

## **Litteraturlista för KSMC51, Strategi och verksamhetsstyrning i serviceverksamheter gällande från och med höstterminen 2016**

Litteraturlistan är fastställd av Styrelsen för institutionen för service management och tjänstevetenskap 2016-06-22 att gälla från och med 2016-08-01

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Se bilaga.

## Litteraturlista för Strategi och verksamhetsstyrning i serviceverksamheter, 15 hp, (KSMC51)

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2016-06-22.

Litteraturlistan börjar gälla 1 augusti 2016.

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Praktikfallsmaterial kommer löpande att delas ut under kursen.

Totalt antal sidor: 1 400 + praktikfallsmaterial