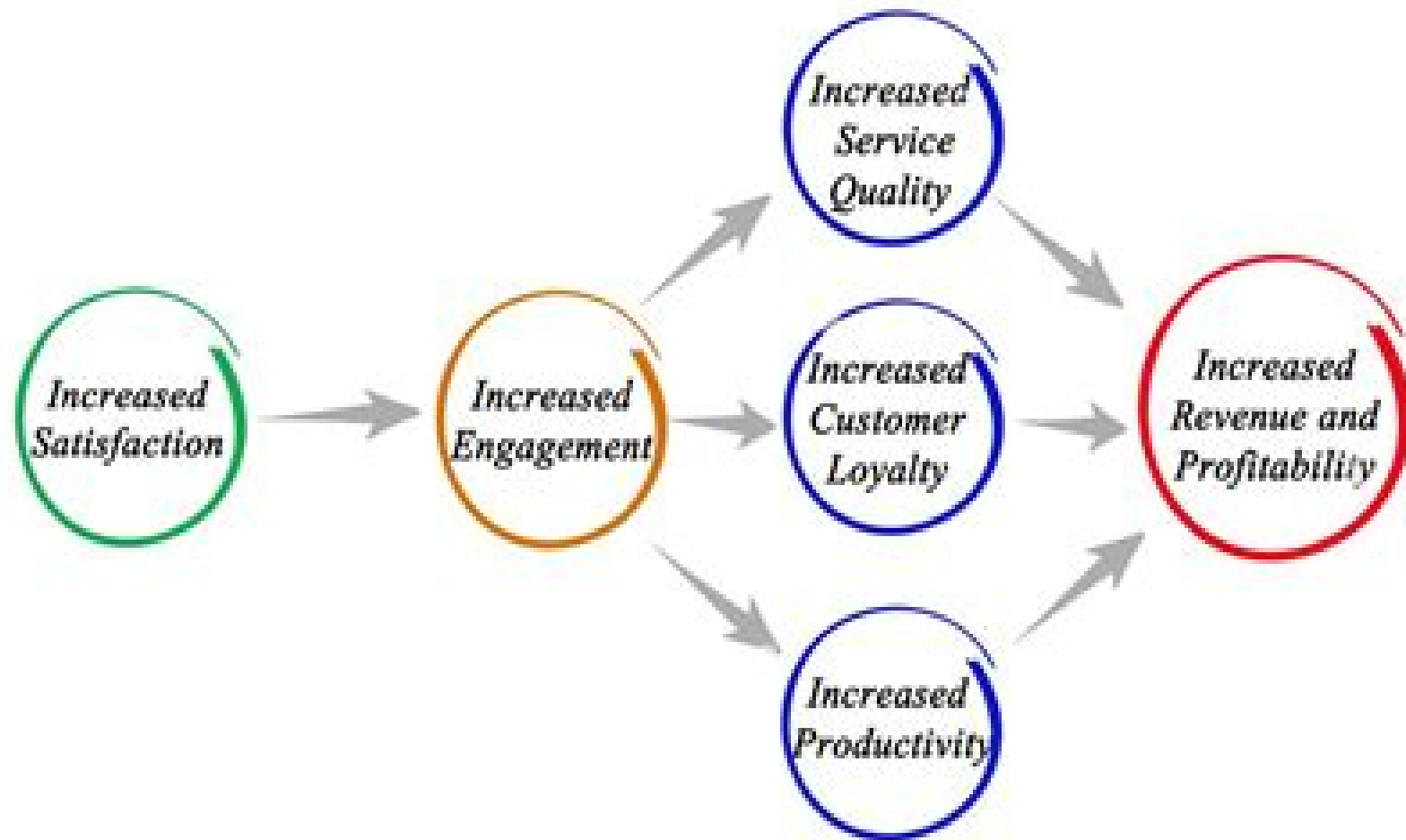


Service-Profit Chain Model



Profit Service Chain Model

Ali Emrouznejad, Emilyn Cabanda



Profit Service Chain Model:

