



# Journal of Service Science and Management

Chief Editor: Samuel Mendlinger



ISSN: 1940-9893



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ISSN: 1940-9893 (Print), 1940-9907 (Online)

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The figure on the front cover is from the article published in *Journal of Service Science and Management*, 2012, Vol. 5, No. 2, pp. 212-222 by Manoucher Ansari, Hossein Rahmany Youshanlouei and Mohammad Mirkazemi Mood.

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ISSN 1940-9893 (Print), 1940-9907 (Online)

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Boston University, USA

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