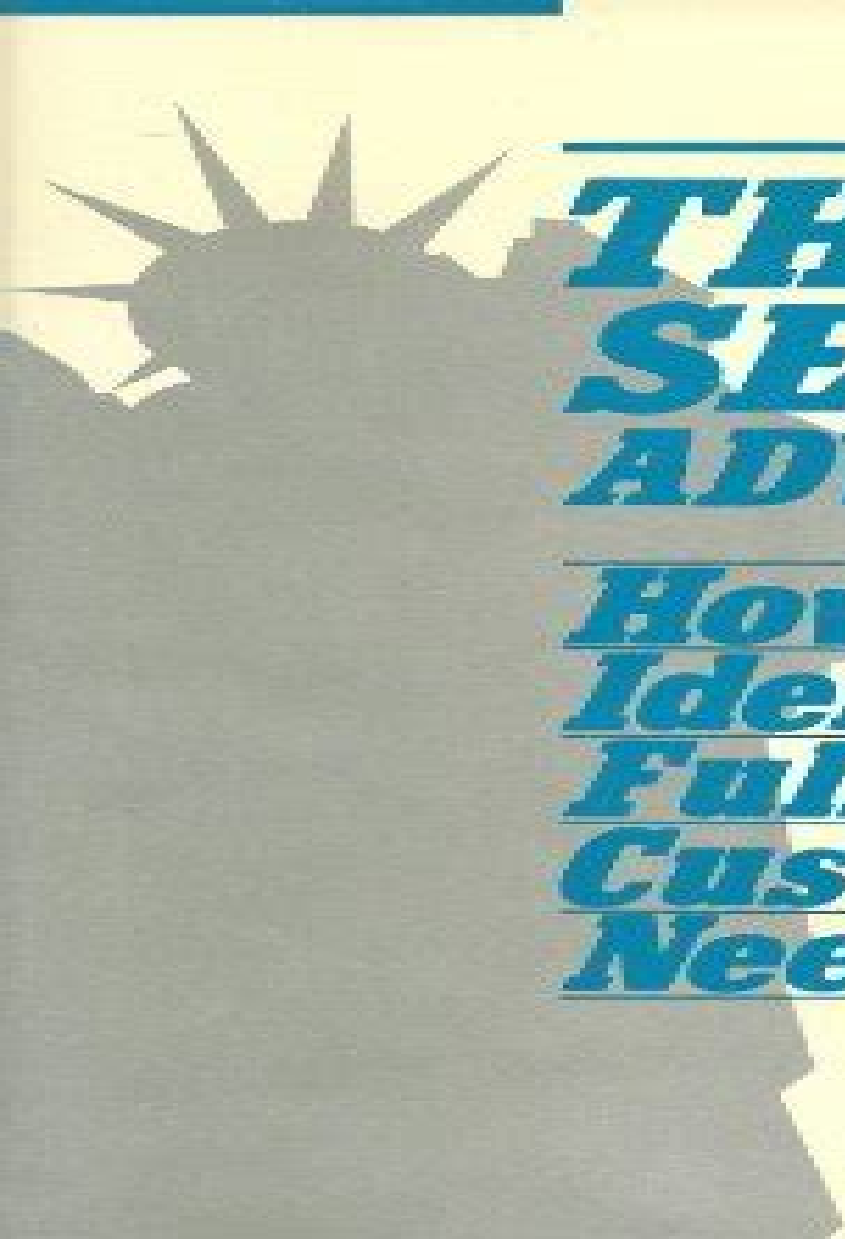




THE SERVICE ADVANTAGE

***How to
Identify and
Fulfill
Customer
Needs***

KARL

LAWRENCE J.

