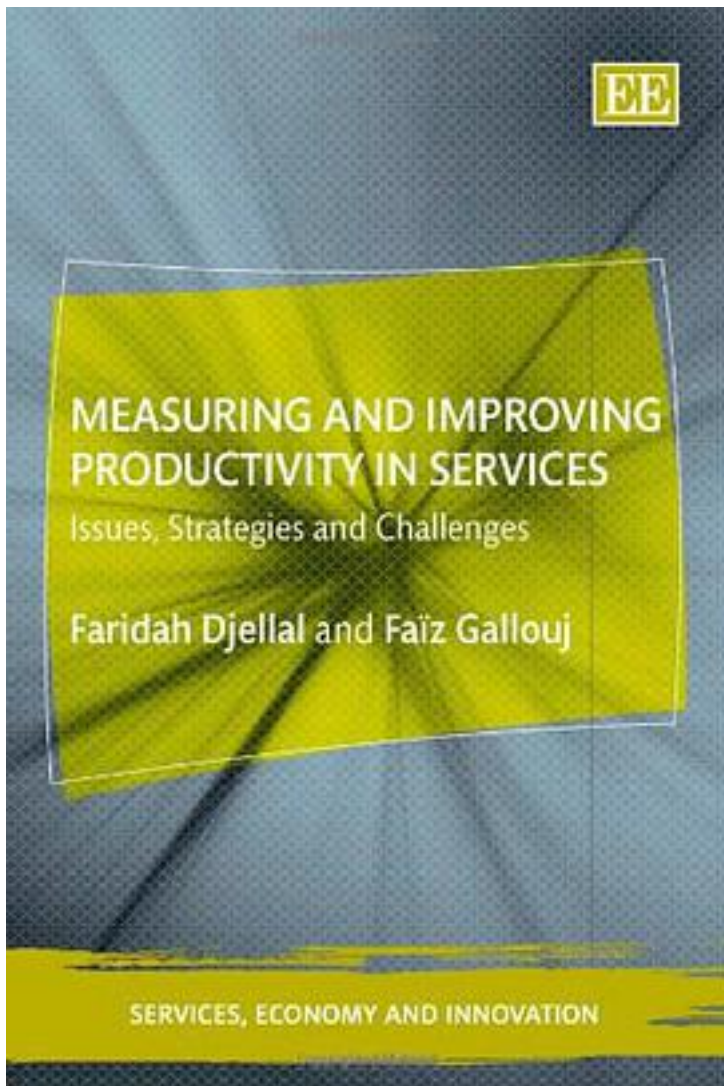


Measuring and Improving Productivity in Services



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出版者:Edward Elgar Publishing Ltd

出版时间:2008-11-28

装帧:Hardcover

isbn:9781847202697

作者介绍:

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