

Excelleren in Service

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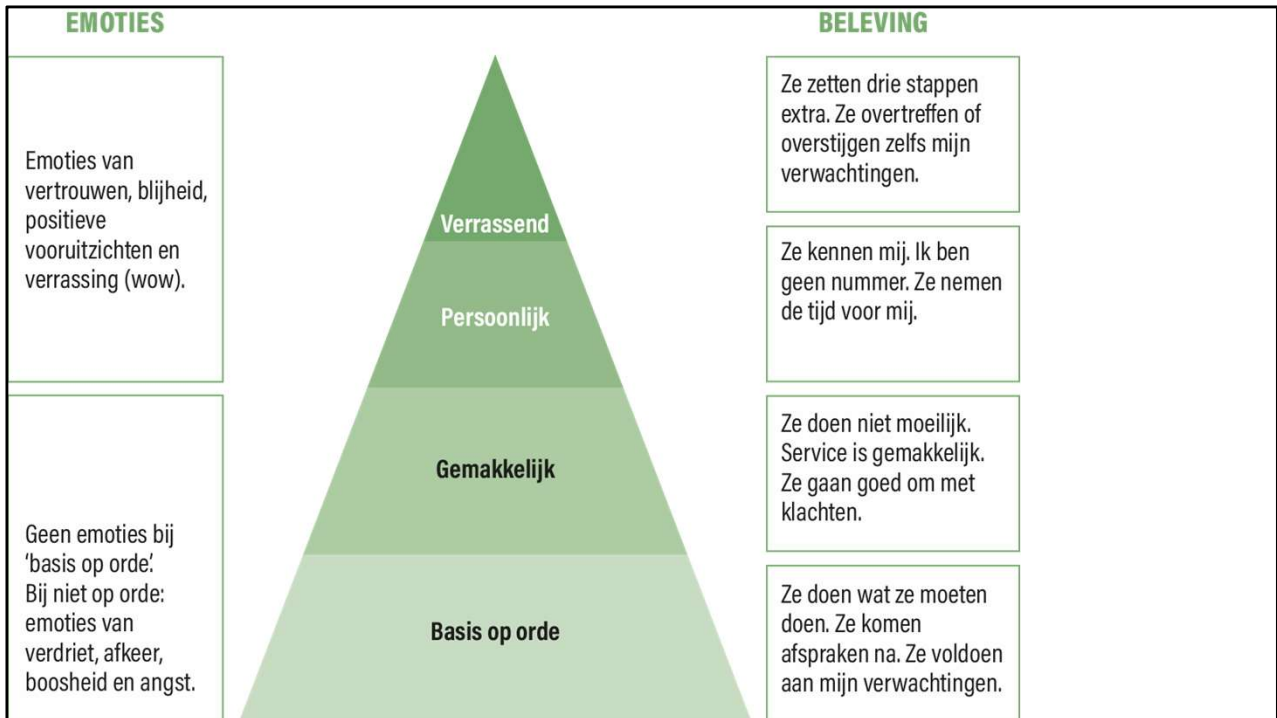
SERVICE STICHTING
EXCELLENCE

