

**Litteraturlista för SMMP11, Service management: Ledning och styrning av
serviceorganisationer gällande från och med termin H13**

Litteraturlistan är fastställd av Styrelsen för institutionen för service management och
tjänstvetenskap 2013-08-29 att gälla från och med 2013-09-03

Se bilaga

Reading list for Service Management: Managing Service Organisations, 15 credits (SMMP11)

The reading list was approved by the Board of the Department of Service Management and Service Studies xx August 2013.

The reading list is valid from 1 October 2013.

Gemmel, Paul, Van Looy, Bart & Dierdonck, Roland Van. (2013). *Service Management – An Integrated Approach*. London: Pearson. [504 pp. ISBN: 978-0-273-73203-7]

Morgan, A. Gareth. (1986). *Images of Organization*. New York: Sage Publication. [500 pp. ISBN: 0-7619-0633-9]

Senge, Peter. (1990). *The Fifth Discipline – The Art & Practice of the Learning Organization*, London: Doubleday. [424 pp. ISBN 0-385-26094-6]

In addition several relevant research articles on various key management topics such as Leadership, Experience, HRM, Quality, Learning, Excellence (app. 500 pages) will be used.

Total approx: 1930 pp.