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<p>Abstract</p> <p>The aim of the thesis is to describe the client organization's customer-supplier relationships among its foreign customers. The study is composed of both quantitative and qualitative research. Business customer relationship and constructs to measure it are discussed based on secondary research among academic literature.</p> <p>The present customer survey was launched among the client organization's foreign customers to understand customer behavior and the possible gaps between their expectations and perceptions. The survey was implemented by sending a self-administered questionnaire to 124 foreign customers. Three unstructured interviews with the client organization's employees give professional opinion about the customer-supplier relationships in the life science business field. Combining the results of the survey, the interviews and academic research, the foreign customers' preferences and behavior are described.</p> <p>The results showed high customer satisfaction, characteristic to the life science business, as well as high willingness to recommend the supplier. The respondents value most highly the quality and the performance of the product, pricing and the communication with the supplier. Moreover, the most valued attributes were the client organization's strengths. The gap analysis conducted only one critical attribute – price, suggesting the client organization to check their price management.</p>			
Keywords Customer relationship, customer satisfaction.			