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'Operations Management: policy, practices, performance improvement' is the latest state-of-the-art approach to operations management. It provides new cutting edge input into operations management theory and practice that cannot be found in any other text. Discussing both strategic and tactical inputs it combines and balances service and manufacturing operations. \* Cutting edge techniques accompanied by brand new case studies \* Challenges standard approaches \* Comprehensive coverage of strategic supply management \* Critical sample questions to aid discussion \* Reading lists and articles to support learning \* Additional lecturer support material This outstanding author team is from the Operations Management Group at the University of Bath. Their expertise and knowledge is apparent in the text and they bring to it their original research and experience in the field of operations management.

This new edition of Organisations and the Business Environment provides a completely revised, extended and updated edition of the original successful text. It provides contemporary and comprehensive coverage of the subject matter which is highly relevant to business and management students at undergraduate, postgraduate and professional levels. The text is written in a clear and concise style, illustrated with topical examples and data. Organisations and the Business Environment (second edition) comprises four sections: \* Business Organisations \V discusses the evolution of organisational and managerial theories and concepts with particular emphasis on their relevance in the 21st century. The different types of organisations and their missions, visions, goals and objectives are examined. \* The External Business Macro-Environment \V describes and considers the political, economic, socio-cultural, technological, ecological and legal influences on organisations, utilising the PESTEL framework of analysis. This section includes a review of the internationalization of businesses and examines the role of GATT and the WTO, single markets and trading blocs. \* The External Business Micro-Environment \V provides a review of the market system and the nature of supply and demand. Market structures are examined in the light of monopolistic regimes and working for competitive advantage. The impact of government intervention is explored via regulatory bodies, privatization, and nationalization programmes. \* Business Management \V explores the major aspects of contemporary business organisations, including corporate governance and business ethics. In particular, this section tackles the areas of structure, culture, change, quality management and the principal functions of organisations. This textbook is a user-friendly resource with end of chapter questions, activities and assignments to consolidate learning. Its strong emphasis on topical examples enables students to understand how theory is applied in business contexts, including, GlaxoSmithKline, BT, Scottish and Newcastle, Hanson plc and a number of not-for-profit organisations. There is additional Tutor Resource material, including presentation slides, data charts, chapter summaries, questions and answers. "An excellent book...good use of learning objectives, questions and potential assignments." Paul Blakey, Lecturer, University College of Warrington.

This book is based upon the operating system of the company, Added Value, founded by the author, and now one of the world's largest marketing and branding consultancies. Two-thirds of the value of most companies is based on the intangible value of businesses including reputation, goodwill and know how. It is by marketing that reputation can be created and enhanced thus unlocking brand growth. With the use of many examples and case studies the author shows how the five 'I's process - Insight, Ideas, Innovation, Impact and Investment Return - can be used to create top-line demand-led growth and the tools and techniques available to achieve this. This is a unique approach with proven success.

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.

The Alchemy of Brand-Led Growth  
The Entrepreneur's Guide to Building and Selling a Business  
Airline Marketing and Management  
Text and Cases  
Airline Finance  
The Business Book

This is the fourth edition of a unique textbook that provides extensive coverage of the evolution, the current state, and the practice of e-business strategies. It provides a solid introduction to understanding e-business and e-commerce by combining fundamental concepts and application models with practice-based case studies. An ideal classroom companion for business schools, the authors use their extensive knowledge to show how corporate strategy can thrive by adopting a vibrant e-business framework with proper tools. Students will gain a thorough knowledge of developing electronic and mobile commerce strategies and the methods to deal with these issues and challenges. Tourism has become one of the world's fastest growing economic sectors in recent years. Governments around the world are increasingly recognising the power of tourism to boost their nation's development and prosperity. As more tourism destinations emerge and competition for visitors becomes more intense, a destination's ability to project itself on the world stage and differentiate itself from others is ever more important. Recognizing the value of successfully building and managing a destination's brand, the European Travel Commission (ETC) and World Tourism Organization (UNWTO) have commissioned this Handbook to provide a useful and practical guide for both marketing novices and experienced destination managers. Introduced by an essay by Simon Anholt on the importance of building a national brand image, the Handbook on Tourism Destination Branding provides a step-by-step guide to the branding process accompanied by strategies for brand management. Case studies are featured throughout the Handbook to illustrate the various concepts, present best practices from destinations around the world and provide fresh insight into destination branding. The Handbook concludes with a section on evaluating brand impact and a set of practical recommendations.

