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finance topics.

Inhaltsangabe: Abstract: In times of severe competition, it is of crucial importance to create a competitive advantage to differentiate from the competitors and to sustain the business of the company. This thesis intends to show that a customer-

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*focused quality
management is one
way to create a
sustainable
competitive
advantage. Quality
controls along the
whole value chain
-before, during and
after production-
leads to failure free
products, which save
costs on the one hand*

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*and have thus a
positive influence on
the company s
revenue. On the other
hand failure free
products that meet the
customers
expectations lead to
satisfied customers
who build up a brand
loyalty and conduct
retention sales, which
have a positive*

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*influence on the
company's sales,
market share as well
as the overall image.
Furthermore, this
thesis points out that
it is important to
listen to the voice of
the customers and get
an insight in the
customer's needs and
wants. To fulfil or
even exceed their*

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expectations leads to customer satisfaction, which is a key to success in today s business world. In addition, the customer demands in regard of quality are growing continuously and new technologies are appearing on the markets on a regular basis. Therefore the

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producers are forced to keep to the latest technology developments and to get hold on the changing customer needs. But even without this external pressure, quality improvement is justified from a cost point of view. The applicability of a

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*customer-oriented
quality management
is shown in the
practical part of this
thesis, when the
quality of the Saab
models is analyzed
from the customer s
perspective. Due to the
arguments, outlined
in this thesis, it can be
summarized that a
quality management*

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*with a focus on the
needs of the
customers in should
become a core strategy
of any company
producing and selling
products in order to
create customer
satisfaction and
sustain the business.
This thesis deals with
the field of quality
management in the*

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*context of customer
satisfaction. To show
the practical
applicability of
quality management,
this thesis is looking
at how quality
management is
conducted in the
automotive industry,
as we compare the
Initial Quality Study
(IQS) from the*

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market research

institute J. D. Power

with a survey that was

internally conducted

at the Saab

Automobile AB.

Today s business

environment creates a

growing need for

quality management.

Tougher competition

leads to the demand

for cost savings and

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higher [...]

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Canada, June
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make informed
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new car or truck
purchase.

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results related to
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palladium
emissions in the
environment, as
well as an

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assessment of their

effects on the
environment and
health. This book
focuses on the
following topics:
analytical methods;
sources of
palladium
emissions;
occurrence,
chemical behaviour

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and fate in the
environment; and
more.

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vehicle.

**A former
intelligence
operative has
relocated from
Luanshya to
Ndola. He is
young, energetic
and motivated.
He wants to start
a new life as a
private
investigator. He**

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**stumbles across a
suicide note left
by a print news
reporter trying to
kill herself. He
realizes that the
note is the key to
the hidden and
forbidden past of
a wealthy widow
on the other side
of town.**

Promising to

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**keep the note
safe in exchange
for a few of her
juicy favors, he
enters the
treacherous
triangle of three
close friends,
each with
something
serious to hide.
It's a deep recess
of personal**

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**secrets, secrets
that can never be
resolved by
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program. With
over 160 car**

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closing the
deal. Also
includes details
about all checks
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and how to find
a good mechanic.
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industry is
evolving rapidly
on a worldwide
basis.

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are merging,
component design
and manufacture
are now
frequently
outsourced
instead of being
created in-
house, brands
are changing and
the giant auto
makers are
expanding deeper

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into providing
financial
services to car
buyers. The
skyrocketing
price of gas
spurs
developments in
hybrid
technology and
clean diesel, as
manufacturers
look for ways to
improve fuel

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efficiency.
Meanwhile, all
of the biggest,
most successful
firms have
become totally
global in
nature.

Plunkett's
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will be your
complete guide
to this immense,

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fascinating
industry. On the
car dealership
side, giant,
nationwide
holding
companies have
acquired the
best dealers in
major markets.
Even the used
car business is
being taken over
by national

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chains. E-commerce is having profound effects on the car industry. Consumers use the Internet to become better informed before making a purchase. Online sites like Autobytel steer millions of car

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buyers toward
specific dealers
while the same
sites deliver
competing bids
for cars,
insurance and
financing in a
manner that
lowers costs and
improves
satisfaction
among consumers.
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and comfort
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*Mageia, Mint,
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and macOS Linux
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dominant
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platform.*

*System
administrators
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developers need
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fluency,*

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