

Internal Marketing Employee Satisfaction And Word Of

Due to the growth of internet and mobile applications, relationship marketing continues to evolve as technology offers more collaborative and social communication opportunities. Managing Customer Trust, Satisfaction, and Loyalty through Information Communication highlights technology's involvement with business processes in different sectors and industries while identifying marketing activities that are affected by its usage. This reference is a vital source for organizational managers, executives, and professionals, as well as academics and students interested in this constantly changing field.

A clear-sighted introduction to a complex subject, 'Internal Marketing' provides the reader with a succinct overview of the most recent thinking and practice. The text begins by defining what internal marketing is and how it can work, and from this foundation:

- * Outlines state-of-the-art thinking and practice
- * Demonstrates how internal marketing can be used to facilitate such diverse strategies as TQM, New Product Development and Change Management
- * Highlights the techniques managers need to understand to use IM effectively within their organizations
- * Contains a range of international and up to the minute examples and cases of best practice from companies around the world

Throughout the book the emphasis is on understanding the principles that have made internal marketing such a potent force within leading corporations. This is combined with a pragmatic assessment of the many challenges involved in making it a reality within an organization.

BH CIM Coursebooks are crammed with a range of learning objective questions, activities, definitions and summaries to support and test your understanding of the theory. The 07/08 editions contains new case studies which help keep the student up to date with changes in Marketing Environment strategies. Carefully structured to link directly to the CIM syllabus, this Coursebook is user-friendly, interactive and relevant. Each Coursebook is accompanied by access to [MARKETINGONLINE](http://www.marketingonline.co.uk) (www.marketingonline.co.uk), a unique online learning resource designed specifically for CIM students which can be accessed at any time.

- * Written specially for the Marketing Environment module by the Senior Examiners
- * The only coursebook fully endorsed by CIM
- * Crammed with a range of learning objectives, cases, questions and activities to test your understanding of the theory

Each coursebook includes access to [MARKETINGONLINE](http://www.marketingonline.co.uk), where you can:

- * Annotate, customise and create personally tailored notes using the electronic version of the coursebook
- * Receive regular tutorials on key topics
- * Search the coursebook online for easy access to definitions and key concepts

Relationship Marketing provides a comprehensive overview of the fundamentals and important recent developments in this fast-growing field. "This book makes a landmark contribution in assembling some of the best contemporary thinking about relationship marketing illustrated with concrete descriptions of companies in the automobile industry, consumer electronics, public utilities and so on, which are implementing relationship marketing. I highly recommend this to all companies who want to see what their future success will require." PROF. PHILIP KOTLER, NORTHWESTERN UNIVERSITY, ILLINOIS

Applying fundamentals of marketing to commercial passenger air transportation, this textbook puts the emphasis on marketing principles and illustrative ways in which airlines can distinguish themselves within the highly competitive global marketplace. Fundamentals of Airline Marketing begins with a survey of current airline business strategies and the macro forces that have shaped the airline industry in the past and will continue to do so in the future. The growing importance of technology is discussed both from the perspective of better understanding customer needs and engaging more effectively with them. The central role of the "customer" is explored through the lens of modern segmentation and branding approaches. Coverage then shifts to the tactical decision areas consisting of the 4Ps—product, place, promotion, and price—in which marketers shape and execute their strategies. The book concludes with a focus on executing marketing initiatives internally through customer-facing employee groups and externally through the measurement and management of the customer experience.

Fundamentals of Airline Marketing:

- is an accessible textbook on the fundamentals of marketing for commercial passenger air transportation;
- chronicles the marketing innovations and controversies that have been central to the historic shift in airline fortunes;
- demonstrates how airline decisions fit within the fundamentals of marketing and how the marketplace is continuing to evolve;
- provides a bridge between key marketing principles and their specific application to the airline industry in each chapter.

