

Strategic Customer Care

An Evolutionary
Approach to
Increasing Customer
Value and Profitability

STANLEY A. BROWN

Strategic Customer Care An Evolutionary Approach To Increasing Customer Value And Profitability

Stanley A. Brown



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Strategic Customer Care Stanley A. Brown, 2000-02-24 Die meisten Unternehmen haben bereits die Bedeutung einer verbesserten Kundentbetreuung erkannt Sie wissen da sie ber die traditionellen Methoden hinausgehen und Kunden als wichtigen Aktivposten betrachten m ssen den es zu befriedigen und zu sch tzen gilt J ngste Untersuchungen haben jedoch ergeben da nur etwa 6% der Unternehmen tats chlich begreifen wie wichtig Kundenpflege ist oder wie sie wirkungsvoll umgesetzt werden kann Dieser Band erkl rt die drei Entwicklungsstufen der Kundenpflege und erl utert bew hrte Methoden mit denen jedes Unternehmen einen hervorragenden Kundendienst aufbauen kann Dar ber hinaus werden Tips und Hinweise gegeben welche Fehler man unbedingt vermeiden sollte Mit vielen positiven und negativen Beispielen von Firmen wie z b Sears AT T FedEx und Kodak Eine unverzichtbarer Leitfaden zur Verbesserung der Kundenbeziehung 05 99 *Strategic Six Sigma* Dick Smith, Jerry Blakeslee, 2002-12-25 Real executives talk about how Six Sigma changed their organizations for the better Backed by the real world experience of executives who successfully implemented Six Sigma this book shows how this powerful data driven quality improvement methodology can improve the learning cycle and financial and corporate reporting as well as strategic planning customer demand issues and more Case studies and interviews provide real life best practices that make the implementation process that much easier for managers The authors are Six Sigma experts affiliated with PricewaterhouseCoopers and here present an innovative examination of this powerful and popular methodology

Customer Centric Business Models, two steps beyond Customer Relation Management Thomas Rolf, 2004-01-30 Inhaltsangabe Abstract The submitted dissertation critically discusses business models in the context of customer dimensions under uncertain market conditions The following questions summarise the fields of investigation How do business models adapt to rapidly changing and buyer driven markets What are the next two steps after Customer Relationship Management Can the gap in the process chain between Customer Relation Management and Supply Chain Management be bridged and how How can a method be developed in order to measure the current customer orientation of a company and to compare companies among each other Are customer oriented companies more profitable As a deductive research approach is used beneath a small number of inductive elements an investigation in both secondary and primary data is imperative Subsequently a critical review of related literature along with a supporting inquiry is part of the dissertation The scope of the work includes background information the discussion of future business models as well as an empiric impression of customer orientation in German small and medium sized enterprises The most significant conclusions can be recapitulated as follows Simple customer orientation can lead to less innovation furthermore to unprofitable business and in the worst case to the elimination of a company Customer oriented strategy is about building processes that are able to react to any environmental or economical modification as fast as possible The evolution of Customer Relation Management will lead to new customer driven and pulled business models including innovative measurement methods like Return on Customer The gap between

Customer Relation Management and Supply Chain Management will in all probability be bridged new concepts e.g. Customer Chain Management will represent this task. A balanced Customer Centric Index developed as a benchmark instrument as part of the dissertation shows that only a third of the examined companies can be interpreted as customer oriented. On the other hand, Sales Marketing is regarded as the initial and most influencing process. A statistical connection between being customer oriented and profit could not be proved. As a surprising and unintentional result, the survey revealed that focusing on a small market niche is at least for SME a more profitable business. Eventually, the dissertation leaves behind additional questions that could not be answered.

Business Analytics Dinabandhu Bag, 2016-11-10. This book provides a first-hand account of business analytics and its implementation and an account of the brief theoretical framework underpinning each component of business analytics. The themes of the book include: 1. learning the contours and boundaries of business analytics which are in scope; 2. understanding the organization design aspects of an analytical organization; 3. providing knowledge on the domain focus of developing business activities for financial impact in functional analysis; and 4. deriving a whole gamut of business use cases in a variety of situations to apply the techniques. The book gives a complete insightful understanding of developing and implementing analytical solutions.

