

Teacher's Guide

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10



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# A Guide To Computer Applications

**Uwe Naumann**



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web diese studie sollte ein repräsentatives bild der beschwerdemanagement praxis in deutschen unternehmen aus acht verschiedenen branchen mit mehr als 200 mitarbeitern und mehr als 50 mio euro jahresumsatz zeichnen es wurden beschwerdemanagement verantwortliche von 1 120 unternehmen befragt von denen sich 287 an der studie