

Customer Delivered E-Procurement



Customer Oriented Behaviour The Nature Impact And Development

SA Dillow



Customer Oriented Behaviour The Nature Impact And Development:

The Nature, Impact and Development of Customer Oriented Behaviour Svafa Grönfeldt,2003 It is believed that service delivery through full utilization of human resources will become the major tool for competitive advances in the service industry in the coming years and the importance of customer orientation for the success of service organizations has been emphasized in the academic and applied literatures The purpose of this thesis is to examine an explicit behavioral perspective where the focus is on the extent to which employees engage in direct behaviors specifically designed to benefit customers This study examines empirically the nature impact and development of employee customer oriented behaviors The findings include a step by step approach to continuous improvement of service quality and the role of service training programs employee selection and managerial implications are discussed This publication is a thesis submitted to the Department of Industrial Relations at the London School of Economics and Political Science in the fulfillment of the requirements for a PhD in Industrial Relations

Service Leadership Svafa Gronfeldt, Judith Strother,2005-11-30 The purpose of this book is to provide a comprehensive theoretical framework as well as practical strategies not just for survival but for a true search for excellence in the uncertain and ever changing world of customer service management The theoretical framework is based on the notion that customer service contains three key variables a promise a process and people After going through the step by step process of service management the reader will have the necessary understanding and skill to choose the right strategy for the right circumstances to design service processes to identify the means and methods to implement these processes and to measure the outcome

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