Record Nr. UNINA9910461010903321 Benchmarking and best practices in industrial service business / / **Titolo** quest editors, Marko Kohtamaki and Petri Helo Pubbl/distr/stampa [Bradford, England]:,: Emerald,, 2015 ©2015 **ISBN** 1-78560-025-7 Descrizione fisica 1 online resource (167 p.) Collana Benchmarking: An International Journal, , 1463-5771; ; Volume 22, Number 2 Disciplina 658.4013 Benchmarking (Management) Soggetti Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali Nota di bibliografia Includes bibliographical references. Nota di contenuto Cover; Editorial advisory board; Industrial services - the solution provider's stairway to heaven or highway to hell?; Strategic roles of service sites: application of Ferdows's model; A decision support system to evaluate the business impacts of machine-to-machine system; Meteorological information service support system in wind park application; Service productivity in different industries - an empirical investigation: Assessing value co-creation and value capture potential in services:a management frame work Applications of benchmarking and classification framework for supplier risk managementEmpirical study of measuring supply chain performance; An innovative framework for performance analysis of members of supply chains Sommario/riassunto This ebook includes eight papers demonstrating different aspects of how businesses are transforming toward offering services and product service combinations. The first four chapters are related to service value creation, maintenance and the use of technology in industrial services. The final four chapters focus on supply chain issues.