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## Buch-Information

**Autoren:** Raj Rattan  
**Titel:** Quality Matters  
**Untertitel:** From Clinical Care to Customer Service  
**Reihe:** QuintEssentials of Dental Practice  
**Kurztext:**

This unique book considers the concept of quality as it relates to the provision of dental care. For the author's purposes, quality is defined in relation to the process of care, the service given, the people delivering the care, and the environment in which the care is provided. In each of these various facets of dental care, the author considers the process of measuring, assessing, improving, and monitoring quality and its impact on the way we work and live.

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Chapter 09. Service Quality  
Chapter 10. Business Implications

**Fachgebiet(e):** Fachübergreifend, Praxismanagement, Wissenschaft und  
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