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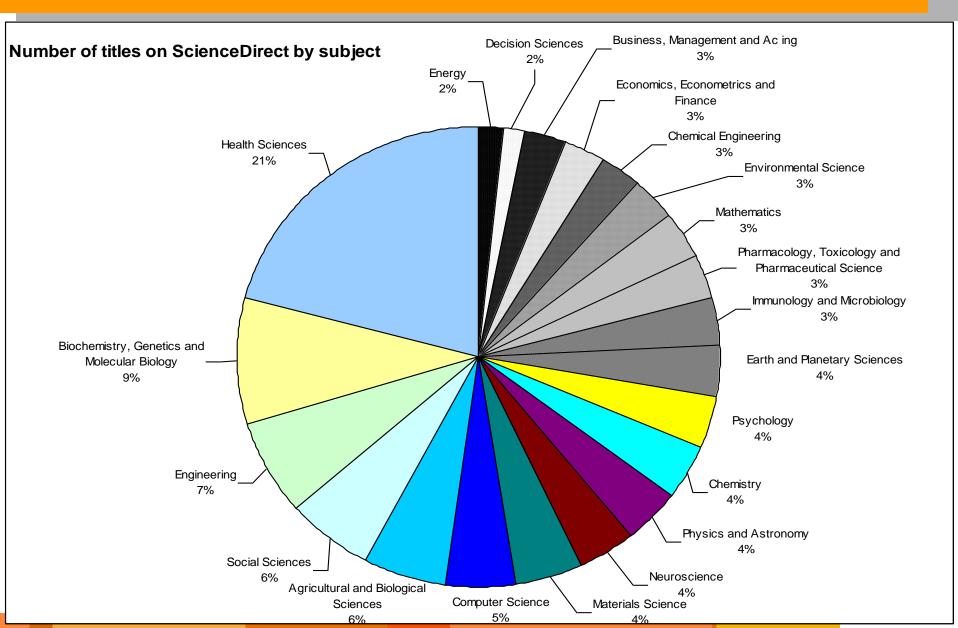
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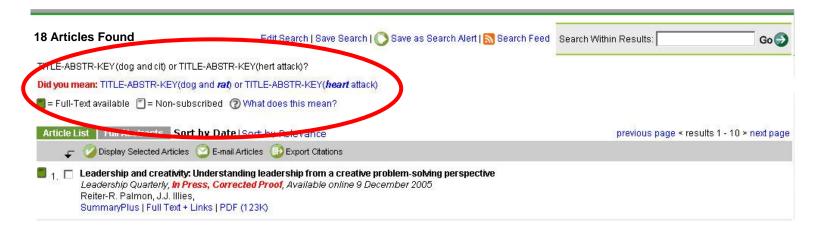
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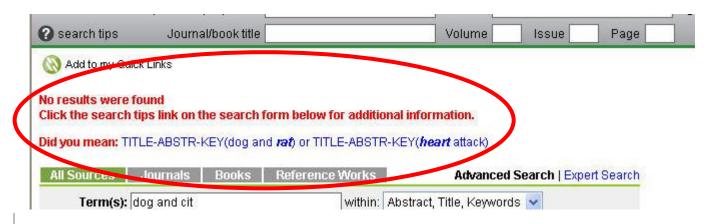


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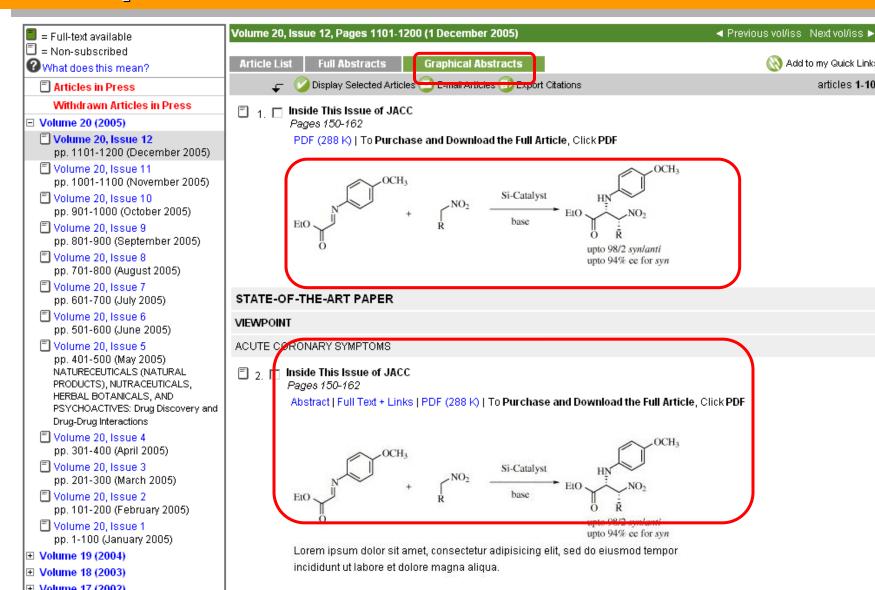
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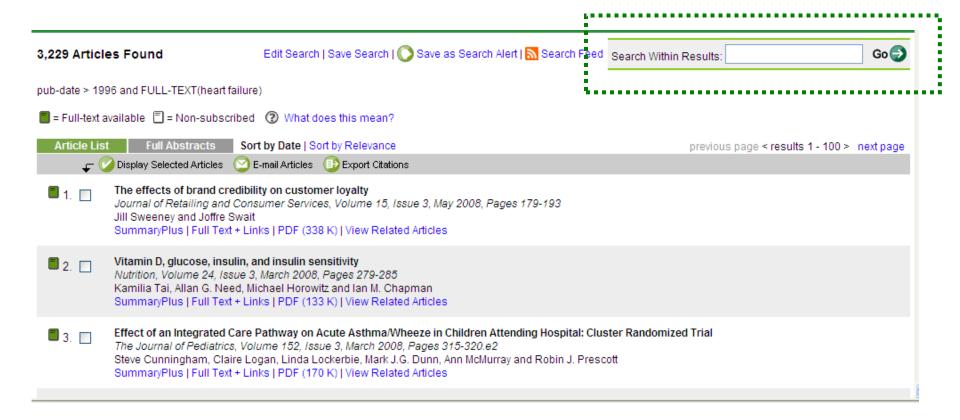
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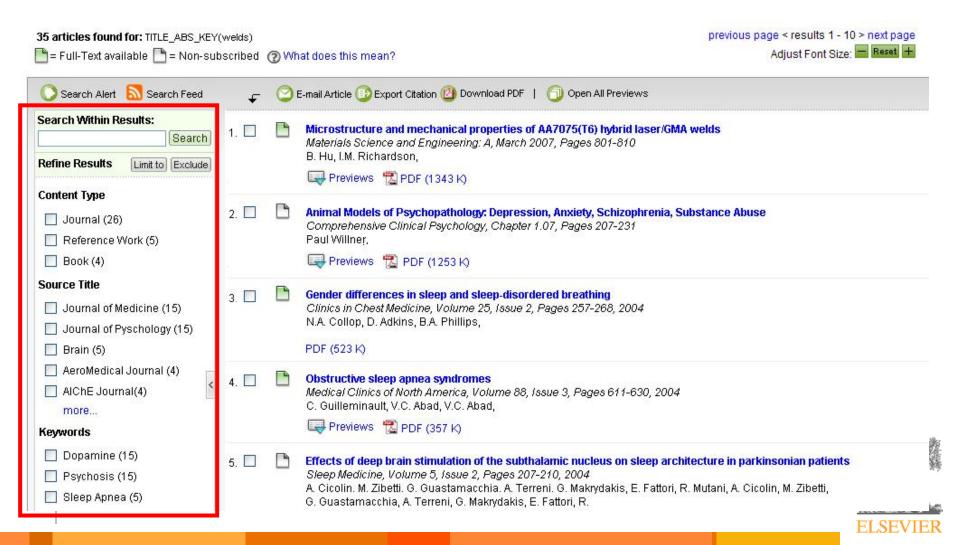


