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The Complete Idiot's Guide to Great Customer Service Donald W. Blohowiak, 1997 Describes how to create a service oriented organization including training customer service representatives soothing angry customers and understanding employee and customer motivation

InfoWorld, 1998-04-27 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects

Strategic Marketing Russell Abratt, Michael Bendixen, 2018-07-04 This book is a unique collection of comprehensive cases that explore concepts and issues surrounding strategic marketing Chapters explain what strategic marketing is and then discuss strategic segmentation competitive positioning and strategies for growth corporate branding internal brand management and corporate reputation management With case studies from a broad range of global contexts and industries including Burger King FedEx and Twitter readers will gain a working knowledge of developing and applying market driven strategy Through case analysis students will learn to examine the role of corporate business and marketing strategy in strategic marketing recognize the implications of markets on competitive space with an emphasis on competitive positioning and growth interpret the various elements of marketing strategy and apply them to a particular real world situation apply sound decision making strategies and analytical frameworks to specific strategic marketing problems and issues apply ethical frameworks to strategic marketing situations Strategic Marketing Concepts and Cases is ideal for advanced undergraduate and postgraduate students as well as those studying for an MBA or executive courses in strategic marketing or marketing management

Logistics and Fulfillment for e-business Janice Reynolds, 2001-04-15 Logistics and fulfillment management is unglamorous complex and expensive but it is one of the primary factors determining whether an e business will be profitable Many enterprises large and small rush into the e business model without adequate consi

Balancing Green Yossi Sheffi, 2018-03-09 An expert on business strategy offers a pragmatic take on how businesses of all sizes balance the competing demands of profitability and employment with sustainability The demands and stresses on companies only grow as executives face a multitude of competing business goals Their stakeholders are interested in corporate profits jobs business growth and environmental sustainability In this book business strategy expert Yossi Sheffi offers a pragmatic take on how businesses of all sizes from Coca Cola and Siemens to Dr Bronner's Magical Soaps and Patagonia navigate these competing goals Drawing on extensive interviews with more than 250 executives Sheffi examines the challenges solutions and implications of balancing traditional business goals with sustainability Sheffi author of the widely read *The Resilient Enterprise* argues that business executives' personal opinions on environmental sustainability are irrelevant The business merits of environmental sustainability are based on the fact that even the most ardent climate change skeptics in the C suite face natural resource costs public relations problems regulatory burdens and a green consumer segment Sheffi presents three basic business rationales for corporate sustainability efforts cutting costs reducing risk and achieving growth For

companies sustainability is not a simple case of profits versus planet but is instead a more subtle issue of some people versus other people those looking for jobs and inexpensive goods versus others who seek a pristine environment This book aims to help companies satisfy these conflicting motivations for both economic growth and environmental sustainability

InfoWorld ,1999-02-08 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Sales Management for Start-ups and SMEs Anderson Hirst,2024-09-03 Managers and entrepreneurs know they have a great product or service but they may not know how best to sell it Useful for nearly any sector or industry this book is a thoroughly practical guide on how to build an excellent sales organisation brick by brick Creating an effective sales organisation is a challenge for many businesses and it s easy to waste resources on ineffective approaches Many MBA and executive education programmes do not cover sales management in any depth Filling this knowledge gap this guide will help readers to create their own unique high performing sales organisation that fits their product and market environment Evidence based and field tested it will gives answers to critical questions including Which sales process should we use How do we recruit retain and inspire our sales team What should we measure and how should we manage it What do great sales managers do Rich with case studies from the author s 25 years of sales consulting experience this book will appeal to a wide variety of managers and entrepreneurs who wrestle with the question How do I grow my business from sales directors to start up founders to MBA students **Managing Start-ups for Success** Rajat Kanti Baisya,2021-07-05 World economics and the industrial environment has recently created a fertile ground for the creation of new enterprises and start ups This book skilfully identifies the challenges of building a new business venture from an idea to a marketable product It highlights Robust methods for keeping up with innovation Designing new ways to grow improve and market your product and Managing the changes in the business environment market dynamics and other uncertainties The volume is rich with examples and case studies of many small and large businesses It further reflects on the business and entrepreneurship ecosystem the challenges and opportunities in India entrepreneurship and women e commerce the new generation of entrepreneurs and exit strategies for entrepreneurs An essential guide for entrepreneurs and professionals working in business management and marketing communications as well as scholars of business administration and financial sciences this book by an industry expert offers many new and practiced approaches examples and lessons for innovative thinking and breaking new ground in business Taming the Search-and-Switch Customer Jill Griffin,2009-03-25 Praise for Taming the Search and Switch Customer What an excellent wake up call Your company s most valuable asset your loyal customers have more tools than ever to compare you to competitors and switch Griffin does an excellent job identifying the risks to customer loyalty in an environment of immediate and abundant information and defines a path to earn loyalty through delivery of enhanced value in the eyes of your customers A truly important premise to building and maintaining a successful business Gerald Evans president Hanes Brands Supply Chain and Asia Business Development In

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workshops in both countries A great idea isn't enough to achieve real business success making Successful Online Start Ups For Dummies the potential difference between personal financial disaster and a comfortable early retirement

Computerworld, 1999-08-02 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network

Inverting the Paradox of Excellence Vivek Kale, 2014-07-14 Drawing lessons from one of the best models of success the evolutionary model this book explains why an organization must actively monitor the market environment and competitors to ascertain excellence and reconfigure and reframe continuously It introduces the patterns and anti patterns of excellence and includes detailed case studies based on different variations including structure variations shared values variations and staff variations The book includes case history segments from Toyota Acer eBay Cisco Blackberry Samsung Volvo Charles Schwab McDonalds Starbucks Google Disney and NUMMI as well as detailed case histories of GE IBM and UPS

