

Service Quality: New Directions in Theory and Practice

Service Quality: Insights and Managerial Implications from the Frontier

Contributors: Roland T. Rust & Richard L. Oliver

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E Service New Directions In Theory And Practice

**Mehdi Khosrowpour, Information
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Service Quality Roland T. Rust,Richard L. Oliver,1993-11-15 In this book leading scholars and practitioners present the latest research and theory in customer satisfaction and services marketing with a wealth of stimulating ideas Topics discussed include the measurement of the managerial impact on service quality improvement new methods of assessing the various elements of service quality and philosophies of the nature of customer value The diverse viewpoints of the contributors reveal the variety of emerging ideas on the subject of service quality

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Journal of Management Information Systems ,2002

Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior ,2003

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situated curriculum concurrent curricula and academic planning They illuminate some of the drawbacks of current education for the professoriate and at the same time point toward current programs and new possibilities for educating doctoral students who will begin their faculty careers ready to integrate teaching research and service This is the 113th volume of the Jossey Bass higher education quarterly report series New Directions for Teaching and Learning offering a comprehensive range of ideas and techniques for improving college teaching based on the experience of seasoned instructors and on the latest findings of educational and psychological researchers

New Directions in Piagetian Theory and Practice Irving E. Sigel, David Brodzinsky, Roberta M. Golinkoff, 1981

Global Business Mehdi Khosrowpour, Information Resources Management Association, 2011-01-01 This multi volume reference examines critical issues and emerging trends in global business with topics ranging from managing new information technology in global business operations to ethics and communication strategies Provided by publisher

Bibliographic Index ,2004

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