Strategic positioning is the assertion of an organizations personality on decisions of how and where to compete, it determines competitive position in the market place and differentiates the offering to the market. Operational positioning is an exercise in communication that concentrates on perception and image that complements the role of strategic positioning. This book offers an alternative to the traditional process of segmentation, targeting and positioning, highlighting some important implications for management and marketing practitioners as well as academics.

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Nation Branding  
Text & Cases  
Exploring Corporate Strategy  
Human Resource Management in a Business Context  
An Encyclopedia in Eighteen Volumes  
Managing Service Operations

In this holistic and practical introduction to Entrepreneurship & Small Business, Paul Burns takes a life-cycle view of a business, arming students with a comprehensive understanding of the many stages and forms of entrepreneurship. The book unpicks exactly what makes an entrepreneur, what motivates them, how they manage and lead, and how their characteristics help shape the businesses they run. What's new for this edition? - Updated international case studies from entrepreneurs and small businesses, ranging from Oman to Australia (see list below for more details) - First-hand, detailed stories from real-life entrepreneurs in brand new Meet the Entrepreneur video case studies - Exploration of the growing importance of social and civic enterprise and hot topics such as effectuation and lean entrepreneurship - Rich multimedia content in the form of additional teaching and learning resources on the companion website This market-leading book offers a truly global selection of case studies - 97 cases from across Europe - 22 cases from the U.S. - 9 cases from Far Asia - 7 cases from the Middle East - 6 cases from Southern Asia - 6 cases from Australia

Enterprise, Entrepreneurship and Innovation: Concepts, Contexts and Commercialisation provides readers with an accessible and readable introduction to the various dimensions of entrepreneurship and market innovation. It has a clear structure that is easy for the reader to follow and it focuses on enterprising behaviour. The text contains: \* case studies and \* pause and reflect \* situations for the entrepreneur to deliberate on the information they have available before making their decision. This helps to emphasise the point that there are few simple and straightforward decisions closely reflecting decisions in "real life" \* integrative personal development activities that provide a basis for readers to reflect on the learning of the chapters and develop a personal development strategy to increase their ability to become more entrepreneurial and improve their ability to manage brand innovation. \* an accompanying website giving students and lecturers access to additional resources in order to explore the subject further. A full set of powerpoint slides plus exercises is included, plus suggestions for the use in class of the case studies and other illustrations. Students can access further learning resources to build up their knowledge of innovation situations using the hotlinks to useful websites that will add further depth and bring up to date the case studies and illustrations. Enterprise, Entrepreneurship and Innovation: Concepts, Contexts and Commercialisation shows: \* how to understand and acquire the entrepreneur 's skills, attitudes and knowledge \* the techniques needed to generate new business and create a new organisation \* how to become more innovative, self reliant, and opportunistic. \* the learning and decision-making processes of entrepreneurs

Strategic Marketing Planning concentrates on the critical planning aspects that are of vital importance to practitioners and students alike. It has a clear structure that offers a digest of the five principal dimensions of the strategic marketing planning process. Leading authors in this sector, Gilligan and Wilson offer current thinking in marketing and consider the changes it has undergone over the past few years. Updated extensively, this new edition includes: \* Changing corporate perspectives on the role of strategic marketing activity \* Changing social structures and the rise of social triad \* The significance of the new consumer and how the new consumer needs to be managed \* New thinking on market segmentation \* Changing routes to market \* Developments in e-marketing \* Changing environmental structures and pressures In today 's fast-changing business environment, those firms that want to remain competitive must also be innovative. Innovation is not simply about developing new technologies into new products or services, but in many cases, finding new models for doing business in the face of change. It often entails changing the rules of the game. Strategic Innovation demonstrates to students how to create and appropriate value using new game strategies to gain competitive advantage. The book begins with a summary of the major strategic frameworks and showing the origins of strategic innovation. Next, Afuah gives a thorough examination of contemporary strategy from an innovation standpoint, including how to develop strategy in the face of change a detailed framework for assessing the profitability potential of a strategy or product consideration of how both for-profit and non-profit organizations can benefit from new game strategies. With a wealth of quantitative examples of successful strategies, as well as descriptive cases, Strategic Innovation will complement courses in strategy, and technology and innovation.

