



# **Knowledge Services Management: Organizing Around Internal Markets (Service Science: Research and Innovations in the Service Economy)**

*Peter K. Mills, Kevin M. Snyder*

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**Knowledge Services Management** looks at the transformation of the traditional workplace into a quasi-internal market environment where work activities in knowledge services are organized around clusters of similar or complementary knowledge stocks to address particular types of customer-clients priorities. The book explores a new internal market structure for these service organizations and the implications this presents for managers and scholars in the 21st century workplace. By adopting an internal market perspective, the book develops new organizational forms outside the traditional hierarchical paradigm, which is ill-suited for the emerging knowledge workplace, in order to effectively manage emerging knowledge services. The indispensable role of customer/client in the operations of these organizations is examined, as is the creation of the “Proventure Workplace”, a work environment which accentuates jobs requiring rich cognitive skills for continuing innovation and creativity.

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