

# The Customer Service and Quality Challenge

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Citation Report

#	ARTICLE	IF	CITATIONS
1	Process Moments of Trust: Analysis and Strategy. <i>Service Industries Journal</i> , 1989, 9, 205-222.	8.3	4
2	Quality in the Service Sector: A Review. <i>International Journal of Bank Marketing</i> , 1989, 7, 4-12.	6.4	162
3	Quality Aspects of Services Marketing. <i>Marketing Intelligence and Planning</i> , 1990, 8, 25-32.	3.5	12
4	A Service Quality Process Map for Credit Card Processing. <i>Decision Sciences</i> , 1991, 22, 406-420.	4.5	60
5	The Different Operations Strategy Planning Process for Service Operations. <i>International Journal of Operations and Production Management</i> , 1991, 11, 63-76.	5.9	24
6	The "Coping" Capacity Management Strategy in Services and the Influence on Quality Performance. <i>Journal of Service Management</i> , 1994, 5, 5-22.	2.0	52
7	It's Showtime: On the Workplace Geographies of Display in a Restaurant in Southeast England. <i>Environment and Planning D: Society and Space</i> , 1994, 12, 675-704.	3.4	228
8	Operational, organizational, and human resource factors predictive of customer perceptions of service quality. <i>Journal of Quality Management</i> , 1996, 1, 91-107.	0.3	50
9	The effect of quality circles on perceived service quality in financial services. <i>Marketing Intelligence Planning</i> , 1996, 2, 75-88.	0.2	12
10	Intra-organisational Aspects of Service Quality Management: The Employees'™ Perspective. <i>Service Industries Journal</i> , 1998, 18, 64-89.	8.3	68
11	Engineering service products: the case of mass-customising service agreements for heavy equipment industry. <i>International Journal of Services, Technology and Management</i> , 2006, 7, 32.	0.1	25
12	Towards e-banking: the evolution of business models in financial services. <i>International Journal of Electronic Finance</i> , 2011, 5, 333.	0.2	8
13	Production Quality Control in the Process of Coating in an Electrostatic Field. <i>Procedia Technology</i> , 2014, 12, 476-482.	1.1	9
14	The Implementation of new Work Instructions in the Training of Human Resources in the Process of Paining in Electrostatic Field. <i>Procedia Economics and Finance</i> , 2015, 32, 514-519.	0.6	5