

**STRATEGIC SERVICE
MANAGEMENT
BEYOND THE MOMENT OF TRUTH**

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Strategic Service Management 1st Edition

Liyong Dong



Strategic Service Management 1st Edition:

Service Innovation and Management Lars Witell, 2025-01-28 This open access book investigates how digitalization and service infusion are changing service provision and the customer experience It highlights the central role of service management and service innovation in making these changes not only appear in theory but also implementing them in business practice At the beginning of the 21st century many manufacturing firms struggled to exploit the financial potential of service businesses a phenomenon described as the service paradox While many manufacturing firms are still struggling with this paradox several firms both service and manufacturing firms are simultaneously struggling with digitalization This phenomenon can be viewed as the digitalization paradox i e as a situation in which companies invest in digitalization but struggle to reach the expected revenue growth By applying the lens of service innovation to digitalization and service infusion the book showcases how firms can overcome the service and digitalization paradoxes transform service provision and improve the customer experience It offers comprehensive coverage blending literature reviews conceptualizations empirical illustrations and case studies to offer a multifaceted perspective on corporate strategies illuminating pathways to address the challenges posed by the service and digitalization paradoxes Built on the latest research from the CTF Service Research Center at Karlstad University Sweden this book offers a valuable resource for managers seeking practical strategies and approaches to enhance their understanding and implementation of service management and marketing principles It will also appeal to academics with an interest in service management and marketing

Smart Service Management Maria Maleshkova, Niklas Kühl, Philipp Jussen, 2021-01-26 This book presents the main theoretical foundations behind smart services as well as specific guidelines and practically proven methods on how to design them Furthermore it gives an overview of the possible implementation architectures and shows how the designed smart services can be realized with specific technologies Finally it provides four specific use cases that show how smart services have been realized in practice and what impact they have within the businesses The first part of the book defines the basic concepts and aims to establish a shared understanding of terms such as smart services service systems smart service systems or cyber physical systems On this basis it provides an analysis of existing work and includes insights on how an organization incorporating smart services could enhance and adjust their management and business processes The second part on the design of smart services elaborates on what constitutes a successful smart service and describes experiences in the area of interdisciplinary teams strategic partnerships the overall service systems and the common data basis In the third part technical reference architectures are presented in detail encompassing topics on the design of digital twins in cyber physical systems the communication between entities and sensors in the age of Industry 4 0 as well as data management and integration The fourth part then highlights a number of analytical possibilities that can be realized and that can constitute or be part of smart services including machine learning and artificial intelligence methods Finally the applicability of the introduced design and

development method is demonstrated by considering specific real world use cases These include services in the industrial and mobility sector which were developed in direct cooperation with industry partners The main target audience of this book is industry focused readers especially practitioners from industry who are involved in supporting and managing digital business These include professionals working in business development product management strategy and development ranging from middle management to Chief Digital Officers It conveys all the basics needed for developing smart services and successfully placing them on the market by explaining technical aspects as well as showcasing practical use cases

Research Handbook on Services Management Davis, Mark M.,2022-08-05 This comprehensive Research Handbook reflects the latest research breakthroughs and practices in services management Addressing services management from a broader strategic perspective it delves into the key issues of analytics and service robots and their potential impact Edited by the late Mark M Davis it represents an early foray into the new frontier of services management and provides insights into the future of the field

Service-Dominant Business Design Egon Lüftenegger, This dissertation presents tool supported process for designing Work by Following a Service Dominant Logic The tools supported by the design process are the following The Service Dominant Strategy Canvas The Service Dominant Business Model Radar the Business Service Composition Blueprint and the Business Services Catalogue

Strategic Labor Relations Management in Modern Organizations Casademunt, Ana María Lucia,2016-04-22 Rapid changes within the modern business landscape have created new demands for human resources management With a different set of challenges to face human resources managers must implement novel approaches to improve policy effectiveness Strategic Labor Relations Management in Modern Organizations is a pivotal reference source for the latest scholarly research on emerging human resource practices in relation to labor management featuring innovative methods to remain competitive in the global business arena Focusing on critical analyses and real world applications this book is ideally designed for professionals upper level students managers and researchers actively involved in human resources settings

