

## Successful Global Account Management Key Strategies And Tools For Managing Global Customers

*Key account management just got easier 'This little book is a real gem' Professor Malcolm McDonald Key account management is increasingly important and must keep pace with its customers as they continually develop and evolve, often resulting in increasingly sophisticated buying structures. The key account manager therefore requires a wide variety of skills in order to be successful; this is not only an important job role in its own right, it is often a stepping stone to career development, leading to more senior management jobs. Successful Key Account Management In A Week is a week long course. On Sunday you are encouraged to Know your customer as success depends on a relationship that is both rewarding and valuable. On Monday you will Analyse your growth opportunities. The competitiveness of the company must be appraised to enable the identification of sales growth opportunities and all major accounts should be compared in appeal and position to give an indication of the strategy to be adopted for customers. On Tuesday you will Measure profits by account. You will be shown how to measure the profitability of major customers and to draw up league tables to enable profit improvement strategies. On Wednesday you will Plan for success, building on the analysis of growth opportunities and profit measurement already considered, to result in a best judgement final plan. On Thursday you will learn to Negotiate to win-win; success relies on understanding the difference between negotiation and selling and being able to conduct negotiations to produce a win-win situation in which the objectives of both sides are considered. On Friday you will look at Control activity levels and the monitoring of standards of performance to enable the presentation of plans and progress, allowing the measurement of success against these plans. And finally, on Saturday you are reminded to Manage relationships with an introduction to the Relationship Model which describes how business with a customer changes as it moves from a transactional or short-term sales achievement, to collaboration with long-term customer value and retention. 'This little book is a real gem, which you should read, use and keep handy for continuous reference. If you follow the straightforward guidelines in this book, your company's future is assured' Professor Malcolm McDonald, Former Professor of Marketing and Deputy Director, Cranfield University School of Management*

*While the concept of global account management (GAM) is not new, there are numerous differences (both subtle and overt) between it and the conventional management of overseas accounts. So what are they? How should we define GAM? And how can companies ensure that their global accounts are managed successfully?*

*This textbook introduces students to the important concepts of global marketing today, and their managerial implications. Designed to be shorter than many other textbooks, Global Marketing focuses on getting to the point faster. Increasingly, marketing activities must be integrated at a global level. Yet, the enduring influence of culture requires marketers to adapt local strategies in light of cultural differences. Global Marketing takes a similar strategic approach, recognizing the need to address both the forces of globalization and those of localization. Other key features include: Coverage of often overlooked topics, such as the competitive rise of China's state-owned enterprises; the importance of diasporas as target markets; and the emerging threat to legitimate marketers from transnational criminal organizations A chapter dedicated to understanding global and local competitors, setting the stage for ongoing discussion of both buyers and competitors in an increasingly competitive global marketplace Extensive real-life examples and cases from developed and emerging markets, including insights into the often-overlooked markets of Africa, Latin America, and the Middle East Written in a student-friendly style, previous editions have received praise from both students and instructors. This edition continues to build on this strong foundation, making this the book of choice for students of global marketing classes.*

*What do winners of major sales do differently than the sellers who almost won, but ultimately came in second place? Mike Schultz and John Doerr, bestselling authors and world-renowned sales experts, set out to find the answer. They studied more than 700 business-to-business purchases made by buyers who represented a total of \$3.1 billion in annual purchasing power. When they compared the winners to the second-place finishers, they found surprising results. Not only do sales winners sell differently, they sell radically differently, than the second-place finishers. In recent years, buyers have increasingly seen products and services as replaceable. You might think this would mean that the sale goes to the lowest bidder. Not true! A new breed of seller—the insight seller—is winning the sale with strong prices and margins even in the face of increasing competition and commoditization. In Insight Selling, Schultz and Doerr share the surprising results of their research on what sales winners do differently, and outline exactly what you need to do to transform yourself and your team into insight sellers. They introduce a simple three-level model based on what buyers say tip the scales in favor of the winners: Level 1 "Connect." Winners connect the dots between customer needs and company solutions, while also connecting with buyers as people. Level 2 "Convince." Winners convince buyers that they can achieve maximum return, that the risks are acceptable, and that the seller is the best choice among all options. Level 3 "Collaborate." Winners collaborate with buyers by bringing new ideas to the table, delivering new ideas and insights, and working with buyers as a team. They also found that much of the popular and current advice given to sellers can damage sales results. Insight Selling is both a strategic and tactical guide that will separate the good advice from the bad, and teach you how to put the three levels of selling to work to inspire buyers, influence their agendas, and maximize value. If you want to find yourself and your team in the winner's circle more often, this book is a must-read.*