Assignment in Business Deconstructed - Financial Analysis and Proposing Strategy  
Strategic Innovation

Marketing Communications in Tourism and Hospitality  
Marketing Strategy and Competitive Positioning, 7th Edition  
Organisations and the Business Environment  
Getting the Balance Right

*With over one million copies sold worldwide, Exploring Strategy has long been the essential strategy text for managers of today and tomorrow. From entrepreneurial start-ups to multinationals, charities to government agencies, this book raises the big questions about organisations- how they grow, how they innovate and how they change. Texts and Cases also provides a wealth of extra case studies written by experts in the subject to aid and enrich your understanding. Examples are taken from events and organisations as diverse as Glastonbury, Mondelez and Formula 1 racing.*

*Guiding readers through each stage in the design and implementation of service operations, this book combines lively examples that are easy to relate to with clearly explained theory. Readers are introduced to the main differences between managing services to managing products and given a concise induction into the core principles of operations management. The text then maps out the key activities in the life of a service, from the initial business proposal for a new service, through market research practices, to the development and implementation of a service and concludes with the termination and disposal of a service. Embraces both the theoretical background and the practical implementation of CRM strategy. Also comprises of elements of marketing, accounting, human resources, information technology and strategic management to ensure that it provides a comprehensive and fully developed introductory text.*

*Written primarily for students taking courses in managerial economics in Britain and Europe, The Business Economics and Managerial Decision Making analyses the growth and development of privately owned firms and also the decisions made by firms operating in both private and public sector enterprises. Coverage is clear and concise, and avoids specialist techniques such as linear programming, which in a European context tend to belong in courses dealing with operations research. The book also avoids straying into areas of industrial economics, instead retaining a sharp focus on relevant issues such as the theory of the firm and the varying objectives that may be adopted in practice. Key sections are supported by case studies of real firms and actual decisions made.*

Strategic Marketing Management

Key Concepts and Cases for Marketing Strategy and Decision Making  
Business and Management for the IB Diploma

Building an Entrepreneurial Organization  
Operations Management: Policy, Practice and Performance Improvement

Business Economics and Managerial Decision Making

You can achieve your business dream. Beat the odds as you learn from the best - including Henry Ford, Steve Jobs, and Bill Gates - and turn your idea into an amazing and profitable enterprise. The Business Book helps you over the hurdles facing every new business, such as finding a gap in the market, securing finance, employing people, and creating an eye-catching brand. It is a plain-speaking visual guide to 80 of the most important commerce theories including chaos theory, critical path analysis, market mapping, and the MABA matrix. Its graphics and flow diagrams demystify complicated concepts and explain the ideas of seminal business thinkers, such as Malcolm Gladwell's "tipping point" or Michael Porter's "five forces". It shows that you can succeed with stories of rags-to-riches entrepreneurs, including the founders of Hewlett-Packard, who began their global enterprise from their garage. Whether you are a student, a CEO, or a would-be entrepreneur, The Business Book will inspire you and put you on the inside track to making your goal a reality.

The third edition of Market-Led Strategic Change builds on the massive success of the previous two editions, popular with lecturers and students alike, presenting an innovative approach to solving an old problem: making marketing happen! In his witty and direct style, Nigel Piercy has radically updated this seminal text, popular with managers, students, and lecturers alike, to take into account the most recent developments in the field. With a central focus on customer value and creative strategic thinking, he fully evaluates the impact of electronic business on marketing and sales strategy, and stresses the goal of totally integrated marketing to deliver superior customer value. "Reality Checks" throughout the text challenge the reader to be realistic and pragmatic. The book confronts the critical issues now faced in strategic marketing: - escalating customer demands driving the imperative for superior value - totally integrated marketing to deliver customer value - the profound impact of electronic business on customer relationships - managing processes like planning and budgeting to achieve effective implementation At once pragmatic, cutting-edge and thought-provoking, Market-Led Strategic Change is essential reading for all managers, students and lecturers seeking a definitive guide to the demands and challenges of strategic marketing in the 21st century.

