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**IJPPM - Would Compensation be Necessary? The Importance of Service Recovery Strategy on E-Retail Delivery Problems, is now published online.**

1 message

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To: yunus.erlinda@gmail.com

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IJPPM - International Journal of Productivity and Performance Management

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I am pleased to inform you that *Would Compensation be Necessary? The Importance of Service Recovery Strategy on E-Retail Delivery Problems* of *International Journal of Productivity and Performance Management* has been published on Emerald Insight.

Should you have any queries please do not hesitate to contact the Production Department.

Best Wishes,

S.Arunkumar

Emerald Production Department

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