*Strategies, Cases and Solutions*

*Key Account Management Excellence in Pharma and Medtech*

*The Triple Package*

*The Secrets of Successful Strategic Account Management*

*102 Steps for Increasing Sales, Serving Your Customers Better, and Working Less*

*Key Strategies and Tools for Managing Global Customers*

*Developing Successful Global Strategies for Marketing Luxury Brands*

*For years, sales people have struggled with cliched views of how they sell, while at the same time customers have become more sophisticated and discerning, stopping off at different or unconventional places in the sales funnel. The result is that the technique of sales people controlling the sales conversation and learning how to influence*

the customer no longer works. Selling Transformed introduces the new world of selling, and addresses the reasons why sales people are so poorly perceived. Selling Transformed provides fresh, tangible ideas on how to develop better sales practices. Focusing as much on the customers as on the sellers, it explains key theories of selling effectively and introduces four proven strategies that are based on the values customers look for in sales people: authenticity, client-centricity, proactive creativity and being tactfully audacious. Explaining what customers look for in sales people, and advising on how to develop and deliver these values, this is a new type of sales manual guaranteed to improve sales performance.

This book provides knowledge and skill-building training exercises in managing marketing decisions in business-to-business (B2B) contexts.

In this instant New York Times bestseller, Angela Duckworth shows anyone striving to succeed that the secret to outstanding achievement is not talent, but a special blend of passion and persistence she calls "grit." "Inspiration for non-genius everywhere" (People). The daughter of a scientist who frequently noted her lack of "genius," Angela Duckworth is now a celebrated researcher and professor. It was her early eye-opening stints in teaching, business consulting, and neuroscience that led to her hypothesis about what really drives success: not genius, but a unique combination of passion and long-term perseverance. In Grit, she takes us into the field to visit cadets struggling through their first days at West Point, teachers working in some of the toughest schools, and young finalists in the National Spelling Bee. She also mines fascinating insights from history and shows what can be gleaned from modern experiments in peak performance. Finally, she shares what she's learned from interviewing dozens of high achievers—from JP Morgan CEO Jamie Dimon to New Yorker cartoon editor Bob Mankoff to Seattle Seahawks Coach Pete Carroll. "Duckworth's ideas about the cultivation of tenacity have clearly changed some lives for the better" (The New York Times Book Review). Among Grit's most valuable insights: any effort you make ultimately counts twice toward your goal; grit can be learned, regardless of IQ or circumstances; when it comes to child-rearing, neither a warm embrace nor high standards will work by themselves; how to trigger lifelong interest; the magic of the Hard Thing Rule; and so much more. Winningly personal, insightful, and even life-changing, Grit is a book about what goes through your head when you fall down, and how that—not talent or luck—makes all the difference. This is "a fascinating tour of the psychological research on success" (The Wall Street Journal).

Building the Value Machine represents the type of business that many aspire towards - a business able to align its internal functions (sales, marketing etc) in order to collaborate with its key customers in the creation of real and unique value for mutual benefit. The challenge is to find the right organizational structures, the right planning and operational processes, and to place all of that under the right kind of leadership in order to create the 'right kind of value' - the kind that will be good for the customer's business, and the kind that will be good for our own. The business that pursues these goals is the sort of business explored in this book - the business that wishes to become a true Value Machine. Building the Value Machine shows you how to target your customers effectively, match the capabilities of the business with the needs of the customer and align all the business functions through successful leadership. The result is a business that is truly aligned with its customers, and fully attuned to the vital match between their own functional requirements (knowing which opportunities to chase) and the customer requirements (being able to deliver the value required). It is a business that knows how to learn, developing both its processes and its value propositions.

How to Sell Real and Lasting Value in an Increasingly Digital and Fast-Paced World

Key Account Management in Financial Services

The Seven Keys to Managing Strategic Accounts

A Complete Action Kit of Strategies, Tools & Techniques for Marketing Success

An Essay on the Pain of Playing Video Games

Successful Key Account Management In A Week

What to Say, How to Say It. The Secrets of Getting Ahead.

