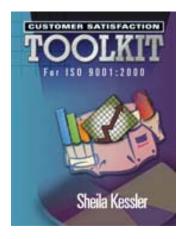
7210 Book Order Form: Customer Satisfaction Toolkit

We suggest purchasing *Customer Satisfaction Toolkit for ISO 9001:2000* to augment this class. The tool kit materials are consistent with class materials and all in one place. To purchase the book please complete our order form.



Description: Companies are now required to have a solid customer satisfaction system in place to achieve ISO 9001:2000 certification. To help achieve this, best selling author and renowned customer satisfaction expert, Sheila Kessler has written this easy-to-use toolkit which provides the basic tools currently being used in customer satisfaction systems, and shows how they can be applied in meeting ISO 9001:2000 requirements.

Customer Satisfaction Toolkit for ISO 9001:2000 is a complete reference that provides the specific and necessary information required to establish a solid customer satisfaction system.

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