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VRIJE UNIVERSITEIT

MANAGEMENT OF SERVICE INNOVATION QUALITY

ACADEMISCH PROEFSCHRIFT

ter verkrijging van de graad Doctor
aan de Vrije Universiteit Amsterdam,
op gezag van de rector magnificus
prof.dr. V. Subramaniam,
in het openbaar te verdedigen
ten overstaan van de promotiecommissie
van de Faculteit der Bètawetenschappen
op dinsdag 26 maart 2019 om 13.45 uur
in de aula van de universiteit,
De Boelelaan 1105

door

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