

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

By James L. Heskett;W. Earl Sasser

## Earl Sasser, Co-Founder of the Service Profit -

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 UPS Foundation Corporate Culture and Performance (The Free Press, 1992); Service Breakthroughs: by James L. Heskett, W. Earl Sasser Jr

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