

CUSTOMER-FOCUSED STRATEGY

PROVIDING THE BEST SERVICE
POSSIBLE



Customer Focused Quality 1994

Carol Frattali



Customer Focused Qualitypb1994:

Customer-Oriented Quality Management in the Automotive Industry Marit Breitfeld,2005-02-28 Inhaltsangabe Abstract

In times of severe competition it is of crucial importance to create a competitive advantage to differentiate from the competitors and to sustain the business of the company This thesis intends to show that a customer focused quality management is one way to create a sustainable competitive advantage Quality controls along the whole value chain before during and after production leads to failure free products which save costs on the one hand and have thus a positive influence on the company s revenue On the other hand failure free products that meet the customers expectations lead to satisfied customers who build up a brand loyalty and conduct retention sales which have a positive influence on the company s sales market share as well as the overall image Furthermore this thesis points out that it is important to listen to the voice of the customers and get an insight in the customer s needs and wants To fulfil or even exceed their expectations leads to customer satisfaction which is a key to success in today s business world In addition the customer demands in regard of quality are growing continuously and new technologies are appearing on the markets on a regular basis Therefore the producers are forced to keep to the latest technology developments and to get hold on the changing customer needs But even without this external pressure quality improvement is justified from a cost point of view The applicability of a customer oriented quality management is shown in the practical part of this thesis when the quality of the Saab models is analyzed from the customer s perspective Due to the arguments outlined in this thesis it can be summarized that a quality management with a focus on the needs of the customers in should become a core strategy of any company producing and selling products in order to create customer satisfaction and sustain the business This thesis deals with the field of quality management in the context of customer satisfaction To show the practical applicability of quality management this thesis is looking at how quality management is conducted in the automotive industry as we compare the Initial Quality Study IQS from the market research institute J D Power with a survey that was internally conducted at the Saab Automobile AB Today s business environment creates a growing need for quality management Tougher competition leads to the demand for cost savings and higher

EBOOK: Services Marketing: Integrating Customer Focus Across the Firm Alan Wilson,Valarie Zeithaml,Mary Jo Bitner,Dwayne Gremler,2016-01-16 European economies are now dominated by services and virtually all companies view service as critical to retaining their customers today and in the future In its third European edition Services Marketing Integrating Customer Focus across the Firm provides full coverage of the foundations of services marketing placing the distinctive gaps model at the center of this approach Drawing on the most recent research and using up to date and topical examples the book focuses on the development of customer relationships through quality service out lining the core concepts and theories in services marketing today New and updated material in this new edition include New content on the role of digital marketing and social media has been added throughout to reflect the latest developments in this dynamic

field Increased coverage of Service dominant logic regarding the creation of value and the understanding of customer relationships New examples and case studies added from global and innovative companies including AirBnB IKEA Disneyland Scandinavia Airlines and Skyscanner Handbook of Public Quality Management Stupak/Leitner,2001-03-22 Exploring a variety of methods for improving the economic performance of organizations this multidisciplinary text covers macro and micro perspectives while considering strategic planning systematic process analysis leadership studies group dynamics and human motivation theories It highlights quality of relationships as a guiding principle within the framework of public administration and stresses customer client and stakeholder satisfaction With over 1000 literature references tables drawings and equations and appendices of laws and regulations the book responds to the mandate for high performance and increased productivity **Delivering Satisfaction and Service Quality** Peter Herson,John R. Whitman,2001 Good customers expect excellent service Increasingly library customers are looking to online services instead of to the library for information For every library that wants to win satisfied customers and bring those that have strayed back into the library here are proven tools to assess needs and improve service Service Quality Benjamin Schneider,Susan S. White,2004 The last three decades have seen a dramatic increase in the attention businesses devote to their quality of service Scholars and researchers in a number of disciplines including marketing human resources I O psychology sociology and consumer behavior have all made substantial contributions to understanding what service is how service and service delivery quality are experienced by customers and the role of employees and their organizations in service delivery Service Quality Research Perspectives presents a comprehensive overview and analysis of the field and its research including its growth emerging trends and debates Service Quality Roland T. Rust,Richard L. Oliver,1993-11-15 In this book leading scholars and practitioners present the latest research and theory in customer satisfaction and services marketing with a wealth of stimulating ideas Topics discussed include the measurement of the managerial impact on service quality improvement new methods of assessing the various elements of service quality and philosophies of the nature of customer value The diverse viewpoints of the contributors reveal the variety of emerging ideas on the subject of service quality Essentials for the Improvement of Healthcare Using Lean & Six Sigma D.H. Stamatis,2010-11-30 Essentials for the Improvement of Healthcare Using Lean it is evident that the processes currently employed and the subsequent defensive medicine philosophy that has resulted will not be able to meet the future demands of our aging society Through Six Sigma and Lean this text moves the focus from reactive controls to the proactive efficiency required to implement real and sustainable quality improvements that will allow us to forge a system that is all about wellness **Managing Customer Value** Bradley Gale,2009-11-24 Even today with quality improvement the battle cry of American industry the quality programs in most companies are limited to conformance to technical standards according to quality expert Bradley Gale While some have ventured a step farther to measure customer satisfaction few of them Gale demonstrates have attempted to track market perceived quality how buyers

select among competing suppliers why orders are won or lost and which competitors are succeeding in which market segments Using cases including Milliken AT T United Van Lines and Gillette Gale shows how leading edge companies have gone beyond the minimal achievements of conformance quality and customer satisfaction to focus on the third higher stage market perceived quality versus competitors and aspire to an emerging fourth stage true strategic management Drawing on his extensive research at AT T Johnson Johnson Parke Davis and other world class companies Gale provides new metrics for market perceived quality that are straightforward and easy to interpret His set of seven integrative tools for customer value analysis makes up the heart of the war room wall to help guide business unit teams in their effort to outperform competitors in satisfying customers The great value of these tools is that they are derived from a future oriented strategic navigation system that tracks competitive information and market perceived quality Learning to master this system accelerates customer satisfaction from a slogan to a science and leads ultimately to true strategic management the fourth stage of Total Quality Management The processes described in this book provide an insider s perspective on the criteria of the Baldrige Award Bradley Gale s insights and innovative methods for defining measuring and improving market perceived quality will create an entirely new thrust for the worldwide quality movement

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