

# Aekyung Industrial Co Ltd in Home Care (South Korea)

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## Abstracts

Aekyung's main strategy for 2016 revolved around CCM (Consumer Centred Management). This involved the implementation of various consumer-oriented management practices such as VOC (Voice of Customer), customer satisfaction surveys and hands-on experience of customer service for all company employees, including the CEO.

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## Contents

Strategic Direction Key Facts Summary 1 Aekyung Industrial Co Ltd: Key Facts Summary 2 Aekyung Industrial Co Ltd: Operational Indicators 2014-2015 Competitive Positioning Summary 3 Aekyung Industrial Co Ltd: Competitive Position 2016



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