



ISO 20000-1 : 2011

Service Management System – Requirements

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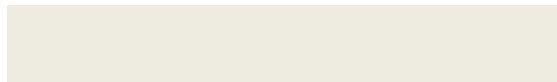
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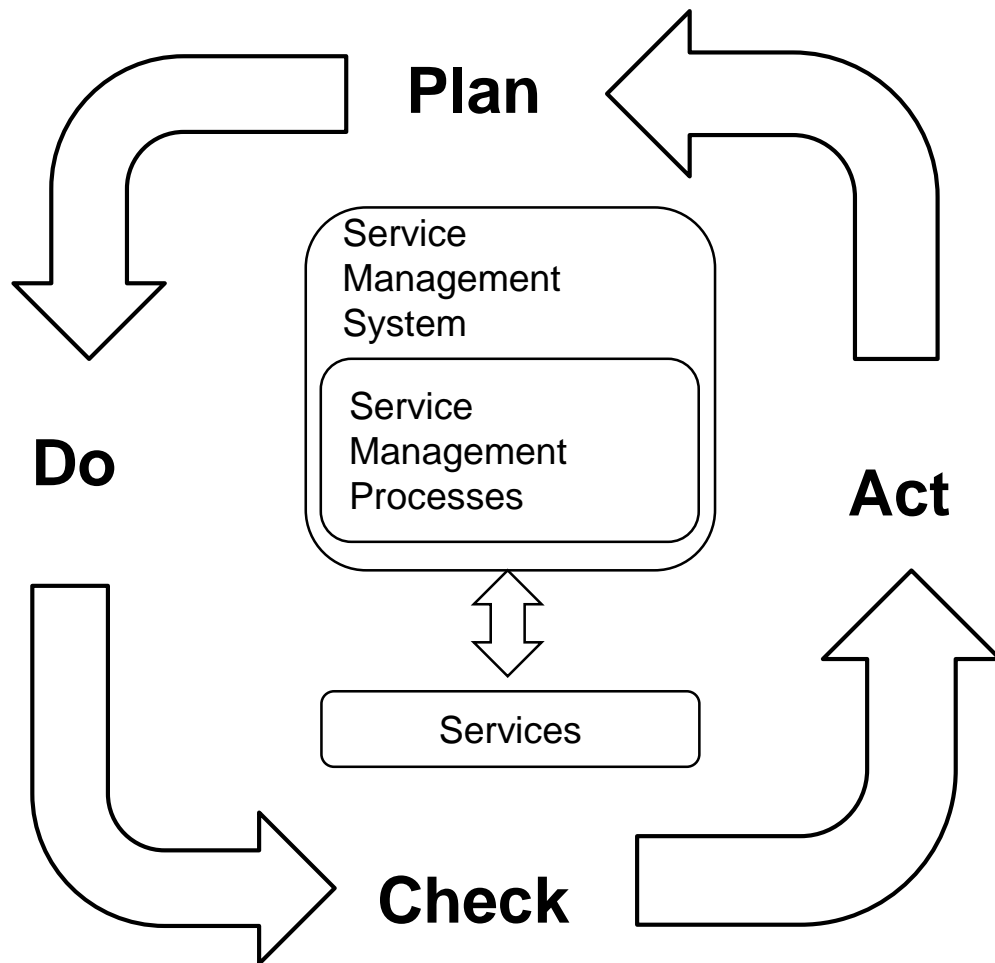


