

## Philip Kotler Marketing 8th Edition File Type

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Lateral Marketing  
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Managing Nonprofit Organizations  
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### Strategic Marketing Management, 9th Edition

This updated edition of the renowned library management textbook provides a comprehensive overview of the techniques needed to effectively manage a contemporary library or information center.

### Lateral Marketing

Featuring a full color design with a wide range of photos and figures that reflect today's construction practices, this Fourth Edition has been updated throughout to ensure that students stay current with industry standards and trends. Known for its basic, step-by-step approach, RESIDENTIAL CONSTRUCTION ACADEMY: BASIC PRINCIPLES FOR CONSTRUCTION, 4E, is ideal for those beginning a career in the building trades industry. Readers will find thorough, up-to-date coverage of basic skills and important tasks necessary for success in the field, such as work ethics, safety procedures, construction mathematics, communications, print reading, and common tools. Unlike traditional building trade volumes, Huth's popular book also provides information on construction careers. Created in partnership with the Home Builders Institute (HBI), the workforce development arm of the National Association of Home Builders (NAHB), the Residential Construction Academy Series is the only program based on the National Skill Standards for residential construction. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

## **Strategic Marketing Management, 8th Edition**

### **Principles of Marketing**

Strategic Marketing Management (8th Edition) outlines the essentials of marketing theory and offers a structured approach to identifying, understanding, and solving marketing problems. This book delineates a comprehensive framework for articulating sound marketing strategies to guide business decisions involving product and service design, branding, pricing, sales promotion, communication, and distribution. The concepts, principles, and frameworks advanced in this book apply to a wide range of organizations, from startups to established market leaders, from packaged-goods manufacturers to value-added service providers, from nonprofit entities to for-profit corporations.

### **Marketing 3.0**

Innovation + Value Creation. The 6th edition of Principles of Marketing makes the road to learning and teaching marketing more effective, easier and more enjoyable than ever. Today's marketing is about creating customer value and building profitable customer relationships. With even more new Australian and international case studies, engaging real-world examples and up-to-date information, Principles of Marketing shows students how customer value-creating and capturing it drives every effective marketing strategy. The 6th edition is a thorough revision, reflecting the latest trends in marketing, including new coverage of social media, mobile and other digital technologies. In addition, it covers the rapidly changing nature of customer relationships with both companies and brands, and the tools marketers use to create deeper consumer involvement.

### **Real Estate Development**

For Principles of Marketing courses that require a comprehensive text Help students learn how to create customer value and engagement In a fast-changing, increasingly digital and social marketplace, it's more vital than ever for marketers to develop meaningful connections with their customers. Principles of Marketing helps students master today's key marketing challenge: to create vibrant, interactive communities of consumers who make products and brands an integral part of their daily lives. To help students understand how to create value and build customer relationships, Kotler and Armstrong present fundamental marketing information within an innovative customer-value framework. Thoroughly revised to reflect the major trends impacting contemporary marketing, this edition is packed with stories illustrating how companies use new digital technologies to maximize customer engagement and shape brand conversations, experiences, and communities.

MyMarketingLab not included. Students, if MyMarketingLab is a recommended/mandatory component of the course, please ask your instructor for the correct ISBN and course ID. MyMarketingLab should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information. MyMarketingLab is an online homework, tutorial, and assessment product designed to personalize learning and improve results. With a wide range of interactive, engaging, and assignable activities, students are encouraged to actively learn and retain tough course concepts.

## **Marketing Strategy**

For undergraduate principles of marketing courses. This ISBN is for the bound textbook, which students can rent through their bookstore. An introduction to marketing using a practical and engaging approach Marketing: An Introduction shows students how customer value -- creating it and capturing it -- drives effective marketing strategies. The 14th Edition reflects the major trends and shifting forces that impact marketing in this digital age of customer value, engagement, and relationships, leaving students with a richer understanding of basic marketing concepts, strategies, and practices. Through updated company cases, Marketing at Work highlights, and revised end-of-chapter exercises, students are able to apply marketing concepts to real-world company scenarios. This title is also available digitally as a standalone Pearson eText, or via Pearson MyLab Marketing which includes the Pearson eText. These options give students affordable access to learning materials, so they come to class ready to succeed. Contact your Pearson rep for more information.

