

-
1. 20
 2. ASTM ISO9001:2008
 3. 99
 4. 1500; 10; 35
 5. 5000; 300

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1. F S
 2. Cicy



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5 *Treat every employee to be an important member of the Customer Satisfaction Team.*

...the most important member of the Customer Satisfaction Team. ...the most important member of the Customer Satisfaction Team. ...the most important member of the Customer Satisfaction Team.

6 *Don't overlook your employees as a source of ideas to improve your operation.*

...Don't overlook your employees as a source of ideas to improve your operation. ...Don't overlook your employees as a source of ideas to improve your operation.

When you make a mistake, own up to it.

...When you make a mistake, own up to it. ...When you make a mistake, own up to it.

7 *Make sure that you treat the employees as an important team.*

...Make sure that you treat the employees as an important team. ...Make sure that you treat the employees as an important team.

9

...9 ...9 ...9









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