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Supply Chain and Logistics Management: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources, 2019-11-01 Business practices are constantly evolving in order to meet growing customer demands Evaluating the role of logistics and supply chain management skills or applications is necessary for the success of any organization or business As market competition becomes more aggressive it is crucial to evaluate ways in which a business can maintain a strategic edge over competitors Supply Chain and Logistics Management Concepts Methodologies Tools and Applications is a vital reference source that centers on the effective management of risk factors and the implementation of the latest supply management strategies It also explores the field of digital supply chain optimization and business transformation Highlighting a range of topics such as inventory management competitive advantage and transport management this multi volume book is ideally designed for business managers supply chain managers business professionals academicians researchers and upper level students in the field of supply chain management operations management logistics and operations research *Logistics Operations, Supply Chain Management and Sustainability* Paulina Golinska, 2014-06-10 The aim of this book is to present qualitative and qualitative aspects of logistics operations and supply chain management which help to implement the sustainable policy principles in the companies and public sector s institutions Authors in individual chapters address the issues related to reverse network configuration forward and reverse supply chain integration CO2 reduction in transportation improvement of the production operations and management of the recovery activities Some best practices from different countries and industries are presented This book will be valuable to both academics and practitioners wishing to deepen their knowledge in the field of logistics operations and management with regard to sustainability issues *Encyclopedia of Information Science and Technology, Fourth Edition* Khosrow-Pour, D.B.A., Mehdi, 2017-06-20 In recent years our world has experienced a profound shift and progression in available computing and knowledge sharing innovations These emerging advancements have developed at a rapid pace disseminating into and affecting numerous aspects of contemporary society This has created a pivotal need for an innovative compendium encompassing the latest trends concepts and issues surrounding this relevant discipline area During the past 15 years the Encyclopedia of Information Science and Technology has become recognized as one of the landmark sources of the latest knowledge and discoveries in this discipline The Encyclopedia of Information Science and Technology Fourth Edition is a 10 volume set which includes 705 original and previously unpublished research articles covering a full range of perspectives applications and techniques contributed by thousands of experts and researchers from around the globe This authoritative encyclopedia is an all encompassing well established reference source that is ideally designed to disseminate the most forward thinking and diverse research findings With critical perspectives on the impact of information science management and new technologies in modern settings including but not limited to computer science education healthcare government

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The Customer Service Solution: Managing Emotions, Trust, and Control to Win Your Customer's Business Sriram Dasu, Richard B. Chase, 2013-07-17

Understand Consumer Psychology to Drive Profits and Growth Want to know exactly what's driving your customer's behavior NOW YOU CAN The Customer Service Solution explains how consumers perceive services and shows you how to enhance the customer experience every time In this economic climate the customer service experience is more critical than ever Most leading service firms advocate the TLC mantra Think Like a Customer That's a good practice but first you have to understand what your customer is thinking and feeling Today's business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long term loyalty What are the factors that really determine customer satisfaction Two of the nation's leading authorities on service psychology Sriram Dasu and Richard Chase have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior You'll go where customer satisfaction surveys mystery shoppers and focus groups can't and learn exactly why customers respond and behave the way they do With findings drawn from behavioral science research this book provides all the tools you need to evaluate your current service platforms and design future strategies to enhance customer perceptions positively and drive your sales The Customer Service Solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions This book will show you how to Shape and manage customer perceptions Understand implicit versus explicit outcomes Develop the roles of control and choice among buyers Design emotionally intelligent processes Build trust among customers Whatever your business may be healthcare hospitality financial services e-commerce and more this book is an essential tool to help you increase profits by leveraging your company's customer experience

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insights to managing and molding the customer's emotional journey leading to ultimate satisfaction and sustainable loyalty
 Ali V Kasikci Regional Managing Director Orient Express Operations and Supply Chain Management F. Robert
 Jacobs, Richard B. Chase, 2010-12 Operations and Supply Management as the title indicates provides increased emphasis on
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