This textbook is written primarily for undergraduate college students enrolled in aviation business administration programs and related courses. It will also serve as an accessible primer on airline marketing for industry professionals not presently working in marketing and for frontline airline employees seeking to learn more about marketing.

INTERNATIONAL BESTSELLER • The happy secret to greater success and fulfillment in work and life—a must-read for everyone trying to flourish in a world of increasing stress and negativity "Thoughtfully lays out the steps to increasing workplace positivity."—Forbes In the book that inspired one of the most popular TED Talks of all time, New York Times bestselling author Shawn Achor reveals how rewiring our brain for happiness helps us achieve more in our careers and our relationships and as students, leaders, and parents. Conventional wisdom holds that once we succeed, we'll be happy; that once we get that great job, win that next promotion, lose those five pounds, happiness will follow. But the science reveals this formula to be backward: Happiness fuels success, not the other way around. Research shows that happy employees are more productive, more creative, and better problem solvers than their unhappy peers. And positive people are significantly healthier and less stressed and enjoy deeper social interaction than the less positive people around them. Drawing on his original research—including one of the largest studies of happiness ever conducted—and work in boardrooms and classrooms across forty-two countries, Achor shows us how to rewire our brains for positivity and optimism to reap the happiness advantage in our lives, our careers, and even our health. His strategies include:

- The Tetris Effect: how to retrain our brains to spot patterns of possibility so we can see and

seize opportunities all around us • Social Investment: how to earn the dividends of a strong social support network • The Ripple Effect: how to spread positive change within our teams, companies, and families By turns fascinating, hopeful, and timely, The Happiness Advantage reveals how small shifts in our mind-set and habits can produce big gains at work, at home, and elsewhere.

Use these techniques to improve staff performance! Internal Relationship Management: Linking Human Resources to Marketing Performance shows how businesses can develop and maintain positive interactions between managers and employees. This book provides cutting-edge research on the management of internal customers (i.e., employees) that offers practical suggestions to improve internal service, employee performance, and—ultimately—external marketing performance. This useful resource contains many special features to augment the text, including tables, figures, and models. Internal Relationship Management explores key issues, such as: internal relationship management—managing relationships with internal customers human resources activities—actions taken to influence employee attitudes and work-related behaviors career entry—the initial stages of the internal relationship management process organizational support—services provided to employees in an effort to support them With this book, you'll gain a better understanding of: boundary spanners' appraisals of career entry transition—from telecommunications, insurance, manufacturing, accounting, and retail firms the recruitment, selection, and retention of customer-contact service employees how internal communication processes affect boundary spanners' satisfaction with organizational support services employee branding—employees internalize the firm's desired brand image to project it to customers and external stakeholders the internal customer mindset—the importance employees place on serving internal customers The authors of Internal Relationship Management are established scholars in both marketing and management, providing an integrated, state-of-the-art perspective on how internal relations affect marketing performance. This book presents extensive research and case studies to emphasize how employee satisfaction results in customer satisfaction.

The second edition of Services Marketing, with an enhanced conceptual foundation, meets this requirement of students, managers and marketing professionals. The enhanced pedagogy and coverage in this edition in conjunction with the lucid and pithy style of the author make this book perfect for students of business administration, commerce and management.