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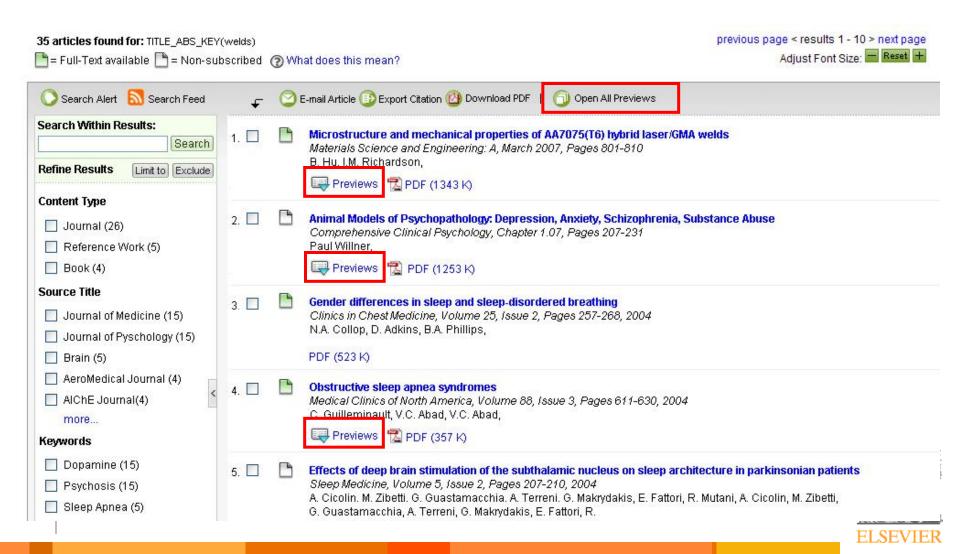




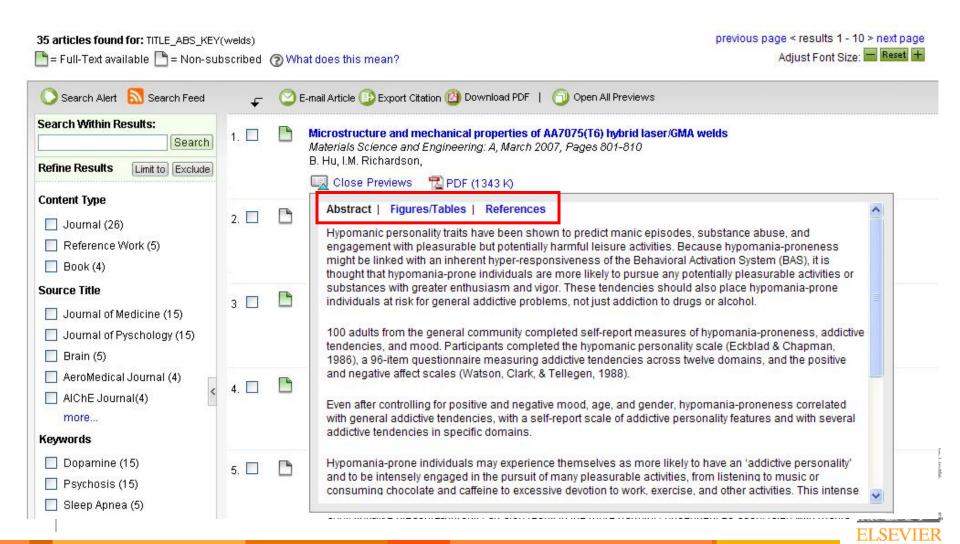
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#### The effects of brand credibility on customer loyalty

Jill Sweeneya, 🖼, ⋈ and Joffre Swaitb, ⋈

<sup>a</sup>School of Economics and Commerce, University of Western Australia, Crawley, WA 6009, Australia <sup>b</sup>Advanis Inc. & Faculty of Business, University of Alberta, 103 Lennox Rd., Landrum, SC 29356, USA

Available online 18 June 2007.