One of the leading texts in the field, The Economics of Recreation, Leisure and Tourism is the ideal introduction to the fundamentals of economics in these industries, helping you to enjoy and pass an economics module as part of tourism, recreation, events or sport management degrees. International in its outlook, it will equip you with vital skills and knowledge for your future career as well as critical skills to help you understand and help tackle crucial challenges facing the world. It is written in a clear and engaging style that assumes no prior knowledge of economics. It applies economic theory to a range of tourism industry issues at the consumer, business, national and international level by using topical examples to give the theory real-world context. This book is richly illustrated with diagrams and contains a range of features such as international case studies showcasing current issues, review questions and extracts from journals to aid understanding and further knowledge, as well as new data and statistics. It concludes with a powerful critique of traditional economics and a set of twenty-one issues that demand action. This sixth edition has been revised and updated to include: recent and time series international economic data to provide a sense of the dynamics of world economies topical analysis to aid decision making for industry, governments and pressure groups a renewed emphasis on environmental and climate change issues new and revised international case studies that demonstrate theoretical principles of economics as applied to the sector a companion website with PowerPoint slides.

This book finally gives innovators an alternative to the painful writing of business plans. Not only an alternative but also a more effective, faster and easier way to convince investors and decision-makers: the Opportunity Case is a more user-friendly way of analyzing and presenting a project, which has been quickly adopted by many multinational corporations, public sector organizations as well as start-ups. It also addresses a central problem in existing businesses: many people have good ideas but very few of these innovations are actually implemented. The content of this book proposes the first practical process that has been demonstrated to boost innovation by up to 56%. "Winning Opportunities" presents the IpOp Model that outlines in a very concrete and down-to-earth way, the core process of innovation that successful entrepreneurs and intrapreneurs use, even unconsciously. The model acts as a simple hands-on guide for innovators who want to increase their chances of success.

This structured and user-friendly roadmap helps innovators turn an idea into a tangible opportunity, outline measurable deliverables, learn how to address all the key issues critical to the success of their project, and identify early in the process whether an opportunity is worth pursuing. To illustrate its concepts, a large number of real-life examples are included as inspiration to the reader. Nespresso's strategy is used throughout the book to demonstrate each key step of the IpOp Model. It is the first time in print one can read about the strategy that shaped the fascinating success story of Nespresso, a \$3 billion business with double-digit annual growth. Both Nespresso and the IpOp Model were developed in Switzerland, which was recently ranked No. 1 in innovation worldwide. Besides helping start-up initiators, the IpOp Model, as best practice for innovation, improves and complements the existing selection of innovation processes used by large organizations (staged gate, six sigma, etc.). Since learning is easier when emotions are included in the process, each chapter is preceded by a joke illustrating its serious content. The author, Prof. Raphael H Cohen took advantage of his 30+ years experience as serial entrepreneur, active CEO and business angel to write this book to encapsulate some of the key messages he has been teaching in top business schools and corporate environments since 2001. He is a keynote speaker and an expert in both professional agility and "weapons of mass innovation." Besides his responsibility as academic director of MBA programs, he provides executive education, mentoring, consulting and management services for senior executives, bankers, directors and entrepreneurs. He serves on the board of directors of several companies, including a Swiss bank, and is a regular contributor to several business publications. He obtained his Ph.D. in Economics in 1982"

New Game Strategies for Competitive Advantage  
Concepts and Cases

From Vision to Exit

Concepts and Technologies  
Concepts and Cases on Value Creation and Digital Business Transformation

Strategic Operations Management

There are many differences between a good business and a great business, but they aren't beyond a business leader's control. In From Vision to Exit, Guy Rigby candidly explains how entrepreneurs can develop strategies, plans and tactics to get their businesses to the top. With an easy and engaging style, this book is a definitive and practical guide that covers every business area. From strategy to finance, management to marketing, and business planning to exit, Guy leaves no stone unturned. The result is an authoritative and invaluable tool for entrepreneurs seeking to navigate the minefield of successful growth. Find out everything you wanted to know about how to build a great business but never had the opportunity to ask. <http://www.facebook.com/pages/From-Vision-to-Exit/370830186288639>

Marketing Strategy and Competitive Positioning be deals with the process of developing and implementing a marketing strategy. The book focuses on competitive positioning at the heart of marketing strategy and includes in-depth discussion of the processes used in marketing to achieve competitive advantage. The book is primarily about creating and sustaining superior performance in the marketplace. It focuses on the two central issues in marketing strategy formulation - the identification of target markets and the creation of a differential advantage. In doing that, it recognises the emergence of new potential target markets born of the recession and increased concern for climate change; and it examines ways in which firms can differentiate their offerings through the recognition of environmental and social concerns. The book is ideal for undergraduate and postgraduate students taking modules in Marketing Strategy, Marketing Management and Strategic Marketing Management.

