
Mcquarrie Solution

queuing theory and the management of waiting-time in ... - international journal of academic research in business and social sciences february 2014, vol. 4, no. 2 issn: 2222-6990 34 ijarbss - impact factor: 0.305 (allocated by global impact factor, australia) **the voice of the customer - mit** - quality function deployment (qfd) (see wiem05-023), or the setting of detailed design specifications (see wiem05-049). the voice of the customer process has important outputs and benefits for product developers.

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