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Servitization Strategy and Managerial Control Anna Pistoni, Lucrezia Songini, 2017-11-29 This book intends to present and discuss the main challenges that companies interested in servitization strategies have to overcome with a particular focus on the design of managerial control systems The book can represent a useful tool for companies interested developing successful servitization strategies

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

Public Service Management, 1926 **The Service/quality Solution** David A. Collier, 1994 The Service Quality Solution presents a clear framework for building competitive advantage and surviving the pressures within today's marketplace Throughout this pioneering book author David A. Collier demonstrates how to think service managements cultivate this service commitment within the work force and add value to your company's products and services thus distinguishing them from your competitors **Operations and Supply Chain Management** Roberta S. Russell, Bernard W. Taylor, 2023-05-23 Help your students develop the skills needed to make informed business decisions Appropriate for all business students Operations and Supply Chain Management 11th Edition provides a foundational understanding of operations management processes while ensuring the quantitative topics and mathematical applications are easy for students to understand Teach your students how to analyze processes ensure quality manage the flow of information and products create value along the supply chain in a global environment and more

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Selig, 2008-04-12 The issues opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology IT investments resources major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis An integrated and comprehensive approach to the alignment planning execution and governance of IT and its

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