

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

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

Litteraturlistan börjar gälla 1 augusti 2019.

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Praktikfallsmaterial kommer löpande att delas ut under kursen.

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