

SPRINGER BRIEFS IN OPERATIONS MANAGEMENT

Shuo Zeng
Moshe Dror

Formulating Principal-Agent Service Contracts for a Revenue Generating Unit

 Springer

SpringerBriefs in Operations Management

Series Editor

Suresh P. Sethi
School of Management
The University of Texas at Dallas
Richardson, TX, USA

More information about this series at <http://www.springer.com/series/13082>

Shuo Zeng • Moshe Dror

Formulating Principal-Agent Service Contracts for a Revenue Generating Unit

Shuo Zeng
Eller College of Management
University of Arizona
Tucson, AZ, USA

Moshe Dror
Eller College of Management
University of Arizona
Tucson, AZ, USA

SpringerBriefs in Operations Management

ISBN 978-3-319-18671-9

ISBN 978-3-319-18672-6 (eBook)

DOI 10.1007/978-3-319-18672-6

Library of Congress Control Number: 2015942238

Springer Cham Heidelberg New York Dordrecht London

© Springer International Publishing Switzerland 2016

This work is subject to copyright. All rights are reserved by the Publisher, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, reuse of illustrations, recitation, broadcasting, reproduction on microfilms or in any other physical way, and transmission or information storage and retrieval, electronic adaptation, computer software, or by similar or dissimilar methodology now known or hereafter developed.

The use of general descriptive names, registered names, trademarks, service marks, etc. in this publication does not imply, even in the absence of a specific statement, that such names are exempt from the relevant protective laws and regulations and therefore free for general use.

The publisher, the authors and the editors are safe to assume that the advice and information in this book are believed to be true and accurate at the date of publication. Neither the publisher nor the authors or the editors give a warranty, express or implied, with respect to the material contained herein or for any errors or omissions that may have been made.

Printed on acid-free paper

Springer International Publishing AG Switzerland is part of Springer Science+Business Media (www.springer.com)