

# Customer profitability analysis

Topic Gateway Series No. 55



# Customer Profitability Analysis Topic Gateway Cima

**John J. Murphy, Jamie Burton, Robin  
Gleaves, Jan Kitshoff**



## **Customer Profitability Analysis Topic Gateway Cima:**

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**Customer Profitability Analysis - Today** Eileen Schäfer, 1999-07-25 Inhaltsangabe Abstract Traditional management accounting systems are limited in their ability to provide profitability information relevant to management decisions The problems of inadequate profitability measurement are intensified by the increasing competition in today's international market and the customer sophistication in locating low cost providers In response a number of manufacturers and service companies are experimenting with new methods to analyse their profits The collection and analysis of information on the customer profitability analysis enables management to identify their most attractive customer groups and support them with their scarce resources turning loss making making accounts into profitable ones The project investigate both the theoretical approach of customer profitability analysis and its usage in practice today Relevant data was collected by means of a survey and three case studies The survey provided information about the extent of knowledge of

member of organisations about customer profitability analysis and the use of it in the decision making process The interviews added deeper knowledge about the application of customer profitability analysis in practice and helped to find new insights to this analysis method

Inhaltsverzeichnis Table of Contents TABLE OF ABBREVIATIONS4 TABLE OF FIGURES5 1  
 CHAPTERPREFACE6 1 1INTRODUCTION6 1 2BACKGROUND8 1 3AIM10 1 4OBJECTIVES10 2 CHAPTERRESEARCH  
 METHODOLOGY11 2 1INTRODUCTION11 2 2AGGREGATION OF SECONDARY DATA11 2 3COLLECTION OF PRIMARY  
 DATA12 2 3 1INTRODUCTION12 2 3 2SELECT THE APPROPRIATE METHOD12 2 3 3THE SURVEY14 2 3 4THE CASE  
 STUDIES15 3 CHAPTERTHE THEORETICAL APPROACH18 3 1INTRODUCTION18 3 2APPLICATION OF THE CUSTOMER  
 PROFITABILITY ANALYSIS18 3 2 1MAKE OPERATING DECISIONS19 3 2 2DEVELOP STRATEGIES20 3 2 3TACTICAL  
 BENEFITS25 3 3HOW IS THE CUSTOMER PROFITABILITY ANALYSIS OBTAINED 28 3 3 1THE FIRST STEP THE  
 APPROPRIATE CUSTOMER SEGMENTATION28 3 3 2THE SECOND STEP THE PRINCIPLE OF AVOIDABLE COSTS AND  
 UNAVOIDABLE COSTS 30 3 3 3THE THIRD STEP COST ALLOCATION34 3 4TRE CUSTOMER PROFITABILITY ANALYSIS  
 TACTICALLY AND PRACTICALLY44 3 4 1THE DECISION GRID44 3 4 2CUSTOMER PROFITABILITY ANALYSIS A DAY TO  
 DAY OPERATION 47 3 4 3WHO IS RESPONSIBLE FOR THE CUSTOMER S PROFIT 48 3 4 4REVIEW OF EXISTING  
 SURVEYS48 3 5CONCLUSION49 4 CHAPTERSURVEY52 4 1INTRODUCTION52 4 2KEY ISSUES52 4 3SAMPLE SELECTION  
 PROCEDURE AND DATA

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 Canada, 2000

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 relationships It combines innovative approaches to calculating the value of customers with the management strategies  
 necessary to make and keep customers profitable It includes easy to follow instructions on how to calculate customer  
 profitability including worked examples non technical and discusses strategies and their applications for organizations to  
 manage customers profitably Based on cases and feedback from the KAM Club and other research there will be many  
 business to business as well as business to consumer examples The book assumes some level of numeracy in its readership  
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 to calculate customer lifetime value using two methods one with actual numbers and one which estimates relative customer  
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 discussion the idea that how customers are managed links to their profitability Describes how financial portfolio analysis and  
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Raaij, Martin J. A. Vernooij, Sander van Triest, 2002      *Converting Customer Value* John J. Murphy, Jamie Burton, Robin Gleaves, Jan Kitshoff, 2005-11-18 A company exists to make profit and everything it does is a step towards that goal Many firms are trying to get closer to their customers but few realise how crucial this is to corporate value Indeed the long term value of a company is perhaps best described as the sum of future profits from customers discounted to a present value Tackling two hot topics in business CRM and corporate value and based on a study undertaken by the Customer Management Leadership Group John Murphy's new book links customer management directly to company profitability for the first time By implementing its Customer Management Integration Framework a company can see cash flows for each customer relationship and use that information to effectively manage key customers for higher and more resilient levels of profitability

*Customer Profitability Analysis* Keith Ward, Asokan Anandarajan, 1989      *Customer Profitability Analysis* A. Anandarajan, 1986      **Customer Profitability Analysis** John A. Muranishi, 1972      *Customer Profitability Analysis* Gregory K. Sasaki, 1988      **Implementation Issues of Retrospective Customer Profitability Analysis** Y. Liatsos, 2006

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## **Table of Contents Customer Profitability Analysis Topic Gateway Cima**

1. Understanding the eBook Customer Profitability Analysis Topic Gateway Cima
  - The Rise of Digital Reading Customer Profitability Analysis Topic Gateway Cima
  - Advantages of eBooks Over Traditional Books
2. Identifying Customer Profitability Analysis Topic Gateway Cima
  - 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 Customer Profitability Analysis Topic Gateway Cima
  - User-Friendly Interface
4. Exploring eBook Recommendations from Customer Profitability Analysis Topic Gateway Cima
  - Personalized Recommendations
  - Customer Profitability Analysis Topic Gateway Cima User Reviews and Ratings
  - Customer Profitability Analysis Topic Gateway Cima and Bestseller Lists

5. Accessing Customer Profitability Analysis Topic Gateway Cima Free and Paid eBooks
  - Customer Profitability Analysis Topic Gateway Cima Public Domain eBooks
  - Customer Profitability Analysis Topic Gateway Cima eBook Subscription Services
  - Customer Profitability Analysis Topic Gateway Cima Budget-Friendly Options
6. Navigating Customer Profitability Analysis Topic Gateway Cima eBook Formats
  - ePub, PDF, MOBI, and More
  - Customer Profitability Analysis Topic Gateway Cima Compatibility with Devices
  - Customer Profitability Analysis Topic Gateway Cima Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Customer Profitability Analysis Topic Gateway Cima
  - Highlighting and Note-Taking Customer Profitability Analysis Topic Gateway Cima
  - Interactive Elements Customer Profitability Analysis Topic Gateway Cima
8. Staying Engaged with Customer Profitability Analysis Topic Gateway Cima
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Customer Profitability Analysis Topic Gateway Cima
9. Balancing eBooks and Physical Books Customer Profitability Analysis Topic Gateway Cima
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Customer Profitability Analysis Topic Gateway Cima
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Customer Profitability Analysis Topic Gateway Cima
  - Setting Reading Goals Customer Profitability Analysis Topic Gateway Cima
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Customer Profitability Analysis Topic Gateway Cima
  - Fact-Checking eBook Content of Customer Profitability Analysis Topic Gateway Cima
  - 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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