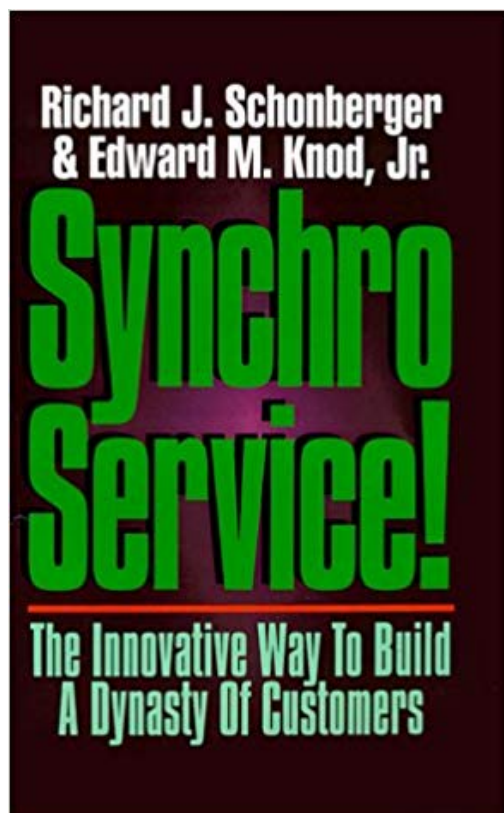


## Synchroservice!: The Innovative Way to Build a Dynasty of Customers *by* Richard J. Schonberger,Edward M. Jr. Knod



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In Synchroservice!, Schonberger, teaming up with Edward M. Knod, Jr., targets leading-edge world-class excellence strategies for the service industry, giving you everything you need to design and execute a synchronized service strategy. Through practical advice gleaned from years of experience, the authors give you the insight to synchronize every aspect of your organization for improved customer service - and enhanced competitive advantage!



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