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## Service Development and New Service Performance

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VRIJE UNIVERSITEIT

## Service Development and New Service Performance

A conceptual essay and a project-level study into the relationship between  
HRM practices and the performance of new services

ACADEMISCH PROEFSCHRIFT

ter verkrijging van de graad Doctor aan  
de Vrije Universiteit Amsterdam,  
op gezag van de rector magnificus  
prof.dr. L.M. Bouter,  
in het openbaar te verdedigen  
ten overstaan van de promotiecommissie  
van de faculteit der Economische Wetenschappen en Bedrijfskunde  
op vrijdag 16 mei 2008 om 10.45 uur  
in de aula van de universiteit,  
De Boelelaan 1105

door

Meindert Jan Flikkema

geboren te Groningen

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