



Literature for SMMV11, Introduction to Service Management applies from autumn semester 2021

Literature established by the board of the Department of Service
Management and Service Studies on 2021-05-05 to apply from 2021-08-30

See appendix.

Litteraturlista för Introduktion till service management, 7,5 hp (SMMV11)

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2019-04-24, senast reviderad 2021-05-05.

Litteraturlistan börjar gälla 2021-08-30.

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