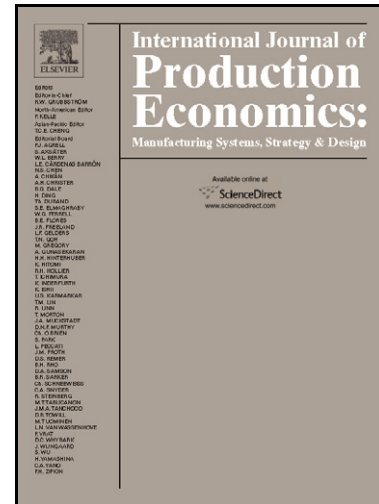


# Author's Accepted Manuscript

After-sales Service Competition in a Supply Chain:  
Does Uncertainty Affect the Conflict between Profit  
Maximization and Customer Satisfaction?

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www.elsevier.com/locate/ijpe

PII: S0925-5273(13)00081-9  
DOI: <http://dx.doi.org/10.1016/j.ijpe.2013.02.014>  
Reference: PROECO5352

To appear in: *Int. J. Production Economics*

Received date: 13 May 2011  
Accepted date: 30 January 2013

Cite this article as: Hisashi Kurata and Seong-Hyun Nam, After-sales Service Competition in a Supply Chain: Does Uncertainty Affect the Conflict between Profit Maximization and Customer Satisfaction?, *Int. J. Production Economics*, <http://dx.doi.org/10.1016/j.ijpe.2013.02.014>

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**After-sales Service Competition in a Supply Chain: Does Uncertainty Affect the Conflict between Profit Maximization and Customer Satisfaction?**

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**Key words**

After-sales service, Uncertainty, Supply chain management, Game theory, Marketing-operations interface.

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