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### **X7W5WJ - DAVENPORT CHANEL**

CIMA Official Learning Systems are the only textbooks recommended by CIMA as core reading. Written by the CIMA examiners, markers and lecturers, they specifically prepare students to pass the CIMA exams first time. Fully updated to reflect the 2010 syllabus, they are crammed with features to reinforce learning, including: - step by step coverage directly linked to CIMA's learning outcomes - fully revised examples and case studies - extensive question practice to test knowledge and understanding - integrated readings to increase understanding of key theory - colour used throughout to aid navigation \* The Official Learning systems are the only study materials endorsed by CIMA \* Key sections written by former examiners for the most accurate, up-to-date guidance towards exam success \* Complete integrated package incorporating syllabus guidance, full text, recommended articles, revision guides and extensive question practice

The business with the best brand story wins. Find out how to write yours. Connect with your customers and make your business impossible to resist using this sharp, practical Authority Guide that will save you time, money and frustration. Combine psychology, creativity, logic and emotion expertly into a brand story that will make your business stand out from the crowd. And using Jim O'Connor's hard-won knowledge and vast experience give your business the focus, affinity, distinction and competitive advantage it needs to succeed and thrive.

The need for a more conscious, focused and proactive approach to the management of health-care organizations has increased substantially. One consequence of this is that health-care managers are having to look at managerial approaches and techniques that previously were the province of the private sector. Prominent among those is the whole area of marketing. This work takes a broad approach to the marketing process, highlighting some of the challenges that health-care managers and medical professionals are having to face. Having done this, the authors move on to examine some of the characteristics of good and bad management practice. It is against this background that, in subsequent chapters, they turn their attention to the question of marketing and how it might best contribute to the management of organizations throughout the health sector. Each chapter includes questions and checklists offering scope for applying marketing principles to primary and secondary health-care organizations of all types, sizes and specialities.

Elsevier/Butterworth-Heinemann's 2005-2006 CIM Coursebook series offers you the complete package for exam success. Comprising fully updated Coursebook texts that are revised annually, and

free online access to the MarketingOnline learning interface, it offers everything you need to study for your CIM qualification. Carefully structured to link directly to the CIM syllabus, this Coursebook is user-friendly, interactive and relevant, ensuring it is the definitive companion to this year's CIM marketing course. Each Coursebook is accompanied by access to MARKETINGONLINE (www.marketingonline.co.uk), a unique online learning resource designed specifically for CIM students, where you can: Annotate, customise and create personally tailored notes using the electronic version of the Coursebook Receive regular tutorials on key topics from Marketing Knowledge Search the Coursebook online for easy access to definitions and key concepts Access the glossary for a comprehensive list of marketing terms and their meanings

Essay from the year 2019 in the subject Business economics - Miscellaneous, , language: English, abstract: Primark is one of the top leading companies in the retail clothing industry in the UK. The company owns over 350 stores The company was established in 1969 in Ireland and has grown in size to great heights since it was founded. The company has a variety of clothing for both men, women and children and home products as well. The company has a strong foundation policy of offering high quality clothing for a low price which has been successful and made it popular. The company has increased in its net worth to 378.8b British Pounds in 2016 thus possessing a market share of 7% of the clothing industry as at 2017. As of 2018 the company owned 368 stores with the largest being in Market Street, Manchester (approx. 155,000 sq. ft ). The company has also employed over 70,000 employees. The company specializes in clothing, cosmetics and housewares.

Written specifically for OCR centres, this pack provides advice and assistance for teachers on how to approach the VGCSE business qualification. The packs include information on how to prepare students for external assessment and how to assist them in preparing their portfolios. Each pack contains: induction material, teacher notes and a glossary of key terms; guidance on selected case study questions; portfolio building assignments; and a useful web links page.

