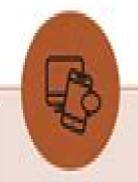
# 5 Strategies to Improve Customer Retention



### Engage with Customers

Look at your marketing channels and identify the best ways to engage with your clients, whether it's social media, email marketing, online events or something else.



## Reduce Friction in the Purchase Process

The fewer obstacles or challenges customers face when purchasing your product or service, the better—reduce page load times and simplify checkout procedures, for example.



# Improve Customer Support

Offer multiple ways for customers to reach you. This can include live chat on your website, a dedicated telephone number, email, social media and a comprehensive FAQ page online.



# Create A Community

Having exclusive membership programs or forums where your company representatives and customers can interact with each other will help generate more brand loyalty and buzz.



# Start A Loyalty Program

Motivate existing customers to make additional purchases and at a higher frequency with loyalty programs, using rewards that existing customers would find valuable, like free products or significant discounts.

Bruce Brocka, M. Suzanne Brocka

**Serving Them Right** Laura A. Liswood,1990 The Quality Management Sourcebook Christine Avery, Diane Zabel, 2002-09-11 The concept of Quality Management began in the manufacturing sector but a growing concern with quality in other areas of the economy has led to its wider application in service industries government education and other not for profit agencies A great quantity of material related to quality management has been produced in recent years much of it by small presses professional and trade associations and consultants The Quality Management Sourcebook is the first in depth international guide to the most useful material and sources of information The book begins with the origins of quality management explains how it evolved examines its current situation and explores the future The book is divided into five main sections Introduction General sources for information Applications of total quality management Focus on specific aspects of quality management Quality in the future Resource materials The Quality Management Sourcebook is an essential reference for everybody involved in either the theory or practice of quality management in manufacturing retail banking and insurance the utilities industry the transportation industry health education and other public services Over 900 citations cover books journal articles technical reports video training materials and software Each is followed by a descriptive annotation Resource materials include strategies for locating additional information training materials organizations and consultants The book concludes with a glossary of quality management terms a name index a title index and a detailed subject index Servina Them Right Laura A. Liswood,1990 Handbook of Relationship Marketing Jagdish N Sheth, Atul Parvatiyar, 2000 As businesses increasingly stress the importance of cooperation and collaboration with suppliers and customers relationship marketing is emerging as the core of all marketing activity In recent years there has been an explosive growth in business and academic interest in relationship marketing yet no comprehensive book has been available to present key concepts theories and applications The editors of this volume have assembled an authoritative and global cast of chapter contributors and crafted a volume that will become the seminal founding work in this growing field Their approach is eclectic including a broad coverage of topics diverse theoretical and conceptual paradigms and global viewpoints Total Quality Management In The Public Sector Morgan, Colin, Murgatroyd, Stephen, 1994-02-01 Total Quality Management TQM is a set of concepts tools and applications which has been so successful in manufacturing industry that we are now witnessing experimentation in the transference of Total Quality Management to the public sector provision of government health and education in North America Europe and elsewhere TQM is starting to set a new paradigm for management approaches in the public sector and not for profit enterprises All key public service managers should at least need to know the basics of TQM its possibilities and limitations for the public sector and particularly the types of applications which could work for them For all public sector managers this book provides a clear understanding of the key concepts of TQM a critical understanding of their relevance to the public sector empirical evidence of TQM applications in government health and education and exploration of the public

sector TQM possibilitites yet to be realized It draws throughout on case examples from Britain Canada the USA and continental Europe which illustrate the application of TQM to the public sector **Assessing Service Quality Peter** Hernon, Ellen Altman, Robert E. Dugan, 2015-05-12 This extensively revised and updated edition explores even further the ways technology influences both the experiences of library customers and the ways libraries themselves can assess those Support Partnerships Penny Lacey, 2013-10-18 The challenges and possibilities for collaborative support partnerships across the range of special needs are thoroughly explored in this practical book based on current research Case studies are used to illustrate practice that is achievable yet forward thinking drawn from a variety of services and age phases This book gives guidance for the sharing of practice and advice for those wishing to embark upon or improve the way in which they work with other people and services Improving Service Quality in the Global Economy Michael Milakovich, Harvey W. Blanch, 2005-08-03 Within American service sector organizations there exists a gap between understanding customer service quality improvement QI theories and applying them Improving Service Quality in the Global Economy Achieving High Performance in Public and Private Sectors Second Edition fills that gap by presenting theory application models and cases of su Improving Service Quality Michael Milakovich, 1995-03-01 Organizations are struggling to improve customer focused quality in today s highly competitive domestic and global markets Better design implementation and daily management of quality improvement strategies is essential for survival Quality improvement principles when thoughtfully applied and appropriately modified to meet all types of customer demands are a sound means to respond to changing markets However when various quality and productivity theories and methods are applied without changing the organizational culture it is very difficult to consistently deliver quality results This important new book focuses on quality improvement methods for high performance in public and private services not covered in other books applications focus on construction education government insurance public utilities health care and nonprofit services Rather than detailing the technical processes to achieve inspection planning quality auditing statistics or risk assessment this book presents step by step guidelines recommendations and action plans for changing service organizations to implement quality improvements Sound theory and careful strategic planning are presented to assist readers in developing an understanding of how to select the essential elements of systems that best fit their customers needs People with Profound & Multiple Learning Disabilities Penny Lacey, Carol Oyvry, 2013-11-26 First Published in 1999 This book is designed to be useful to practitioners working with children and adults with profound and multiple learning disabilities PMLD It was born out of a need for a practically based text book for participants on a course devoted to the study of PMLD but became a project to provide discussion of interest to anyone wishing to reflect on their work in this field It is hoped that the nineteen chapters in this book will provide a broad ranging resource for practitioners who work with children and or adults with PMLD in education health social care and voluntary settings and for those studying on advanced courses **Quality Management:** 

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