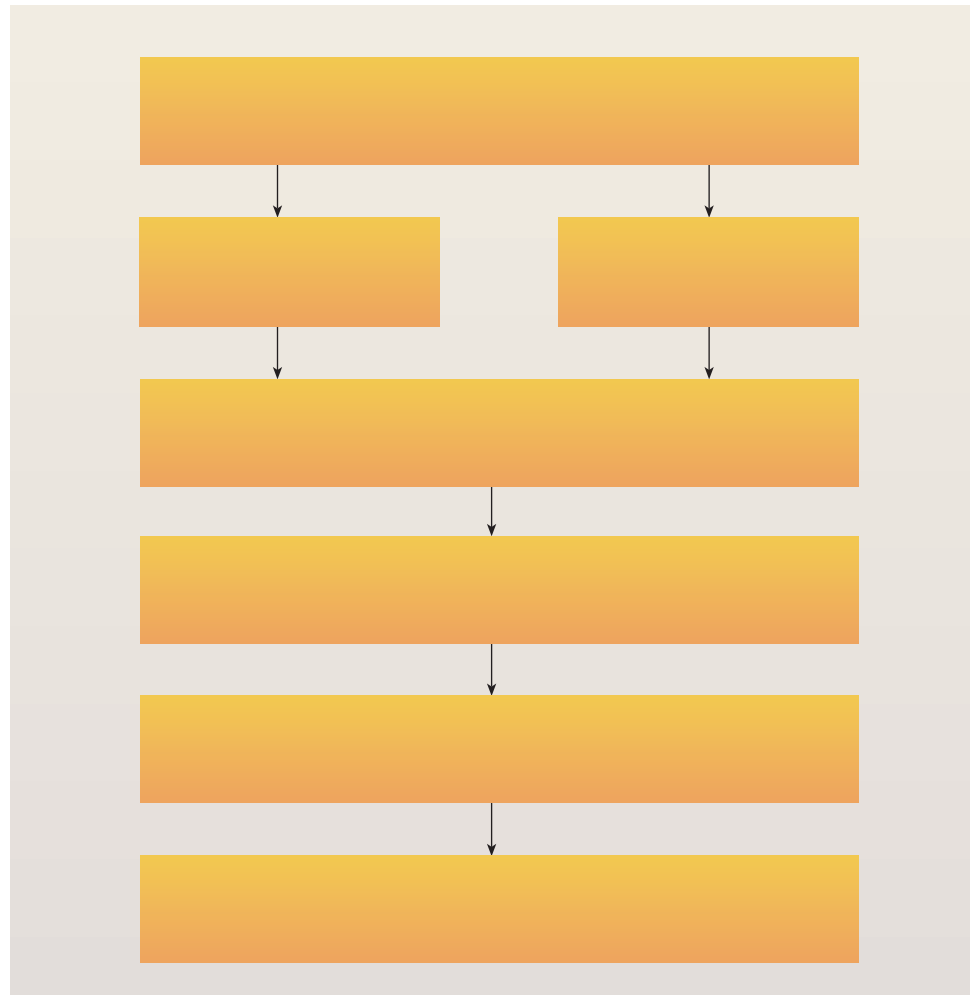


## SERVICE-PROFIT CHAIN



**Source:** R. Hallowell, L.A. Schlesinger, & J. Zornitsky, "Internal Service Quality, Customer and Job Satisfaction: Linkages and Implications for Management," *Human Resource Planning* 19 (1996): 20–31. J.L. Heskett, T.O. Jones, G.W. Loveman, W.E. Sasser, Jr., & L.A. Schlesinger, "Putting the Service-Profit Chain to Work," *Harvard Business Review*, March-April 1994, 164–174.

**INSTRUCTIONS**

List the steps in the service-profit chain.

**COSTS**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

**BENEFITS**

- 1.
- 2.
- 3.
- 4.

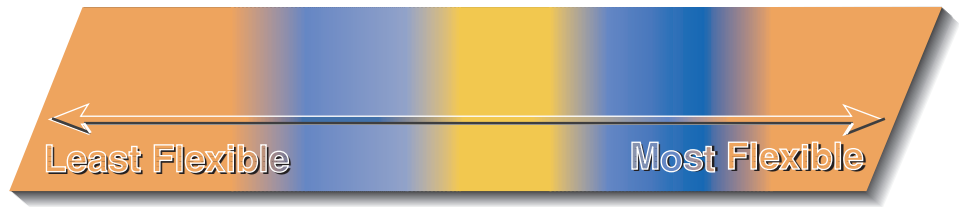
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**Source:** D.E. Bowen & E.E. Lawler, III, "The Empowerment of Service Workers: What, Why, How, and When," *Sloan Management Review* 33 (Spring 1992): 31–39.

**INSTRUCTIONS**

Describe the costs and benefits associated with empowering employees for service recovery.

FLEXIBILITY OF MANUFACTURING OPERATIONS



**INSTRUCTIONS**

Place the following manufacturing operations along the flexibility continuum: job shops, line-flow, batch production, continuous-flow, and project manufacturing.