## **Principles of Marketing, An Asian Perspective**

Strategic Marketing Management (8th Edition) outlines the essentials of marketing theory and offers a structured approach to identifying, understanding, and solving marketing problems. This book delineates a comprehensive framework for articulating sound marketing strategies to guide business decisions involving product and service design, branding, pricing, sales promotion, communication, and distribution. The concepts, principles, and frameworks advanced in this book apply to a wide range of organizations, from startups to established market leaders, from packaged-goods manufacturers to value-added service providers, from nonprofit entities to for-profit corporations.

## **Residential Construction Academy: Basic Principles for Construction**

This best-selling book is dedicated to the development of decision-making skills in marketing. It introduces concepts and tools useful in structuring and solving marketing problems, while extensive case studies provide an opportunity for those concepts and tools to be employed in practice. Consisting of 10 chapters and 44 cases that feature contemporary marketing perspectives and practices, this book covers the topics of marketing management: its foundations; financial

aspects; decision-making and case analysis; opportunity analysis, market segmentation, and market targeting; product and service strategy and brand management; integrated marketing communication strategy and management; pricing strategy and management; the control process; and comprehensive marketing programs. For marketing executives and professionals.

## **Principles of Marketing**

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.

## **Marketing Management**

Taking a fresh approach, this comprehensive guide outlines the step-by-step process of collection development and management. Expert librarian Peggy Johnson offers tips for organizing and staffing, conceiving policy and creating budgets, and developing, marketing and evaluating collections.

## **Strategic Marketing Management, 8th Edition (Chinese)**

MANAGING NONPROFIT ORGANIZATIONS This essential resource offers an overall understanding of nonprofits based on both the academic literature and practitioner experience. It shows how to lead, manage, govern, and structure effective and ethical nonprofit organizations. Managing Nonprofit Organizations reveals what it takes to be entrepreneurial and collaborative, formulate successful strategies, assess performance, manage change, acquire resources, be a responsible financial steward, and design and implement solid marketing and communication plans. "Managing Nonprofit Organizations is the only introductory text on this subject that manages to do three critical things equally well: It's comprehensive, covering all the key topics leaders of NPOs need to know about; it's practical, providing lots of examples, case incidents, and experiential exercises that connect the content to the real world; and, best of all (and most unique compared to others), it's research-based, drawing on the latest and best empirical studies that look into what works and doesn't work in the world of nonprofit management." —Vic Murray, professor, School of Public Administration, University of Victoria "This book is a rarity—a text that can be used both as the focus for academic study and as a source of stimulating ideas for those

practitioners who want to explore theories about management and how they can be applied so they can do a better job. Tschirhart and Bielefeld have explained all aspects of nonprofit management and leadership in a way that will stimulate as well as inform." —Richard Brewster, executive director, National Center on Nonprofit Enterprise, Virginia Tech University "Managing Nonprofit Organizations presents a comprehensive treatment of this important topic. The book satisfies the competencies and curriculum guidelines developed by NASPAA and by NACC and would be ideal for instruction. The book maintains its commitment to informing management and leadership throughout the nonprofit sector." —Jeffrey L. Brudney, Albert A. Levin Chair of Urban Studies and Public Service, Cleveland State University "This is an important book, written by two of the leading scholars in the nonprofit studies field. Nonprofit managers, board members, funders, educators, and others will find Managing Nonprofit Organizations extremely valuable." —Michael O' Neill, professor of nonprofit management, University of San Francisco "Here's the book that my students have been asking for—just the right mix of theory presentation, research findings, and practical suggestions to serve the thoughtful nonprofit management practitioner. It will inform, instruct, and ultimately, inspire." —Rikki Abzug, professor of management, Anisfield School of Business, Ramapo College