ALBRECHT - BRADFORD

Service Advantage How To Identify And Fulfill Customer Needs

Reinhold Rapp



Service Advantage How To Identify And Fulfill Customer Needs:

Kundenzufriedenheit durch Servicequalität Reinhold Rapp, 2013-03-13 Die strategischen Erfolgsfaktoren in zunehmend dynamischen Märkten haben sich in den letzten Jahren vom Produkt weg hin zum Service entwickelt. Die Disziplin des defensiven Marketing bei der es darum geht den Kunden an sich zu binden und aufgrund einer höheren Loyalität die Rendite zu verbessern findet denn in den letzten Jahren immer stärkere Beachtung in Forschung und Lehre. In der Praxis können nicht nur Anbieter von Dienstleistungen sondern ebenfalls Hersteller von Medium und High Tech Produkten sich ähnlich wie im Konsumgütergeschäft entscheidend durch Services von der Konkurrenz abheben eine strategische Option die leider von zu wenigen Unternehmen wahrgenommen wird. Die meisten Firmen vor allem im Technologiebereich konkurrieren immer noch auf Basis Vorsprung durch Technik. Auf der wissenschaftlichen Seite hat es im letzten Jahrzehnt wesentliche Beiträge zur Servicestrategie gegeben wobei vor allem Zeithaml et al zu nennen sind. Diesen Ansatz verknapft Rapp mit der Betrachtungsweise von Fornell der zur Messung von Kundenzufriedenheit ein Return on Quality Modell IROQ vorsieht. Das hieraus resultierende konzeptionelle PROSAT Modell stellt eine wichtige Konzeptualisierung für defensives und für Servicemarketing dar. Von dem konzeptionellen PROSAT Modell lassen sich operationelle Modelle ableiten die in der Praxis über Marktforschung und statistische Analyse quantitativ ausgewertet werden können. Wie dies zu bewerkstelligen ist wird von Rapp im Automobilbereich exemplarisch dargestellt. Rapp legt schließlich dar wie die empirischen Resultate in gezielte Maßnahmen zur Verbesserung der Qualität umgesetzt werden können so dass hieraus die größtmögliche Zufriedenheit entsteht. *Handbuch Dienstleistungsmanagement* Manfred Bruhn, Heribert Meffert, 2013-07-02 Dieses Handbuch greift die zentralen Fragestellungen von Dienstleistern auf und präsentiert sie in kompakter fundierter und gut lesbarer Form. Berücksichtigung findet auch der Aspekt dass Dienstleistungen und Kundenzufriedenheit nicht um jeden Preis gemanagt werden sollten sondern auch die Verbindung zur Unternehmensprofitabilität im Blickpunkt stehen muss. Emotionale Determinanten der Dienstleistungsqualität Dirk Forberger, 2013-07-02 Dirk Forberger entwickelt einen Ansatz zur Operationalisierung und Messung der Dienstleistungsqualität der sowohl die kognitiven als auch die emotionalen Determinanten der Qualitätswahrnehmung berücksichtigt. Dienstleistungsqualität aus Kundensicht Bert Hentschel, 2013-03-08 Die vorliegende Arbeit wurde im Wintersemester 1991/92 von der wirtschaftswissenschaftlichen Fakultät Ingolstadt der Katholischen Universität Eichstätt als Dissertation angenommen. Ohne die engagierte Unterstützung von verschiedener Seite würde sie kaum in der heutigen Gestalt bestehen. Deshalb ist an dieser Stelle allen herzlich zu danken die zu ihrem Zustandekommen durch inhaltliche Anregungen sowie redaktionelle und formale Hilfestellungen beigetragen haben. Besonderer Dank gilt meinem verehrten akademischen Lehrer Herrn Prof. Dr. Bernd Stauss der als Inhaber des Marketinglehrstuhls an der Ingolstädter Fakultät meine Arbeit betreute. Ihm verdanke ich unzählige kritisch konstruktive Gespräche die für die Erstellung der Dissertationsehrift

von ebenso großer Bedeutung waren wie die mir gew hrte Megliehkeit den empirisehen Teil im Rahmen eines greren Lehrstuhlprojekts realisieren zu kennen Die Einbeziehung in eine Fulle von Expertengespr ehren und die Ermunterung entwickelte Ideen frtihazzeitig zur Diskussion zu stellen haben die Arbeit ebenfalls sehr befruehtet Aufrichtiger Dank gebUhrt Herrn Prof Dr Hans Corsten der nicht nur das zweitgutaekten fUr die Arbeit Ubernahm und uerst schnell anfertigte sondern aueh die Entstehung der Dissertation von Beginn an mit groem Interesse verfolgte Ohne Herrn Horst Willner und die Mitarbeiter seines Autohauses hatten die theoretiseh konzeptionellen Uberlegungen nicht durch empirische Befunde ergnzt werden kennen

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