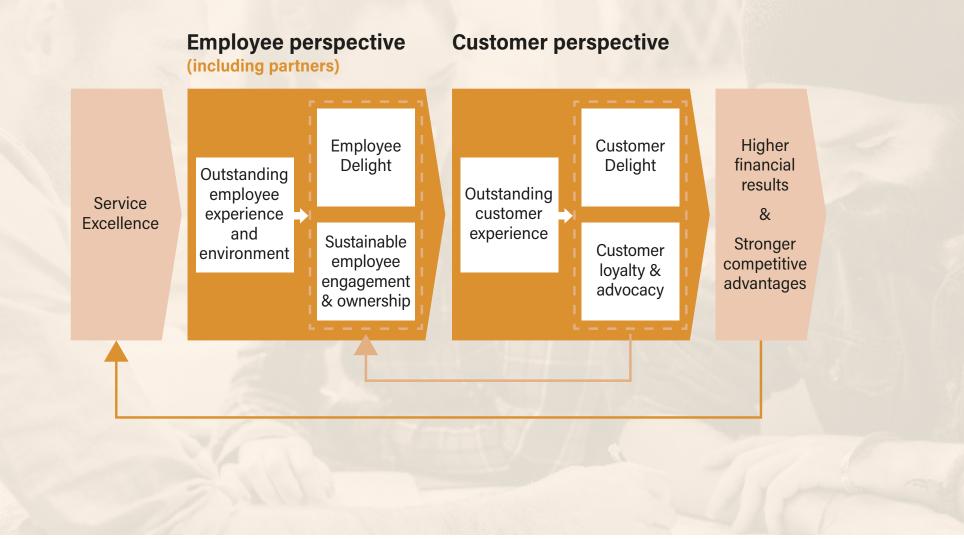
Service Excellence Effect Chain



Bron: Jean-Pierre Thomassen en Eric de Haan, Service Excellence, Vakmedianet 2016.