
Raving Fans A Revolutionary Approach To Customer Service

ia la carga! (gung ho!) de las personas ken blanchard y ... - 6 margret mcbride, nuestra agente literaria, y larry hughes, nuestro editor, estaban entusiasmados con el proyecto, pero no con el título que habíamos propuesto: *raving employees* (empleados furiosos). **file: strategic management converting intangible assets ...** - value proposition, because satisfying customers is the source of sustainable value creation. value is created through internal business processes.

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