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This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Learn how to create value and gain loyal customers. Today's marketing challenge is to create vibrant, interactive communities of consumers who make products and brands a part of their daily lives. To help readers understand how to create value and gain loyal customers, Principles of Marketing presents fundamental marketing information in a comprehensive format, organized around an innovative customer-value framework. The fourteenth edition includes coverage on sustainability and a focus on marketing in today's challenging economic climate.

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For the Principles of Marketing course. Ranked the #1 selling introductory marketing text, Kotler and Armstrong's Principles of Marketing provides an authoritative and practical introduction to marketing. The Tenth Edition is organized around a managing customer relationships framework that is introduced in the first two chapters, and then built upon throughout the book. Real world applications appear in every chapter and every vignette is new or has been updated. The text is complemented by an extensive ancillary package, from all new videos on VHS, online, and DVD to a new Presentation Manager CD-ROM for instructors.

This book aims to show how to create value and gain loyal customers. The work is organized around a customer-value framework. Students may learn how to create customer value and build customer relationships. The author defends that the changing nature of consumer expectations means that marketers must learn how to build communities in addition to brand loyalty. Table of contents - 1. Marketing - Creating and Capturing Customer Value; 2. Company and Marketing Strategy - Partnering to Build Customer Relationships; 3. Analyzing the Marketing Environment; 4. Managing Marketing Information to Gain Customer Insights; 5. Consumer Markets and Consumer Buyer Behavior; 6. Business Markets and Business Buyer Behavior; 7. Customer-Driven Marketing Strategy - Creating Value for Target Customers; 8. Products, Services, and Brands - Building Customer Value; 9. Developing New Products and Managing the Product Life Cycle; 10. Pricing Strategies - Understanding and Capturing

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