

managing key clients

securing the future of the
professional services firm

Kevin Winkler
with Fred Danner
and Jeff Ferguson

Managing Key Clients

Kevin Wilson



Managing Key Clients:

Key Account Management Diana Woodburn, Malcolm McDonald, 2012-11-13 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 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

Managing Key Clients Kevin Walker, Paul Denvir, Cliff Ferguson, PACE Partnership, 2006-01 Beginning with a key client management healthcheck this volume not only pinpoints what every reader s firm is currently doing to get the most out of their major clients it will show them what they re doing wrong and how to put it right

Effective Client Management in Professional Services Jack Berkovi, 2016-04-29 How do firms become Client centric Effective Client Management in Professional Services is about putting the Client first everywhere in the activities of professional services firms The book introduces The Client Management Model to enable firms to assess their level of Client orientation and relationship development It also features The Client Management Index which enables firms to benchmark their result against their peers Many firms are still developing and improving their commercial structures and approaches to attract develop and retain

Clients Characteristically professional services firms tend to lag their consumer goods and service industry counterparts in overall commerciality Only recently have they discovered the value of having a strong brand promise with the associated employee engagement In many firms achievement of Client satisfaction is not a strategic objective this may need to be reviewed This book provides a comprehensive pragmatic guide to the Client relationship journey from identifying potential Clients to their engagement care retention development loyalty and beyond The handbook format has exercises and tools which can help to establish which Clients are likely to be the most lucrative and thus provide the desired financial returns The book also includes insights from top practitioners anecdotes case studies charts and useful exercises and checklists Readers can also determine their own level of effectiveness using the end of chapter reviews and a diagnostic tool to produce a Client Management Profile

Key Customers Malcolm McDonald,Beth Rogers,Diana Woodburn,2000-07-04 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

Services Marketing and Management Balaji B.,2002 Concept Of Service Service Characteristics Service Expectations The Service Product Service Location Pricing For Services Promotion Services The Service Process Physical Evidence People And Services Internal Versus External Marketing

The Seven Keys to Managing Strategic Accounts Sallie Sherman,Joseph Sperry,Samuel Reese,2003-04-29 Market proven strategies to generate competitive advantage by identifying and always taking care of your best customers The 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 edge provider of strategic account consulting and Miller Heiman a global sales training leader serving many Fortune 500companies this how to book

shows how many of today's market leaders have learned to focus on their most profitable customers avoiding or overcoming 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 competency 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

Successful Key Account Management In A Week Grant Stewart,2012-03-30 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

Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board,1984

Successful Global Account Management Kevin Wilson,2002

Global Account Management Peter Cheverton,2008 An essential guide to supporting and servicing global accounts with insight into managing cultural diversity this text uses more than 100 case studies to help managers develop a realistic and practical approach

Key Account Management Joel Le Bon,Carl Herman,2015-05-07 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

Guide to Supply Chain Management Colin Scott, Henriette Lundgren, Paul Thompson, 2018-06-01 This essential guide brings supply chain theory to life Intended for readers with a business interest in supply chain management the book covers the key topics in eleven chapters including planning sourcing making delivering and returning as well as strategy people finance customer service and outsourcing Each chapter starts with a brief summary and learning objectives that guide the reader through the text This second edition also explores digital sustainability and innovation impacts on today's global supply chains The book is written in a clear and simple way featuring a variety of figures tables and recommendations for further reading The respective chapters conclude with real life case studies from different companies illustrating best practices In the course of their work the authors have met professionals all over the world who are passionate about their business achievements By including their vivid examples the guide brings theory to life enabling readers to understand and embrace the concepts and ideas presented Colin Scott Henriette Lundgren and Paul Thompson are experts in supply chain management and have worked with practitioners in businesses across the globe Endorsement This guide is a really useful reminder of what good practice is and how it should be applied within supply chain management The book is relevant for students of supply chain management and professional practitioners alike This book offers an invaluable guide to understanding the specific dynamics of your supply chain and the fundamentals underpinning it It provides the framework for delivering a supply chain strategy based upon recognised best practice Martin McCourt CEO Dyson Limited