Strategic Innovative Marketing Androniki Kavoura,Damianos P. Sakas,Petros Tomaras,2016-09-26 This book presents the latest on the theoretical approach of the contemporary issues evolved in strategic marketing and the integration of theory and practice It seeks to make advancements in the discipline by promoting strategic research and innovative activities in marketing The book highlights the use of data analytics intelligence and knowledge based systems in this area In the era of knowledge based economy marketing has a lot to gain from collecting and analyzing data associated with customers business processes market economics or even data related to social activities The contributed chapters are concerned with using modern qualitative and quantitative techniques based on information technology used to manage and analyze business data to discover hidden knowledge and to introduce intelligence into marketing processes This allows for a focus on innovative applications in all aspects of marketing of computerized technologies related to data analytics predictive analytics and modeling business intelligence and knowledge engineering in

order to demonstrate new ways of uncovering hidden knowledge and supporting marketing decisions with evidence based intelligent tools Among the topics covered include innovative tourism marketing strategies marketing communications in small and medium sized enterprises SMEs the use of business modeling as well as reflecting on the marketing trends and outlook for all transportation industry segments The papers in this proceedings has been written by scientists researchers practitioners and students that demonstrate a special orientation in strategic marketing all of whom aspire to be ahead of the curve based on the pillars of innovation This proceedings volume compiles their contributions to the field highlighting the exchange of insights on strategic issues in the science of innovation marketing

Handbook of Research on Strategic Fit and Design in Business Ecosystems Hacıoglu, Umit,2019-08-30 With advancing information technology businesses must adapt to more efficient structures that utilize the latest in robotics and machine learning capabilities in order to create optimal human robot cooperation However there are vital rising concerns regarding the possible consequences of deploying artificial intelligence sophisticated robotic technologies automated vehicles self managing supply modes and blockchain economies on business performance and culture including how to sustain a supportive business culture and to what extent a strategic fit between human robot collaboration in a business ecosystem can be created The Handbook of Research on Strategic Fit and Design in Business Ecosystems is a collection of innovative research that builds a futuristic view of evolving business ecosystems and a deeper understanding of business transformation processes in the new digital business era Featuring research on topics such as cultural hybridization Industry 4 0 and cybersecurity this book is ideally designed for entrepreneurs executives managers corporate strategists economists IT specialists IT consultants engineers students researchers and academicians seeking to improve their understanding of future competitive business practices with the adoption of robotic and information technologies

Strategic Service Management Bettie M.J. Goud,Aart P.J. Goud,2019-11-22 Services comprise about 70% of the BNP in most Western societies Services surround us each and every day and include such sectors as medical IT financial travel telecommunication and educational This book is about services and has been written for service managers and practitioners as well as students who aim to move into those areas The book outlines the fundamental issues of service and service management offering support by discussing some twenty different business administration models Real world examples from both non profit and for profit sectors are used throughout the book as well as what to do summaries This text provides an excellent introduction to service management for students of marketing economics business administration hospitality management and other courses

Strategic Management David E. Hussey,1994 A comprehensive modern approach to strategic management which deals fully with the theoretical aspects of corporate planning as well as providing practical guidance on application This encyclopaedic handbook a classic since its award winning appearance in 1974 is now completely revised and updated to carry strategic management theory and practice towards the next century Both analytical and behavioural aspects of planning are treated in depth Strategic analysis

is covered in particular detail with case studies reporting proven and often original applications of these theories Environment scanning technology managing change and human resource planning each have new chapters With comprehensive reference lists and a guide to research resources this volume will prove invaluable to researchers and advanced students as well as to the practising management

Strategic Service Management Gerardus Blokdyk,2018-04-04 How frequently do you track Strategic service management measures What are the long term Strategic service management goals How do we accomplish our long range Strategic service management goals Do you monitor the effectiveness of your Strategic service management activities In a project to restructure Strategic service management outcomes which stakeholders would you involve Defining designing creating and implementing a process to solve a challenge or meet an objective is the most valuable role In EVERY group company organization and department Unless you are talking a one time single use project there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it This Self Assessment empowers people to do just that whether their title is entrepreneur manager consultant Vice President CxO etc they are the people who rule the future They are the person who asks the right questions to make Strategic service management investments work better This Strategic service management All Inclusive Self Assessment enables You to be that person All the tools you need to an in depth Strategic service management Self Assessment Featuring 710 new and updated case based questions organized into seven core areas of process design this Self Assessment will help you identify areas in which Strategic service management improvements can be made In using the questions you will be better able to diagnose Strategic service management projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Strategic service management and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Strategic service management Scorecard you will develop a clear picture of which Strategic service management areas need attention Your purchase includes access details to the Strategic service management self assessment dashboard download which gives you your dynamically prioritized projects ready tool and shows your organization exactly what to do next Your exclusive instant access details can be found in your book

Digital Transformation, Strategic Resilience, Cyber Security and Risk Management Kiran Sood,Balamurugan Baluswamy,Simon Grima,2023-09-28 Contemporary Studies in Economic and Financial Analysis publishes a series of current and relevant themed volumes within the fields of economics and finance

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