## Strategic Marketing Problems

\*Winners - British Book Design Awards 2014 in the category Best Use of Cross Media\* Get access to an interactive eBook\* when you buy the paperback (Print paperback version only, ISBN 9781446296424) Watch the video walkthrough to find out how your students can make the best use of the interactive resources that come with the new edition! With each print copy of the new 3rd edition, students receive 12 months FREE access to the interactive eBook\* giving them the flexibility to learn how, when and where they want. An individualized code on the inside back cover of each book gives access to an online version of the text on VitalSource Bookshelf® and allows students to access the book from their computer, tablet, or mobile phone and make notes and highlights which will automatically sync wherever they go. Green coffee cups in the margins link students directly to a wealth of online resources. Click on the links below to see or hear an example: Watch videos to get a better understanding of key concepts and provoke in-class discussion Visit websites and templates to help guide students' study A dedicated Pinterest page with wealth of topical real world examples of marketing that students can relate to the study A Podcast series where recent graduates and marketing professionals talk about the day-to-day of marketing and specific marketing concepts For those students always on the go, Marketing an Introduction 3rd edition is also supported by MobileStudy - a responsive revision tool which can be accessed on smartphones or tablets allowing students to revise anytime and anywhere that suits their schedule. New to the 3rd edition: Covers topics such as digital marketing, global marketing and marketing ethics Places emphasis on employability and marketing in the workplace to help students prepare themselves for life after university Fun activities for students to try with classmates or during private study to help consolidate what they have learnt (\*interactivity only available through VitalSource eBook)

## **Principles of Marketing**

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. For courses in Hospitality Marketing, Tourism Marketing, Restaurant Marketing, or Hotel Marketing. Marketing for Hospitality and Tourism, 7/e is the definitive source for hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities.

## **Marketing 4.0**

## **Distribution**

## **Marketing Management, Analysis, Planning, Implementation and Control, Canadian Eighth Edition, Philip Kotler, Ronald E. Turner. Test Item File**

## **Managing Nonprofit Organizations**

Description For Principles of Marketing courses that require a comprehensive text. Help students learn how to create value through customer connections and engagement In a fast-changing, increasingly digital and social marketplace, it's more vital than ever for marketers to develop meaningful connections with their customers. The Principles of Marketing, An Asian Perspective provides an authoritative, comprehensive, innovative, managerial, and practical introduction to the fascinating world of marketing in and from Asia. It helps students master today's key marketing challenge: to create vibrant, interactive communities of consumers in Asia who make products and brands an integral part of their daily lives. To help students in Asia understand how to create value and build customer relationships, the Asian Perspective presents fundamental marketing information within an innovative customer-value framework. This textbook makes learning about and teaching Asian marketing easier and more exciting for both students and instructors by providing a variety of vignettes, up-to-date corporate examples, and relevant case studies.

## **Marketing**

The goal of Principles of Marketing, Fifth Edition, is to introduce people to the fascinating world of modern marketing in an innovative, practical and enjoyable way. Like any good marketer, we're out to create more value for you, our customer. We have perused every page, table, figure, fact and example in an effort to make this the best text from which to learn about and teach marketing.

## **Global Marketing**

How do we get you moving? By placing you-the customer-in the driver's seat. "Marketing" introduces the leading marketing thinking on how "customer value "is the driving force behind every marketing strategy. Fasten your seatbelt. Your learning journey starts here! [www.prenhall.com/kotler](http://www.prenhall.com/kotler)

## **Principles of Marketing**

Best-seller world-wide, the eighth edition of this classic text highlights the most recent trends and developments in global marketing. It emphasizes the importance of teamwork between marketing and all the other functions of the business; introduces new perspectives in successful strategic market planning; and presents additional company examples of creative, market- focused, and customer-driven action. Kotler underscores the importance of computers, telecommunications, and other new technologies in improving marketing planning, and performance.

## **Marketing Research**

Marketing has changed forever—this is what comes next Marketing 4.0: Moving from Traditional to Digital is the much-needed handbook for next-generation marketing. Written by the world's leading marketing authorities, this book helps you navigate the increasingly connected world and changing consumer landscape to reach more customers, more effectively. Today's customers have less time and attention to devote to your brand—and they are surrounded by alternatives every step of the way. You need to stand up, get their attention, and deliver the message they want to hear. This book examines the marketplace's shifting power dynamics, the paradoxes wrought by connectivity, and the increasing sub-culture splintering that will shape tomorrow's consumer; this foundation shows why Marketing 4.0 is becoming imperative for productivity, and this book shows you how to apply it to your brand today. Marketing 4.0 takes advantage of the shifting consumer mood to reach more customers and engage them more fully than ever before. Exploit the changes that are tripping up traditional approaches, and make them an integral part of your methodology. This book gives you the world-

class insight you need to make it happen. Discover the new rules of marketing Stand out and create WOW moments Build a loyal and vocal customer base Learn who will shape the future of customer choice Every few years brings a "new" marketing movement, but experienced marketers know that this time its different; it's not just the rules that have changed, it's the customers themselves. Marketing 4.0 provides a solid framework based on a real-world vision of the consumer as they are today, and as they will be tomorrow. Marketing 4.0 gives you the edge you need to reach them more effectively than ever before.

