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Title: Airport Folding Container Three-Phase Service Quality

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In the era of high competition and massive information, airport industry are more rely on service quality (SQ) to distinguish themselves from competitors by fulfil customer"s satisfaction.

Abstract. This study aims to conduct a systematic examination of airport Service Quality. Firstly, this paper constructs the airport service quality evaluation system using interview method, literature ...

Konings and Thijs summarized clearly the conditions for the success of foldable containers in the market: (1) low costs for folding and unfolding the containers; (2) low manufacturing costs; (3) ...

Emphasises the critical role of CPSQ in influencing user satisfaction and competitiveness among container ports. Utilises fsQCA to explore the complex, causal configuration of CPSQ factors ...

The research highlights significant quality gaps between expected and perceived service quality across all dimensions. The methodology combines qualitative insights with quantitative data to establish a ...

This study aims at introducing an expanded approach to improve airport service quality aspects of the non-aeronautical business opportunities.

This six-factor model covers relevant issues related to the airport services and facilities, as perceived by the passengers, and may provide a comprehensive approach to the service quality ...

While service quality frameworks are most effective at airports where robust economic regulation exists, they are relevant to all airports reflecting good business practice that brings benefits for all parties ...

We trust that you will find this modernized version of the Industry Master Operating Plan a useful resource, providing a high level process outline compatible with the basic requirements of ...



# Airport Folding Container Three-Phase Service Quality

This model has been adapted to container terminals and presents an "operational" view on the judgement of service quality of container terminals by terminal operators (Parasuraman et al. 1991).

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