

Service-Profit Chain In A Nutshell

The service-profit chain was first proposed in a 1994 edition of Harvard Business Review by Leonard Schlesinger, W. Earl Sasser, and James L. Heskett. Three years later, the theory became the subject of a book authored by the same individuals entitled *The Service Profit Chain – How Leading Companies Link Profit and Growth to Loyalty, Satisfaction and Value*. The service-profit chain is a business management theory linking employee satisfaction to customer loyalty and profitability.



Service Profit Chain

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