## **Strategic Marketing Management**

Is it possible any longer to "read" markets fast enough to respond to them? A world of discrete parts is now one interconnected web of ceaseless calculation and response. Marketing has become a thing of speed and turbulence, with all the players moving simultaneously. For marketing guru Grant McCracken, the key to success in this dynamic new marketplace is to find a way to slow the world down. And McCracken believes he has the solution. It begins with understanding the mechanics at work today. He says, "Complexity has a theory. Commotion has a pattern. Dynamism has a system. We can continue to live by damage control, or we can change the way we play the game." To survive our own world of collision and speed, marketers need to see the world as "flocks and flows." In this exciting new book, McCracken deploys "complex adaptive theory" to track the movement of trends and new groupings of consumers. He shows how to monitor new trends, whether and when to introduce new brands and brand extensions, how to speak to niche markets, and how to avoid costly mistakes. McCracken's sage and witty advice could not come at a better time. His book will be a valuable aid for anyone trying to keep up with marketplace changes in our rapidly evolving world.

## **Marketing for Hospitality and Tourism**

Understand the next level of marketing The new model for marketing-Marketing 3.0-treats customers not as mere consumers but as the complex, multi-dimensional human beings that they are. Customers, in turn, are choosing companies and products that satisfy deeper needs for participation, creativity, community, and idealism. In Marketing 3.0, world-leading marketing guru Philip Kotler explains why the future of marketing lies in creating products, services, and company cultures that inspire, include, and reflect the values of target customers. Explains the future of marketing, along with why most marketers are stuck in the past Examines companies that are ahead of the curve, such as S. C. Johnson Kotler is one of the most highly recognized marketing gurus, famous for his "4 P's of Marketing" In an age of highly aware customers, companies must demonstrate their relevance to customers at the level of basic values. Marketing 3.0 is the unmatched guide to getting out front of this new tide sweeping through the nature of marketing.

## **The Marketing Plan**

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Directed primarily toward undergraduate marketing college/university majors, this text also provides practical content to current and aspiring industry professionals. Marketing Research gives readers a “nuts and bolts” understanding of marketing research and provides them with extensive information on how to use it. This text provides the fundamentals of the statistical procedures used to analyze data without dwelling on the more complex and intricate concepts.

## **Marketing**

A revolutionary new system for generating the next big marketing ideas and opportunities According to Philip Kotler, the widely acknowledged "father" of modern marketing, and Fernando Trias de Bes the marketing techniques pioneered in the 1960s and '70s have worked too well. Fierce competition among products with little or nothing to distinguish one from another, along with modern product positioning and targeted marketing techniques, have led to increasing market segmentation. If the trend continues, individual market segments soon will be too small to be profitable. In Lateral Marketing, Kotler and Trias de Bes unveil a revolutionary new model to help readers expand beyond vertical segmentation and generate fresh marketing ideas and opportunities. Philip Kotler (Chicago, IL) is the S. C. Johnson & Son Distinguished Professor of International Marketing at Northwestern University's Kellogg School of Management. Fernando Trias de Bes (Barcelona, Spain) is the founder of Salvetti & Lombart whose clients include Pepsico, Sony, Hewlett-Packard, Nestlé, Credit Suisse, and other top corporations.

## **Principles of Marketing**

"Lays bare the ways in which the sophisticated and self-conscious 'class coercion' designed by and for business leaders passed beyond meticulous management of the workplace to 'manipulating people's off-the-job perceptions and actions. Exposes the mythology of 'consumer sovereignty' and 'free markets' and sketches a humane alternative to domination by 'corporate overlords' and the state power to which they are closely linked." [Noam Chomsky. Back cover].

## **Flock and Flow**

This text introduces strategic applications, global strategy, and emerging perspectives in an approach that captures the challenges of marketing strategy. It is designed to help students integrate the 4 Ps of marketing in a broader framework

with strategic application in addressing global strategy. It features cases from varied industries, and further highlights a cross-section of organization and consumer goods organizations.

