



MIBE

Master in International
Business & Entrepreneurship



Department
Economics
Management

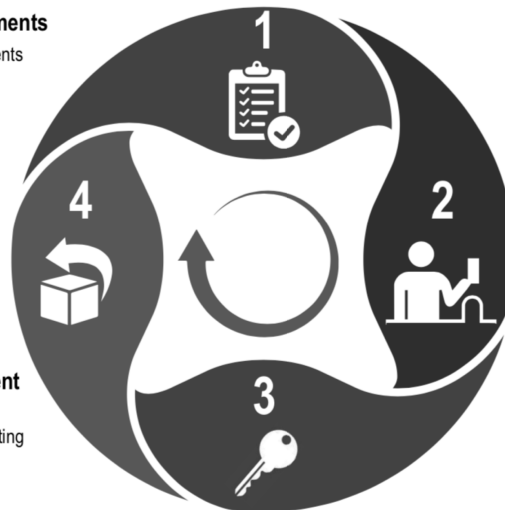
Customer Service Life Cycle

Stage 1: Requirements

1. Establish Requirements
2. Specification

Stage 2: Acquisition

1. Source selection
2. Ordering
3. Authorization and Payment
4. Acquisition
5. Testing and acceptance



Stage 4: Retirement

1. Transfer or disposal
2. Auditing and accounting

Stage 3: Ownership

1. Integration
2. Usage-monitoring
3. Upgrading
4. Maintain

Requirements	
Establish requirements	Establish a need for the product or service.
Specification	Determine the product or service attributes.
Acquisition	
Source selection	Determine where to obtain the product or service.
Ordering	Order the product or service from a supplier.
Authorization and payment	Transfer funds or extend credit.
Acquisition	Take possession of the product or receive service.
Testing and acceptance	Ensure that the product or service meets specifications.
Ownership	
Integration	Add to an existing inventory or integrate with existing internal business processes.
Usage monitoring	Control access and use of the product or service.
Upgrading	Upgrade the product or service if conditions change.
Maintain	Repair the product as necessary.
Retirement	
Transfer or disposal	Move, return, or dispose of product or service.
Auditing and accounting	Monitor expenses related to the product or service.