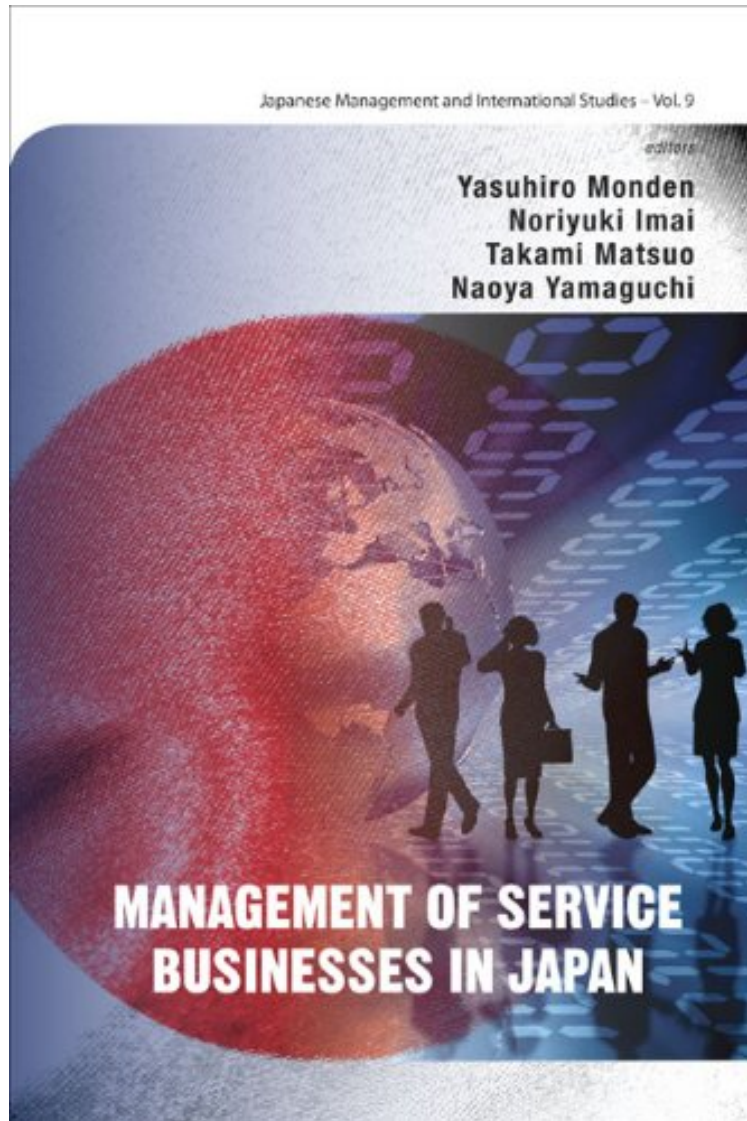


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Contents: Advanced Service Management in the Service Industries: Profit Sharing that Motivates Inter-Firm Cooperation within a Convenience Store Chain (Yasuhiro Monden and Noriko Hoshi) Profit Management in the Hotel Industry (Akimichi Aoki) Kaizen Activities and Performance Management in the Sales Finance Business (Noriyuki Imai) Performance Management in the Auto Sales Business (Noriyuki Imai) Productivity Improvement of Service Business Based on the Human Resource Development: Application of Toyota Production System to the Insurance Firm (Shino Hiiragi) Enacting Entrepreneurial Process on Family Business — Case of Health Care Business (Dun-Hou Tsai, Anders W Johansson and Shang-Jen Li) Advanced Service Management in the Public and Non-Profit Organizations: Performance Management Systems of Japanese Local Governments (Takami Matsuo) Implementation of the Balanced Scorecard in the Japanese Prefectural Hospitals (Naoya Yamaguchi) Pricing Policy and Potential Cost Reduction in Telecommunications (Manabu Takano) General Concepts and Techniques Applied to the Service Management: Omotenashi: Japanese Hospitality as the Global Standard (Nobuhiro Ikeda) The Service Level Agreements at Japanese Companies and Its Expansion (Tomoaki Sonoda) Application of Information and Communication Technology to the Service Industry — Focus on Business Process Network (Yoshiyuki Nagasaka and Gunyung Lee)

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