## **Marketing**

An introduction to marketing concepts, strategies and practices with a balance of depth of coverage and ease of learning. Principles of Marketing keeps pace with a rapidly changing field, focussing on the ways brands create and capture consumer value. Practical content and linkage are at the heart of this edition. Real local and international examples bring ideas to life and new feature 'linking the concepts' helps students test and consolidate understanding as they go. The latest edition enhances understanding with a unique learning design including revised, integrative concept maps at the start of each chapter, end-of-chapter features summarising ideas and themes, a mix of mini and major case studies to illuminate concepts, and critical thinking exercises for applying skills.

## **The Consumer Trap**

### **Readings: Marketing and Society**

This book offers the most current applied, resourceful and exciting text for the introductory marketing course.

### **Strategic Marketing Management: Theory and Practice**

Create winning marketing plans like the pros! Whether you're starting a new business or launching a new product line within a company, you won't be able to succeed without a clear plan that defines your goals and how you will achieve them. Now, best-selling author William Cohen equips you with the knowledge, tools, and techniques you'll need to develop marketing plans like the pros. The Marketing Plan, 5th Edition presents step-by-step procedures--from scanning your environment and establishing goals and objectives, to developing marketing strategies and tactics, to presenting and implementing your plan, and everything in between. When you complete the book, you will not only know what to do, but also how and why. With this practical guide, you get: \* Step-by-step instructions: This easy-to-follow, logical approach keeps you clearly focused on what you need to do to develop a successful marketing plan. \* Time-saving forms: These worksheets, including 20 new to this edition, help you with different marketing planning tasks, such as profiling target markets and establishing an advertising and publicity budget. \* Actual marketing plans from readers who have used the book: This new Fifth Edition features three new sample marketing plans. These plans show how readers have adapted the

basic ideas in this book and translated them into successful marketing plans.

## **Marketing**

It has been said that every generation of historians seeks to rewrite what a previous generation had established as the standard interpretations of the motives and circumstances shaping the fabric of historical events. It is not that the facts of history have changed. No one will dispute that the battle of Waterloo occurred on June 11, 1815 or that the allied invasion of Europe began on June 6, 1944. What each new age of historians are attempting to do is to reinterpret the motives of men and the force of circumstance impacting the direction of past events based on the factual, social, intellectual, and cultural milieu of their own generation. By examining the facts of history from a new perspective, today's historians hope to reveal some new truth that will not only illuminate the course of history but also validate contemporary values and societal ideals. Although it is true that tackling the task of developing a new text on logistics and distribution channel management focuses less on schools of philosophical and social analysis and more on the calculus of managing sales campaigns, inventory replenishment, and income statements, the goal of the management scientist, like the historian, is to merge the facts and figures of the discipline with today's organizational, cultural, and economic realities. Hopefully, the result will be a new synthesis, where a whole new perspective will break forth, exposing new directions and opportunities.

## **Marketing Management, Global Edition**

### **Fundamentals of Collection Development & Management**

The globalization of companies is the involvement of customers, producers, suppliers, and other stakeholders in the global marketing process. Global marketing therefore reflects the trend of firms selling products and services across many countries. Drawing on an incomparable breadth of international examples, Svend Hollensen not only demonstrates how global marketing works, but also how it relates to real decisions around the world. This book offers a truly global approach with cases and exhibits from all parts of the world, including Europe, the Middle East, Africa, the Far East, North and South America. It provides a complete and concentrated overview of the total international marketing planning process, along with many new, up-to-date exhibits and cases, which illustrate the theory by showing practical applications. Extensive coverage of hot topics such as glocalization, born globals, value creation, value net, celebrity branding, brand piracy, and viral marketing, as well as a comprehensive new section on integrated marketing communication through social networking. Brand new case studies focus on globally recognized brands and companies operating in a number of countries, including Build-A-Bear Workshop, Hello Kitty, Ralph Lauren and Sony Music Entertainment. Video cases featuring firms such

as Nivea, Reebok, Starbucks, Hasbro and McDonald's accompany every chapter and are available at [www.pearsoned.co.uk/hollensen](http://www.pearsoned.co.uk/hollensen). Real-world examples and exhibits enliven the text and enable the reader to relate to marketing models.

