

# MESSUNG DER DIENSTLEISTUNGSQUALITÄT IN EINEM GROSSUNTERNEHMEN

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**Abstract:** This paper aims to bring some new information regarding how the quality of services is perceived. Quality is a very important topic nowadays, but it has a privileged place especially in the manufacturing industry, where it can be easily verified, implemented and improved. When it comes to the service industry, the concept of quality becomes more subjective and the approach of measuring quality depends on the person, that is measuring it. This paper analyses the method for measuring quality used in a Shared Service Center that provides accounting services and by doing that it links the method used in the company to the models described in theory.

**Key words:** quality; service industry; measuring methods; implementation

**JEL Classification:** L15; L20

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