

Dr. Frederick C. Van Bennekom

Customer Surveying

**A GUIDEBOOK FOR
SERVICE MANAGERS**

Customer Surveying A Guidebook For Service Managers

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Customer Surveying Frederick C. Van Bennekom, 2002 Provides the information needed to manage and conduct a customer survey program The book walks the reader through the various stages of a survey with particular emphasis on the design of a survey questionnaire the administration of that questionnaire and the analysis of data using spread sheet tools Questions a novice surveyor might have are answered The book also dedicates a chapter to electronic surveying tools

Implementing Service and Support Management Processes Carrie Higday-Kalmanowitz, 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement *The Ultimate Customer Support Executive* Philip Verghis, 2006 Support Services Questionnaire Library , *Survey Pain Relief* Jodie Evelyn Monger, Debra Sue Perkins, 2008 Anyone who has ever been tasked with gathering and analyzing customer data has no doubt felt the pain associated with the magnitude of that responsibility especially when you re asked to take action without having believable customer intelligence Relax The doctors are here to ease your pain In *Survey Pain Relief* Dr Jodie Monger and Dr Debra Perkins offer an insightful user friendly overview of the science of research dispel common misconceptions about the validity of widely publicized research methods explain the sources and risks of survey malpractice and how to avoid it and reveal how to transform customer insights into action by offering concrete examples of how to properly conduct survey research that will yield valid interpretable results that can be communicated to executives operations management supervisors and frontline staff and save billions *Fortnightly's Energy Customer Management* , 2002 **Information & Records Management** , 1977 **Public Performance & Management Review** , 2003 **1999 California Law Offices Paper Waste Reduction Survey** , 2001 Government Reports Announcements & Index , 1992 Federal Register , 1999-12 **Information and Records Management** , 1975 **IRM, Information & Records Management** , 1975 **Publishers Directory** , 1994 **Forest Farmer** , 1976 Australian National Bibliography , 1995-09 **Industrial Engineering** , 1987 Public Utilities Fortnightly , 1987 **Customer-based Quality in Transportation** Kathleen E. Stein, 1995 **American Gas Association Monthly** American Gas Association, 1981

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