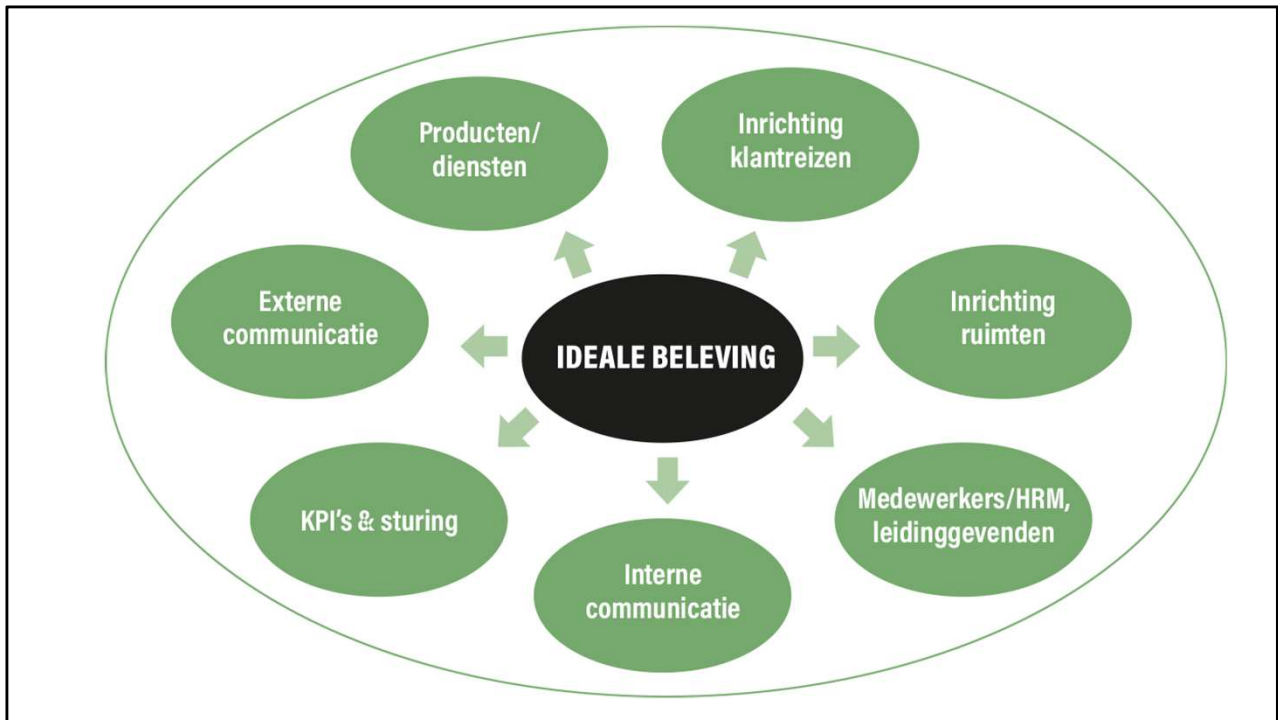


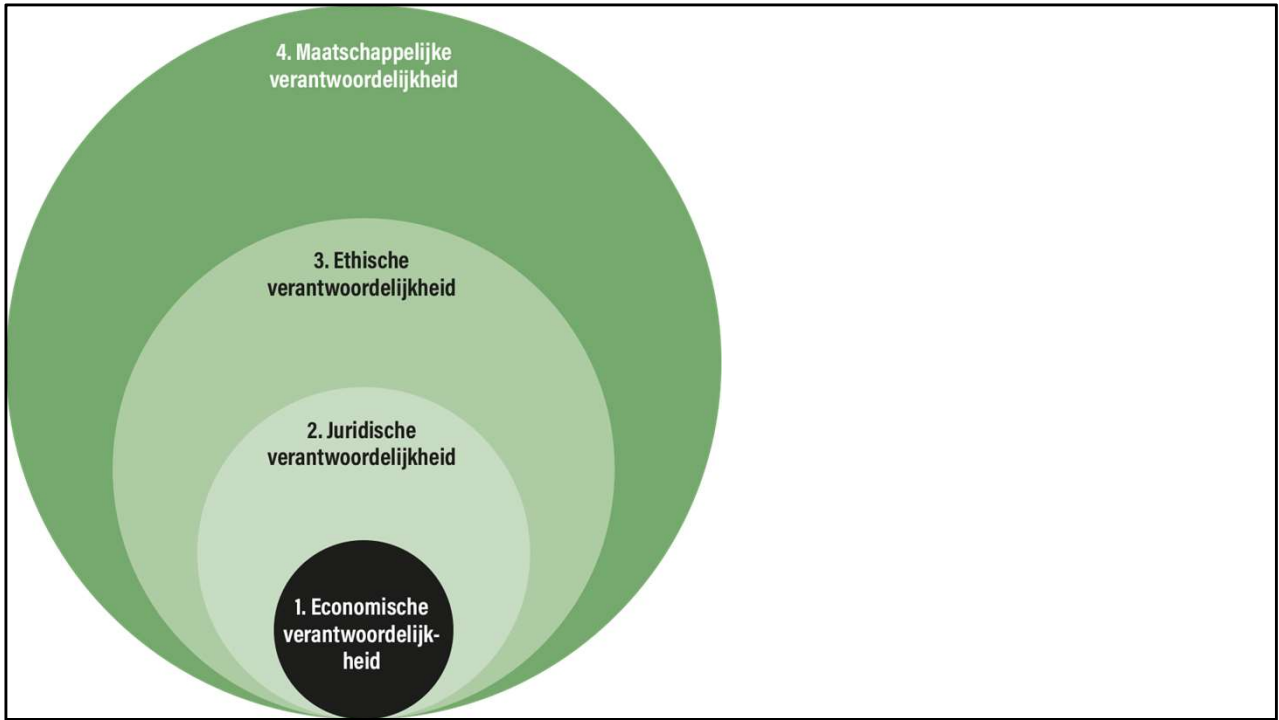
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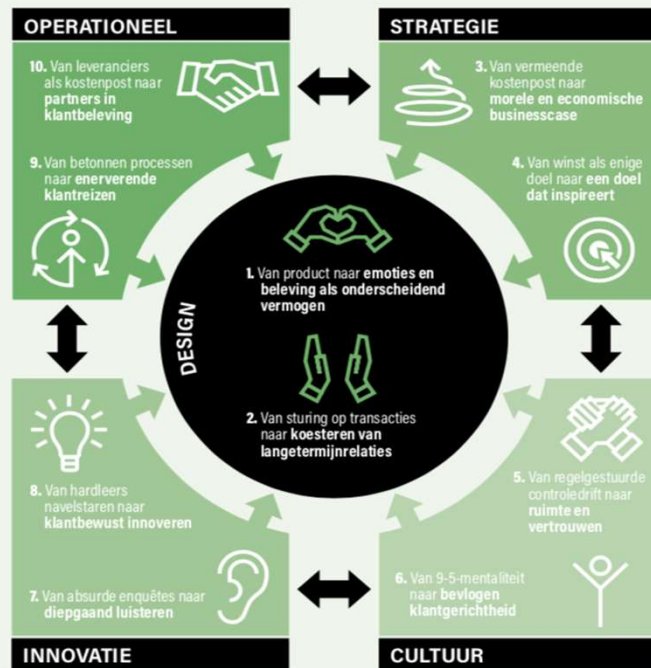
