



For Immediate Release

**RitterAssociates Expands Leadership Team
Anthony M. Miano Appointed Vice President, Client Services**

Toledo, Ohio, ([PRWEB](#)) August 5, 2009 – [Ritter Associates](#), the company that helps build great customer experiences and is one of the fastest growing providers of customer experience and customer satisfaction measurement data in the United States, announced today the appointment of Anthony M. Miano as Vice President, Client Services.

In this new position, Miano will lead the organization's client facing activities and the critical initiatives that will provide enhanced understanding of customer experience and satisfaction information offered by RitterAssociates. In his role as Vice President, Miano will lead a team of professional Account Managers, Information and Technology specialists, and the global IT resources of RitterAssociates to assist clients in gaining an improved understanding of the customer experience in order to achieve above-average revenue gains while maximizing their marketing ROI.

In speaking about the appointment, Stanley G. Hart, President and CEO of RitterAssociates offered, "We welcome Anthony to RitterAssociates and our senior management team. Anthony brings a deep and wide body of knowledge to the organization that includes a 20-year career encompassing retail, consulting, manufacturing, supply chain, and information systems and reporting across a diverse group of industries and Fortune 500 companies."

Anthony earned his BBA in Management Information Systems from Iona College in New Rochelle, N.Y., and a MBA from the University of Pittsburgh's Katz Graduate School of Business.

Most recently, Anthony was Managing Director of the Vendor Compliance Federation (VCF), headquartered in South Plainfield, NJ, building vendor and retailer member relationships and developing programs for sharing best practices designed to enhance the retail supply retail. Prior to VCF, Anthony was Executive Partner with S. G. Hart Associates, The Brand Equity Protection Company, in Ridgefield, CT where he assisted global brand owners and technology companies in all facets of secure supply chain performance.



Anthony began his career with Westvaco in New York City in 1988 in various supply chain roles that included merging transportation information system design, integration and deployment with broad supply chain initiatives and programs. After completing his MBA, Anthony took a position with Ernst & Young, then Cap Gemini Ernst & Young, in their National Supply Chain Practice. Following Cap Gemini Ernst & Young, Anthony joined as Manager, Supply Chain a new corporate venture that provided technology solutions to thwart counterfeiting and product diversion.

About Ritter Associates

Since 1974, RitterAssociates has provided accurate, quantitative, and actionable customer measurement data that enable our clients to maximize their return on investment and gain a competitive advantage in the marketplace. RitterAssociates combines talent with technology to create the most effective custom measurement program to fit your needs. For more information about RitterAssociates, visit us at www.ritterassociates.com.

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