This comprehensive book is a core text that covers all areas of marketing. It is written in a straightforward style, and is intended for diploma and degree level students who are studying the subject for the first time. It gives guidance on how to study for exam success and extend knowledge by setting personal objectives and collecting information to revise effectively. Advice on how to pass marketing examinations is given through typical questions, suggested solutions and comments from marketing examiners. The book discusses consumer and organizational buyer behaviour; segmentation; targeting; product and service positioning; pricing; channels of distribution; logistics; advertising; sales promotion; public relations; product issues; e-marketing; sales forecasting; and marketing research and information systems. Strategic issues like portfolio analysis, reverse marketing, and stages of the marketing planning process and its place in the corporate plan are explained. Furthermore, key definitions, marketing theories with author references, explanatory figures, diagrams and examples of marketing practice are also provided. This book traces the development of internal marketing from initial conceptualisation through to the current issues. It identifies both significant underlying tensions between major theorists and areas in which new perspectives may enrich our understanding of this crucial subject. Internal marketing is the use of traditional strategies by organisations to market themselves to their employees. Presented in bite-sized sections, each of which dissects the most important themes and concepts underpinning the subject, this book explains how subsidiary areas of study have emerged and suggests how the introduction of concepts and perspectives from channel management literature can help analyse the dyadic encounters in which internal marketing takes place. Brown critically extends the scope of internal marketing theory yet further by presenting and analysing new interview transcripts to suggest that internal demarketing – an organisation making itself less attractive to its employees – may sometimes be undertaken intentionally. Internationally applicable and highly accessible, Internal Marketing is perfect for students, teachers, and researchers with an interest not only in internal marketing, but also in employer relations, internal branding, employer branding, and internal communications. It uses clear language and gradually introduces the reader to more sophisticated theoretical concepts step by step, with a uniquely focused, critical, and comprehensive thematic coverage of internal marketing and its extensive theoretical outputs.

Founded in 1971, the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory, research, and practice. Among its services to members and the community at large, the Academy offers conferences, congresses and symposia that attract delegates from around the world. Presentations from these events are published in this Proceedings series, which offers a comprehensive archive of volumes reflecting the evolution of the field. Volumes deliver cutting-edge research and insights, complimenting the Academy's flagship journals, the Journal of the Academy of Marketing Science (JAMS) and AMS Review. Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science. This volume includes the full proceedings from the 2014 Academy of Marketing Science (AMS) Annual Conference held in Indianapolis, Indiana, entitled Let's Get Engaged! Crossing the Threshold of Marketing's Engagement Era. The volume includes manuscripts relevant to marketing strategy, consumer behaviour, quantitative modelling, among others.

?This book covers a very broad range of topics in marketing, communication, and tourism, focusing especially on new perspectives and technologies that promise to influence the future direction of marketing research and practice in a digital and innovational era. Among the areas covered are product and brand management, strategic marketing, B2B marketing and sales management, international marketing, business communication and advertising, digital and social marketing, tourism and hospitality marketing and management, destination branding and cultural management, and event marketing. The book comprises the proceedings of the International Conference on Strategic Innovative Marketing and Tourism (ICSIMAT) 2019, where researchers, academics, and government and industry practitioners from around the world came together to discuss best practices, the latest research, new paradigms, and advances in theory. It will be of interest to a wide audience, including members of the academic community, MSc and PhD students, and marketing and tourism professionals.

Bringing together contributions from leading writers in the field of service marketing and management, this book represents a much-needed source of current research and conceptual development in internal marketing. Key themes and issues explored include: * the social model of marketing * the human resource management perspective * marketing and service management * quality management * organizational development * corporate identity, image and reputation * corporate communication. Comprising new theoretical and empirical work, this book also features in depth case studies covering a wide range of sector and industry applications.

