

DELIVERING QUALITY SERVICE

.....*Balancing*.....
Customer Perceptions
...*and Expectations*...

VALARIE A. ZEITHAMI
A. PARASURAMAN AND LEONARD L. BERRY

Delivering Quality Service

OECD



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Delivering Quality Service Valarie A. Zeithaml, A. Parasuraman, Leonard L. Berry, 1990 Business
Quality Service Valarie A. Zeithaml, 2010-05-11 Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service But what exactly is excellent service It is the ability to deliver what you promise say the authors but first you must determine what you can promise Building on seven years of research on service quality they construct a model that by balancing a customer's perceptions of the value of a particular service with the customer's need for that service provides brilliant theoretical insight into customer expectations and service delivery For example Florida Power Light has developed a sophisticated computer based lightning tracking system to anticipate where weather related service interruptions might occur and strategically position crews at these locations to quicken recovery response time Offering a service that customers expect to be available at all times and that they will miss only when the lights go out FPL focuses its energies on matching customer perceptions with potential need Deluxe Corporation America's highly successful check printer regularly exceeds its customers expectations by shipping nearly 95% of all orders by the day after the orders were received Deluxe even put U S Postal Service stations inside its plants to speed up delivery time Customer expectations change over time To anticipate these changes Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers using focus group interviews and the authors 22 item generic SERVQUAL questionnaire which is customized by adding questions covering specific aspects of service they wish to track The authors groundbreaking model which tracks the five attributes of quality service reliability empathy assurance responsiveness and tangibles goes right to the heart of the tendency to overpromise By comparing customer perceptions with expectations the model provides marketing managers with a two part measure of perceived quality that for the first time enables them to segment a market into groups with different service expectations **OECD**

Rural Studies Delivering Quality Services to All in Alentejo Preparing Regions for Demographic Change

OECD, 2022-04-22 This publication is part of the OECD workstream on Preparing Regions for Demographic Change It elaborates a case study for the Portuguese region of Alentejo and focuses on improving the delivery of educational services taking into account the multi level governance context **Delivering Quality Health Services: A Global Imperative**

OECD, World Health Organization, World Bank Group, 2018-07-05 This report describes the current situation with regard to universal health coverage and global quality of care and outlines the steps governments health services and their workers together with citizens and patients need to urgently take *Training of Doctors to Deliver Quality STI/RTI Services* Dr.

Priyanka Gupta Manglik, 2024-08-15 This book serves as a training module for healthcare providers focusing on clinical skills communication counseling and syndromic management for delivering high quality STI and RTI services **Assessing**

Service Quality Peter Hernon, Ellen Altman, 2010-01-19 This classic book is brought fully up to date as Hernon and Altman

integrate the use of technology into the customer experience They offer solid practical ideas for developing a customer service plan that meets the library's customer focused mission vision and goals challenging librarians to think about customer service in new ways

Service Quality Benjamin Schneider, Susan S. White, 2004 The last three decades have seen a dramatic increase in the attention businesses devote to their quality of service Scholars and researchers in a number of disciplines including marketing human resources I O psychology sociology and consumer behavior have all made substantial contributions to understanding what service is how service and service delivery quality are experienced by customers and the role of employees and their organizations in service delivery *Service Quality Research Perspectives* presents a comprehensive overview and analysis of the field and its research including its growth emerging trends and debates

OECD Rural Studies Delivering Quality Education and Health Care to All Preparing Regions for Demographic Change OECD, 2021-03-05 COVID 19 has put renewed focus on the importance of addressing longstanding challenges that OECD governments face in delivering public services especially in regions with people spread over a wider area where economies of scale are more difficult to achieve The physical infrastructure needed to provide good quality education and health services can be more complex and expensive in rural and remote regions that also struggle to attract and retain education and health care professionals

Service Quality Roland T. Rust, Richard L. Oliver, 1993-11-15 In this book leading scholars and practitioners present the latest research and theory in customer satisfaction and services marketing with a wealth of stimulating ideas Topics discussed include the measurement of the managerial impact on service quality improvement new methods of assessing the various elements of service quality and philosophies of the nature of customer value The diverse viewpoints of the contributors reveal the variety of emerging ideas on the subject of service quality

Collaboration in Public Services Bill Jenkins, 2017-10-19 The International Group for Policy and Program Evaluation INTEVAL serves as a forum for scholars and practitioners of public policy to discuss ideas and developments as a community dedicated to enhancing the contribution of evaluation to government From the group's studies has emerged a concern with the impact of public management reforms *Collaboration in Public Services* examines collaboration in the delivery of public policies and identifies the challenges for policy and program evaluation Written by a mix of academics program managers evaluators and auditors this volume explores the forms and challenges of collaboration in different national contexts Chapter 1 introduces the notion and manifestations of collaboration and discusses emerging issues Chapter 2 examines partnerships and networks of public service delivery Chapter 3 drawing on Dutch and British data reveals the QUANGO as both a collaborative end and means Chapter 4 analyzes Israel's push to enhance collaboration with voluntary organizations Chapter 5 examines the Canadian and Danish experiences Chapter 6 suggests that the creation of markets to improve quality has not been totally successful at least in Nordic countries Chapter 7 suggests that traditional service values such as trust and parliamentary accountability are challenged by the complexity of collaboration but using illustrations from Canada and other

OECD countries argues that results based governance can increase trust flexibility and empowerment Chapter 8 demonstrates from Dutch and Canadian experiences that auditor responses to collaborative delivery tend to overlook traditional roles as guardians of accountability on behalf of parliaments Chapter 9 deliberates the efficacy of programs involving multiple partners Chapter 10 discusses the lessons and challenges of evaluation and collaborative government

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