Seminar paper from the year 2018 in the subject Business economics - General, grade: 1,7, International School of Management, Campus Munich, language: English, abstract: As the number of publications referring to Amazon increased formidable during the last years, it is a highly discussed retail brand, which is becoming more and more important. In July 2016, the UK trade marketing association DMA1 published a study showing Amazon as favorite retail brand amongst competitors like John Lewis, Marks & Spencer, eBay and ASOS. Every fourth of the 1000 participants voted for Amazon, even though they were not given a shortlist with answers, but an empty text-box to fill in their favor-

able retail brand. This paper deals with aspects referring to the research fields Advanced Strategic Management, Business Development and International Business Game. At the end of each part a summary with the most fundamental information helps to build a broad overview.

Whether you're fresh out of education or looking for a new direction in your existing career you need some new ideas to get you to the top. In *Cultivate a cool career* organisations expert Ken Langdon provides 52 brilliant ideas to put some zing into your career. With realistic and practical advice on everything from dealing delicately with the boss to proving your worth in a tight spot, via ideas on networking effectively and rubbing along with even the most useless of colleagues, *Cultivate a cool career* is your ticket to the MD's chair.

Bestselling business author and star of BBC TV's *Dragons' Den*, Duncan Bannatyne is back with a brand new book. *37 Questions* covers all the essential queries business managers and entrepreneurs should be able to ask themselves and answer honestly, but so often fail to do so, such as: What's my most profitable line? What do my customers want next? Who's my greatest business rival? What might stand in my way?

'Clothing that is not purchased or worn is not fashion' (to paraphrase Armani) Knowledge of marketing is essential to help ensure success and reduce the risk of failure in fashion. For the designer starting up in business, this book offers a guide to the major decisions that will enable you to fulfil your creative potential and be a financial success: What are the major trends we should be monitoring?; How should we set our prices?; What is the most effective way to get our message across about the new product range?; Which colour-wash will be the most popular with buyers? Marketing is now a firmly established element of most fashion and clothing courses. *Fashion Marketing* is written to meet students' requirements and has many features making it essential reading for anyone involved in the fashion and clothing business: · deals with contemporary issues in fashion marketing · up-to-date examples of global good practice · exclusively about fashion marketing · a unique contribution on range planning with a practical blend of sound design sense and commercial realism · a balance of theory and practice, with examples to illustrate key concepts · clear worked numerical examples to ensure that the ideas are easily understood and retained · over 50 diagrams · a glossary of the main fashion marketing terms and a guide to further reading · a systematic approach to fashion marketing, not hyperbole or speculation. The new edition has been updated throughout with new material on different promotional media, visual marketing and international marketing research; and new coverage of internal marketing, supply chain management, international marketing communications as well as the role of the internet. See [www.blackwellpublishing.com/easey](http://www.blackwellpublishing.com/easey) for supporting pack for tutors, including PowerPoint slides for each chapter plus ideas and exercises for seminars.

'The language is highly accessible and this makes it particularly suitable for undergraduate and international students at all levels. The combination of extended case material, shorter cases and illustrations of management in practice makes for a varied and stimulating approach. The activities will encourage and enable students to work independently to develop both their knowledge and skills.' Abby Cathcart, Sunderland Business School, University of Sunderland 'I like the activities that explicitly ask for critical reflection and am sure that my students will benefit from the development of their critical thinking skills. The cases and examples in the book are helpful both because they come from a wide variety of national backgrounds and because companies like Ryanair and Nokia are familiar

names!' Ad van Iterson, Organization and Strategy Department, Faculty of Economics and Business Administration, Maastricht University 'All the case studies are both relevant and appropriate: there is a wide spread of international examples and a striking variety of organisations throughout the chapters, which will undoubtedly enhance the students' learning process.' Business, University College Dublin What is 'management', and what activities and behaviour does it entail? How do ideas and theories of management apply to commercial enterprise and other areas of work? How is the environment of management changing, and what are the impacts of recent trends? *Management: An Introduction* addresses these and many other questions by providing a comprehensive account of the themes and functions of management. Aimed at the first-time student of the subject and written in a highly accessible style, this is an academically rigorous text which brings the topic to life with a wide range of appealing and readily identifiable examples. Among the most valuable features and aids to learning in the book are: Case studies on organisations as diverse as Ryanair, Vodafone/Ericsson and Oxfam, to provide relevant illustrations of theory in practice. Critical Reflections to encourage the application of personal experience and critical thinking to the issues in question. Skills Development Activities to build practical and work-based competences. full Glossary. A companion website at [www.pearsoned.co.uk/boddy](http://www.pearsoned.co.uk/boddy) provides tools for revision, such as self-assessment questions and flashcards, and for research, such as weblinks and case study updates. David Boddy is a Research Fellow at the School of Business and Management, University of Glasgow. He is author of two other books published by Pearson Education: *Managing Information Systems: An Organisational Perspective* (2005), and *Managing Projects* (2002).

