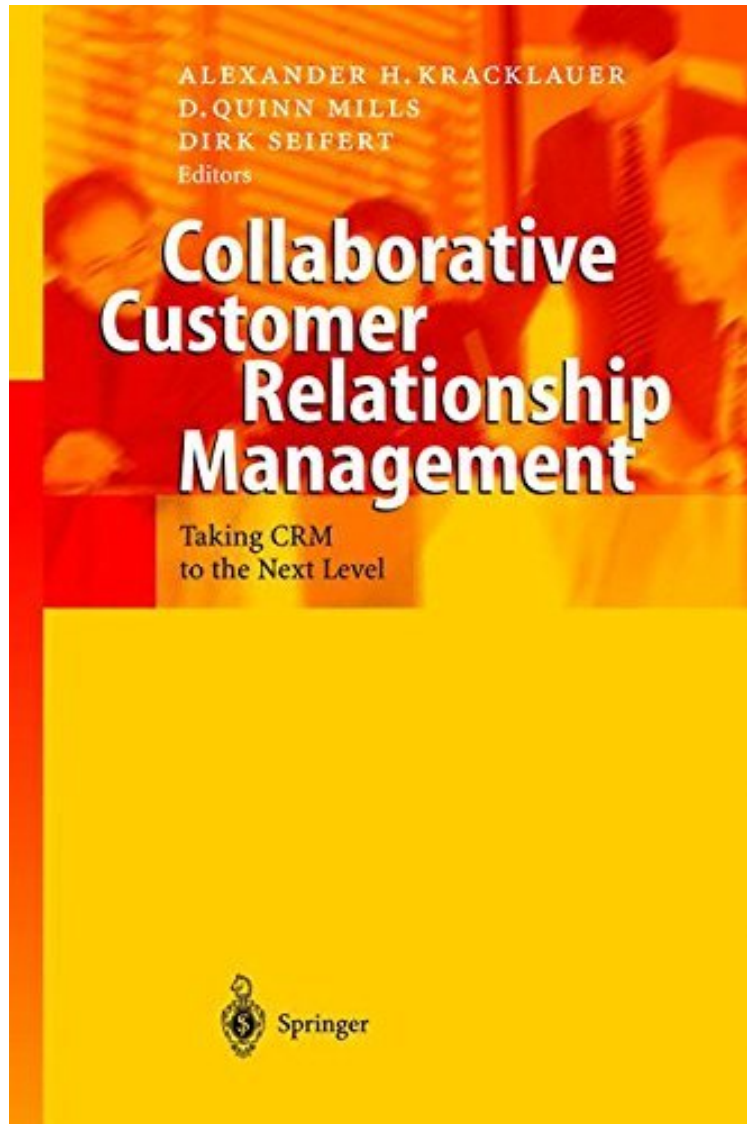


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# Collaborative Customer Relationship Management: Taking CRM to the Next Level

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Driven by rapidly changing business environments and increasingly demanding consumers, many organizations are searching for new ways to achieve and retain a competitive advantage via customer intimacy and CRM. This book presents a new strategic framework that has been tested successfully with various global companies. New management concepts such as Collaborative Forecasting and Replenishment, CRM, Category Management, and Mass Customization are integrated into one holistic approach. Experts from companies like McKinsey and ProcterGamble, as well as authors from renowned academic institutions, offer valuable insights on how to redesign organizations for the future.

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