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free download journals Industrielle Services strategisch optimieren Dieses Buch beschreibt einen neu entwickelten ganzheitlichen L. sungsansatz Fr das Servicegesch ft in der Industrie, kombiniert mit dem Customer Relationship Management, kurz CRM.

Industrielle Services strategisch optimieren : Service ... Industrielle Services strategisch optimieren. Summary: Die Autoren beschreiben ein neues, ganzheitliches Service-Gesch ftmodell, das Industrieunternehmen von transaktionalen Kundenbeziehungen hin zum professionellen Beziehungsmanagement f hrt.

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