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# **Providing Quality Service To Customers:**

Delivering Quality Service Valarie A. Zeithaml, 2010-05-11 Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service But what exactly is excellent service It is the ability to deliver what you promise say the authors but first you must determine what you can promise Building on seven years of research on service quality they construct a model that by balancing a customer's perceptions of the value of a particular service with the customer's need for that service provides brilliant theoretical insight into customer expectations and service delivery For example Florida Power Light has developed a sophisticated computer based lightening tracking system to anticipate where weather related service interruptions might occur and strategically position crews at these locations to quicken recovery response time Offering a service that customers expect to be available at all times and that they will miss only when the lights go out FPL focuses its energies on matching customer perceptions with potential need Deluxe Corporation America's highly successful check printer regularly exceeds its customers expectations by shipping nearly 95% of all orders by the day after the orders were received Deluxe even put U S Postal Service stations inside its plants to speed up delivery time Customer expectations change over time To anticipate these changes Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers using focus group interviews and the authors 22 item generic SERVQUAL questionnaire which is customized by adding questions covering specific aspects of service they wish to track The authors groundbreaking model which tracks the five attributes of quality service reliability empathy assurance responsiveness and tangibles goes right to the heart of the tendency to overpromise By comparing customer perceptions with expectations the model provides marketing managers with a two part measure of perceived quality that for the first time enables them to segment a market into groups with different service expectations Network Manager's Handbook, Third Edition John M. Lusa, 1999-12-01 The Network Manager's Handbook is a one of a kind resource featuring critical network technology assessments and career development advice from some of the most highly respected consultants and network managers in the field This answer filled compendium provides a rich blend of precise knowledge and real world experience the result of many thousands of hours of actual hands on work in the field The book gives you proven successful economical solutions to real world problems associated with the host of new network technologies Business, Economics, Financial Sciences, and Management Min Zhu, 2012-02-11 A series of papers on business economics and financial sciences management selected from International Conference on Business Economics and Financial Sciences Management are included in this volume Management in all business and organizational activities is the act of getting people together to accomplish desired goals and objectives using available resources efficiently and effectively Management comprises planning organizing staffing leading or directing and controlling an organization a group of one or more people or entities or effort for the purpose of accomplishing a goal Resourcing encompasses the deployment and

manipulation of human resources financial resources technological resources and natural resources. The proceedings of BEFM2011 focuses on the various aspects of advances in Business Economics and Financial Sciences Management and provides a chance for academic and industry professionals to discuss recent progress in the area of Business Economics and Financial Sciences Management It is hoped that the present book will be useful to experts and professors both specialists and graduate students in the related fields 

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