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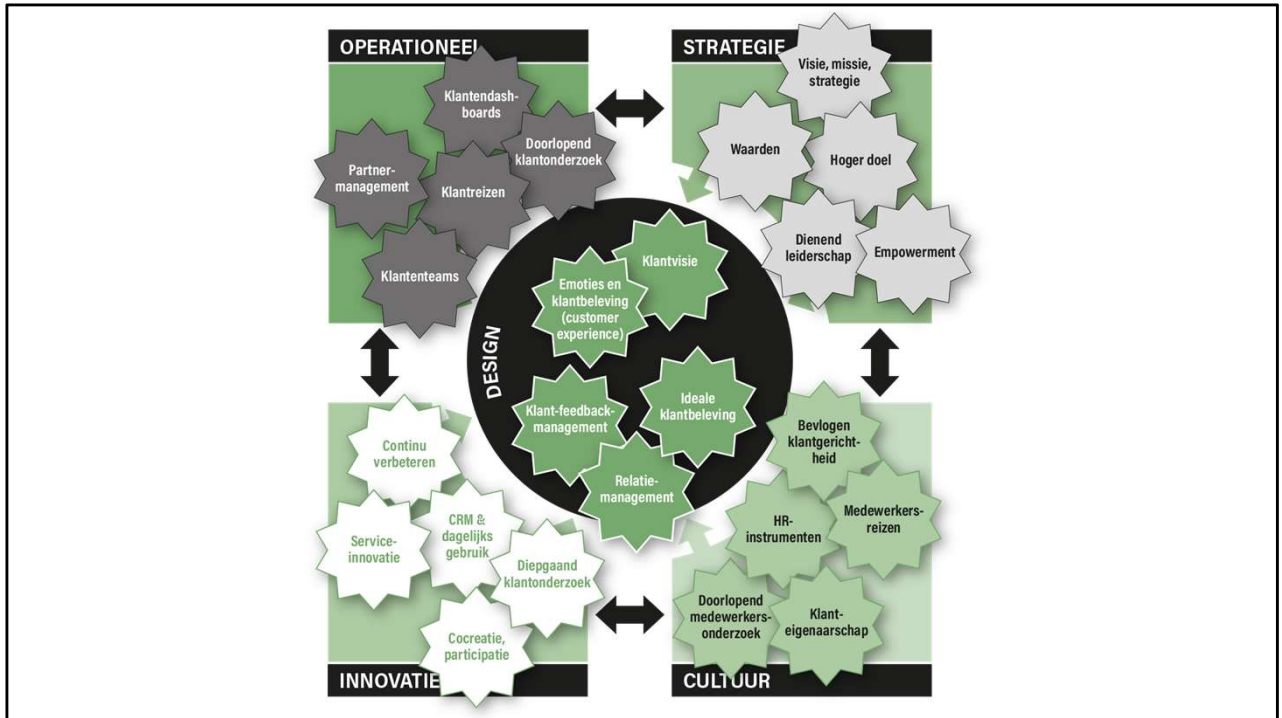






De tien paradigma shifts in het Service Excellence Model geplot





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