

Litteraturoversigt vedrørende kundemålinger

Generelle artikler

- Kristensen, K. and J. K. Eskildsen (2005). "Dansk KundeIndex - Resultater og perspektiver." Børsens Ledelseshåndbøger - Total Quality Management **9.1.1 - 9.1.14**.
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- Eskildsen, J. K. and K. Kristensen (2006). "Enhancing importance-performance analysis." International Journal of Productivity and Performance Management **55**(1): 40-60.
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