



COUNCIL OF SUPPLY CHAIN MANAGEMENT PROFESSIONALS

# THE DEFINITIVE GUIDE TO ORDER FULFILLMENT AND CUSTOMER SERVICE

Principles and Strategies for Planning,  
Organizing, and Managing Fulfillment  
and Service Operations

Council of Supply Chain Management Professionals and

**Stanley E. Fawcett & Amydee M. Fawcett**

# THE DEFINITIVE GUIDE TO ORDER FULFILLMENT AND CUSTOMER SERVICE

## PRINCIPLES AND STRATEGIES FOR PLANNING, ORGANIZING, AND MANAGING FULFILLMENT AND SERVICE OPERATIONS

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Amydee M. Fawcett

# **Definitive Guide to Order Fulfillment and Customer Service, The: Principles and Strategies for Planning, Organizing, and Managing Fulfillment and Service Operations**

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