#### Abstract

Customer churn is an ever-growing issue in the relational services sector (e.g., retail banking, telecommunications), where business models ultimately depend upon long-term relationships with customers as the basis for profitability. Businesses in this sector have tended to view satisfaction and service quality as the key tools for increasing customer retention. The present study investigates the important additional role of the brand in managing the churn of current customers of relational services. Based on information economics, we propose specifically that

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The management of customer churn, or turnover, is a top priority of executives in service industries such as retail banking and telecommunications. It is accepted wisdom in marketing that new customer acquisition is a far more costly undertaking than establishing a broader and deeper relationship with existing customers (see, e.g., Heskett et al., 1994; Reicheld and Sasser, 1990; Rust et al., 1995). Hence, in general the loss of a customer leviewed with concern by banks and telecommunications firms, both being examples of longer-termed and services requiring the establishment of a formal relationship between customer and firm.

Evidence for the rising recognition of the importance of customer churn to firm profitability is easily found in these industries. For example, recent research by Teradata (2004) demonstrates that US bankers are quite aware of this problem: 79% of survey respondents (out of a total of 101 bank executives from financial



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Like verotoxins and cholera toxin, Shiga toxin belongs to the AB<sub>5</sub> family of bacterial toxins [1]. Structurally, these ins consist of two non-covalently associated subunits, a monomeric catalytic A-subunit, and a pentameric subunit that is responsible for receptor binding and intracellular trafficking of the holotoxins [2] and [3]. In the se of Shiga toxin, the A-subunit has ribosomal RNA N-glycosidase activity, leading to protein biosynthesis nibition, while the R-subunit (STxR) binds specifically to the glycosphingolipid Gb<sub>3</sub> [4]. The crystal structures

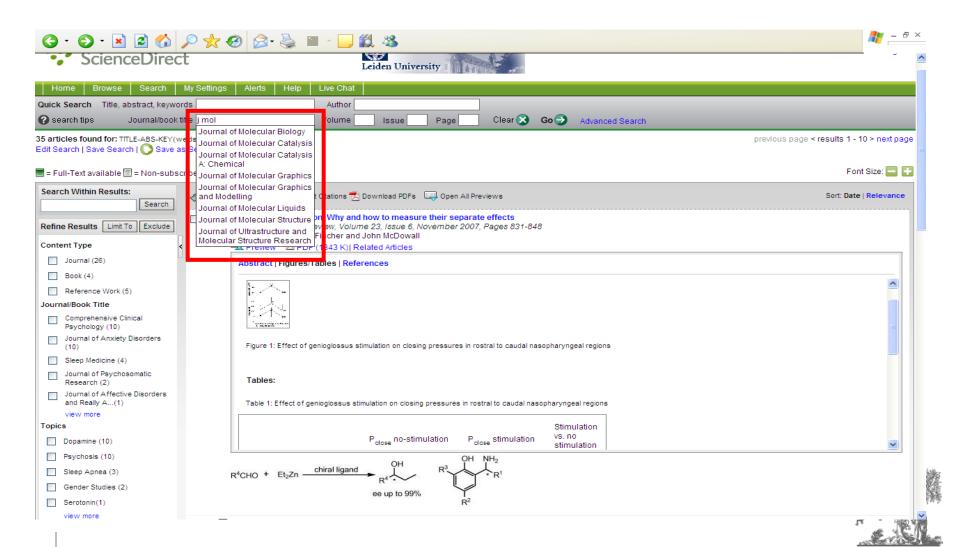
[1] T. Shida, M. Hirkawa, N. Fujikura and S. Sato, Sixth International Conference on Welding and Melting by Electron and Laser Beam France (1998), pp. 399-406.Full Text via CrossRef | View Record in Scopus | Cited By in Scopus

I. STxB is a homopentamer composed of monomers of stranded antiparallel β-sheets and an α-helix (see Fig. ntral pore whose diameter is about 11 Å, and that is del<del>limited by the live a newes and surrounded by p-s</del>heets from pairs of adjacent monomers. Recent

structural and mutational studies suggest that STxB has three Gb2 binding sites per monomer [8] and [9].



