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### Public service guarantees

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*Document Version*

Publisher's PDF, also known as Version of record

*Publication date:*

2018

[Link to publication in University of Groningen/UMCG research database](#)

*Citation for published version (APA):*

Thomassen, J. P. R. (2018). Public service guarantees: Exploring the design and implementation of service guarantees in public settings. [Groningen]: University of Groningen, SOM research school.

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# **Public service guarantees**

**Exploring the design and implementation  
of service guarantees in public settings**

Jean Pierre Thomassen

Publisher: University of Groningen  
Groningen, the Netherlands

Printed by: Ipskamp Printing  
Enschede, the Netherlands

ISBN: 978-94-034-0434-9  
978-94-034-0433-2 (e-book)

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rijksuniversiteit  
 groningen

# Public service guarantees

Exploring the design and implementation  
 of service guarantees in public settings

## Proefschrift

ter verkrijging van de graad van doctor aan de  
 Rijksuniversiteit Groningen  
 op gezag van de  
 rector magnificus prof. dr. E. Sterken  
 en volgens besluit van het College van Promoties.

De openbare verdediging zal plaatsvinden op

donderdag 22 februari 2018 om 16.15 uur

door

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geboren op 11 mei 1962  
 te Maastricht

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