

Service Quality: New Directions in Theory and Practice

Roland T Rust

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Clemens Wendtner



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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 Kundenzufriedenheit im Industriegüterbereich Bettina Rudolph, 2013-07-29 Im Rahmen einer umfassenden international angelegten empirischen Studie entwickelt Bettina Rudolph einen theoretisch fundierten Ansatz zur Messung von Kundenzufriedenheit im Industriegüterbereich Die Autorin präsentiert klar definierte Dimensionen zur Konzeptualisierung des Konstrukts Kundenzufriedenheit und zeigt die Notwendigkeit einer Analyse der verschiedenen Funktionsbereiche im Kundenunternehmen auf Die Arbeit leistet somit einen wesentlichen Beitrag zur Weiterentwicklung der Marketingwissenschaft und vermittelt Gestaltungsempfehlungen für die Praxis Verzeichnis Im Rahmen einer umfassenden international angelegten empirischen Studie entwickelt Bettina Rudolph einen theoretisch fundierten Ansatz zur Messung von Kundenzufriedenheit im Industriegüterbereich

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