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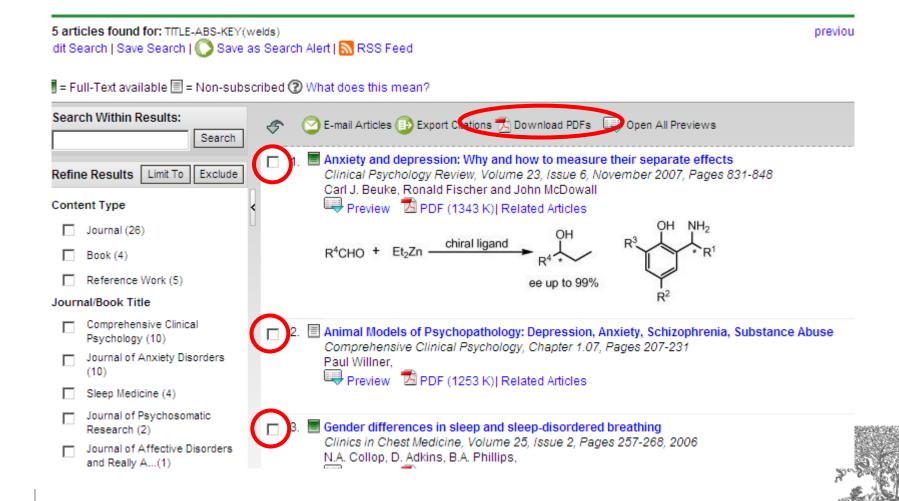
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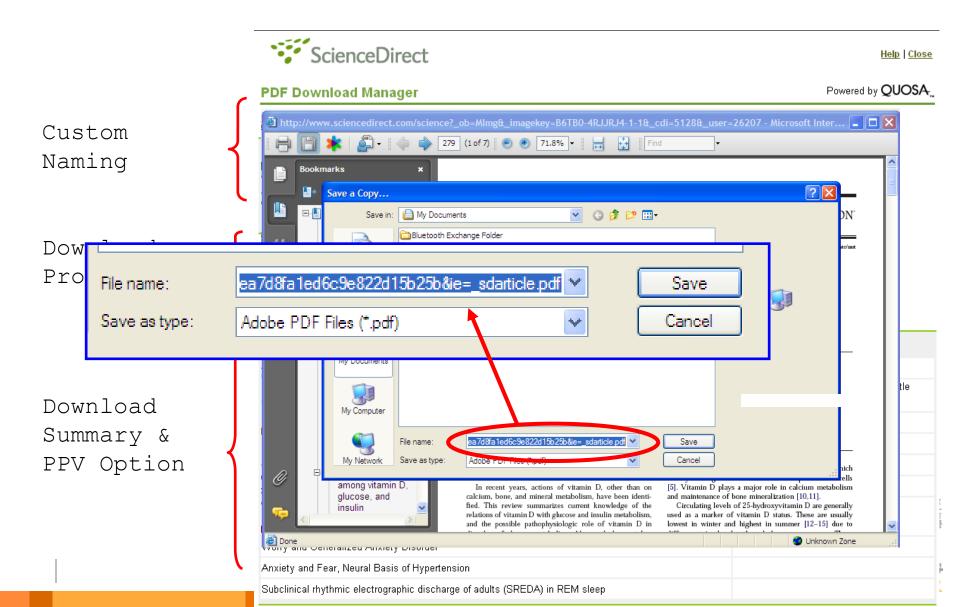
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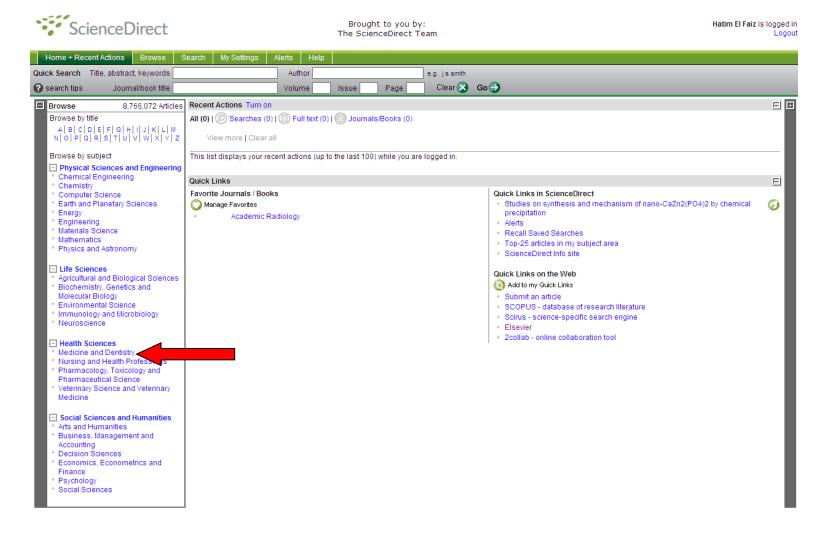
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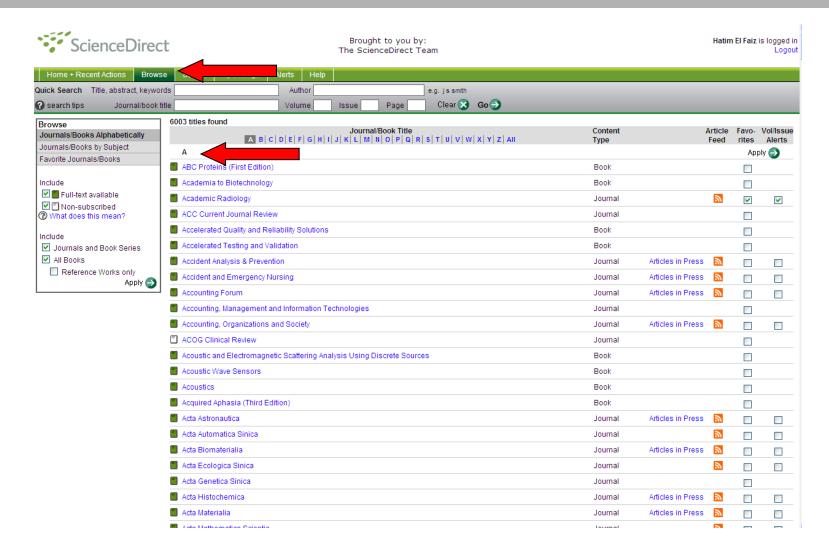


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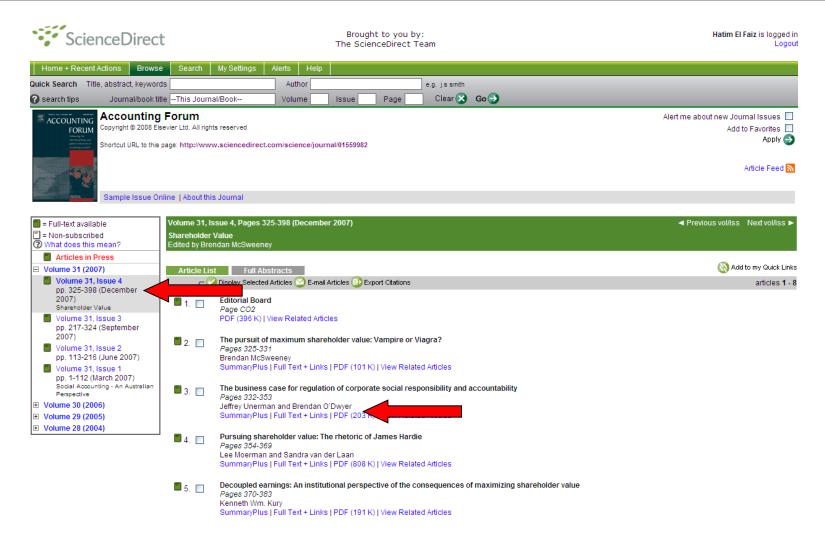