The Harvard Business School Guide to Careers in Management Consulting Maggie Lu, 2001 The 2002 edition of The Harvard Business School Guide to Careers in Management Consulting provides invaluable job search advice for the prospective management consultant Harvard Business School graduates students and faculty reveal firsthand insights into the industry describe what a consultant's work is really like outline current industry trends and offer guidelines for

approaching the case study interview Also included are profiles of well known consulting firms a mailing list of recruiting contacts and a selective bibliography of relevant books and directories compiled by the Harvard Business School Career Resources librarian

Managing Know-who Based Companies Sigvald Harryson,2002 Offers advice and theoretical arguments about managing knowledge networks within business organizations Terming the individuals who function as bridges across various functions and teams the know whos and presenting them as central to successful innovation Harryson suggests that encouraging bridges internally and externally can lead to new competencies knowledge transfer across divisions the linking of development efforts to market needs and enhancement of the cross functional transfer of both explicit and tacit knowledge from research to manufacturing

Strategic Management of Professional Service Firms Bente Løwendahl,1997 In this third revised edition the following issues are discussed among others To what extent are professional service firms PSFs different When is a service not professional What are particular challenges in managing PSFs What are important strategic issues for PSFs Hiring training and keeping the right people Competing for gaining delivering and learning from the right client projects Delivering the right kind of services the right way

Supply Chain and Distribution Management Rakowski,Cheuk Yin Tang,Kammala,2010-03 This assignment will explore various aspects of an efficient Supply Chain and Distribution Management System The authors believe that after reading this work a company knows exactly what needs to be considered when creating a successful Supply Chain and Distribution Management System The examples chosen in the text of companies such as Dell DHL Wal Mart as well as Toyota illustrate how companies achieved improvements in their Supply Chain or Distribution Management System Additionally the authors explain various manufacturing processes used by different companies What needs to be understood is that the costs time and risks involved have to be carefully planned evaluated and continuously observed as the environment can change very quickly In today s environment it is supply chains competing against each other rather than companies competing against each other Fynes De Burca and Voss 2005

Key Account Management and Planning Noel Capon,2002-06-15 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 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 **DVM-702, Introduction to Veterinary Practice Management--third Year** ,1994 The Handbook of Key Customer Relationship Management Ken Burnett,2001 This guide shows how CRM customer relationship management uses technology to merge everything you know about a customer in one place merge all the systems they encounter into one unified process and then use that knowledge and interface to sell to them one customer at a time **Printers' Ink; the ... Magazine of Advertising, Management and Sales** ,1897

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Table of Contents Managing Key Clients

1. Understanding the eBook Managing Key Clients
 - The Rise of Digital Reading Managing Key Clients
 - Advantages of eBooks Over Traditional Books
2. Identifying Managing Key Clients
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Managing Key Clients
 - User-Friendly Interface
4. Exploring eBook Recommendations from Managing Key Clients
 - Personalized Recommendations
 - Managing Key Clients User Reviews and Ratings
 - Managing Key Clients and Bestseller Lists
5. Accessing Managing Key Clients Free and Paid eBooks
 - Managing Key Clients Public Domain eBooks
 - Managing Key Clients eBook Subscription Services
 - Managing Key Clients Budget-Friendly Options
6. Navigating Managing Key Clients eBook Formats

- ePub, PDF, MOBI, and More
- Managing Key Clients Compatibility with Devices
- Managing Key Clients Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Managing Key Clients
 - Highlighting and Note-Taking Managing Key Clients
 - Interactive Elements Managing Key Clients
- 8. Staying Engaged with Managing Key Clients
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Managing Key Clients
- 9. Balancing eBooks and Physical Books Managing Key Clients
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Managing Key Clients
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Managing Key Clients
 - Setting Reading Goals Managing Key Clients
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Managing Key Clients
 - Fact-Checking eBook Content of Managing Key Clients
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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