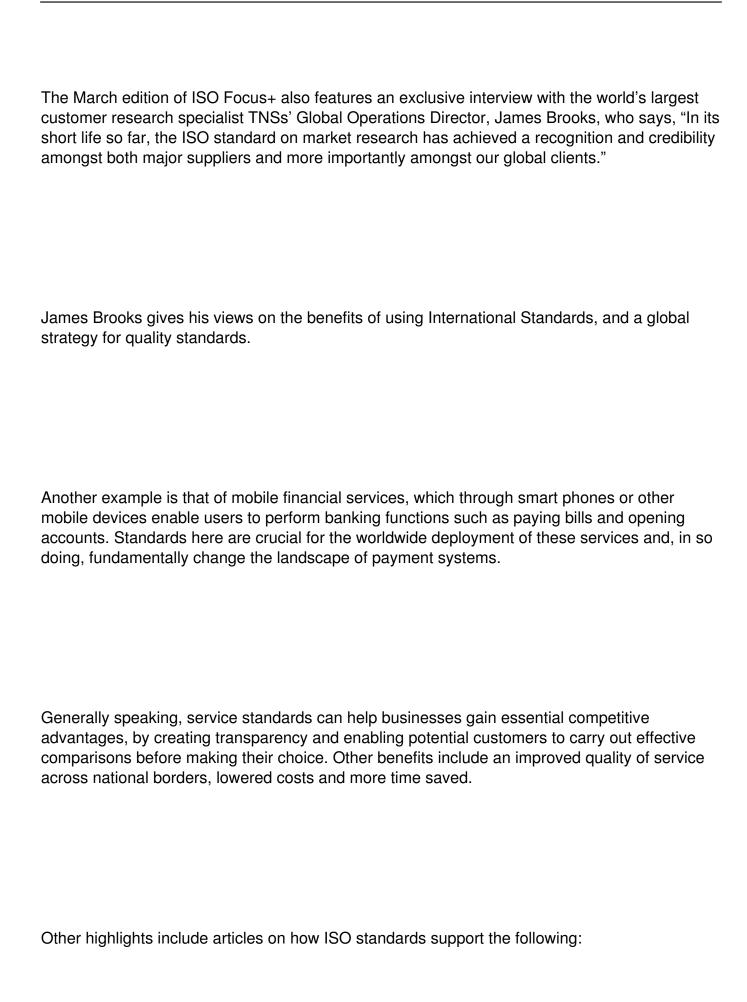
For example, the magazine features a case study on how implementing ISO 20252 for market, opinion and social research can provide major benefits from leading market survey and research specialist, the Ipsos Group.



- Financial services messaging Business benefits boosted by interoperability
- Bill shock! Customer complains down, satisfaction up
- Consumers speak out! A framework for developing service standards
- Servicing ICT From information security to service management
- Top marks! Bringing high-quality education and training to the learner
- Welcome! Working for tourists worldwide.

Fuente: ISO (International Organization for Standarization)

Documento completo en: http://goo.gl/bBZNW