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# The business case for regulation of corporate social responsibility and accountability

Jeffrey Unerman a,\*, Brendan O'Dwyer b

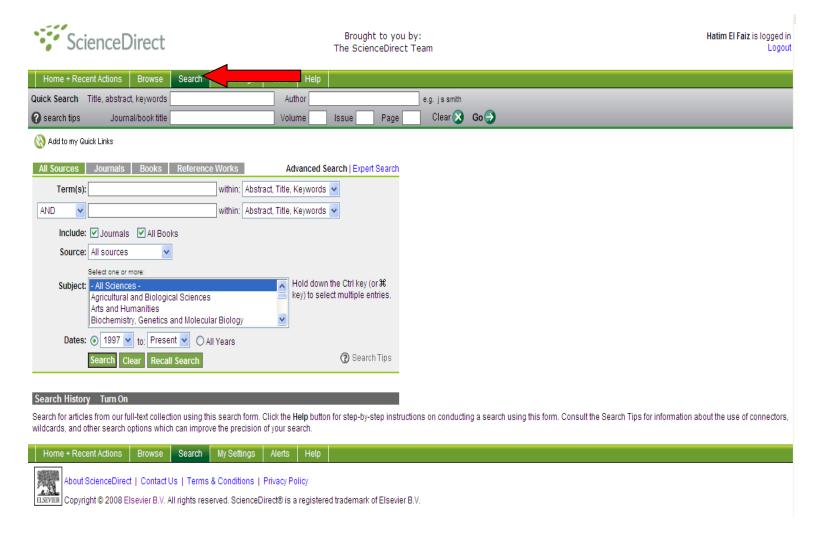
 a School of Management, Royal Holloway, University of London, Egham, Surrey TW20 0EX, UK
 b University of Amsterdam Business School, University of Amsterdam, Roetersstraat 11, 1018 WB Amsterdam, The Netherlands

#### Abstract

This paper develops an alternative (or supplementary) theoretical justification for the regulation of corporate social responsibility (CSR) and social and environmental accounting and reporting (SEAR) to the justification contained in the extant academic literature. It does this by demonstrating how, contrary to the dominant business discourse, increased regulation designed to protect the social and environmental inter-

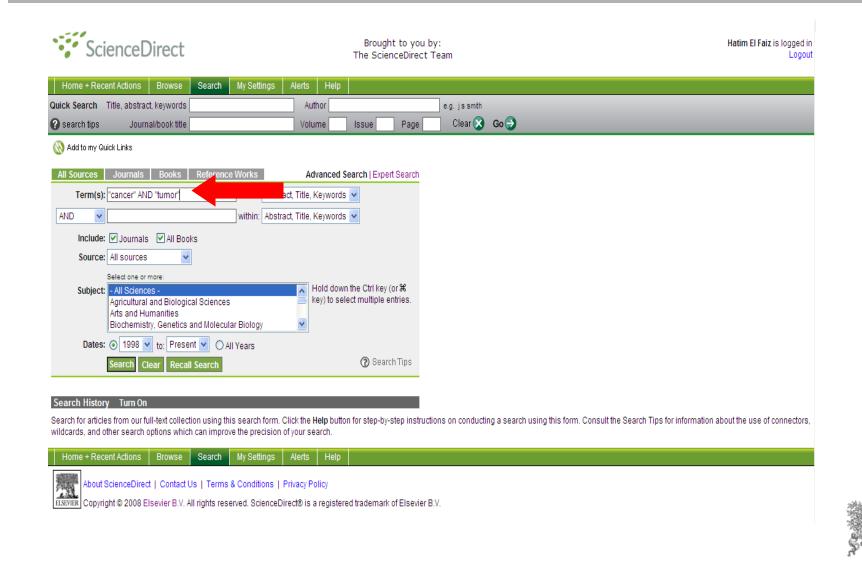


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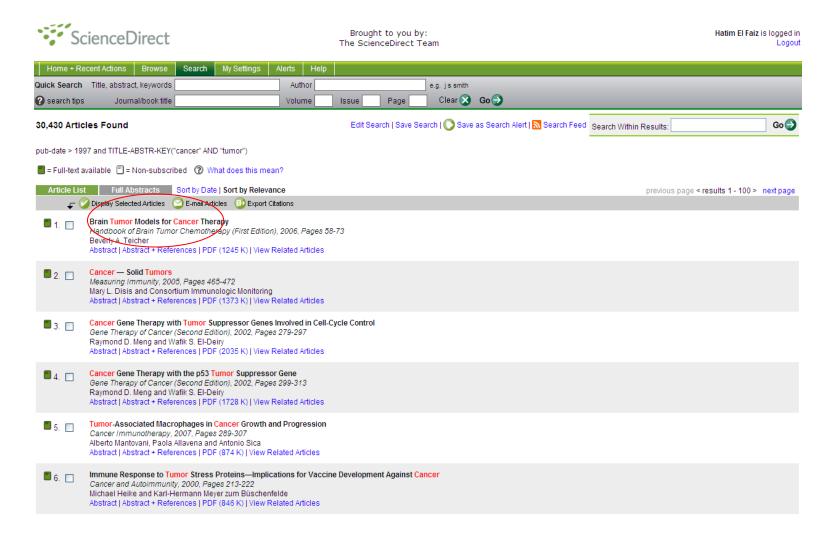




