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web 1 1 investigate identify assess and include the needs of customers in planning processes 1 2 ensure plans achieve the quality time and cost specifications agreed with customers 2 ensure delivery of quality products and services 2 1 deliver products and services to customer specifications within organisation s business plan

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web develop a questionnaire to collect customer feedback related to kpis and or designed to uncover identifiable gaps between services provided including the quality of service and customer expectations