Master's Thesis from the year 2011 in the subject Business economics - Business Management, Corporate Governance, grade: MSc Degree awarded (Merit), Oxford Brookes University (Faculty of Business), course: MSc in Business Management, language: English, abstract: Corporate Social Responsibility and sustainability are terms that are increasingly associated with businesses today. In this thesis we take a closer look at the practices involved in being a socially responsible cooperation and assess its influence on the performance of the cooperation to see if CSR behavior adds to the corporation's profitability? The author's choice was to study Marks and Spencer's sustainability strategy; plan A, for its responsible initiatives across its business operations have been creating debate and interest in the UK's consumer market since its announcement in the year 2007. The methodology's process was inductive and followed a qualitative in-depth approach with the application of BSC, balanced score card; an assessment of M&S' sustainability plan was conducted on four business aspects, customers, employees, internal processes and last the financial aspect. All was analyzed in the light of Hart and Milstein's sustainability value framework. Nevertheless a quantitative approach was adopted through a financial performance comparison to British retailer John Lewis; to draw conclusions if M&S sustainability plan has indeed acted as a differentiator in performance against a competitor. The findings supported no increased profitability for the cooperation. However they did reveal that socially responsible co operations do achieve better value proposition, better branding, and are generally more resilient to scandals as a result of higher trust from the customers' side. Conclusions drawn from M&S study were that CSR practices help maintain and attract talent; it engages customers and increases their likelihood of repeat purchases, it also creates savings through a varie The accounting landscape shifted following the era of global financial crisis and accounting informa-

tion continues to play a vital role. Philip O'Regan's authoritative textbook provides readers with the tools and techniques to fruitfully analyse accounting and financial data. Updated to reflect changes in corporate governance, regulatory frameworks and new forms of IFRS, the text continues to shed light on the growing emphasis placed on the role of accounting information in formulating financial strategy. Features which add value to this third edition of Financial Information Analysis include case studies in every chapter with numerous supporting articles from the major financial presses, questions for review, and a comprehensive companion website. This essential textbook is core reading for advanced undergraduate and postgraduate students of finance and accounting.

This book deals with the area of marketing in general practice. It presents a step-by-step guide to the nature of marketing in which each aspect is presented in short, separate chapters accompanied by questions, checklists and practical examples. It is based upon the lessons learned by a number of GPs and practice managers over a variety of situations and concludes with a comprehensive case study of one particular practice with which the authors worked. Readers of this book should gain a clear idea of the nature and purpose of marketing techniques and how the opportunities now becoming available can benefit both practice and patients.

The 2009 edition of CIMA's Official Learning Systems has been written in conjunction with the Examiner to fully reflect what could be tested in the exam. Fully revised and in 2-color, paperback format the 2009 Learning Systems provide complete study material for the May and November 2009 exams. This edition includes: \* practice questions throughout \* complete revision section \* topic summaries \* recommended reading articles from a range of journals \* Q & A's CIMA Learning Systems are the only study materials endorsed and recommended by CIMA.

Endorsed by OCR, this is an essential textbook for all students on the OCR National Level 2 in Business course. The full-colour book offers plenty of guidance for assessment including practice assignments for each unit.

