

Developing Customer Service Policies

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#	ARTICLE	IF	CITATIONS
1	Packaging as a Source of Profit. International Journal of Physical Distribution, 1975, 5, 305-334.	0.1	3
2	Marketing Logistics and Consumerism. International Journal of Physical Distribution, 1976, 7, 5-13.	0.1	0
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11	The power of perceived service quality in international marketing channels. European Journal of Marketing, 1996, 30, 22-38.	2.9	39
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