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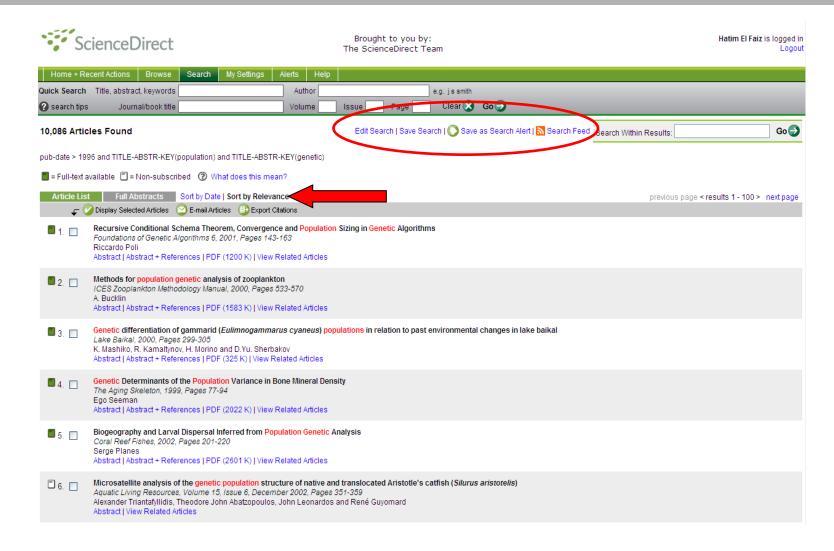


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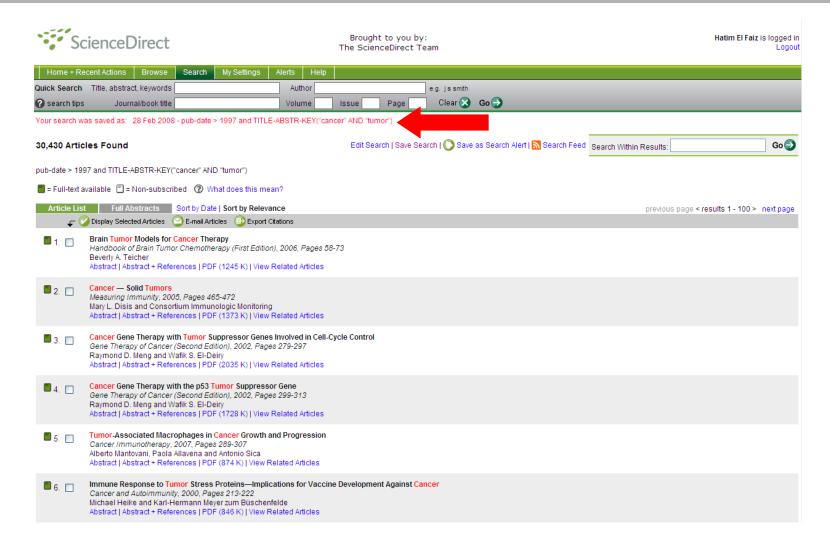


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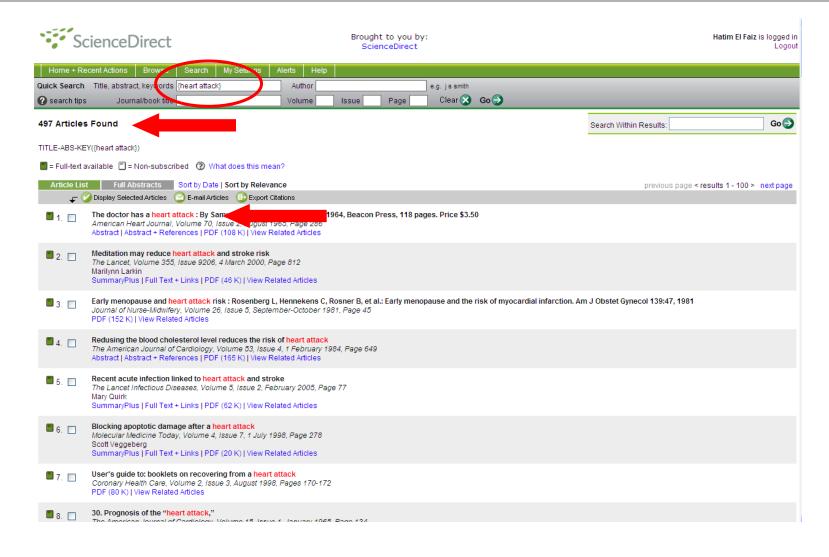
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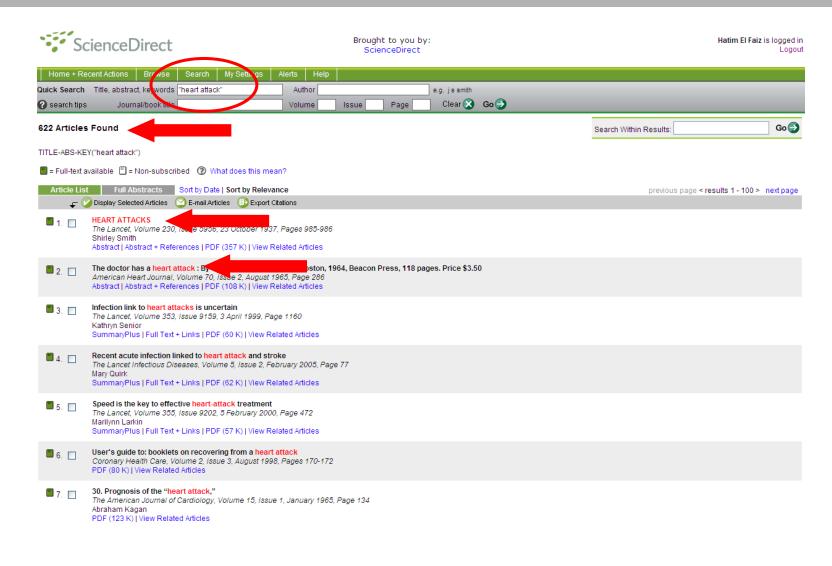


