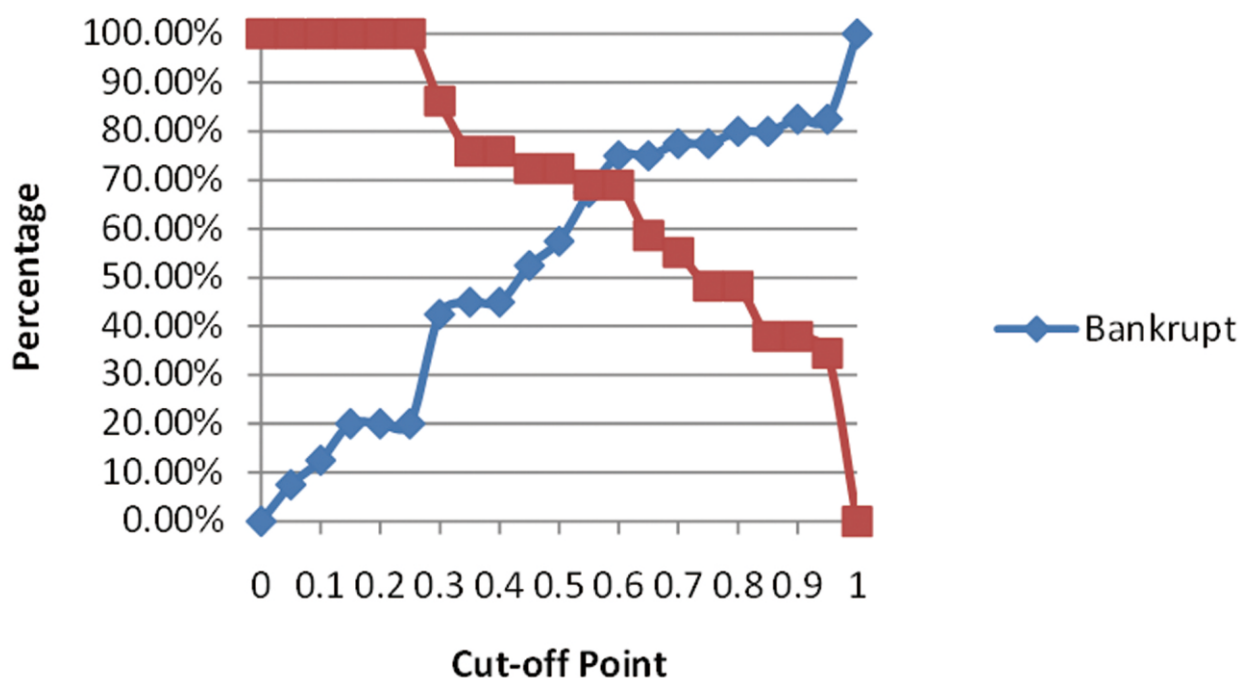




# Journal of Service Science and Management



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# Table of Contents

**Volume 7    Number 4**

**August 2014**

<b>Exploring the Impact of Switching Costs on Customer Retention in the Technology Standard Competition Market</b>	
Y. Zhang, X. Chen, Y. H. Zhao, Q. Yao.....	267
<b>Data Envelopment Analysis of Corporate Failure for Non-Manufacturing Firms Using a Slacks-Based Measure</b>	
J. C. Paradi, D. Wilson, X. P. Yang.....	277
<b>Implementation of Lean Service with Value Stream Mapping at Directorate Airworthiness and Aircraft Operation, Ministry of Transportation Republic of Indonesia</b>	
Z. F. Ikatrinasari, E. I. Haryanto.....	291
<b>Quality Enhancement of Corporate Management Systems: An Overview of Best Management Practices</b>	
G. Kamonja, Y. Liang, M. T. Sohail, S. A. Khan.....	302
<b>The Relationship between Customers' Switching Cost and Repurchase Intention: The Moderating Role of Satisfaction</b>	
S.-C. Ting.....	313
<b>A Decision Problem of Hotels on Setting Online-Exclusive-Rooms in E-Commerce Age</b>	
L. Xu, X. Y. Xu.....	323
<b>A Research on Mechanisms and Countermeasures of the Food Safety Incidents Occurring on Food Supply Chain</b>	
Y. S. Liu, Q. N. Zhang, Q. Q. Li.....	337

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