Now more than ever, companies are faced with a critical and challenging truth. Today's customer is demanding more attention, superior service, and the expertise of a dedicated sales team. Suppliers must make difficult choices to determine how to allocate limited resources, including which customers receive the highest level of service. Increasingly, supply side organizations are working to design and implement key account programs to meet or exceed these expectations. Key account management is a specific business strategy that involves complex sales processes, large-scale negotiations, and the alignment of multiple internal and external stakeholders. This multi-pronged process is anything but straightforward, and the business world is filled with examples of key account programs that have not achieved the expected results. This book addresses the strategic challenges facing top executives and sales leaders as they build strategies to better manage their key accounts. By leveraging up-to-date research, testimonials drawn from interviews with experienced practitioners, best practices of successful companies, along with straightforward practical guide-lines for executives and sales leaders, this book can serve as an instruction manual and toolbox for organizations working to achieve success through their key account strategies to meet the demand of their key customers.

"This book is crammed with distilled, practical wisdom for key account managers and their directors. Organizations claiming to practise key account management should equip everyone involved with a copy, so they really understand what they are supposed to be doing. Anything less is just old-fashioned selling." Developing successful business-to-business relationships with more customers in highly competitive markets requires processes and skills that go beyond traditional selling activity. The very best state-of-the-art strategies are set out clearly in this book by intentionally known authors who have worked at the highest levels with more key and strategic account managers worldwide than probably any other leading advisors. Based on the hugely influential KEY CUSTOMERS it looks at: Why has account management become so critical to commercial success? What are the key challenges and how do successful companies respond? What part does key account management play in strategic planning? How do companies build profitable relationships with their customers? How does key account management actually work? What does a successful key account manager look like and what skills does he/she need? How should key account managers be evaluated and rewarded? How do companies achieve key account management? By addressing these key questions Woodburn and McDonald provide tools and processes for success honed by tough consultancy projects with the boards of some of the world's leading companies. The book stresses the elements that really matter - from developing a customer categorization system that really works and analyzing the needs of key accounts; to understanding the new skills required by key account managers and ensuring that key account plans are implemented. The 'real world' approach is backed by tested principles and the latest research from the renowned Cranfield School of Management. Key Account Management comes from authors who have taught leading companies how to approach their most powerful and demanding customers and still make money. It is essential reading for all senior management with strategic responsibility, for key or strategic account directors, and for marketing and sales executives. The

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clear and authoritative approach also makes it an outstanding text for the serious MBA and executive student as well as business-to-business company directors and key account managers.

In our increasingly digitized and fast-paced world, human relationships are often strained—sales relationships even more so. Sales professionals must navigate new challenges as they seek to develop meaningful relationships with buyers who are often elusive. Human To Human Selling will appeal to sales professionals and the people who manage them by showing how they can increase sales performance while simultaneously developing strategic relationships with their customers.

Developing successful business-to-business relationships with more powerful customers in highly competitive markets requires processes and skills that go beyond traditional selling activity. The very best state-of-the-art strategies are set out clearly in this book in a practical way that can be implemented in all organizations. In particular "Key Customers" looks at: \* why has key account management become so critical to commercial success? \* what are the key challenges and how do successful companies respond? \* why is it vital to understand the role of key account management in strategic planning? \* do you know what strategy your customer has for your company? By addressing these key questions McDonald, Rogers and Woodburn draw out the business issues that really matter - from developing a customer classification system that really works, analysing the needs of key accounts, developing the skills of key account managers to how systems for implementing key account plans can be developed. Throughout the book the emphasis is on clarifying and articulating the key concepts to give the reader the tools to apply in the marketplace. The "real world" approach is based on best practice from leading companies globally and the latest research from the renowned Cranfield School of Management. "Key Customers" comes from authors with an international reputation in this field and is an essential guide to customer management for marketing and sales executives, and all senior management with strategic responsibility. The clear and authoritative approach also makes it an outstanding text for the serious MBA and executive student.

Building the Value Machine

An Integrated Approach

Key Marketing Skills

Issues and Trends

Successful Customer Relationship Management Programs and Technologies: Issues and Trends

Key Account Management and Planning

A Complete Action Kit of Tools and Techniques for Managing Key Global Customers

Key account management is a natural development of customer focus and relationship marketing in business-to-business markets. It offers critical benefits and opportunities for profit enhancement to both sides of the seller/buyer dyad.

extensive and unique research by Cranfield School of Management, Key Account Management presents a new framework for understanding the development of key account relationships. It incorporates a comprehensive guide to the current practice of key account management, and comments on the challenges for the future of key account management practice. The research is based on in-depth interviews with key account managers, their managers and their main contacts in the customer organization. Addresses one of the key new areas in strategic marketing practice Ideal for practitioners and students Based on the expertise of the Cranfield Marketing Faculty