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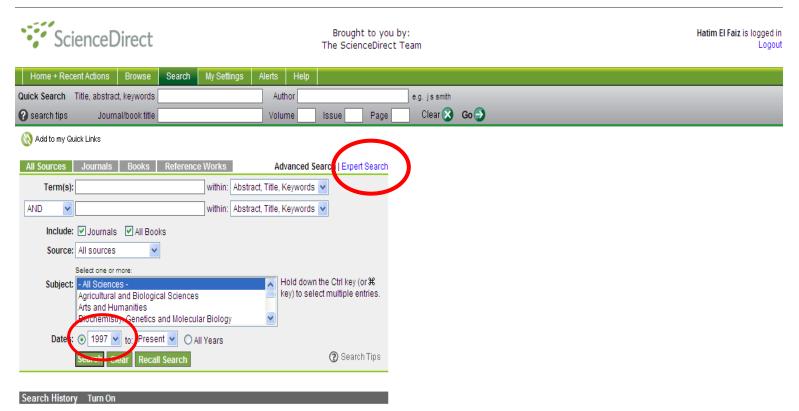


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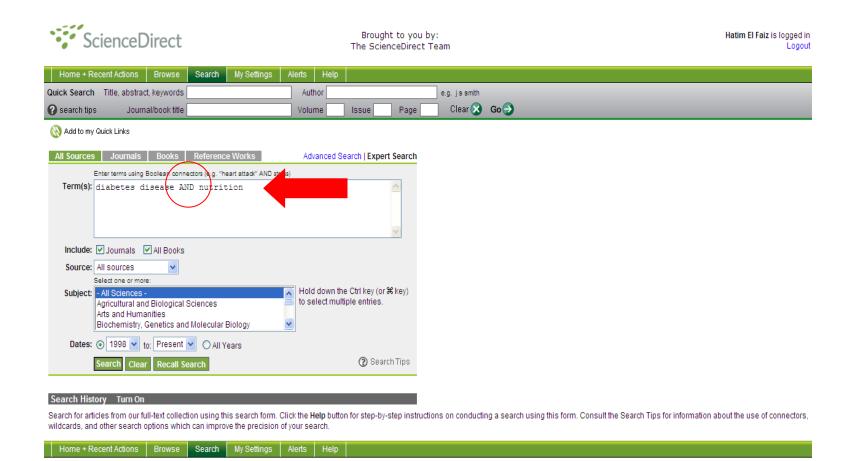
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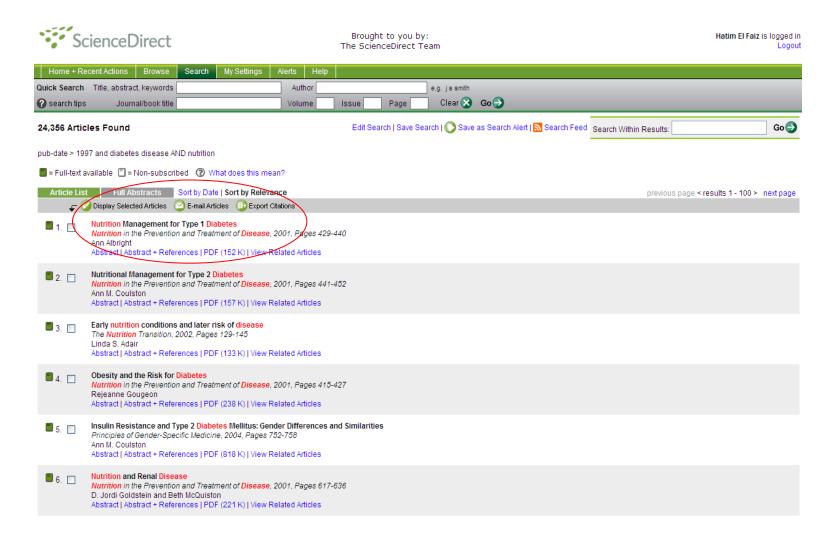


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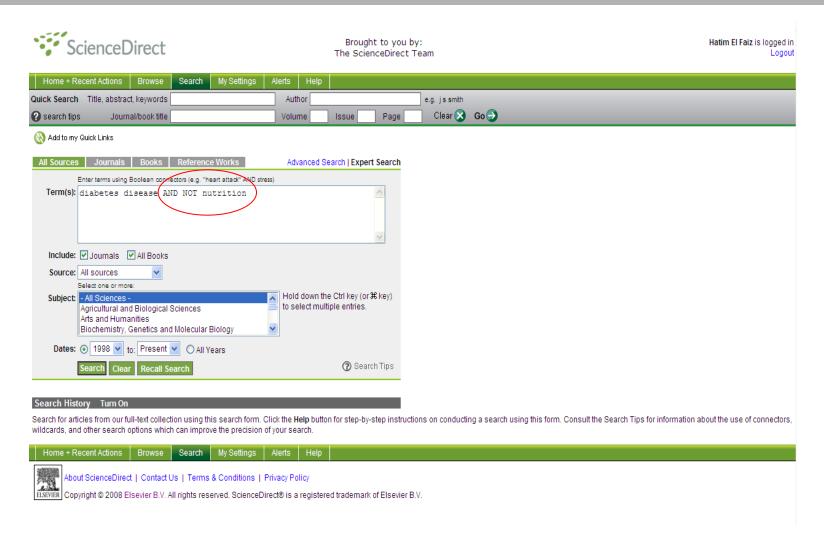
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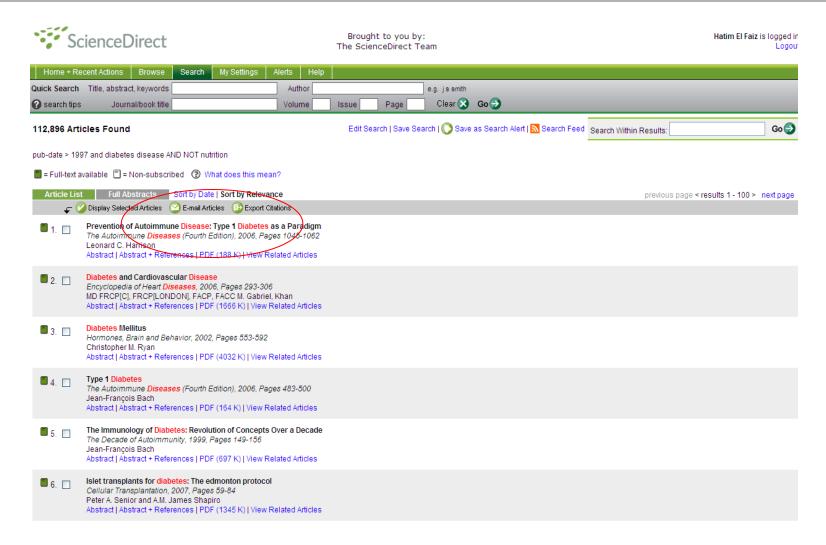






