

Hans Fischer

Wettbewerbsvorsprung durch professionelles Reklamationsmanagement

Kundenbindung erhöhen und Marktposition ausbauen



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Wettbewerbsvorsprung Durch Professionelles Reklamationsmanagement Kundenbindung

Assi Rutzki



Wettbewerbsvorsprung Durch Professionelles Reklamationsmanagement Kundenbindung:

Wettbewerbsvorsprung durch professionelles Reklamationsmanagement Hans Fischer, 2015-06

Reklamationsmanagement als Kundenbindungsinstrument im eCommerce Assi Rutzki, 2008 Diplomarbeit aus dem Jahr 2008 im Fachbereich BWL Marketing Unternehmenskommunikation CRM Marktforschung Social Media Note 1,7 Hochschule für Technik und Wirtschaft Berlin 100 Quellen im Literaturverzeichnis Sprache Deutsch Abstract Wie wichtig die kulant und kundenorientierte Behebung von Kundenreklamationen im eCommerce belegen bereits mehrere Studien in den vergangenen Jahren Als Hauptfaktor für die Wiederkaufentscheidung geben Kunden die kulant und schnelle Behebung ihrer Reklamation an In der Literatur wird dieses Thema häufig unter dem Dach des Beschwerdemanagements als Oberbegriff behandelt Dabei wird die logistische Herausforderung vernachlässigt Eben so werden die Unsicherheiten der Kunden im Reklamationsfall außer Acht gelassen Dieser Beitrag schlägt eine systematische Herangehensweise vor mit der Unternehmen im eCommerce aus unzufriedenen Kunden zufriedene Kunden schaffen können Am Beispiel der Mertrado GmbH ein Unternehmen aus der Unterhaltungselektronik wird die prozessorientierte Betrachtung des Reklamationsmanagements dargestellt Dabei werden die zwei Hauptziele des Reklamationsmanagements erörtert Zum Einen wird der mittelbare Weg über die Kundenzufriedenheit beschrieben und zum Anderen unmittelbar über die Aktivitäten des internen Qualitätsmanagements

Unveiling the Magic of Words: A Overview of "**Wettbewerbsvorsprung Durch Professionelles Reklamationsmanagement Kundenbindung**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Wettbewerbsvorsprung Durch Professionelles Reklamationsmanagement Kundenbindung**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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