A much-needed "people skills" primer and master class in all facets of workplace communication Do you know how to help at work without sounding dumb? Do you know how to get valuable and useful feedback from your colleagues? Have you mastered your professional elevator pitch so that every time you meet someone, they remember and are impressed? If you've answered "no" to any of these questions, you need Great on the Job. In 2008, Jodi Glickman launched Great on the Job, a communications consulting firm whose distinguished client list includes Harvard Business School, Wharton, The Stern School of Business, Merrill Lynch, and Citigroup. Now, Glickman's three-step training program is available in book form for the first time. With case studies, micro strategies, and example language, readers will learn communication skills that can be practically implemented immediately. In today's economy, it's not typically the smartest, hardest working or most technically skilled who succeed. Instead, the ability to communicate well is often the most important precursor to success in the workplace. Whether you're a star performer or a struggling novice, Great on the Job will give you the building blocks you need for every challenge you'll have at work.

Designed to provide salespeople with a clearly defined approach to the account planning process, which will benefit the management of key customers. The ideas put forward in the text are based on the authors' sales training programme (Large Account Management Programme). The reader is taught how to implement an action plan for the management of a key account, how to manage limited resources, how to build long-term relationships with clients and how to identify the most effective and activate proper channels of communication.

Market-proven strategies to generate competitive advantage by identifying and always taking care of your best customers. Seven Keys to Managing Strategic Accounts provides decision makers with a proactive program for profitably managing their largest, most critical customers--their strategic accounts. Drawing on the expertise of S4 Consulting, Inc., a leading provider of strategic account consulting, and Miller Heiman, a global sales training leader serving many Fortune 500 companies, this book shows how many of today's market leaders have learned to focus on their most profitable customers, avoid common errors, and overcome common errors before they become relationship-crippling disasters. Placing its total focus on the design and implementation of cost-effective strategic account management programs, this hands on book provides: A world-class model for strategic account managers Techniques for developing a program to manage and grow "co-destiny" relationships Examples and cases from Honeywell, 3M, and other leading corporations

What Really Determines Success

Sales and Key Account Management

Transforming Your Business Through Collaborative Customer Partnerships

A Guide to Managing Complexity

Creating Value

The Comprehensive Handbook for Managing Your Company's Most Important Strategic Asset

Handbook of Strategic Account Management

*The vastly increased level of competitive intensity faced by corporations and the increased costs of selling have radically changed the nature of the traditional selling process. Key or "strategic" accounts have now become a company's most important asset, in some cases supplying in excess of 80 percent of a firm's revenues. Here, in one powerful volume, key account management expert Noel Capon provides the most comprehensive treatment of key account management*

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and planning yet published. For the first time, Capon introduces his breakthrough four-part "congruence model" of key account management -- a new, thoroughly researched approach to optimally managing your key account portfolio. First, the author shows how to select and conceptualize the key account portfolio; second, how to organize and manage key accounts; third, how to recruit, select, train, retain, and reward key account managers; and fourth, how to formulate and execute strategy and issues of coordination and control. This congruence model serves as a backdrop as Capon takes the reader step-by-step through the vital functions of key account management including identifying key account criteria, considering the threats and opportunities for the key account, and understanding the roles and responsibilities of critical players. Capon backs up his points with extensive research, real-life stories of successes and failures at a variety of companies, and clarifying figures. Special chapters are devoted to partnering with key accounts and in-depth information on global key account management, an increasingly important weapon for staying ahead of the competition. Timely, important, and essential, *Key Account Management and Planning* is the only reference handbook those with key account responsibilities will ever need.

Multinational companies need to manage their relationships with multinational customers with a globally integrated approach. This book provides a systematic framework for developing and implementing such global customer management programs. It draws on in-depth research at over 20 major U.S. and European multinational companies, such as ABB, Bechtel, BP, Bosch, British Airways, Carrefour, Daimler-Chrysler, Hewlett-Packard, HSBC, IBM, Schlumberger, Shell, Siemens, Tesco, Unilever, Vodafone, Wal-Mart, and Xerox. Readers will learn how to · think about managing global customers in the context of their overall global strategy · develop effective global customer management programs · overcome barriers to implementation and success · build better relationships with important customers · get the entire company to engage with managing global customers This book takes a strategic, total business, and not just sales approach to managing global customers. It also takes a customer as well as a supplier perspective. The book provides guidance on both strategy and implementation. Yip and Bink's *Managing Global Customers* takes a systematic and logic driven approach, yet provides many creative insights and practical advice. *Managing Global Customers* highlights the rewards of taking a step beyond global account management to create a Global Customer Management approach, integrating globally all aspects of the relationship between supplier and customer. The book gives a framework that guides international companies in using their relationships with global customers to their full potential. George Yip, author of the widely-praised *Total Global Strategy*, and Audrey Bink tackle in-depth one of the most important aspects of global strategy: How to manage global customers.

