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the ultimate customer service pdf

Ellie is a forward-thinking customer success leader with over 14 years of experience growing million-dollar customer accounts. With a first-hand understanding of the full customer lifecycle, she leads cross-functional teams to create mutually beneficial opportunities for clients, product, marketing, sales, and operations.

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Customer - Wikipedia

2 Eng. 401: Total Quality Management Course Notes: TQM Philosophy - An Overview Hammett U. of Michigan What are the Different Views of Quality? n Customer's View (more subjective view): n quality of the design (look, feel, and function). n consider both feature and performance measures to assess value n Value = Quality / Price (value determined by individual customers)

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