

# Competitive advantage

|                   |               | Competitive advantage |                       |
|-------------------|---------------|-----------------------|-----------------------|
|                   |               | Lower costs           | Differentiation       |
| Competitive scope | Broad target  | Cost leadership       | Differentiation       |
|                   | Narrow target | Cost focus            | Differentiation focus |

# Service Management For Competitive Advantage

**Thomas Griffiths**



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