

The ELEVENTH COMMANDMENT

TRANSFORMING TO

OWN

CUSTOMERS

Sandra Vandermerwe

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to a customer-owning focus*
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Joe Tidd, Frank Montgomery Hull



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The Eleventh Commandment Sandra Vandermerwe, 1996-08-06 How many of today's leading corporations are successfully winning back old customers and attracting new ones? The new purchasing patterns of disenchanted customers and the demise of brand loyalty have compelled many endangered corporate giants to radically alter their thinking about product design and marketing. This book describes how leading companies such as IBM, Nestle, Dupont, AT&T and Panasonic have stopped creating products for buyers and have started considering the long term needs of users. Packed with real world cases which demonstrate crucial ideas, tools and techniques in action at leading firms. SANDRA VANDERMERWE, London, England holds a chair in Management at the Management School, Imperial College London. Her latest book is *Tin Soldiers to Russian Dolls*.
Improving Your Measurement of Customer Satisfaction Terry G. Vavra, 2001-09-25 Since more and more attention is being focused on customer value management, it's important to have a resource that synthesizes many bodies of research about how to obtain and interpret customer satisfaction data. It also provides the rationale, identifies opportunities and suggests specific programs to improve the measurement of customer satisfaction in your organization. Serving as a single reference for customer satisfaction measurement technology, this book describes and teaches the five critical skills that should be part of each of your projects: Sampling customer participant selection, Questionnaire design, Interviewing, survey administration, Data analysis, Quality function deployment, building action plans. This book is an ideal follow up and companion to the book by Bob E. Hayes, *Measuring Customer Satisfaction*. Contents: The Philosophy of Customer Satisfaction, Gaining Access to Customers, Identifying Key Measurement Issues, Designing the Questionnaire, Collecting Satisfaction Data, The Data Cube: A New Way to Look at CSM Data, Analysis, Basic Tools of CSM Analysis, Reporting Basics, A Graphical Approach, Monitoring Changes in Importance, How to Achieve Buy In of Results, Globalizing Satisfaction Measurement.

Kotler On Marketing Philip Kotler, 2012-12-11 Since 1969 Philip Kotler's marketing text books have been read as the marketing gospel as he has provided incisive and valuable advice on how to create win and dominate markets. In *KOTLER ON MARKETING* he has combined the expertise of his bestselling textbooks and world renowned seminars into this practical all in one book covering everything there is to know about marketing. In a clear straightforward style Kotler covers every area of marketing from assessing what customers want and need in order to build brand equity to creating loyal long term customers. For business executives everywhere *KOTLER ON MARKETING* will become the outstanding work in the field. The secret of Kotler's success is in the readability, clarity, logic and precision of his prose which derives from his vigorous scientific training in economics, mathematics and the behavioural sciences. Each point and chapter is plotted sequentially to build block by block on the strategic foundation and tactical superstructure of the book.
Marketing 1 Jim Blythe, 2000 This title will help you to understand the core concepts of marketing and how they are applied in your organisation, the customer orientation of marketing, some of the core techniques of marketing, the differences between domestic and international marketing and how

these can apply to your own organisation the strategic position of marketing within the performance of your business At a practical level the module will enable you to carry out a marketing audit of your organisation and contribute to marketing activities within your organisation **Breaking Through** S. Vandermerwe,2004-06-04 In this book the author brings together distinctive and cutting edge work based upon her own research and work with leading companies in the overlapping areas of strategy marketing and innovation to provide a new and dynamic model to implement customer focus in enterprises In an environment of falling margins the model shows how to increase value to customers and improve business results

The Power of Two C. Cordón,T. Vollmann,2008-07-02 The Power of Two presents the best way for your company to increase competitive advantage By forming close collaborative relationships with a small set of customers and suppliers you can achieve a significant cost advantage over your competitors increase your market share and achieve significant top line growth

New Marketing Strategies Ian Chaston,1999-09-13 Current approaches to marketing strategy are divided between the classic strategic marketing traditions and newer approaches such as relationship marketing New Marketing Strategies offers students a clear overview of the different theories and approaches whilst at the same time providing them with a flexible approach to developing marketing strategy Different concepts such as transactional relationships and entrepreneurial marketing are shown to be useful in different settings The author explores these fully whilst showing how they may be effectively combined to create useful mixed strategic models This is an essential text for advanced students of strategic marketing On line support materials can Strategic Marketing Jim Blythe, Helen Coxhead, Martin Lashwood, Lesley Partridge, Peter Reed, Helen Simms, This title looks to enable you to understand that everyone in the organisation has some involvement in marketing whether through contacts with internal and external customers by ensuring that activities and operations contribute to satisfying or delighting customers or by contributing to business planning Internal

Marketing Tatsuya Kimura,2017-04-21 Establishing developing or promoting a brand or product in a market stems from aligning of divisions within an organization with the perspective of providing value to customers an idea which is known as internal marketing Unlike external marketing internal marketing ensures that organizational divisions are aligned in the marketing strategies so that the resultant external marketing is effective and not impeded by internal shortcomings This book provides a comprehensive review of internal marketing research and illustrates the role of internal marketing in enhancing the capabilities of a company s internal resources Putting forward a guiding principle for business practices by considering such questions from a multilateral perspective this book is a must read for practitioners and academics alike

