

What is banking service management?

Deficiencies & Ways to improve the services?

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Page No. 1

RAJVEER SINGH BEDI

SECTION - A

DEFICIENCY & WAYS TO IMPROVE SERVICES

Ans 2: INTRODUCTION - Banks are the oldest, biggest and fastest growing financial intermediaries in India. Today, banks are 'part' and 'parcel' of our daily life. Banks refer to an institution that deals in Money

According to John Paget, "Nobody can be a banker who does not -

- > take deposits accounts.
- > take current accounts.
- > issue and pay cheques
- > collect cheques - crossed and uncrossed for its customers."

Banks provide two types of services i.e

- > Tangible Services
- > Intangible Services

But to provide these services, there are many deficiencies in services in Banks and there are also many ways to improve the services provided by banks.

Now, it's the duty of banks to accept the principles of customer as 'King' in service industry in present era of competition.

Service Management Notes For Bcom

John Maleyeff



Service Management Notes For Bcom:

Service Management Bart van Looy,Paul Gemmel,Roland Dierdonck,2013 Over 75% of graduates currently find work in the service industries but there are very few books that deal specifically with the subject of service management This third edition of Services Management provides a comprehensive insight into the industry and its importance in today s economies The book is based on three central strands of services management customers employees and operations The final part of the book addresses the issue of performance management and service strategy Based on a series of research workshops with academics and practitioners at the Service Management C

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makers and businesses are all keen to understand more about taxation in China and ASEAN and this work seeks to address this key issue by providing a comprehensive overview of the many often mentioned but little understood challenges of doing business in the region Traversing a wide range of regional issues and jurisdictions topics covered include the role of DTAs in regional integration the impact of social institutions on tax corruption and its causes economic development and taxation and the use of education in developing systems Case studies are taken from countries such as China Vietnam Hong Kong Singapore the Philippines Malaysia and Indonesia Drawing on the results of these discussions the book also sheds light on the question of whether different taxing institutions are needed in the region Gathering together a cross disciplinary group of eminent scholars this work will be of great interest to all students and scholars of Asian economics Asian finance and taxation in general

Quality Service Management John Maleyeff,2022-05-05 Providing clear guidance for anyone servicing internal or external customers this book offers a framework for analyzing and managing quality using a comprehensive closed loop approach This book cuts through the complexities of the mantra better cheaper faster BCF and offers procedures for the evaluation of customer needs the determination of performance metrics and the design of effective customer satisfaction surveys It details basic statistical techniques and packages the framework procedures and methods into a management construct that includes external quality certification systems and internal performance management systems Importantly the book also describes how these systems can be implemented in a virtual workplace This quality management book will be essential to service oriented firms financial government healthcare hospitality etc as well as any firm with internal customer service processes such as human resource management purchasing and accounting Professionals at all levels corporate trainers and students will welcome this book s common set of principles and tools accompanied by many case studies that illustrate how they are applied in various environments

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