The rapidly changing context of the modern tourism and hospitality industry, responding to the needs of increasingly demanding consumers, coupled with the fragmenting nature of the marketing and media environment has led to an increased emphasis on communications strategies. How can marketing communication strategies meet the changing and challenging demands of modern consumers, and maintain a company's competitive edge? Marketing Communications in Tourism and Hospitality: concepts, strategies and cases discusses this vital discipline specifically for the tourism and hospitality industry. Using contemporary case studies such as South African Tourism, Travelocity and Virgin Trains, it explains and critiques the practice and theory in relation to this industry. Combining a critical theoretical overview with a practical guide to techniques and skills, it illustrates the role that communications play in the delivery and representation of hospitality and tourism services, whilst developing practical skills needed to understand, interpret and implement communications strategies within a management context. This systematic and cohesive text is essential reading for hospitality management students, and an invaluable resource for marketing practitioners in this growing area.

Updated to include the current models, theories, and hospitality practices, Hospitality Strategic Management: Concept and Cases, Second Edition is a comprehensive guide to strategic management in the international hospitality industry. Author Cathy A. Enz uses the case study approach to cover current topics such as innovation, entrepreneurship, leadership, ethics, and franchising. Eight full case studies with exhibits and documents address the areas of lodging, food service, tourism e-commerce, gaming, cruise lines, and airlines, making this book ideal for executive level training courses or hospitality industry executives interested in developing their strategic management skills.

Market Led Strategic Change  
Handbook on Tourism Destination Branding

The Marketing Pathfinder  
Culture and Positioning as Determinants of Strategy

Concepts, Issues, Practice  
Proven Tools for Converting Your Projects Into Success (Without a Business Plan) - Black and White Edition

This eighth edition brings fresh energy to practice, and a wide range of brand new and intriguing examples and case studies on issues and organisations that are engaging, relevant and contemporary.

Highly accessible and student-friendly, Human Resource Management in a Business Context is the core text for the CIPD Level 7 Advanced module, Human Resource Management in Context, and is also essential reading for other undergraduate and postgraduate HR and business degrees. In clear and easy to navigate chapters, which consider government policy, regulation, the world economy and demographic and social trends, this book provides the firm theoretical background that you can apply in practice. Human Resource Management in a Business Context is packed with international case studies, examples and activities that will actively engage you with the different areas of knowledge and allow you to work through the material step-by-step. This edition is fully updated to include an even broader range of global case studies with extended coverage from China and India and updates to policies and legislation. The online resources available have also been expanded on, and now provide additional case studies and activities, alongside lecturer's guides, PowerPoint slides and annotated web links.

This is a substantial new edition of a successful textbook which continues to have a sensible and 'easy to read' style. Each Chapter has a post/present/future theme with a real strategic approach. Strategic Operations Management shows operations as combining products and services into a complete offer for the customer. Services are therefore seen as key and are integrated throughout the material in each chapter. Manufacturing, services supply and other key factors are all shown to be in place. In an era where companies are fond of talking about core competences but still struggle to understand their operations, this is an important for academics and practitioners alike. Only when managers understand their operations will they be able to leverage them into any sort of capabilities that will lead to competitive advantage. Online tutor resource materials accompany the book.

Nation Branding: Concepts, Issues, Practice is a comprehensive and exciting text that demonstrates why nations are embracing the principles of brand management. It clearly explains how the concepts and techniques of branding can be adapted to the context of nations - as opposed to the more usual context of products, services, or companies. Concepts grounded in the brand management literature such as brand identity, brand image, brand positioning, and brand equity, are transposed to the domain of nation branding and supported by country case insights that provide vivid illustrations of nation branding in practice. Nation branding is a means by which more and more nations are attempting to compete on the global stage. Current practice in nation branding is examined and future horizons traced. The book provides: \* The first overview of its kind on nation branding \* A blend of academic theory and real world practice in an accessible, readable fashion \* A clear and detailed adaptation of existing brand theory to the emerging domain of nation branding \* An original conceptual framework and models for nation branding \* A rich range of international examples and over 20 contributions by leading experts from around the world Country case insights on nation branding strategies currently being utilized by nations such as Japan, Egypt, Brazil, Switzerland, Iceland, and Russia Clearly and coherently structured, the book is an essential introduction to nation branding for both students and policymakers and will be an essential text for those interested in this fast growing area. Key Features: \* Seminal text in a cutting-edge, controversial and crucial field of global importance \* Ideal blend of theory and practice \* Twenty individual country case studies, including USA, Hong Kong, Japan, New Zealand, Spain and China.