Service Innovation: Organizational Responses To Technological Opportunities And Market Imperatives Joe Tidd, Frank Montgomery Hull,2003-09-24 In the most advanced service economies services create up to three quarters of the wealth and 85% of employment and yet we know relatively little about managing innovation in this sector The critical role of services in the broadest sense has long been recognized but is still not well understood Most research and management

prescriptions have been based on the experience of manufacturing and high technology sectors There is a clear need to distinguish which if any of what we know about managing innovation in manufacturing is applicable to services what must be adapted and what is distinct and different Such is the goal of this book This unique collection brings together the latest academic research and management practice on innovation in services and identifies a range of successful organizational responses to current technological opportunities and market imperatives The contributors include leading researchers consultants and practitioners in the field who provide rigorous yet practical insights into managing and organizing innovation in services Two themes help to integrate the contributions in this book That generic good practices exist in the management and organization of innovation in services which the authors seek to identify but that these must be adapted to different contexts specifically the scale and complexity of the tasks the degree of customization of the offerings and the uncertainty of the environment That innovation in services is much more than the application of information technology IT In fact the disappointing returns to IT investments in services have resulted in a widespread debate about the causes and potential solutions the so called productivity paradox in services Instead here the authors adopt a broader notion of innovation including technological organizational and market change The key is to match the configuration of organization and technology to the specific market environment a **LONG RANGE PLANNING**, 1996 *Defining Your Market* William Winston, Art Weinstein, 2016-01-28 Visionary companies build markets today to be market leaders tomorrow This book provides the blueprint *Defining Your Market* Winning Strategies for High Tech Industrial and Service Firms contains research case studies and literature reviews on market definition to help marketers managers researchers and strategic planners formulate profitable marketing strategies Timely and practical this book offers a research based methodology for defining markets that will help your company determine relevant markets and make it the most competitive business in the industry Although market definition is the foundation for formulating business strategies and is critical to corporate performance marketers and top management often rely on intuition or incomplete analyses when targeting markets This text discusses the marketing methods used by leading companies and executive and provides you with the knowledge to create strategies that will work for your company *Defining Your Market* examines the topics that will help your company become more successful now and into the next century including customer and competitive driven market definitions the five core dimensions of market definition customer needs customer groups technology products and competition managerial implications related to strategic planning formulating the marketing mix integrating marketing and technology and global strategy strategies for businesses for redefining markets and successfully competing in the 21st century the impact company size has on marketing strategies how to avoid the dangers of creating a market definition that is too narrow and limiting or one that is too broad and overlooks profitable niches in the market Each chapter of *Defining Your Market* features exercises that will help you understand new concepts and allows you to put these methods to immediate and profitable use You will be

able to learn about the tools and techniques that work for Andersen Consulting Dell General Electric Intel Merck and Microsoft and dozens of leading business marketers **Defining Your Market** provides you with strategies that will help you define and redefine the most relevant and profitable markets for a successful and competitive business **Service is Front Stage** J. Teboul, 2006-09-29 This book contains a simple but powerful definition of services based upon a separation between back stage and front stage activities Services deal with front interactions production and manufacturing with back stage operations Teboul uses this distinction to systematically explore the important issues of the field **Marketing** Philip Kotler, Suzan Burton, Kenneth Deans, Linen Brown, Gary Armstrong, 2015-05-20 The ultimate resource for marketing professionals Today's marketers are challenged to create vibrant interactive communities of consumers who make products and brands a part of their daily lives in a dynamic world Marketing in its 9th Australian edition continues to be the authoritative principles of marketing resource delivering holistic relevant cutting edge content in new and exciting ways Kotler delivers the theory that will form the cornerstone of your marketing studies and shows you how to apply the concepts and practices of modern marketing science Comprehensive and complete written by industry respected authors this will serve as a perennial reference throughout your career **Breaking Through, 2nd Edition** S. Vandermerwe, 2014-03-12 Customer centricity is fundamental to business growth and ongoing success Most executives appreciate the importance of it yet don't know how to execute it or sell the processes internally This thoroughly revised edition of Breaking Through guides readers systematically through the ten breakthrough points of implementation to explain how to execute a transformation to customer centricity so that a company can engage continuously with its customers making them allies and advocates with all the rewards that it brings With updates on digital opportunities social media emerging markets including Africa and the social as well as financial impacts of customer centricity this book successfully blends strategy with implementation and also features a range of innovative new and traditional business examples from across the globe Easy to read in depth and full of practical advice this is the essential step by step guide to implementing customer centricity to endure in the long term

Customer Capitalism Sandra Vandermerwe, 1999 Customer Capitalism stands conventional wisdom on its head by introducing a new business model which shows how any business can generate increasing returns and again a massive competitive advantage **The Writers Directory 2008** Michelle Kazensky, 2007-06 Features bibliographical biographical and contact information for living authors worldwide who have at least one English publication Entries include name pseudonyms addresses citizenship birth date specialization career information and a bibliography **Finding the Profit in Customer Satisfaction** Jonathan D. Barsky, 1999 Based on research and consultations with over 200 organizations known for their innovative and effective approaches to satisfying customers Barsky illustrates the importance of the bottom line to customer satisfaction and ultimately to a company's overall success and profitability He structures the book on a learning triangle that shows the three important keys to customer satisfaction employees customers and competitors and explains

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