


THE SUNDAY TIMES
Business Skills

QUALITY:
ACHIEVING
EXCELLENCE

Edgar Wille



Quality Achieving Excellence The Sunday Times Business Skills Series

Colin Barrow, Robert Brown, Liz Clarke



Quality Achieving Excellence The Sunday Times Business Skills Series:

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Gilligan, 2012-08-06 This third edition of Strategic Marketing Management confirms it as the classic textbook on the subject Its step by step approach provides comprehensive coverage of the five key strategic stages Where are we now Strategic and marketing analysis Where do we want to be Strategic direction and strategy formulation How might we get there Strategic choice Which way is best Strategic evaluation How can we ensure arrival Strategic implementation and control This new revised and updated third edition has completely new chapters on The Nature and Role of Competitive Advantage and The Strategic Management of the Expanded Marketing Mix and extensive new material covering The changing role of marketing Approaches to analysing marketing capability E marketing Branding Customer relationship management Relationship management myopia The decline of loyalty The book retains the key features that make it essential reading for all those studying the management of marketing a strong emphasis on implementation up to date mini cases and questions and summaries in each chapter to reinforce key points Widely known as the most authoritative successful and influential text in the sector the new edition remains an irreplaceable resource for undergraduate and graduate students of business and marketing and students of the CIM Diploma **Quality**, 1992 *The Business Enterprise Handbook* Colin Barrow, Robert Brown, Liz Clarke, 2004 About this book Introduction 1 Pt 1 Where are we now 7 1 Your mission 15 2 Opportunities and threats 23 3 Strengths and weaknesses 38 4 The financial position 57 5 How to diagnose your organisation 97 6 Assessing people structure and systems 114 Pt 2 Where are we going 143 7 Marketing options 147 8 Marketing strategy focus and

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