Operations and Supply Chain Management Roberta S. Russell, Bernard W. Taylor, 2021-03-09 Russell and Taylor's Operations and Supply Chain Management is designed to teach students how to analyze processes ensure quality create value and manage the flow of information and products while creating value along the supply chain in a global environment Russell and Taylor explain and clearly demonstrate the skills needed to be a successful operations manager Most importantly Operations Management makes the quantitative topics easy for students to understand and the mathematical applications less intimidating Appropriate for students preparing for careers across functional areas of the business environment this text provides foundational understanding of both qualitative and quantitative operations management processes

Start-Ups and SMEs: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources, 2020-01-03 Smaller companies are abundant in the business realm and outnumber large companies by a wide margin To maintain a competitive edge against other businesses companies must ensure the most effective strategies and procedures are in place This is particularly critical in smaller business environments that have fewer resources Start Ups and SMEs Concepts Methodologies Tools and Applications is a vital reference source that examines the strategies and concepts that will assist small and medium sized enterprises to achieve competitiveness It also explores the latest advances and developments for creating a system of shared values and beliefs in small business environments Highlighting a range of topics such as entrepreneurship innovative behavior and organizational sustainability this multi volume book is ideally designed for entrepreneurs business managers executives managing directors academicians business professionals researchers and graduate level students

Contemporary Strategic Marketing Ross Brennan, Paul Baines, Paul Garneau, 2007-10-12 An extremely fluent and effective text designed to be a complete resource for single semester modules this new edition has a unique combination of text case studies The emphasis is on practicality and the text encourages the student to engage with

the debate itself and not just the theory Also available is a companion website with extra features to accompany the text please take a look by clicking below <http://www.palgrave.com/business/brennan>

Service Operations Management David Parker, 2012-09 As the services sector has become the most important sector of many of our economies this book makes a valued contribution to our greater understanding of what features are critical to operational success in this sector Based upon sound research and drawing on numerous cases studies the author has delivered an expose that will be of value to academics and practitioners alike From a long career in the field the author has distilled critical content into a well organised book that is a must for students and practitioners in services operations management It is welcoming to read of service operations management in the not for profit and public sectors _ Peter Liesch University of Queensland Business School Brisbane Australia David has captured the essentials of service operations within a complete enterprise framework Based upon case studies from a broad variety of organizations from around the globe this easy to understand text is a must for students and practitioners alike Students of service operations and indeed services marketing have been long awaiting a reference such as this _ Derek Lundberg Metcash Food Grocery The author recognizes the critical fact that service operations is worlds apart from manufacturing operations management that produces tangible products _ a failing of so many other texts that have drawn on yesteryear manufacturing paradigms to try and explain services This book succeeds in combining operational analysis with the empirical research to arrive at a comprehensive understanding of the forces that shape and change the service sectors Drawing on a wealth of information by virtue of his track record of many years researching the service sectors this book will be invaluable to both students practitioners and anyone interested in successful service operations _ tourism hospitality transport retailing utilities not for profit public service _ George Downie Senior Lecturer Southampton Business School UK This is an important book for educators students and professional managers As the services sector becomes a larger and increasingly pervasive part of our economy and as service operations management becomes the biggest part of most organizations the opportunity to increase productivity quality flexibility and innovation of service provision must be grasped firmly by those who want their organizations to remain competitive and successful This book very effectively blends conceptual frameworks with new practical case studies It is full of valuable and useful insights _ Danny Samson University of Melbourne Australia This comprehensive textbook will become required reading for postgraduate students seeking to understand the principles of service operations management and for undergraduate students specializing in hospitality tourism or the public sector It will also serve as a handbook for operations managers in service organizations as they seek to develop and implement improved operations strategies Focusing on service delivery design capacity recovery performance measurement and service strategy the challenge of delivering exceptional service quality is addressed through a comparison of customers perceptions and expectations A new approach to quality in services describes the tools and methods for continuous service improvement This accessible and engaging textbook is the ideal

foundation for a course in service operations management Each chapter represents a lecture and specific topic _ with specified learning objectives and outcomes develops using a chunking and scaffold pedagogical technique _ sub sections in the chapter develop the chapter s theme includes examples of organizations and small case vignettes suitable for class group discussion and larger cases of international organizations for set work activity draws upon contemporary research with clear citations to show the source _ each chapter has a bibliography and reference list includes a series of questions that can be asked of the audience students _ either to promote discussion or to be set as an assignment See the companion website _ INCLUDE LINK _ for an Instructor Resource Guide and PowerPoint slides with tips for activities and as a general guide to explore issues raised in the book

101 Sample Write-Ups for Documenting Employee Performance Problems Paul Falcone, 2017-07-12 Whether you re addressing an initial infraction or handling termination worthy transgressions you need to be 100 percent confident that every employee encounter is clear fair and most importantly legal Thankfully HR expert Paul Falcone has provided this wide ranging resource that explains in detail the disciplinary process and provides ready to use documents that eliminate stress and second guessing about what to do and say In 101 Sample Write Ups for Documenting Employee Performance Problems Falcone includes expertly crafted easily customizable write ups that address sexual harassment absenteeism insubordination drug or alcohol abuse substandard work email and phone misuse teamwork issues managerial misconduct confidentiality breaches social media abuse and more With each sample document also including a performance improvement plan outcomes and consequences and a section of employee rebuttal it s easy to see why this guide makes life for managers and HR personnel significantly easier when it comes to addressing employee performance issues

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