

**SERVICE  
AND  
OPERATIONS  
MANAGEMENT  
Series 3**



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MANAGEMENT  
Series 3**

**EDITOR:  
ROHAIZAN RAMLAN**





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# PREFACE

This book consists of eleven chapters that cover broad topics on Service and Operations Management. The selected topics were ranging from business operation management, service and operations performance, business innovation, Information, Communication and Technology in service sector and decision making in service and operations.

Hence, these book chapters would be beneficial to those who seek for information in service and operation current matters and postulating insights for future works. By that, we hope this book can be useful for students, fellow researchers and academicians in any institutions, managers, and practitioners nationwide.

Rohaizan Ramlan



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Modelling Approach  
MOOC

**O**

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    Third-Party Delivery  
    Food Delivery

**P**

Performance Indicator

**Q**

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    Learner  
Service and Operations  
Sexual Harassment  
Sick building Syndrome  
Simulation  
    Approach  
    System  
System  
    Quality Assurance  
    Dynamic

**T**

Therapeutic

**W**

Well-being  
Workplace bullying