



# Customer Satisfaction Measurement Simplified

A Step-by-Step Guide for  
ISO 9001:2000 Certification

TERRY G. WARZA

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**Customer Service Best Practices** Ron Zemke, 1998 [Software Services for e-World](#) Wojciech Cellary, Elsa Estevez, 2010-10-12 The I3E 2010 marked the 10th anniversary of the IFIP Conference on e-Business, e-Services, and e-Society, continuing a tradition that was invented in 1998 during the International Conference on Trends in Electronic Commerce (TrEC) 1998 in Hamburg, Germany. Three years later, the inaugural I3E 2001 conference was held in Zurich, Switzerland. Since then, I3E has made its journey through the world: 2002 Lisbon, Portugal; 2003 Sao Paulo, Brazil; 2004 Toulouse, France; 2005 Poznan, Poland; 2006 Turku, Finland; 2007 Wuhan, China; 2008 Tokyo, Japan; and 2009 Nancy, France. I3E 2010 took place in Buenos Aires, Argentina, November 3-5, 2010. Known as The Pearl of South America, Buenos Aires is a cosmopolitan, colorful, and vibrant city, surprising its visitors with a vast variety of cultural and artistic performances, European architecture, and the passion for tango, coffee, places, and football discussions. A cultural reference in Latin America, the city hosts 140 museums, 300 theaters, and 27 public libraries, including the National Library. It is also the main educational center in Argentina and home of renowned universities, including the University of Buenos Aires, created in 1821. Besides the location, the timing of I3E 2010 is also significant; it coincided with the 200th anniversary celebration of the first local government in Argentina. **Internet Security Made Easy** Douglas Schweitzer, 2002 Schweitzer offers this nontechnical, step-by-step guide to help computer users of all levels better understand how the Internet works and how to enjoy the benefits of the Internet while still maintaining computer security. Topics include secure Web browsing, cookie monitoring and removal, installing antivirus software, e-mail attachments and spam, securing a Web server, public key infrastructure, secure remote access, and virtual private networks and handling hacker attacks and cybercrime. The author is a vice president at an actuarial consulting firm where he is responsible for corporate network design and security. Annotation copyrighted by Book News, Inc., Portland, OR.

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