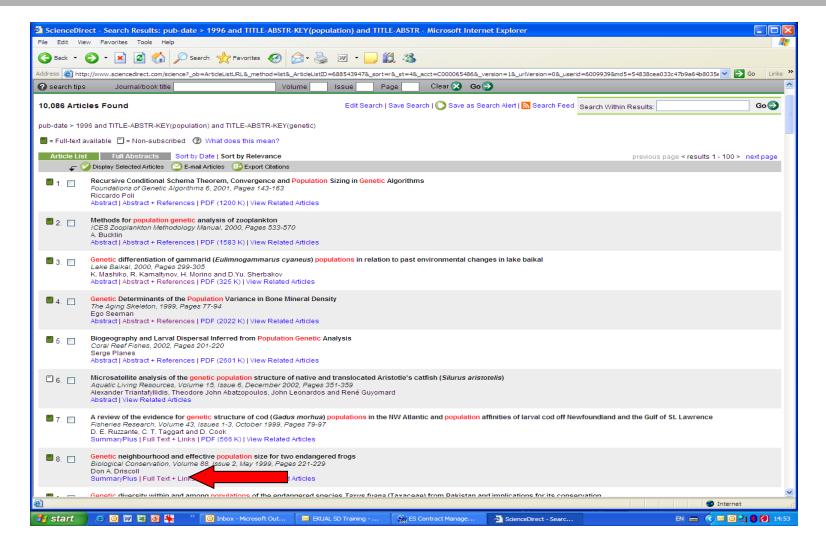








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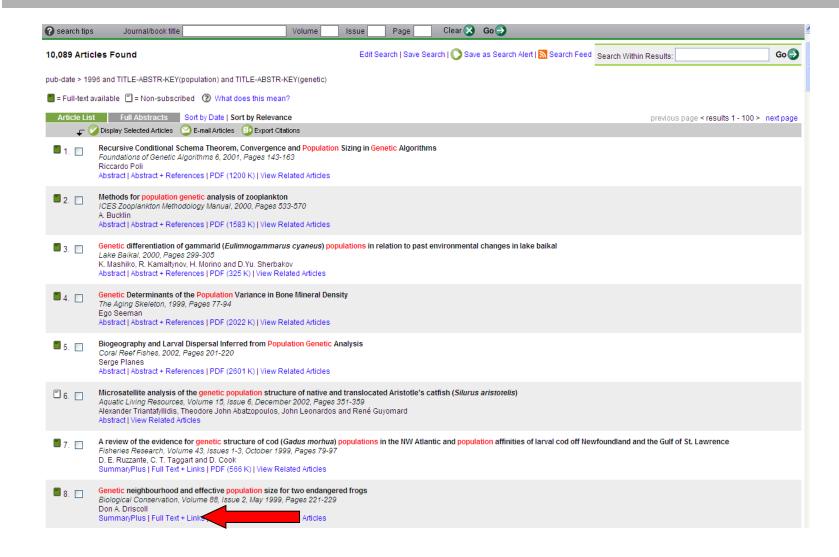


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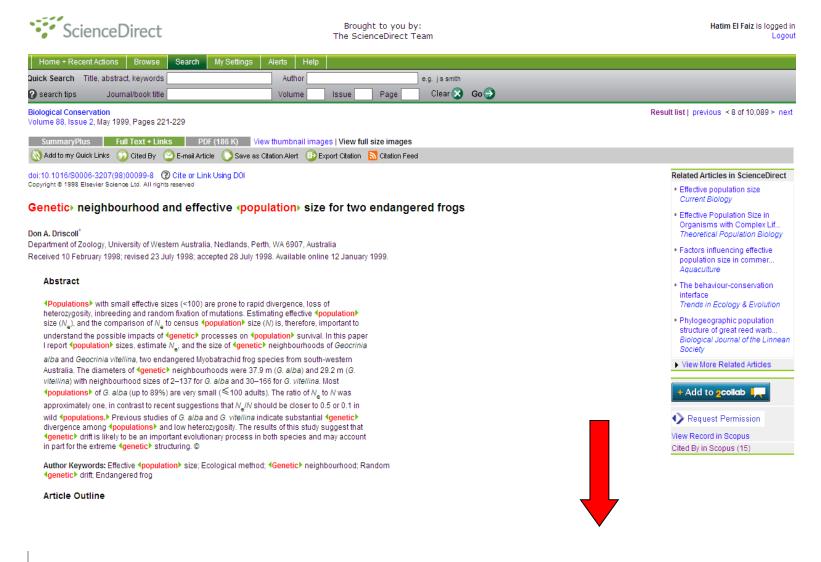


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#### Acknowledgements

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Kerri A. Bervin and Thaddeus A. Grudzien
Department of Biological Sciences, Oukland University, Recincter, MI 48309-4401 USA

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troversial. Species have been considered units held together by gene flow (Mayr, 1903) or units kept sparate by natural selection relative sparate spara

into local demes or neighborhoods from mature adults to breed (Berven, 1982). Fe-mate with a single male and the vast inated with equal probability (Wright, 1943, majority of males mate with a single female 1969). For traits that are selectively neutral, (Howard and Kluge, 1985). Most studies of

The maintenance of gene flow in the pro-cess of evolutionary differentiation is con-troversial. Species have been considered dispersal studies may underestimate actual

or a gene poor.

Gene flow estimates are essential to understand genetic differentiation over a geographic range. Organisms can be grouped

metamorphose into juveniles, leave the
ponds, and return in three or four years as

