

Service Science (glossary)

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The application of scientific, engineering, and management competencies that a service-provider organization performs that creates value for the benefit of the client or customer. (Katzan 2008, vii)

Sources

Katzan, H. 2008. *Service Science*. Bloomington, IN, USA: iUniverse Books.

Discussion

None.

SEBoK v. 2.10, released 06 May 2024

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