## **Library and Information Center Management, 8th Edition**

### **Principles and Practice of Marketing**

Revised edition of the authors' Principles of marketing.

### **Marketing Management**

Strategic Marketing Management (8th Edition) outlines the essentials of marketing theory and offers a structured approach to identifying, understanding, and solving marketing problems. This book delineates a comprehensive framework for articulating sound marketing strategies to guide business decisions involving product and service design, branding, pricing, sales promotion, communication, and distribution. The concepts, principles, and frameworks advanced in this book apply to a wide range of organizations, from startups to established market leaders, from packaged-goods manufacturers to value-added service providers, from nonprofit entities to for-profit corporations.

### **Marketing Tools for Healthcare Executives**

When you think of marketing you may think of the adverts that pop up at the side of your screen or the billboards you see when you're out - all those moments in the day when somebody is trying to grab your attention and sell you something! Marketing is about advertising and communications in part, but it's also about many other things which all aim to create value for customers, from product research and innovation to after-care service and maintaining relationships. It's a rich and fascinating area of management waiting to be explored - so welcome to Marketing! Jim Blythe's Principles and Practice of Marketing will ease you into the complexities of Marketing to help you achieve success in your studies and get the best grade. It provides plenty of engaging real-life examples, including brands you know such as Netflix and PayPal - marketing is not just about products, but services too. Marketing changes as the world changes, and this textbook is here to help, keeping you up to speed on key topics such as digital technologies, globalization and being green. The companion website offers a wealth of resources for both students and lecturers and is available at [www.sagepub.co.uk/blythe3e](http://www.sagepub.co.uk/blythe3e). An electronic inspection copy is also available for instructors.

## Marketing

Strategic Marketing Management: Theory and Practice offers a systematic overview of the fundamentals of marketing theory, defines the key principles of marketing management, and presents a value-based framework for developing viable market offerings. The theory presented stems from the view of marketing as a value-creation process that is central to any business enterprise. The discussion of marketing theory is complemented by a set of practical tools that enable managers to apply the knowledge contained in the generalized frameworks to specific business problems and market opportunities. The information on marketing theory and practice contained in this book is organized into eight major parts. The first part defines the essence of marketing as a business discipline and outlines an overarching framework for marketing management that serves as the organizing principle for the information presented in the rest of the book. Specifically, we discuss the role of marketing management as a value-creation process, the essentials of marketing strategy and tactics as the key components of a company's business model, and the process of developing an actionable marketing plan. Part Two focuses on understanding the market in which a company operates. Specifically, we examine how consumers make choices and outline the main steps in the customer decision journey that lead to the purchase of a company's offerings. We further discuss the ways in which companies conduct market research to gather market insights in order to make informed decisions and develop viable courses of action. Part Three covers issues pertaining to the development of a marketing strategy that will guide the company's tactical activities. Here we focus on three fundamental aspects of a company's marketing strategy: the identification of target customers, the development of a customer value proposition, and the development of a value proposition for the company and its collaborators. The discussion of the strategic aspects of marketing management includes an in-depth analysis of the key principles of creating market value in a competitive context. The next three parts of the book focus on the marketing tactics, viewed as a process of designing, communicating, and delivering value. Part Four describes how companies design their offerings and, specifically, how they develop key aspects of their products, services, brands, prices, and incentives. In Part Five, we address the ways in which companies manage their marketing communication and the role of personal selling as a means of persuading customers to choose, purchase, and use a company's offerings. Part Six explores the role of distribution channels in delivering the company's offerings to target customers by examining the value-delivery process both from a manufacturer's and a retailer's point of view. The seventh part of the book focuses on the ways in which companies manage growth. Specifically, we discuss strategies used by companies to gain and defend market position and, in this context, address the issues of pioneering advantage, managing sales growth, and managing product lines. We further address the process of developing new market offerings and the ways in which companies manage the relationship with their customers. The final part of this book presents a set of tools that illustrate the practical application of marketing theory. Specifically, Part Eight delineates two workbooks: a workbook for segmenting the market and identifying target customers and a workbook for developing the strategic and tactical components of a company's business model. This part also contains examples of two marketing

plans—one dealing with the launch of a new offering and the other focused on managing an existing offering.

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