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John J. Sviokla. Topics Digital, Technology Implementation. Buy. Quality Comes to Services, Harvard Business Review, volume 68, September October 1990, Rayports research has yielded a number of conceptual frameworks elaborated in Harvard Business Review (with colleague John J. Sviokla, Harvard Business

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John J. Sviokla joined the Company in September 1998 as a partner and Vice both appearing in the Harvard Business Review. Dr. Sviokla has authored over 90