An exploration of why we play video games despite the fact that we are almost certain to feel unhappy when we fail at them. We may think of video games as being "fun," but in *The Art of Failure*, Jesper Juul claims that this is almost entirely mistaken. When we play video games, our facial expressions are rarely those of happiness or bliss. Instead, we frown, grimace, and shout in frustration as we lose, or die, or fail to advance to the next level. Humans may have a fundamental desire to succeed and feel competent, but game players choose to engage in an activity in which they are nearly certain to fail and feel incompetent. So why do we play video games even though they make us unhappy? Juul examines this paradox. In video games, as in tragic works of art, literature, theater, and cinema, it seems that we want to experience unpleasantness even if we also dislike it. Reader or audience reaction to tragedy is often explained as catharsis, as a purging of negative emotions. But, Juul points out, this doesn't seem to be the case for video game players. Games do not purge us of unpleasant emotions; they produce them in the first place. What, then, does failure in video game playing do? Juul argues that failure in a game is unique in that when you fail in a game, you (not a character) are in some way inadequate. Yet games also motivate us to play more, in order to escape that inadequacy, and the feeling of escaping failure (often by improving skills) is a central enjoyment of games. Games, writes Juul, are the art of failure: the singular art form that sets us up for failure and allows us to experience it and experiment with it. *The Art of Failure* is essential reading for anyone interested in video games, whether as entertainment, art, or education.

This highly practical book puts forward a unique yet simple planning methodology for identifying, obtaining, retaining and developing key customers.

*Developing and Implementing the Markt Strategy*

*The Blackwell Handbook of Global Management*

*Global Account Management*

*Great on the Job*

*Global Marketing*

*The Definitive Guide*

*Mastering Account Management*

Global Account Management explains the challenges of establishing a global account strategy and guides the reader through the process of decisions and actions required to manage global accounts successfully. The book provides a thorough, workmanlike template for all businesses with global clients. Peter Cheverton highlights the difference between an international company operating in different markets and one that can be considered truly global. He explains that company directors need to understand whether a client has consistent needs across different countries, possesses a global operational structure, and has the ability to implement global decisions. Cheverton then details the factors critical to successful handling of a global account. The implications of making the wrong decisions in a global marketplace are enormous. Global Account Management gives readers the information and insight they need to ensure the future success of their companies.

Successful Global Account Management Key Strategies and Tools for Managing Global Customers Kogan Page Publishers

You're up to 55% more likely to win business with an existing customer than with an outside prospect. Mastering Account Management is your blueprint for winning long-term business with your highest potential buyers (your customers). From selling millions in high-end video services and managing projects in the New York advertising world, Dan Englander learned that most companies don't take the right steps to farm repeat business. Instead of focusing on time-consuming lead generation tactics, a replicable account management process will produce better and faster returns. Englander's 102-step guide will show you how to create one for your business. Learn what the top account managers do: Systematize repeat business. Achieve flexibility and freedom by keeping a barrier between sales and customer or client service. Build long-term partnerships by prioritizing experience over output. Make life easier by leveraging new apps, tools, and high-tech shortcuts. Maximize networking referrals. Mastering Account Management will give you the right framework for winning more deals, delighting your customers, and achieving peace of mind. It's equal parts sales and customer service, with a healthy sprinkling of technology. Those who enjoyed *Spin Selling* and *The Art of Client Service* are

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sure to gain a lot from this book, as will fans of the The 4-Hour Workweek. Order Today and access a library of digital resources!

Malcolm McDonald on Key Account Management explores the challenges of winning, retaining and developing key accounts. Key accounts are customers who help their suppliers grow, and consequently, they wield significant power. Although they are the key to market share and revenue growth, the costs of serving key accounts can erode profitability unless they are thoroughly understood and managed. Malcolm McDonald on Key Account Management takes a step-by-step approach to presenting best practice in key account management. Whether your business is starting up or well-established, there is always more to discover about improving the way value is created between you and your most important customers. Malcolm McDonald and Beth Rogers have spent over twenty years researching, teaching and consulting on key account management, and have condensed their knowledge into this book, focusing on making it clear, concise and easy to use.