Information Intelligence, Systems, Technology and Management Sumeet Dua, Sartaj Sahni, D.P. Goyal, 2011-02-28. This book constitutes the refereed proceedings of the 5th International Conference on Information Systems Technology and Management (ICISTM 2011) held in Gurgaon, India, in March 2011. The 35 revised full papers presented together with 4 short papers were carefully reviewed and selected from 106 submissions. The papers are organized in topical sections on information management, information systems, information technology, healthcare, information management, and technology business intelligence applications, as well as management science and education.

Customer Selection Oliver Lonicer, 2002-01-11. **Inhaltsangabe Abstract** In the real world, all customers are not created equal. This allusion to the Declaration of Independence captures a recent realisation of many companies: different customers represent different values to a company. In fact, many companies are discovering that a large percentage of their customers are generating losses. XY Insurance is among those companies that recently discovered a considerable portion of unprofitable customers in their current book of business. This was identified as a major problem, especially considering the fact that the company is converting to a publicly traded stock company. Given the necessity to produce shareholder value, senior management realised that it would be indispensable to ensure the profitability of its accounts. One of the factors underlying this problem at XY is the lack of a screening process to ensure the selection of customers with whom a profitable relationship can be built. To address this need, XY's senior management decided that it would be necessary to develop a tool that enables the sales staff to evaluate customers and ultimately to select customers based on this assessment. The objective of this study is the development of a screening tool which can be used as a basis for the selection of XY's customers in the company's large case segment. The development of the tool is limited to one of the company's segments because the customers, as well as the

products differ greatly by segment The tool should enable the company to assess their clients individually and classify each of them as attractive or unattractive so that proper strategies can be applied The strategy development lies outside of the confines of this study and is therefore not discussed in this paper I will however indicate starting points and some important issues when designing these strategies In addition considerations in conjunction with the implementation and introduction process as well as avenues for further research are addressed where appropriate White the initial idea behind the development of the screening tool was to design a mechanism that would allow for the assessment of all of XY s customers existing and prospective it became apparent that this would not be feasible Separate tools for both stages are needed As a result it was decided that a model outlining the needed criteria would be developed and based on this a screening tool for prospective clients would be built The

Services Customization Using Web Technologies Kardaras, Dimitris, Karakostas, Bill, 2012-05-31 The Internet gives the consumer almost unlimited choice in products At the same time it causes a globalization of consumer habits and tastes One important question that arises is Does the Internet and the World Wide Web offer the same opportunities for choice of services as they do for products Services Customization Using Web Technologies aims to advance our understanding of Web related concepts approaches and technologies revolving around the core theme of e service customization Limitless e service choice can become possible on the Web only through customization Understanding such customization on the Web applied at a mass market level in a cost efficient manner will present an unprecedented opportunity for both the industry and the consumers For both researchers and practitioners understanding that as service customization accelerates through other types of industries and consumers we will experience the benefits of service customization in many more areas of everyday life *Canadian Business*, 1999

Humans, Horses and Events Management Katherine Dashper, Guðrún Helgadóttir, Ingibjörg Sigurðardóttir, 2021-03-12 Horses are perhaps the most common non human animal to feature in planned events but although there is considerable research on equestrian sport there is virtually none on equestrian events This book begins to address this gap using the National Championships of the Icelandic Horse as an extended case study to explain in depth the process of managing an event as well as the larger theoretical implications of events management Drawing on diverse viewpoints and theoretical perspectives the book draws wider comparisons to connect events management to larger themes in the social sciences such as human animal relations nationalism place branding event impacts event experience and inclusion and exclusion The book is a contribution to two fields In relation to human animal studies it focuses on how the Icelandic horse breed is marketed and celebrated through top tier competition whereas from an events management perspective it considers the role of the event in community building the practical and theoretical aspects of running a sustainable equestrian event and the issues that arise in multispecies event contexts **Canadian Book Review Annual**, 1999

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