Customer Satisfaction

Tools, Techniques, and Formulas for Success

Craig Cochran

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Sebastian Brünink

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  Customer Satisfaction Craig Cochran,2003 Customer satisfaction is the single most important issue affecting organizational survival Despite this fact most companies have no clue what their customers really think They operate in a state of ignorant bliss believing that if their customers were anything less than 100 percent satisfied they d hear about it Then they are shocked when their customer base erodes and their existence is threatened The key to competitive advantage is proactively gauging customer perceptions and aggressively acting on the findings The techniques for doing this don t have to be difficult they just have to be timely and effective This book explores a range of practical techniques for probing your customers true level of satisfaction Tools and specific instructions for use are described in detail enabling the organization to get started immediately The tools range from very basic to highly sophisticated providing a path for organizations to follow as they progressively become more familiar with the unique drivers of customer satisfaction This is the perfect reference for organizations that want to continually improve and outpace their competition Contents What is Customer Satisfaction Call Reports Field Reports Comment Cards Complaint Systems Quantitative Customer Surveys In Conclusion **Becoming a Customer-Focused Organization** Craig Cochran,2006 The customer is the sole reason organizations exist Craig Cochran points out throughout this concise and practical book which outlines the fundamentals of building process controls around internal and external customers true needs Cochran walks readers through a self assessing customer focus inventory and from there explains how an organization can shape its processes to meet its customers demands Learn how to develop customer surveys that produce useful data for refining production and administrative processes Understand the importance of customer satisfaction training Motivate top management to instill a customer focused orientation throughout the organization From publisher s description   The Continual Improvement Process Craig Cochran,2003 Continual improvement is not optional It is a condition of survival Every organization must have systematic methods for making smart decisions attacking problems improving its products and services and repelling competitors Anything less than a systematic disciplined approach is leaving your future in the hands of chance This book presents a range of practical methods for driving continual improvement throughout the organization The starting point is leadership with a clear definition of mission strategy and key measures These themes are then carried throughout the enterprise informing everyone on the issues that matter most to survival and success Strategic approaches for the deployment of metrics review of organizational performance effective problem solving internal auditing process orientation and cultural development are also described in detail Practical tools and examples are provided at every step of the way enabling immediate implementation of the concepts This book is more than a guide to continual improvement it is a guide to leading and managing any organization   The SAGE Encyclopedia of Economics and Society Frederick F. Wherry,Juliet B. Schor, Consulting Editor,2015-09-01 Economics is the nexus and engine that runs society affecting societal well being raising standards of living when economies prosper or

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