Managing Global Customers

Learning from Supplier and Customer Perspectives

How to Hold Onto Your Most Important Customers and Turn Them Into Long-term Assets

Selling Transformed

Excellence in Key Account Management

The New Successful Large Account Management

Key Account Management

In recent times, the advent of new technologies, the concerns about sustainability, and the new tastes of the youngest generations of luxury consumers have affected the traditional dynamics of the luxury goods markets. These emerging issues have caused significant changes in the marketing of luxury goods. Sustainable development is not a new practice in the luxury market but is of increasing importance. The real challenge is for luxury companies to overcome the residual corporate social responsibility perspective to embrace a real integration of environmental, ethical, and social concerns into the corporate strategy. Integrated output and sustainable processes, the introduction of non-financial reporting as operational practice, and a new orientation to circular economy practices are emerging issues that still today request for a deeper exploration both on the academic and managerial point of view. Digitalization is another relevant issue that is reshaping the business model of luxury companies. Big data, blockchain, omnichannel experience, and digital customer experience represent the main digital challenges that luxury brand companies are facing nowadays. Luxury brands must keep up with these digital demands and sustainability concerns to maintain their position in the global market. Developing Successful Global Strategies for Marketing Luxury Brands upgrades the most relevant theoretical frameworks and empirical research about the marketing of luxury goods. This book is focused on contemporary issues affecting luxury industries such as digital transformation (blockchain, big data, analytics, innovation processes), sustainable development, changes in luxury consumers' behavior, integration between physical and online channels, and the development of social media marketing strategies. Chapters will cover areas of marketing, management, buyer behavior, and international business, creating a multidisciplinary approach for this book. This book is ideal for scholars, local government agencies and public bodies, managers, luxury business owners, along with practitioners, stakeholders, researchers, academicians, and students who are interested in emerging issues affecting the luxury market, such as sustainability and digital transformation.

Why do Jews win so many Nobel Prizes and Pulitzer Prizes? Why are Mormons running the business and finance sectors? Why do the children of even impoverished and poorly educated Chinese immigrants excel so remarkably at school? It may be taboo to say it, but some cultural groups starkly outperform others. The bestselling husband and wife team Amy Chua, author of Battle Hymn of the Tiger Mother, and Jed Rubenfeld, author of The Interpretation of Murder, reveal the three essential components of success - its hidden spurs, inner dynamics and its potentially damaging costs - showing how, ultimately, when properly understood and harnessed, the Triple Package can put anyone on their chosen path to success.

"Key Account Management Excellence in Pharma & Medtech is designed to help life sciences practitioners develop and execute innovative and effective key account management (KAM) strategies and capabilities. Pharmaceutical and medtech companies are increasingly pursuing KAM in response to the rapid rise of large, sophisticated and complex healthcare provider and payer systems and groups. Those that invest the time to get KAM right will protect their business and grow with these rising customers. This book is groundbreaking in both its scope and its tailoring of leading KAM practices specifically for life sciences. The central theme is that "key account management is an organization-wide business strategy, not just a role or a sales-specific initiative." KAM is a strategy focused on providing unique offerings and value through an orchestrated, cross-functional, go-to-market model designed specifically to address the needs and engagement preferences of a unique segment of customers. The insights and practices shared in this book are designed to be a valuable reference at every stage of the KAM journey. The book has been designed to facilitate a common language and deep understanding of KAM issues and leading practices organization-wide-particularly for life sciences leaders, account managers and cross-functional team members responsible for building, transforming and supporting their organization's KAM strategies and capabilities"--

"With limited resources and increasing competition, managing strategic accounts requires a focused strategy, plan, and process. Developed collaboratively with world-class sales forces, the Large Account Management Process provides an enduring framework for protecting and growing your most important customer relationships."- Damon Jones, COO, Miller Heiman, Inc."The Large Account Management Process has implemented a discipline that allows people to work together and communicate, setting strategies and

sales goals that benefit both our customers and our own company."- Joseph L Cash, senior vice president of sales, Equifax Corporation"Miller Heiman's Large Account Management Process delivers a disciplined process for gathering the information required to really understand the trends impacting our largest clients. This critical information defines the strategies that provide long-term customer value and drive consistently superior business results."- Paul Wichman, vice president and senior division sales manager, Schwab Institution'The New Successful Large Account Management' now in its third edition, is thoroughly revised and updated and takes into consideration recent changes in the industry. This hard-hitting and no-nonsense book advises you how to best manage your most important business accounts. The authors of the best-selling books The New Strategic Selling and The New Conceptual Selling provide comprehensive and practical lessons that will help you to protect and improve your most crucial customer relationships. By following their clearly defined and dynamic approach to the account planning process, you will learn how to devise a strategic action plan to manage your key accounts; manage them effectively and profitably; build long term client relationships; climb ahead of competitors and move your relationship up the buy-sell hierarchy. Whatever business you're in, this excellent book shows you how to protect those crucial accounts that you can't afford to lose.

