

Customer service management: teams & quality

Albrecht, Albrecht, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20435505&lokasi=lokal>

Abstrak

This issue explains that service management is a total organizational approach that makes customer-perceived value the driving force of a business. Inside you will find models and guidelines that help move an organization toward a customer-focused orientation.