These proceedings represent the work of presenters at the 7th European Conference on Intellectual Capital (ECIC 2015). This year the conference is being hosted by The Technical University of Cartagena, Spain on the 9-10 April 2015. The Conference Co-Chairs are Dr. Eva Martinez Caro, Dr. María Eugenia Sánchez & Dr. David Cegarra Leiva from the Technical University of Cartagena and the Programme Chair is Dr. Juan Gabriel Cegarra Navarro also from the Technical University of Cartagena. The opening keynote address is by Constantin Bratianu, Bucharest University of Economic Studies, Romania on the topic of "A Dynamic Perspective on Intellectual Capital" Dr Scott Erickson from the School of Business, Ithaca College and Dr Helen Rothberg, Marist College, Poughkeepsie, USA will address the topic "Does intellectual capital have a role in making the big strategic decisions? On the second day of the conference Dr José Maria Viedma Marti from the Polytechnic University of Catalonia in Barcelona, Spain will talk about xxxx. The primary aim of this conference is to contribute to the further advancement of intellectual capital theory and practice. The conference provides a platform for presenting findings and ideas for the intellectual capital community and associated fields. The range of people, issues and the mix of approaches followed will ensure an interesting two days. 115 abstracts were received for this conference. After the double blind, peer review process there are 43 academic papers, 13 PhD papers and 2 Masters Research Papers and 1 Work In Progress Paper published in these Conference Proceedings. These papers represent truly global research from some xx different countries, including the Albania, Australia, Austria, Canada, Czech Republic, Espana, Finland, France, Germany, Hungary, Indonesia, Italy, Kazakhstan, Malaysia Netherlands, Nigeria, Pakistan, Portugal, Romania, Russia, Slovakia, Spain Thailand, United Arab Emirates, UK and the USA

The purpose of *Creating Images and the Psychology of Marketing Communication* is to advance the understanding of the concept of image as it is applied to various areas of interest. It also serves to meet the growing interest in image-related studies by the public and academics, and provides an innovative and holistic approach to the study of image. The text reflects the importance of brand leveraging as the sections cover in-depth discussion on cross-country and tourism images, corporate and sponsorship images, individual and celebrity images, and cultural and social images. It provides a comprehensive and holistic look at the concept of image: the topics range from theories of image creative to other image studies on a country, corporate, and individual level. The sections cover the major topics currently being debated in image marketing and the psychology of communications. Several new and innovative concepts are also introduced in the book. *Creating Images and the Psychology of Marketing Communication* is intended for academics and scholars (including students) in the interdisciplinary fields of consumer psychology, marketing, and communication.

The result of thirty-five years of thought and research on culture by one of the best and most literate writers in sociology, this wide-ranging review of the meaning and study of culture is Bennett Berger at his best. Drawing on his unsurpassed knowledge of the scholarly literature and on his wealth of personal experience, Berger reviews and synthesizes recent work in cultural sociology from a materialist perspective. *An Essay on Culture* culminates in a call for an empirical research program focused on the relation between symbolic choices and social locations, rather than on interpretive accounts of the meanings of texts or performances. Among his unusual insights are a defense of reductionism, sympathetic accounts of peer pressure and special interests, an attempt to restore some dignity to the word "ideology," and a fresh perspective on conspiracy theory. Scholars and students of culture will find here stunning discussions and theoretical insights on ideological work, morality and culture, and on the relations between social structure and cultural structure. This title is part of UC Press's *Voices Revived* program, which commemorates University of California Press's mission to seek out and cultivate the brightest minds and give them voice, reach, and impact. Drawing on a backlist dating to 1893, *Voices Revived* makes high-quality, peer-reviewed scholarship accessible once again using print-on-demand technology. This title was originally published in 1995.

Excellent service is the foundation for services marketing, contend Leonard Berry and A. Parasuraman in this companion volume to *Delivering Quality Service*. Building on eight years of research, the authors develop a model for understanding the relationship between quality and marketing in services and offer dozens of practical insights into ways to improve services marketing. They argue that superior service cannot be manufactured in a factory, packaged, and delivered intact to customers. Though an innovative service concept may give a company an initial edge, superior quality is vital to sustaining success. Berry and Parasuraman show that inspired leadership, a customer-minded corporate culture, an excellent service-system design, and effective use of technology and information are crucial to superior service quality and services marketing. When a company's service is excellent, customers are more likely to perceive value in transactions, spread favorable word-of-mouth impressions, and respond positively to employee-cross-selling efforts. The authors point out that a service company that does relatively little pre-sales marketing but is truly dedicated to delivering excellent quality service will have greater marketing effectiveness, higher customer retention, and more sales to existing customers than a company that emphasizes pre-sale marketing but falls short during actual service delivery. The focus of any company, they insist, must be customer satisfaction through integration of service quality throughout the entire system. Filled with examples, stories, and insights from senior executives, Berry and Parasuraman's new framework for effective marketing services contains the key to high-performance services marketing. The tourism industry, of which the hospitality industry is the core element, is one of the largest and the fastest growing industries world-wide. According to World Tourism Organisation

