

# International Journal of PRODUCTION TECHNOLOGY AND MANAGEMENT RESEARCH

VOLUME 9 • NUMBER 1 • JANUARY-JUNE 2018

## CONTENTS

1. Characteristics of Innovation in Services at companies Inside the..... 1-14  
Textile Sector and Características De La Innovación En Servicios  
En Compañías Del Sector Textil  
*Vanessa Paola Pertuz Peralta,  
Neida Coromoto Boscan Romero,  
Adith Bismarck Pérez Orozco and  
Maribel del Socorro Bermúdez Rojo*
2. Networking and its Impacts on SMEs' Performance at ..... 15-35  
Ho Chi Minh City, Vietnam  
*Tu Van Binh*
3. Consequences of Customer Satisfaction in Organized Food and..... 37-60  
Grocery Retailing: An Empirical Analysis in Andhra Pradesh  
*P.V. Vijay Kumar Reddy, A. Udaya Shankar and P. Ajitha*
4. New Customer Acquisition by a Retailer: A Conceptual Paper ..... 61-73  
*Swati Vashishtha and Sandhir Sharma*

Asokan  
of Production Engineering  
ute of Technology  
15, Tamil Nadu, INDIA

vindan  
Professor,  
hanical Engineering,  
Delhi

moorthy  
Central Workshop,  
al Engineering,  
, Chennai-25

I Haq  
ineering Department,  
of Technology,  
Tamilnadu, India.

orthy  
ufacturing Engineering  
hanical Engineering  
hennai, INDIA

R.  
ring & Management  
g Department  
nology Calicut  
ala, India

oreign)

s@gmail.com