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120 pages with 20 lines you can use as a journal or a notebook .8.25 by 6 inches. This study provides an examination of the marketing technique of brand building. It covers aspects of brand management, brand equity, new and mature brands and extends the concept to new areas such as political marketing, green marketing and the arts. Superior Customer Value is a state-of-the-art guide to designing, implementing and evaluating a customer value strategy in service, technology and information-based organizations. A customer-centric culture provides focus and direction for an organization, driving and enhancing market performance. By benchmarking the best companies in the world, Weinstein shows students and marketers what it really means to create exceptional value for customers in the Now Economy. Learn how to transform companies by competing via the 5-S framework – speed, service, selection, solutions and sociability. Other valuable tools such as the Customer Value Funnel, Service-Quality-Image-Price (SQIP) framework, SERVQUAL, and the Customer Value/Retention Model frame the reader's thinking on how to improve marketing operations to create customer-centered organizations. This edition features a stronger emphasis on marketing thinking, planning and strategy, as well as new material on the Now Economy, millennials, customer obsession, business models, segmentation and personalized marketing, customer experience management and customer journey mapping, value pricing, customer engagement, relationship marketing and technology, marketing metrics and customer loyalty and retention. Built on a solid research basis, this practical and action-oriented book will give students and managers an edge in improving their marketing operations to create superior customer experiences. What you need to know about your customers Now more than ever, every interaction you have with customers is critical. Customers today have unlimited information at their fingertips—and can influence the purchase decisions and behaviors of millions of others. With this comes a shift in the balance of power, and every company must come to terms with the fact that the customer is in control. Interacting with customers in the way they want is an essential business strategy and in many industries, the key to business success. Executives still refer to B2B and B2C business models, as though

companies control demand by going to customers with products and services. But as Bill Price and David Jaffe (authors of *The Best Service is No Service*) show, a new business model is emerging in which the customer directs the relationship. It is becoming a world of "Me2B"—one in which the customer, not the business, dictates the terms of engagement. In order for your business to thrive, you must create positive experiences to fulfill a range of customer needs. Though the mediums for customer engagement continuously evolve, Price and Jaffe show that customer needs remain unchanging. In *Your Customer Rules!*, they define a critical hierarchy of seven needs that your company can meet and apply as a methodology. Throughout this practical guidebook, Price and Jaffe share examples of companies who succeed by meeting these seven needs, including Amazon, Apple, IKEA, Nordstrom, USAA, Shoes of Prey, Vente-Privee, and Yamato Transport, as well as those that didn't. *Your Customer Rules!* offers tailored advice for companies at every stage, from nimble startups to legacy firms with established customer service practices—and everyone in between. With a simple, elegant solution for driving lasting value for customers, *Your Customer Rules!* is a clear guide for strengthening customer relationships and competing on more than price. It is essential reading for executives at all levels—business owners, marketing managers, and anyone who works directly with customers. This book helps students learn about many types of tables and graphs. Practice includes venn diagrams and stem-and-leaf plots. These pages may be assigned as a class lesson, individual seat work, or homework activities. Answer key is included.

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training Web site featuring sample code, projects, examples, and more.

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