

# Service Breakthroughs By James L. Heskett;W. Earl Sasser

**By James L. Heskett;W. Earl Sasser**

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Earl Sasser is co-founder of the Service Profit Chain Institute, Achieving Breakthrough Value; (with Professor James L. Heskett and Leonard A. Schlesinger)  
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James L. Heskett, is the UPS Foundation Professor of Business Logistics at the Harvard Business School. He is also co-author of Service Breakthroughs, The Service

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