forecasts, the industry will continue to grow and employ more people in the twenty-first century. In parallel with the growth of the tourism and hospitality industry world-wide, consumer expectations and demands for quality are rising while consumer tastes are varying on the one hand, and competition among the firms, both nationally and internationally, is intensifying on the other. In this business environment of heightened consumer expectations, distinct market segments that demand unique products and services, and stiff competition, tourism and hospitality organisations are looking for ways to excel in service quality, customer satisfaction, competition and performance. This book takes the view that employees are one of the most, if not the most, important resources or assets for tourism and hospitality organisations in their endeavour to provide excellent service, meet and exceed consumer expectations, achieve competitive advantage and exceptional organisational performance. The purpose of this book is to emphasise the critical role of employees for tourism and hospitality organisations and to examine the ways and means of managing their attitudes and behaviours for the mutual benefit of both parties: tourism and hospitality organisations and their employees.

Human Resource Management in Sport and Recreation, Third Edition, provides current and future practitioners with a solid foundation in research and application of human resource management in the sport and recreation industries. The third edition prepares students for success by bringing into focus the three divergent groups of people who constitute human resources in sport and recreation organizations: paid professional workers, volunteers, and the clients themselves. Dr. Packianathan Chelladurai, pioneer in the field of sport management, continues to bring his expertise to this edition; he is joined by new coauthor Dr. Shannon Kerwin, an active researcher in organizational behavior and human resource management in sport. With more than 50 collective years of experience in teaching management of human resources, Chelladurai and Kerwin synthesize the core dynamics of human resources and the management of these resources as well as the role of the sport and recreation manager. The third edition's updated references, examples, and studies reflect the increased growth, interest, and complexity in human resource management in recreation and sport in recent years. Additional enhancements of the third edition include the following:

- A new opening chapter on the significance of human resources describes consumer services, professional services, and human services and provides a model for the subsequent chapters.
- A greater emphasis is placed on recruitment and training as an essential component of success.
- New "Technology in Human Resource Management" and "Diversity Management of Human Resources" sidebars connect theory to practice for sport managers as they confront contemporary issues in the workplace.
- Case studies at the end of each chapter help students apply concepts from the chapter to real-world scenarios.
- Instructor ancillaries help instructors prepare for class with the use of an instructor guide with a syllabus, tips for teaching, and additional resources, as well as an image bank. In addition, updated pedagogical aids include learning objectives, summaries, lists of key terms, comprehension questions, and discussion questions to guide student learning through each chapter. Sidebars throughout the text provide applied concepts, highlight relevant research, and offer digestible takeaways. Organized into four parts, the text begins by outlining the unique and common characteristics of the three groups of human resources in sport and recreation. Part II focuses on differences in people and how the differences affect behavior in sport and recreation organizations. In part III, readers explore significant organizational processes in the management of human resources. Part IV discusses two significant outcomes expected of human resource practices: satisfaction and commitment. Finally, a conclusion synthesizes information and presents a set of founding and guiding themes. Human Resource Management in Sport and Recreation, Third Edition, explains essential concepts in human resources in the sport and recreation industries. The authors present a clear and concise treatise on the critical aspects of management of human resources within sport and recreational organizations to help aspiring and current professionals maximize their potential in the field.

