



Service Quality: New Directions in Theory and Practice

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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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