

Litteraturlista för KSMD51, Strategi och verksamhetsstyrning i tjänsteverksamheter gällande från och med höstterminen 2020

Litteraturlistan är fastställd av Styrelsen för institutionen för service
management och tjänstevetenskap 2020-04-22 att gälla från och med 2020-
08-31

Se bilaga.

Litteraturlista för Strategi och verksamhetsstyrning i tjänsteverksamheter (KSMD51), 15 hp.

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2019-04-24, reviderad 2020-04-22.

Litteraturlistan börjar gälla 2020-08-31.

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Praktikfallsmaterial kommer löpande att delas ut under kursen.

Totalt antal sidor: 1 840 + praktikfallsmaterial