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Quality Throughout Your Company & Ensure
Satisfaction For Your Customers By Christopher W. L.
Hart**

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Clayton M. Christensen is the Kim B. Clark Professor of Business Administration at the Harvard Business School; and is regarded as one of the world's top experts on

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1994 Vol. 8 No. 2 Improving service quality in because it results in more new customers, C.W.L. Hart, Extraordinary Guarantees (New

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Relationship Marketing Success Through Investments in A New Way to Build Quality Throughout a Company and Ensure Satisfaction for Your Customers, New York:

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