Service Profit Chain W. Earl Sasser, Leonard A. Schlesinger, James L. Heskett, 1997-04-10 In this pathbreaking book world renowned Harvard Business School service firm experts James L Heskett W Earl Sasser Jr and Leonard A Schlesinger reveal that leading companies stay on top by managing the service profit chain Why are a select few service firms better at what they do year in and year out than their competitors For most senior managers the profusion of anecdotal service excellence books fails to address this key question Based on five years of painstaking research the authors show how managers at American Express Southwest Airlines Banc One Waste Management USAA MBNA Intuit British Airways Taco Bell Fairfield Inns Ritz Carlton Hotel and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction but to employee loyalty satisfaction and productivity The strongest relationships the authors discovered are those between 1 profit and customer loyalty 2 employee loyalty and customer loyalty and 3 employee satisfaction and customer satisfaction Moreover these relationships are mutually reinforcing that is satisfied customers contribute to employee satisfaction and vice versa Here finally is the foundation for a powerful strategic service vision a model on which any manager can build more focused operations and marketing capabilities For example the authors demonstrate how in Banc One s operating divisions a direct relationship between customer loyalty measured by the depth of a relationship the number of banking services a customer utilizes and profitability led the bank to encourage existing customers to further extend the bank services they use Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures At American Express Travel Services offices that ticket quickly and accurately are more profitable than those which don t With hundreds of examples like these the authors show how to manage the customer employee satisfaction mirror and the customer value equation to achieve a customer s eye view of goods and services They describe how companies in any service industry can 1 measure service profit chain relationships across operating units 2 communicate the resulting self appraisal 3 develop a balanced scorecard of performance 4 develop a recognitions and rewards system tied to established measures 5 communicate results company wide 6 develop an internal best practice information exchange and 7 improve overall service profit chain performance What difference can service profit chain management make A lot Between 1986 and 1995 the common stock prices of the companies studied by the authors increased 147% nearly twice as fast as the price of the stocks of their closest competitors The proven success and high yielding results from these high achieving companies will make The Service Profit Chain required reading for senior division and business unit managers in all service companies as well as for students of service management

The Value Profit Chain James L. Heskett, W. Earl Sasser, Leonard A. Schlesinger, 2010-05-11 James Heskett Earl Sasser and Leonard Schlesinger reveal powerful new evidence that paying close attention to the employee customer relationship will enable any organization to be a low cost provider and achieve superior

results proving that you can have it all a goal thought inadvisable just a few short years ago At the heart of this bold assertion is the authors indisputable conclusion supported by thirty one years of groundbreaking research today s employee satisfaction loyalty and commitment strongly influences tomorrow s customer satisfaction loyalty and commitment and ultimately the organization s profit and growth a quantifiable set of associations the authors call the value profit chain In what may be the most far reaching study ever undertaken of the strategic importance of the employee customer relationship Heskett Sasser and Schlesinger offer profound new insights into the life long value of both employees and customers and the increasingly important concept of employee relationship management Readers will discover how organizations as diverse as aluminum maker Alcoa travel agency Rosenbluth International and the Willow Creek Community Church treat employees like customers in the case of Willow Creek volunteers as well Conversely the authors show how advertising agency Merkley Newman Harty and financial services provider ING Direct treat customers like employees pursuing the ones they want most At the Vanguard Group Cisco Systems and Southwest Airlines both practices are common The authors explain how these organizations and many others whether large or small public or private or not for profit achieve profitability and growth or the equivalent by leveraging results and process quality to deliver differentiated products and services at the lowest cost Timely essential and important reading The Value Profit Chain should be readily accessible on the desk of every forward thinking manager