Managing Marketing in the 21st Century

Strategies to Leverage Information, Technology, and Relationships to Deliver Value to Large Customers

Surprising Research on What Sales Winners Do Differently

Malcolm McDonald on Key Account Management

A Comprehensive Resource

Insight Selling

How to Manage Them Profitably

Richard Santucci and David Hughes leverage their combined fifty plus years of experience in industrial sales in this guide that reveals how to take care of your most important customers. The Secrets of Successful Strategic Account Management begins by highlighting why companies must establish a strategic account program. The authors then lay out an easy-to-follow process to build such a program. The guide presents in layman's terms a successful and proven process to enhance sales at twice a company's average growth rate through strategic account management techniques. Learn how to: • identify strategic accounts; • select effective strategic account managers; • build out a team focused on bolstering business; • avoid common mistakes that cut into profits. Join the authors on a journey focused on boosting revenue growth and profitability, preventing losses, and converting customers into valued partners through strategic account management. "Santucci and Hughes have done a great job of laying out a playbook for developing a robust strategic account program, with some great tools and templates that will help the reader develop their own program." —Naren Gursahaney, Non-Executive Chair of the Board-Terminix "The Secrets of Successful Strategic Account Management is the perfect blend of theory and implementation to guide your company in building strategic account management capabilities. Santucci and Hughes deliver insight and practical tips drawing upon their years of sales leadership. A superb handbook for corporate executives." —Christopher Stevens-CEO, Unibloc-Pump, LLC

If you buy a new BMW you may be surprised as much by the owner's manual as by the car itself. Thin, personalized, and containing information only on the features you have selected in the language you speak, it is the result of a year's collaboration with Xerox that has radically improved the product and decimated costs. It is just one example of the new organizational structures and processes being developed at leading companies to serve the global marketplace. As firms realize that dealing with global customers is not simply an extension of key account management, their most common response is to launch a formal global account management initiative. Done well this is powerful and effective; however without proper planning it can spell disaster. Drawing on widely accepted 'key success factors' for global account management as well as new elements revealed by their research, David Hennessy and Jean-Pierre Jeannet redefine the process global account management around the premise that sustainable value springs only from an expert understanding of the customer's industry, its structure and its strategy. The book covers all critical aspects of the topic (the planning process, account selection, team building, executive support, global IT requirements, compensation structures and more) and draws on interviews with top global account managers at leading companies including IBM, Cable and Wireless, Siemens, HP, Guinness, Cisco, and Procter & Gamble.

This new core text focuses on all branches of selling and sales management, from personal selling through to key account management. It focuses on business-to-business selling as well as the sale of consumer products. It also includes a wealth of real examples used throughout the text and four major case studies at the end of each part. Case material is drawn from a range of diverse industries, both MNEs and SMEs--software corporations, major construction projects, cosmetics, small engineering companies and the B2C selling of home improvements and brown goods. This new core text focuses on all branches of selling and sales management, from personal selling through to key account management. It focuses on business-to-business selling as well as the sale of consumer products. It also includes a wealth of real examples used throughout the text and four major case studies at the end of each part. Case material is drawn from a range of diverse industries, both MNEs and SMEs--software corporations, major construction projects, cosmetics, small engineering companies and the B2C selling of home improvements and brown goods.

Global Account Management explains the significant challenges of establishing a global account strategy and guides you through the process of decisions and actions required to manage global accounts successfully. The book provides a thorough, workmanlike template for all businesses with global clients. It shows you the issues you need to consider from the point of view of both your customers and your company's internal structure. Author Peter Cheverton - an expert practitioner and teacher of account management - highlights the difference between an international company operating in different markets and one that can be considered as truly global. He reveals that, to operate accounts globally, you need to understand whether your client has consistent needs across different countries; possesses a global operational structure; and has the ability to implement global decisions. He then details the factors critical to your successful handling of a global account. The implications of making the wrong decisions in a global marketplace are enormous - Global Account Management gives you the information and insight you need to establish the best long-term relationships with your biggest clients, and - most

importantly of all - secure the future success of your company. Global Account Management is an essential guide for business directors, sales and marketing directors, and global account managers.