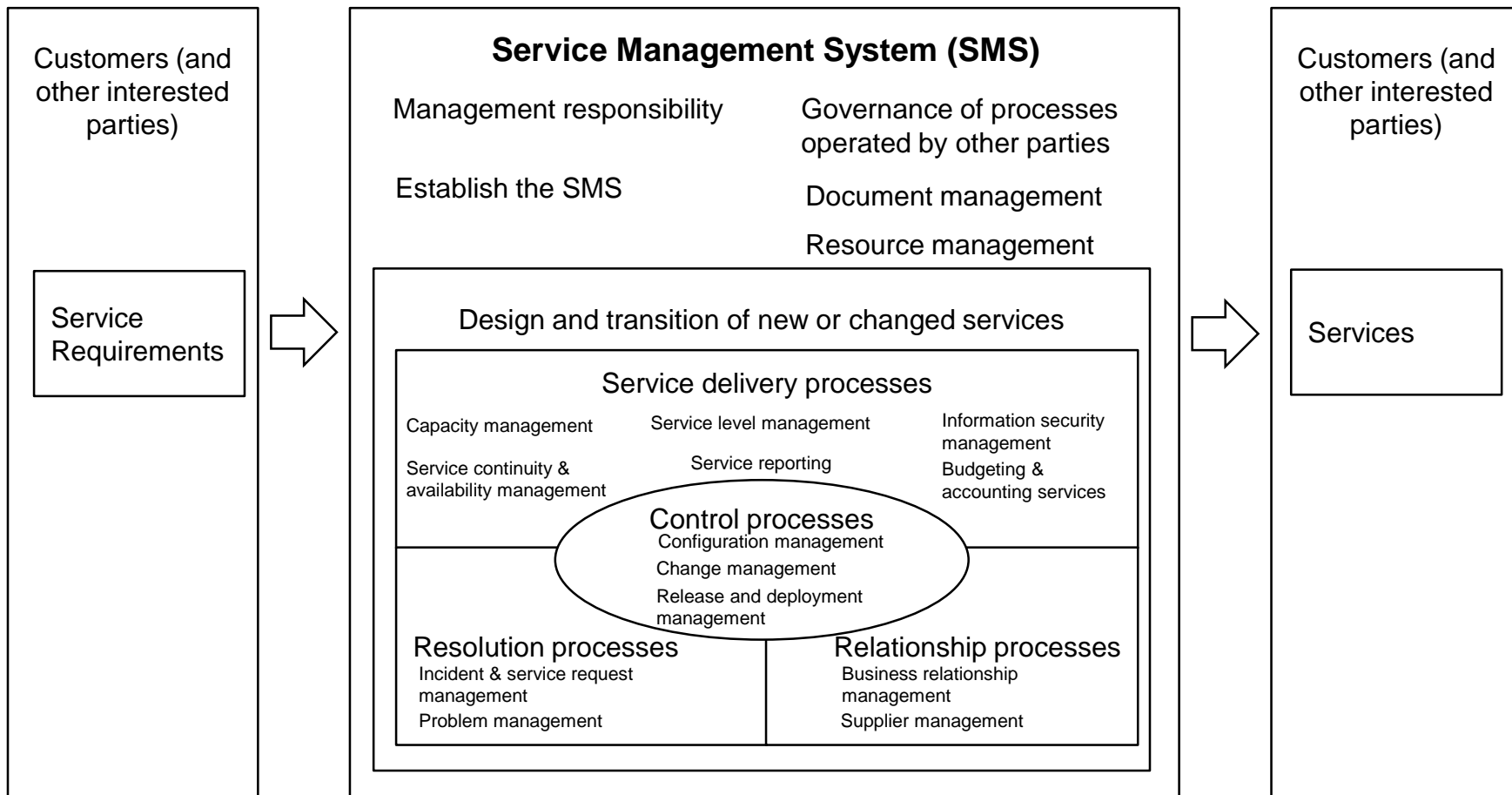
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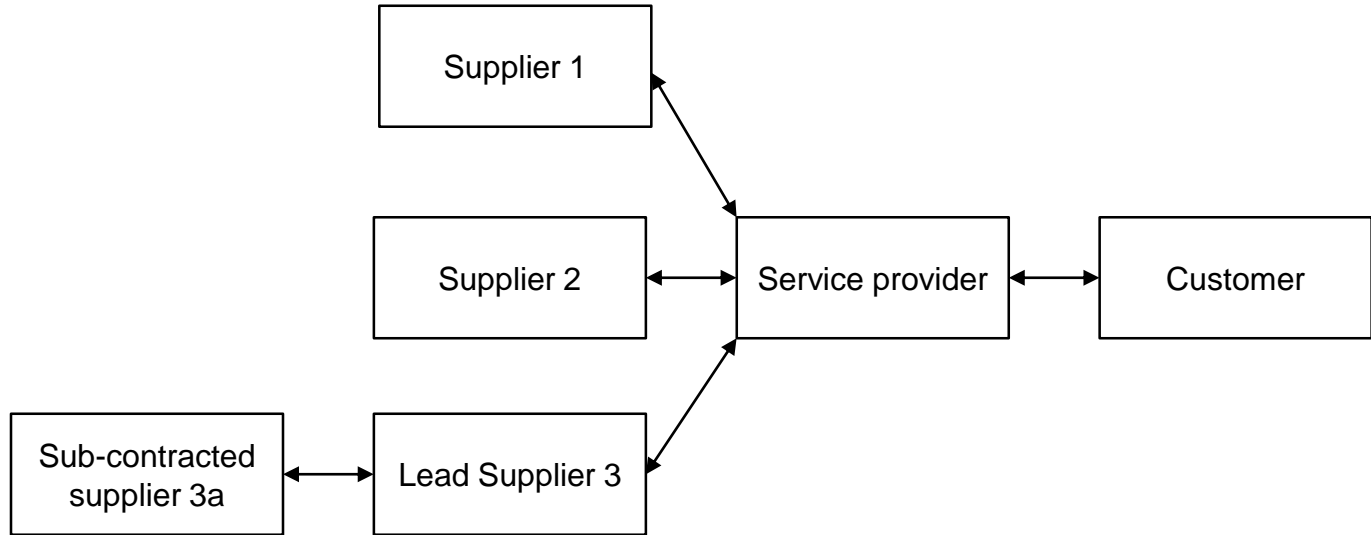


List of figures:

Figure	Description
1	PDCA methodology applied to service management
2	Service management system
3	Example of supply chain relationships







Thank You ! 谢谢 !



Thomas Peng

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