

MARIO CRUZ

Universidad de la Fuerzas Armadas - ESPE, Ecuador

ISABEL PILICITA

Universidad de la Fuerzas Armadas - ESPE, Ecuador

FANNY CEVALLOS

Universidad de la Fuerzas Armadas - ESPE, Ecuador

ANABEL PILICITA

Universidad de la Fuerzas Armadas - ESPE, Ecuador

INTEGRAL ATTENTION TO SERVICE SOLUTIONS

Abstract:

This article shows the compliance and improvement of service installation times (metering equipment) in the country's electricity distribution companies, as established in the Quality Regulation 004/001. In this context, the measurement of time was considered, from the moment the customer's request for service is received until its installation by the Distributor; compliance with two guiding objectives, SATISFIED CUSTOMERS AND HEALTHY FINANCES. The type of research was quantitative and user surveys were used as a research technique. The results obtained showed customer satisfaction with respect to the quality, timeliness and cost of the service. Finally, this methodology was implemented in the Commercial Service Quality Regulation, as regards civil works, as a measurement system and it is currently in charge of Distributors within their operating costs.

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