Business Models , **Handbook of Service Science** Paul P. Maglio, Cheryl A. Kieliszewski, James C. Spohrer, 2010-06-14 As the service sector expands into the global economy a new science of service is emerging one that is dedicated to encouraging service innovation by applying scientific understanding engineering discipline and management practice to designing improving and scaling service systems Handbook of Service Science takes the first major steps to clarifying the definition role and future of this nascent field Incorporating work by scholars from across the spectrum of service research the volume presents multidisciplinary perspectives on the nature and theory of service on current research and practice in design operations delivery and innovation of service and on future opportunities and potential of service research Handbook of Service Science provides a comprehensive reference suitable for a wide reaching audience including researchers practitioners managers and students who aspire to learn about or to create a deeper scientific foundation for service design and engineering service experience and marketing and service management and innovation

Managing Service Productivity Ali Emrouznejad, Emilyn Cabanda, 2014-07-31 This volume describes how frontier efficiency methodologies such as Data Envelopment Analysis DEA and other techniques such as multi criteria decision making can help service industries to improve their performance by providing a ranking of best practice efficient service units and by identifying sources of inefficiency for each service unit It explains how they can be used to determine potential improvement targets for each of the inefficient service units to identify peers for each service organization and to provide a basis for continuous performance improvement Presenting applications in a variety of industries this book will be useful for the service

management to improve service productivity profitability sustainability and quality and effectiveness of service deliveries A free trial version of the World s leading Data Envelopment Analysis Software PIM DEA is available for readers of this book

Internal Marketing Tatsuya Kimura,2017-04-21 Establishing developing or promoting a brand or product in a market stems from aligning of divisions within an organization with the perspective of providing value to customers an idea which is known as internal marketing Unlike external marketing internal marketing ensures that organizational divisions are aligned in the marketing strategies so that the resultant external marketing is effective and not impeded by internal shortcomings This book provides a comprehensive review of internal marketing research and illustrates the role of internal marketing in enhancing the capabilities of a company s internal resources Putting forward a guiding principle for business practices by considering such questions from a multilateral perspective this book is a must read for practitioners and academics alike

Services Marketing C. Bhattacharya,2009 While most books on marketing and services are readable very few take the student s viewpoint and set out to answer the question Is it understandable in the affirmative This book and its pedagogy has been designed precisely with this in mind v Design The book has a consistency of design that is innovative with aesthetic appeals v Opening and Closing Cases Every chapter begins and ends with a case The cases introduce the primary theme and issues discussed in the chapter and closes with analytical tasks for the students The cases are original pertaining to Indian situations companies and protagonists helping the Indian students to connect v Objectives Every chapter has clear learning expectations get a glimpse of the chapter context and their respective importance v End of chapter Questions The questions are many and have been designed carefully to enhance learning for the students There are elements of research project work and academic exercises in them v Illustrations The book is generous with pleasing and informative charts tables and diagrams v Glossary The Appendix at the end of the book contains a glossary of services and marketing terminologies v Marketing models In addition to the text the appendix also contains major marketing models mentioned in the text which are frequently used by the marketers v How to do cases The Appendix also contains an useful section for all students a template for case discussion and analysis There are four parts in the book Part I takes an overview look at the major differences between services and goods and their characteristics classifications and different models It methodically analyses the section on the local domestic and international conditions and environment factors that have affected services It also examines the importance of Relationship Marketing in services Part II examines in depth the marketing of services It looks sweepingly and with depth at marketing planning and strategy service buying behaviour knowledge management and marketing research in services and the seven marketing mix variables for services Part III is about the assessment of service delivery and customer relationship management Part IV deals exclusively with comprehensive service cases The cases are in addition to the opening and closing cases The book lucidly explains the basic concepts of services and marketing and fills a long standing need of the students for a book on both services and marketing *Contemporary Thoughts on Corporate Branding and Corporate*

Identity Management T. Melewar, E. Karaosmanoglu, 2008-10-23 A new look at the latest thinking and issues in the areas of branding identity and communication drawing on recent academic and practical thought on corporate branding Bringing together an international array of authors the volume includes case study examples to provide a contemporary insight into corporate marketing communications Principles of Marketing Dr. Maria Gomez Albrecht, Dr. Mark Green, Linda Hoffman, 2023-01-23

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