Added Value

Introduction to e-Business  
Personality and the Business Organization

Design and Implementation  
Entrepreneurship and Small Business

Winning Opportunities

Revised and updated in its third edition, this internationally renowned and respected book provides the essentials to understanding all areas of airline finance. Designed to address each of the distinct areas of financial management, it also shows how these fit together, while each chapter and topic provided consulted separately. Thoroughly amended and updated throughout, the third edition reflects the many developments that have affected the industry since 2001. It features several important new topics, including Low Cost Carriers (LCCs), fuel hedging and US Chapter 11 provisions.

The secret to sustainable competitive advantage for large organizations in the changing business environment is not simply lowering costs or restructuring for efficiency. Companies need to be adaptable, flexible, speedy, creative, innovative and opportunistic. In short, they need to act in an entrepreneurial manner. Corporate Entrepreneurs organization to make the most of commercial opportunities, to innovate, to do things differently. It is about developing an organizational and strategic capability to not just manage change, but to embrace and action it. Paul Burns' innovative text considers the personal qualities of successful entrepreneurs and the manner in which they do so. Qualities can be replicated to form an organization that encourages entrepreneurship at all levels within a company. Corporate Entrepreneurship pulls together many themes (from leadership, culture, creativity, innovation, strategy, and marketing) in a coherent and accessible form.

Scholarly Research Paper from the year 2009 in the subject Business Economics - Business Management, Corporate Governance, grade: 1, New College Durham, language: English, abstract: EasyJet's principal activity is to offer international air transportation services on a low cost basis. The company is a subsidiary of easyGroup Holdings Ltd. licenses it to the airline and to other companies. The subsidiaries owned by easyGroup IP Ltd include: easyCar, easyHotel, easyCruise, easyMobile and others. EasyJet plc acquired Go Airlines Ltd. on 16 May, 2002 and GB Airways Ltd. on 25 October, 2007 to continue its expansion throughout Europe. (easyJet.co.uk, 2009) The airline focuses on high efficiency. EasyJet plc is present in 27 European and North African countries with 380 different routes, operates on 100 airports all over Europe and carries 51.9 million passengers in 2008. EasyJet plc made a profit of 2.3 million in the financial year of 2007/08 and is listed at the London Stock Exchange. (easyJet.co.uk, 2009)"

'Business Strategy: an introduction' is an accessible textbook that provides a straightforward guide for those with little or no knowledge of the subject. It presents complex issues and concepts in a clear and compact manner, so that readers gain a clear understanding of the topics addressed. The following features are included: \* A compact business strategy and strategic management \* Complex issues explained in a straightforward way for students new to this topic \* Student friendly learning features throughout \* Case studies of varying lengths with questions included for assignment and seminar work \* A discussion of both traditional theory and the most recent research and updated case studies as well as more depth having been added to the material in the book. New chapters on business ethics, types and levels of strategy, and how to use case studies have been incorporated. A range of pedagogical features such as learning objectives, review and discussion questions, chapter summaries and further reading materials accompany the book.

