

**MEASURING
CUSTOMER
SATISFACTION:**

HOT BUTTONS
AND OTHER
MEASUREMENT
ISSUES

JAMES H. MYERS, PH.D.

Measuring Customer Satisfaction Hot Buttons And Other Measurement Issues

Hokey Min



Measuring Customer Satisfaction Hot Buttons And Other Measurement Issues:

Measuring Customer Satisfaction James H. Myers, 1999 To be competitive in today's markets a company must be sure it knows exactly what it takes to keep customers satisfied and loyal In Measuring Customer Satisfaction you'll learn just how to obtain that information Author Myers takes the reader carefully, completely and comprehensively through each step in developing an effective customer satisfaction measurement instrument and in analyzing survey results He begins with a review of the origins of the customer satisfaction movement and concludes with recommendations for specific improvements in today's customer satisfaction measurement programs This book is both detailed and expansive providing information that can help any type of organization from smaller business firms and not for profit organizations to huge multinational corporations and government bureaus

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