In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make The Service Profit Chain required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

Establishing, developing, or promoting a brand or product in a market stems from aligning of divisions within an organization, with the perspective of providing value to customers – an idea which is known as internal marketing. Unlike external marketing, internal marketing ensures that organizational divisions are aligned in the marketing strategies, so that the resultant external marketing is effective and not impeded by internal shortcomings. This book provides a comprehensive review of internal marketing research and illustrates the role of internal marketing in enhancing the capabilities of a company's internal resources. Putting forward a guiding principle for business practices by considering such questions from a multilateral perspective, this book

is a must-read for practitioners and academics alike.

This second edition of *The Management and Marketing of Services* builds on the success of the first edition and now includes increased coverage of many key areas, extensive examples and case studies. This second edition looks closely at relationship marketing and public sector issues as well as providing expanded sections on: the definition of services, expectations, competitive advantage, pricing of services, segmentation/positioning of services, the service encounter and service employees. *The Management and Marketing of Services* is a highly accessible text ideal for practitioners and students looking for a comprehensive treatment of this subject area.

"Butterworth-Heinemann's 2006/07 CIM Coursebooks are the only study materials endorsed by CIM. Carefully structured to link directly to the CIM syllabus, the Coursebook is user-friendly, interactive and relevant, ensuring it is the definitive companion to this year's CIM marketing course! Reviewed and approved by The Chartered Institute of Marketing; written by experts in the field to guide you through the syllabus; each text is crammed with a range of learning objectives, cases, questions, activities, definitions, study tips and summaries to support and test your understanding of the theory; contains past examination papers and examiners' reports to enable you to practise what has been learned and help prepare for the exam." - back cover.

The overall success of an organization is dependent on how marketing is able to inform strategy and maintain an operational focus on market needs. With an array of examples and case studies from around the world, Lancaster and Massingham's vital study offers an alternative to the traditional American focused teaching materials currently available. This second edition has been fully revised and updated, including a new chapter on digital marketing written by Dr Wilson Ouzem. Topics covered include: consumer and organizational buyer behaviour product and innovation strategies direct marketing Social media marketing Designed and written for undergraduate, MBA and masters students in marketing management classes, *Essentials of Marketing Management* builds on the successful earlier edition to provide a solid foundation to understanding this core topic.

With the aim of developing a successful CRM program this book begins with defining CRM and describing the elements of total customer experience, focusing on the front-end organizations that directly touch the customer. The book further discusses dynamics in CRM in services, business market, human resource and rural market. It also discusses the technology aspects of CRM like data mining, technological tools and most importantly social CRM. The book can serve as a guide for deploying CRM in an organization stating the critical success factors. **KEY FEATURES**• Basic concepts of CRM and environmental changes that lead to CRM adoption• Technological advancements that have served as catalyst for managing relationships• Customer strategy as a necessary and important element for managing every successful organization• CRM is not about developing a friendly relationship with the customers but involves developing strategies for retention, and using them for achieving very high levels of customer satisfaction• The concept of customer loyalty management as an important business strategy• The role of CRM in business market• The importance of people factor for the organization from the customer's perspective• Central role of customer related databases to successfully deliver CRM objectives• Data, people, infrastructure, and budget are the four main areas that support the desired CRM strategy

This book contains the refereed proceedings of the 2nd Advances in Business Research International Conference (ABRIC2016). Chapters in the book address the theme of Advancing Knowledge, Connecting the World, reflecting on the emerging issues in various business management fields and the interconnections of multiple disciplines for creating knowledge advancement. Papers were carefully reviewed and selected and grouped into four main themes: economic and finance, marketing and communications, management, and information technology in business. The book serves as a helpful resource for students and researchers of business management, especially in understanding issues and cases of business in emerging economies and markets.

The second edition of *Services Marketing: Text and Cases* takes a leap forward to develop a strategic perspective to the service marketing framework. This edition begins with an initiation into the field of services and then develops an appreciation of the service marketing system and includes five additional chapters. The focus is then directed at service strategy and the creation of sustainable differentiation. The book finally discusses the management of operational issues such as quality, demand matching, recovery and empowerment.

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