

Notes

3.3 Task of the salesperson

Salesperson tasks are divided into 3 sections:

Sales tasks

Supplementary services

Non-sales task

3.3.1 Sales tasks

Attaining customers through prospecting – Canvassing new customers

Regular contact via e-mail/ video conferencing/sms and visits

Presentation and demonstration

Handling enquiries and Objections – Provides information , answers questions and overcomes objections

Gaining information

3.3.2. Supplementary services

Customer services : The salesperson provides different services to customers such as product displays , promotion , training of sales personnel and placing advertising material and installing products

Handling of complaints : Salespeople are links between the buyer and the producer . It is the salespersons duty to ensure that the customer is kept satisfied

Handling returns and adjustments : All adjustments in documentation and accounts resulting from product defects , incorrect deliveries and returns are usually brought to the attention of the salesperson for correction

Credit applications : Salespeople also deal with documentation for credit applications and must establish the financial position of the prospective buyer beforehand

3.3.3 Non – sales tasks

Planning – Planning objectives , preparing for the presentation of sales demonstrations and daily

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Defense Logistics Management System, (DLMS), Version 2.0, DoD 4000.25-M, December 1995 ,1995 Complexity Management in Supply Chains Thorsten Blecker,Wolfgang Kersten,2006 Supply chains are faced with a rising complexity with manifold effects Because of the strong link between a supply chain s complexity and its efficiency supply chain complexity management becomes a major challenge of today s business management Therefore logistics and the supply chain management can play a significant role in mastering and managing complexity The new book edited by Thorsten Blecker and Wolfgang Kersten is exemplifying the current progress in complexity management Separate chapters are dedicated to clarify complexity management in transportation networks and supply chains It offers important insights of global and flexible network modelling to manage complexity complexity in supply chains developing human resource strategy performance measurement of green supply chain management complexity in transportation by means of containers and air cargos The volume written by well known experts of supply chain management from all over the world shows applicable solutions practical examples and use cases to illustrate complexity management and its application in logistics and supply chain management It presents the central perspectives for a modern complexity management in supply chains Therefore the book offers a fundamental understanding for workable complexity management concept their implementation to practitioners The book offers fundamental insights into actual problems of an general complexity management concept and their implementation to practitioners in industry logistics management service sector research and apprenticeship In addition to this it gives a valuable insight to the status of complexity management also for lecturers and students **Farm**

Management Mr. Rohit Manglik,2024-04-29 EduGorilla Publication is a trusted name in the education sector committed to empowering learners with high quality study materials and resources Specializing in competitive exams and academic support EduGorilla provides comprehensive and well structured content tailored to meet the needs of students across various streams and levels *Computerworld* ,1991-03-18 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Perspective* ,1999 **Work Related Abstracts** ,1988 **Advances in Production Management Systems.**

Cyber-Physical-Human Production Systems: Human-AI Collaboration and Beyond Hajime Mizuyama,Eiji Morinaga,Tomomi Nonaka,Toshiya Kaihara,Gregor von Cieminski,David Romero,2025-09-27 The six volume set IFIP AICT 764 769 constitutes the refereed proceedings of the 44th IFIP WG 5 7 International Conference on Advances in Production Management Systems APMS 2025 held in Kamakura Japan from August 31st to September 4th 2025 The 227 full papers presented in these proceedings were carefully reviewed and selected from 247 submissions which cover a broad array of research and technological developments on the present and future of Cyber Physical HUMAN Production Systems They