Strategic Marketing Planning  
Big Ideas Simply Explained

The Economics of Recreation, Leisure and Tourism  
ACCA P3 Business Analysis

Strategies for e-Business  
Enterprise Governance

Dozens of lively international case studies that help readers put core marketing principles in a real-world context From market research to positioning and brand management to customer relations, marketing is the engine that drives innovation and growth in the modern business organization. This latest addition to the acclaimed Pathfinder series, like its popular predecessor, The Strategy Pathfinder, features a unique blend of core concepts and brief, international case studies. A refreshing contrast to traditional marketing texts and references, which tend to be prescriptive and directive, The Marketing Pathfinder offers professionals and marketing students alike an effective way to contextualize the marketing decisions they'll make in the real world of business. Not another one-size-fits-all marketing toolkit, The Marketing Pathfinder functions as a dynamic, interactive resource Each chapter presents a set of core concepts, frameworks, and tools, followed by five or more short, lively international case studies illustrating how the concepts and tools can be applied in the real world The case studies are specifically designed to encourage readers to pursue additional independent research and to encourage them to articulate and defend their decisions Throughout, the emphasis is on the reader as a marketing professional in the thick of it rather than as a student in the book

Through six previous editions, Airline Marketing and Management has established itself as the leading textbook for students of marketing and its application to today's airline industry, as well as a reference work for those with a professional interest in the area.

Carefully revised, the seventh edition of this internationally successful book examines an exceptionally turbulent period for the industry. It features new material on: ?Changes in customer needs, particularly regarding more business travellers choosing - or being forced - to travel economy, and analysis of the bankruptcy of 'All Business Class' airlines. ? An explanation of the US/EU 'Open Skies' agreement and analysis of its impact. ?The increase in alliance activity and completion of several recent mergers, and the marketing advantages and disadvantages that have resulted. ? Product adjustments that airlines must make to adapt to changes in the marketing environment, such as schedule re-adjustments and the reconfiguration of aircraft cabins. ?Changes in pricing philosophies, with, for example, airlines moving to 'A La Carte' pricing, whereby baggage, catering and priority boarding are paid for as extras. ?Airline websites and their role as both a selling and redistributing tool. ?The future of airline marketing. A review of the structure of the air transport market and the marketing environment is followed by detailed chapters examining business and marketing strategies, product design and management, pricing and revenue management, current and future distribution channels, and selling, advertising and promotional policies. The reader will benefit from greater understanding of both marketing and airline industry jargon and from knowledge obtained regarding the extraordinary strategic challenges now facing aviation. Written in a straightforward, easy-to-read style and combining up-to-date and relevant examples drawn from the worldwide aviation industry, this new edition will further enhance the book's reputation for providing the ideal introduction to the subject.

An Introduction to e-Business provides the contemporary knowledge of the key issues affecting the modern e-business environment and links theory and practice of management strategies relating to e-business. This book brings together the most cogent themes for an introduction to e-business and constitutes a valuable contribution to formalising common themes for teaching the subject in higher education. It brings together theoretical perspectives based on academic research and the application of e-business strategies. These concepts are further explored in the six case studies that follow the set chapters. This new textbook integrates the main themes to provide a complete picture of the key elements relevant to an introductory text in e-business. To fully appreciate the e-business environment it is necessary to understand the links between the different disciplines that come together to form

An extensive process of market research & product development has formed the basis for this new edition. It covers all of the underlying concepts, processes of development & analytical methods of corporate strategy within a variety of organisations.

Customer Relationship Management  
Hospitality Strategic Management

Management and Organisational Behaviour  
Enterprise: Entrepreneurship and Innovation

Business Strategy  
Coursebook

Nation Branding: Concepts, Issues, Practice was the ground-breaking first textbook to provide an overview of this recently established but fast-growing practice, in which the principles of brand management are applied to countries rather than companies. Many governments have invested in nation branding in order to strengthen their country's influence, improve its reputation, or boost tourism, trade and investment. This new edition has been comprehensively revised and its influential original framework modified to reflect the very latest changes to this still-developing field. It remains an accessible blend of theory and practice rich with international examples and contributions. Updates to this edition: New international cases of countries as diverse as China, United Arab Emirates, Ghana, Cuba, India, Great Britain and many more; New contributions from distinguished scholars, diplomats and businesspeople providing a range of case studies, practitioner insights and academic perspectives; New Companion Website to support the book featuring instructor aids such as PowerPoint presentations for each chapter and an instructor manual. This much-anticipated update to an influential book is an essential introduction to nation branding for students and policy makers.

"This report defines enterprise governance as the set of responsibilities, and practices exercised by the board and executive management with the goal of providing strategic direction, ensuring that objectives are achieved, ascertaining that risks are managed appropriately and verifying that the organization's resources are used responsibly."

Corporate Entrepreneurship  
Exploring Strategy

The Cambridge History of English and American Literature