Tools and Techniques for Achieving Profitable Key Supplier Status

a complete Action Kit of Tools and Techniques for Managing Key global Customers

Be A Brilliant Key Account Manager In Seven Simple Steps

Key Customers

Develop the Sales Values which Deliver Competitive Advantage

How Industrial Sales Organizations Can Boost Revenue Growth and Profitability, Prevent Revenue Loss, and Convert Customers to Valued Partners

***This book provides an overview of current approaches and research in the field of international organizations with a focus on implementation issues in a globalized context. Written by a team of recognized leaders in the field, associated with the growing and influential International Organizations Network (ION). Covers topical issues such as managing virtual teams and globalization. Makes a cohesive statement about the field of international organizations. Is written with a focus on implementation issues. Offers a solid contribution to the closing of the gap between researchers and practitioners.***

***Implementing Key Account Management is a highly practical handbook that guides readers through the realities of rolling out a functional key account management programme. The book offers an integrated framework for key account management (KAM) that businesses can use to design or further develop strategic customer management programmes, enabling them to overcome the obstacles that organizations often face when rolling out their strategies. Bringing together the experiences of leading experts within this field, Implementing Key Account Management draws on two decades of research and best practice from Cranfield University School of Management, one of the foremost centres for researcher and thought leadership in KAM. Between them, the authors have designed and delivered programmes globally for clients such as Rolls-Royce, Unilever, Vodafone, The Economist and many more. Rigorously researched, well-grounded and practical, this book is - quite simply - the definitive, go-to resource for implementing key account management programmes. "This book offers case studies, methodologies, frameworks and architectures, and generally the cutting edge in research within the field of customer relationship management"--Provided by publisher.***

***This manual offers information on particular marketing topics for professionals who are new to the marketing arena. The information is backed up with examples of good and bad marketing practice. There are numerous case studies in each chapter and the accompanying CD-ROM allows the reader to formulate an action plan for their own organization, and make use of questions and answers to facilitate learning.***

***Designing Customer-Centric Processes for Mutual Growth***

***The Power of Passion and Perseverance***

***Implementing Key Account Management***

***Grit***

***Business-to-Business Marketing Management***

***Tools and Techniques for Building Strong Relationships with Major Clients***

***The Art of Failure***

**An organization's key accounts are its lifeblood. Key account management focuses on the long-term investment of resources in customers that can offer an exceptional return on resources. But which are the key accounts? Are they the ones growing the fastest? The ones that are most financially secure? Or are they the ones that shout the loudest? Key Account Management puts forward a straightforward and effective planning methodology. This fully updated 6th edition of Key Account Management takes a long-term, team-selling strategic view of the whole process, from defining the customer, to managing the relationship and achieving key supplier status. With coverage of latest best practice including IT's role in account management, plus new case studies, online supporting resources and a new section comparing how different industries/markets approach key account management, it stands alone as the premier book on managing key customers.**

**A compilation of the established knowledge in strategic account management While companies and academics expend tremendous effort on mass marketing, they often overlook their immediate customers (which are critical in both senses) and hence the importance of strategic account management (SAM). This handbook is a compilation of papers that present researched knowledge of SAM across the academic community which fills a void in the existing academic literature. Handbook of Strategic Account Management identifies drivers of the SAM approach, key issues and success factors, operational needs and areas still awaiting exploration. Each paper includes an overall referenced summary of the tenets of SAM relevant to the area it reports, and together with the combined list of references, it creates an indispensable resource for academic readers, students, and researchers.**

**Handbook of Strategic Account Management is written by over 40 knowledgeable experts with substantial experience of SAM from teaching, researching, writing and advising companies on why and how it works, spread widely across Europe and the US. It represents the balanced, researched body of knowledge in SAM and will be an invaluable resource to anyone exploring the approach, whether for a student thesis, for original research or for answers on how to approach SAM as a company initiative.**

**"Today's strategic, key and global account management professionals owe thanks to a small community of academic researchers who, over the past three decades have been pioneers in identifying, cataloguing and analyzing the selling and business management practices of an emerging profession we now call strategic account management. This Handbook is an important milestone to mark SAM's still evolving impact on corporate business strategies and its ever-increasing relevance as a proven engine**

for growth in business-to-business strategic customer relationships." Bernard Quancard, President & CEO of SAMA (US-based Strategic Account Management Association with over 3,000 members worldwide)  
Yana Atanasova Bjorn Ivens Toni Mikkola Ivan Snehota Audrey Bink Ove Jensen Stefanos Mouzas Kaj Storbacka Per-Olof Brehmer Robert Krapfel Peter Naud Olavi Uusitalo Noel Capon Antonella La Rocca Jukka Ojasalo Tom Vanderbiesen Simon Croom Sylvie Lacoste Ca  
Successful Large Account Management  
The St. Gallen KAM Concept  
Successful Global Account Management  
Human to Human Selling