were categorized under the following topical sections Part I Human centred Work Systems for the Operator 4 0 5 0 in Manufacturing Logistics and Service Domains AI Driven Decision Support and Human AI Collaboration for Smart and Sustainable Supply Chains Digital Twins and AI for Dynamic Scheduling and Human Centric Applications Part II Smart Manufacturing Evolution Integrating AI and the Digital Twin for Human centric Circular and Collaborative Production Systems Human centered Service Engineering and Digital Transformation for Sustainable Service Industries Shaping Human Capital for Industry 5 0 Skills Knowledge and Technologies for Human centric Resilient and Sustainable Manufacturing Experiential Learning in Engineering Education Theoretical and Practical Advances in Human centric Resilient and Sustainable Supply Chain Management Maintenance and Asset Lifecycle Management for Sustainable and Human centered Production Methods and Tools for Assessing the Value of Digital Sustainable and Servitized Offerings of Manufacturing Companies Part III Digital Transformation Approaches in Production and Management Digital Technologies in Manufacturing and Logistics Exploring Digital Twin IoT and Additive Manufacturing Enhancing the Value Creation Mechanisms of Manufacturing Value Chains through Digital Platforms Circular strategies and Servitization Principles Part IV Enhancing Value Chain Resilience through Digital Technologies How Supply Chain Can React to Internal and External Disruptions Mechanism Design for Production Service and Supply Chain Management Transforming Engineer to Order Projects Supply Chains and Systems Designing Next Generation Lean Models Supporting Social Sustainable and Smart Production Systems Part V Advancing Eco efficient and Circular Industrial Practices Upgrade Circular Economy for the Manufacturing Industry Cyber Physical System Based Approaches to Achieve Sustainability Industrial Data Spaces and Sustainability Enabling Circularity in Batteries Circular and Green Manufacturing Sustainable Product Design and Engineering Part VI Digital Services and Smart Product Service Systems Innovative Approaches and Methods for Developing Industry 4 0 and Industry 5 0 Skills Scheduling and Production Planning in Smart Manufacturing Supply Network Planning and Optimization Artificial Intelligence Machine Learning in Manufacturing Cloud and Collaborative Technologies Simulation of Production and Supply Chains

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Decentralization of the Socialist State Richard Miller Bird,Robert D. Ebel,Christine Wallich,1995-01-01 World Bank Discussion Paper No 271 This study incorporates data from comparable surveys across five African countries Ghana Malawi Mali Senegal and Tanzania to analyze how small and micro enterprises have been positively and negatively affected by policy liberalization schemes Some grow rapidly by adapting their products while others stagnate because of import competition and increased self employment Comparisons were made between small firms with 6 to 49 workers and microenterprises with fewer than 6 The study suggests a two pronged strategy

1 to facilitate widespread participation in microenterprises broad measures are needed to lower the costs of entry generate demand for their goods and services raise the educational level and incomes of the poor and encourage informal financial institutions 2 to stimulate growth of potentially dynamic enterprises well targeted measures may be appropriate to lower the costs of entry increase access to credit and provide demand driven business services Also available in French ISBN 0 8213 3907 0 Stock No 13907

Organizational Behavior and Virtual Work Arvind K. Birdie, Madhu Jain, 2017-03-03 With the globalization of work and technological advancements in recent years and with emphasis on service quality today organizations have changed Virtual work has emerged as the new employment relationship and has been embraced by employees and employers in many industries This book explores the dynamics of changing organization structures theories of leadership and trust and how dimensions of self efficacy works in this new work relationship Organizational Behavior and Virtual Work Concepts and Analytical Approaches shows the enormous impact of technology and globalization on employment relationships and also predicts how they will contribute to the changing dimensions of organizations in the future With a unique blend of theory and application in the real world of virtual workers the book presents the most recent research and developments in the relatively new and still emerging area of virtual work It takes an in depth critical look into the key factors affecting the virtual work environment with practical inputs of suggestions and recommendations With the objective of presenting information about this new work scenario this book attempts to unfold important human behavior processes in organizations The volume presents a rare combination of the necessary concepts of human behavior in organizations along with the results of research in the field and also makes practical recommendations on virtual work programs Key features include a unique blend of research with organizational behavior concepts and practical recommendations for workers managers and business executives

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Management Case Book ,1985 *Logistics Engineering and Health* Hayfa Zgaya, Slim Hammadi, 2016-09-13 This book presents the research that resulted from a fruitful collaboration between many CNRS research laboratories health establishments and industrialists This research contributes to the study and the development of logistical systems in particular health oriented logistical systems in order to manage and optimize physical informational and financial flows The authors examine optimization and modeling methods to facilitate decision support for the management of logistics systems in the health field including solutions to problems encountered in the management of logistics flows and the study of systems

incorporating these flows In the first chapter logistics engineering is presented whilst the second chapter introduces the study of real cases of transport management crisis and warehouse management logistics systems The third chapter is devoted to the study of hospital systems and emergency services and in the fourth chapter the authors highlight the operational aspect of the hospital system thanks to an innovative modeling approach Finally mathematical and algorithmic models of scheduling and dynamic orchestration of the collaborative workflow by a multi agent system are introduced Presents innovative optimization and modeling methods to provide decision support for the management of logistics systems Provides guidance to healthcare and hospital workers who must control the flow of process issues i e patient information products equipment and the restructuring that results internally in the pooling of resources especially technical platforms Includes answers to problems encountered in the management of logistics flows and the study of systems incorporating these flows Addresses the challenges of quality and speed in an innovative approach to organizational economic technological and informational optimization

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