# Measuring and Managing Customer Relationships



#### QUESTIONS

- 6-1 Nonfinancial measures such as customer satisfaction and customer loyalty are important in managing relationships with customers, but an excessive focus on improving customer performance with only these metrics can lead to deteriorating financial performance. To balance the pressure to meet and exceed customer expectations, companies should also be measuring the cost to serve each customer and the profits earned, customer by customer.
- 6-2 Examples of differences between customers who have high and low costs-toserve may be drawn from the chapter's Exhibit 6-1, part of which appears below.

High Cost-to-Serve Customers		Low Cost-to-Serve Customers	
	Order custom products	<ul> <li>Order standard products</li> </ul>	
	Small order quantities	<ul> <li>Large order quantities</li> </ul>	
	Customized delivery	<ul> <li>Standard delivery</li> </ul>	
•	Manual processing; high order error rates	<ul> <li>Electronic processing (EDI) with zero defects</li> </ul>	
•	Large amounts of pre-sales support (marketing, technical, and sales resources)	<ul> <li>Little to no pre-sales support (standard pricing and ordering)</li> </ul>	
•	Large amounts of post-sales support (installation, training, warranty, field service)	<ul> <li>No post-sales support</li> </ul>	
1,00	Pay slowly (have high accounts receivable from customer)	<ul> <li>Pay on time (low accounts receivable)</li> </ul>	

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James R. Hasselback

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