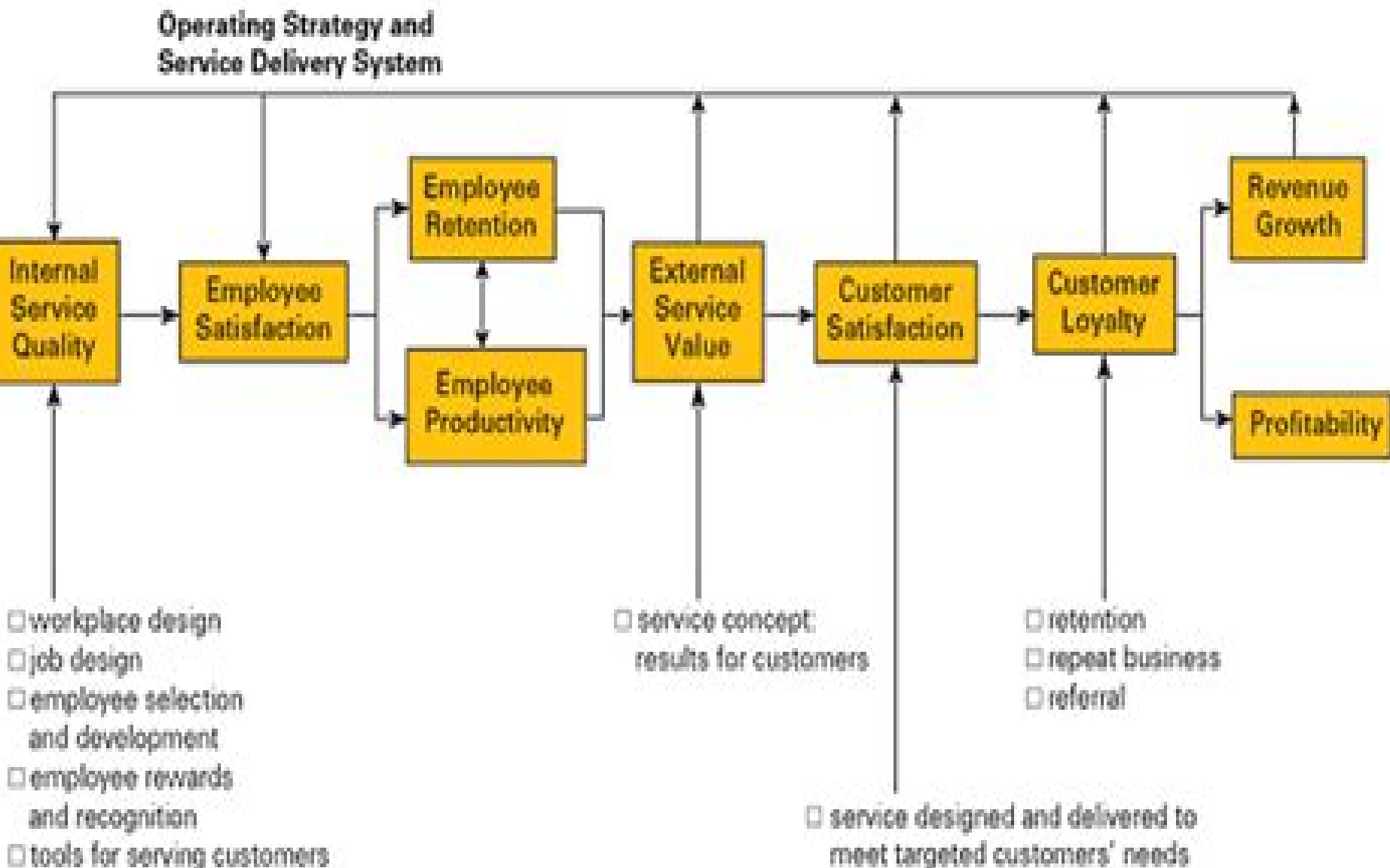


The Links in the Service-Profit Chain



Five Links In The Service Profit Chain

**Gary Armstrong, Stewart Adam, Sara
Denize, Philip Kotler**



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