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LA PREGUNTA DECISIVA 2.0

Superventas
en la lista de
Wall Street
Journal

Cómo utilizan las empresas el sistema
de **PROMOTORES NETOS** para crecer

FRED REICHHELD

Autor del superventas **EL EFECTO LEADAD**

CON ROB MARKEY

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La Pregunta Decisiva 2 0 Accion Empresarial

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La Pregunta Decisiva 2.0 Accion Empresarial:

La pregunta decisiva 2.0, 2012 **La pregunta decisiva 2.0** Rob Markey, 2012-04 Formular a los clientes la pregunta decisiva nos recomendar a a un amigo suyo genera una métrica vital el índice Neto de Promotores NPS Desde que el libro fue publicado por primera vez la aplicación del sistema creado por Fred Reichheld ha transformado empresas de una gran variedad de industrias y sectores y ha cambiado las reglas del juego de la fidelización de clientes Con su claridad característica explica su conexión con el crecimiento y el éxito sostenido en una empresa y presenta el proceso para motivar a los empleados y deleitar a los clientes

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