

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 ITAL 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

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