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May 15, Managing the quality of products and services is very important to ensure that the business excels in meeting the customer requirements and achieves organizational goals. Whether its a manufacturing firm producing hardware or a software company providing services to clients, quality management is Author: Richa.

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An assessment of how well a delivered service conforms to the client's expectations. Service business operators often assess the service quality provided to their customers in order to improve their service, to quickly identify problems, and to better assess client satisfaction. The quality of customer service is the key differentiator between good, bad and indifferent companies. Good quality customer service keeps customers coming back; bad customer service drives customers away, taking their friends, family and workmates with them.

Written by well-known social care expert Linda Nazarko, Managing a Quality Service covers the knowledge and understanding required to deliver a quality service to the service user. It provides the structure and processes required to achieve a positive report from the National Standards Commission, including chapters on: Enabling and developing staff Partners in care Managing expectations and. im an EO at the the DWP and went thru this a few months back! Managing a quality service is how you have improved a process that's benefited the customer and the department.

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