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Nota di contenuto	Cover; EDITORIAL ADVISORY BOARD; An empirical investigation to determine patient satisfaction factors at tertiary care hospitals in India; A sustainable business model in services: an assessment and validation; Agencies, it's time to innovate!; Customer aggression, felt anger and emotional deviance: the moderating role of job autonomy; Facilitating system-wide organizational change in health care; Customer experience management and business performance; From service quality to experience - and back again?; Excellence models in the public sector. Relationships between enablers and results
Sommario/riassunto	This eBook contains 14 of the best papers selected from the 17th QMOD-ICQSS conference. Chapter one focuses on a Comprehensive quality assessment of Czech higher education institutions, chapter 2 looks at the Nonlinear impact of online retail characteristics on customer satisfaction and loyalty and chapter 3 investigates service quality and customer satisfaction in liner shipping. Chapter 4 asks the question ""Do corporate sustainability practices enhance organizational economic performance?"" , chapter 5 looks at learning from criticisms of quality management and chapter 6 looks at developing sc