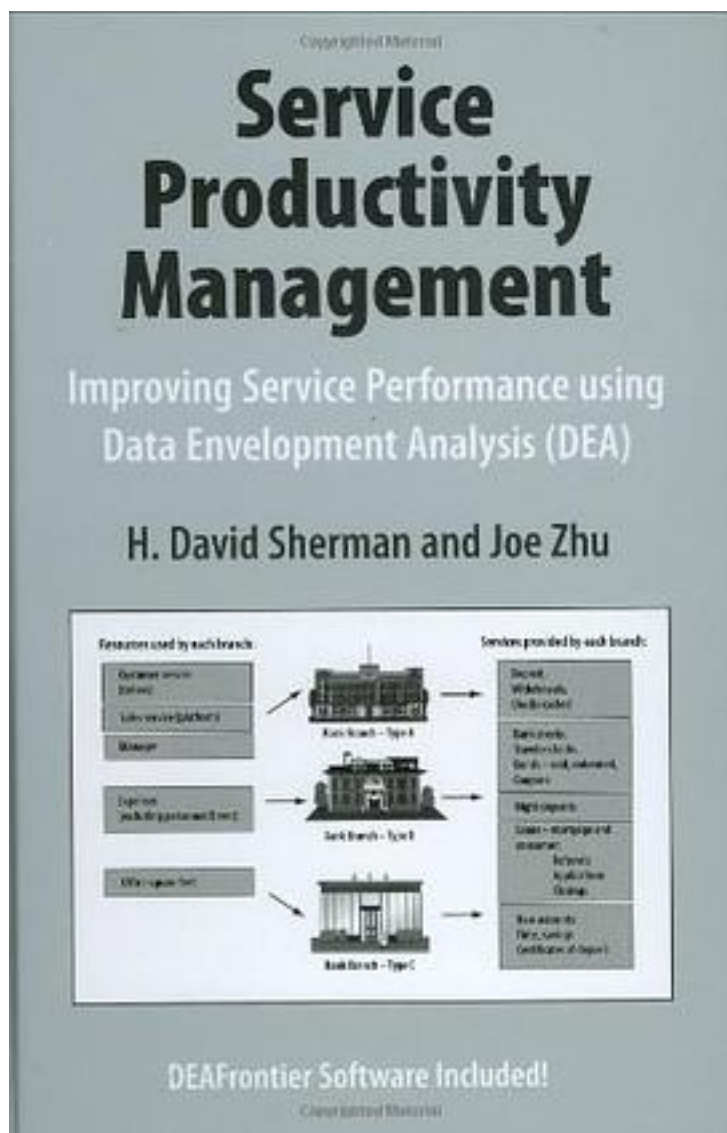# Service Productivity Management

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著者:Sherman, H. David/ Zhu, Joe

出版者:Springer Verlag

出版时间:2006-6

装帧:HRD

isbn:9780387332116

Here is an in-depth guide to the most powerful available benchmarking technique for improving service organization performance - Data Envelopment Analysis (DEA). The book outlines DEA as a benchmarking technique, identifies high cost service units, isolates specific changes for elevating performance to the best practice services level providing high quality service at low cost and most important, it guides the improvement process.

作者介绍:

目录:

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