Título: Implementing Service Quality Based On Iso/Iec 20000

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An up-to-date, practical guide for implementation and certification under ISO/IEC 20000

ISO/IEC 20000 is an important international standard for IT service providers. Implementation and certification will improve your business processes and practices. It will reassure your customers that your company is efficient, reliable and trustworthy. Customers will return because they know from experience that your service is second to none.

Customer confidence means more business
Potential customers will look for suppliers with ISO/IEC 20000 certification, seeking the reassurance it provides. This book will guide you through implementation and certification. Your streamlined management processes will enable you to offer first-class customer service at competitive prices. The impact on your profit margins is clear!