

CUSTOMER CARE REGISTRY**LITERATURE SURVEY**

TITLE: Customer complaints Management

AUTHOR: Merlin Stone

DESCRIPTION:

Consultants working on commercial projects often fail to take account of the deep and broad academic literature on the topic on which they are working. Because of his position as a hybrid academic and consultant, the author is obliged to keep closely in touch with the different literatures for the areas in which he teaches - broadly marketing, customer relationship management, customer service and branding.

PUBLISHED IN: Jun 2011

TITLE: Satisfaction Factors of Customers

AUTHOR: Sruthi Sivaprakasham, J Jayashree

DESCRIPTION:

Customer satisfaction is an important factor in the phenomenon of the construction process and customer relationship. As Construction Companys increases its antagonism, greater attention continues to be placed on customer relationships and satisfied customers. Customer satisfaction accredits construction companies to differentiate themselves from their competitors and create sustainable advantage. Those who buy the goods or services provided by companies are customers.

PUBLISHED IN: Nov 2017 .

TITLE: Customer Complaint Management

AUTHOR : stone M

DESCRIPTION:

Consultants working on commercial projects often fail to take account of the deep and broad academic literature on the topic on which they are working. Because of his position as a hybrid academic and consultant, the author is obliged to keep closely in touch with the different literatures for the areas in which he teaches – broadly marketing, customer relationship management, customer service and branding.

PUBLISHED IN: June 2011

TITLE: Theory and practice of Customer Related improvements

AUTHOR: Daniel Gyllenhammar

DESCRIPTION:

Customers are vital to any organization and system, and must therefore be considered when seeking to improve. However, how to improve with regard to the customer, is not clear, and the knowledge is spread over several research fields, making it difficult for researchers and practitioners to comprehend. The purpose of this literature review is to show how customer-related improvements are described in the literature and how the research is performed.

PUBLISHED IN: Feb 2022

TITLE: Customer Satisfaction in new hampshire state goverment

AUTHOR : Rusell Linden

DESCRIPTION:

A successful performance management program supports and promotes the accomplishment of an agency's mission and goals. It does this by aligning team and individual performance elements and standards with the organizational goals. This will aim everyone's energies in the same direction: to provide "best-in-business" customer service. A question state agencies may be asking themselves is "Why do I need customer service standards?" "We know what customer service is and what we're supposed to do."

PUBLISHED IN: Feb 2009