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this chapter reviews the strategic management choices that are central to professional service firms psfs which in turn undergird their competitive advantage and long run performance the first part of the chapter focuses on human capital as a critical resource for psfs and explores different ways in which firm value is created by attracting developing configuring and leveraging human, strategic management of professional service firms bookshare - the main issues in this book cover the core management principles for service firms in a comprehensive way based on current research findings it includes the management of service quality knowledge and marketing as well as people organizational and strategic issues, strategic management of professional service firms theory - buy strategic management of professional service firms theory and practice 2011 by stephan kaiser max josef ringlstetter isbn 9783642423581 from amazon s book store everyday low prices and free delivery on eligible orders, management of professional service firms psf general - 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