EBOOK: Principles and Practice of Marketing, 9e

Surridge and Gillespie's bestselling AQA textbooks brought together in one updated volume covering the whole of AQA A-level Business. - This textbook's content matches the specification in Surridge and Gillespie's accessible style - Engages students with updated case studies of real companies, helping students see how business concepts and theories relate to the real world - Gives students the opportunity to build the skills they need for assessment with practice questions throughout - Helps students to build up their quantitative and analytical skills, with opportunities to analyse data - Supports student revision with new end-of-unit recap sections - Helps you cut down your preparation and marking time with an accompanying Answer Guide\* \* The accompanying Answer Guide has not been through the AQA approval process

This highly popular introduction to strategic management has now been revised to take account of the latest developments in the field. New edition of a highly popular introduction to strategic management. Provides a clear framework for understanding the issues in corporate strategy, supported by current case examples. Revised to take account of the latest development in the field. Now features twelve new cases. Includes new chapters on issues relating to the resource-based view of the firm, innovation, learning, and the 'new economy'. Includes a new concluding chapter looking at present and future issues in strategic management. Continues to combine the latest management con-

cepts with and emphasis on current business applications and implementation.

Essay from the year 2008 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: 1.0, Edinburgh Napier University (Napier University Edinburgh- Business School), course: Retail marketing, 23 entries in the bibliography, language: English, abstract: 1. Management Summary The retail market is changing rapidly from click to click (Price Waterhouse Cooper, 2008). and the "online market is developing at an astounding rate" (Internet Advertising Bureau, 2008). For example the online advertising has overtaken direct mail with a market share of 11.8% (Internet Advertising Bureau, 2008). Many retailers are using innovative ideas to help them be distinct from their competitors and to meet the needs of consumers. For example an extreme sports store in Florida has its own surfing stimulator inside its shopping mall (Springwise, 2008). The retail sector is a highly dynamic market offering customers more choice and retailers are consistently competing in a highly competitive environment. M&S is market leader in the field of predominantly non-food middle market and a large company with more than 650 stores world wide. It is a challenge for M&S to meet the needs of customers as customers shopping habits are always changing. "Customers often switch retailers as they become increasingly familiar with and bored with a retail store" (Babson, 2007) and there is consistently a desire for constant newness (Mintel Report, 2007). The result is a melting product life cycle and a high pressure on the retailer. M&S have to scan both the internal and external business environment to identify long and short term trends and develop a strategy with both aims and objectives to remain a successful high street retailer. This coursework is based on comprehensive primary and secondary market research which will allow the group to develop a greater understanding of the current market situation. The focus of this coursework is on the non-food clothes home market of Marks & Spencer, because, concerning Michael Porters' Diamond Model "it suggests that the national home base of an organization plays an important role in shaping the extent to which it is likely to achieve advantage on a global scale" (Michael Porter, 1998). The objectives of this coursework are as follows; • To discuss the profile of the existing retailer • To recommend an effective methodology approach which can be taken by M&S to identify if our idea is feasible. • To demonstrate our new proposed idea is feasible for the retailer to undertake in terms of offering an additional and enjoyable service to consumers and to gain a competitive advantage.

'Business Economics: Theory and Application' is an undaunting and accessible text that focuses on the real world of business and how this relates to economics. The links to business are far more intrinsic than in other business economics textbooks where a business "flavour" is simply added to traditional economics theory. It provides an in-depth jargon-free analysis, particularly relevant for one semester courses. A variety of case studies and questions are used throughout the text both to illustrate key points and for seminar and assignment work. Diagrams are included to aid the explanation of complex issues, and review and discussion questions are incorporated to consolidate and expand on the learning. A lecturer's supplement accompanies the text.

Master's Thesis from the year 2017 in the subject Business economics - Business Management, Corporate Governance, grade: 2.1, Prifysgol Cymru University of Wales, language: English, abstract: This work examines why the clothing sales of Marks and Spencer have been falling in recent years and recommends a solution to minimize this issue that leads to the substantial financial losses. The

work evaluates the internal and external environment of the company and concludes that the company must adjust a new strategy in order to compete efficiently in the industry. It is recommended to focus only on the basics which brought success in the 90's; stock with the third-party brands; merger with another company or focus only on the food business which is successful on the market. The work draws attention to the fact that in the 90's the profits from the sales of clothing peaked and topped £1 bn. In 2008, there was an increase in the clothing sales and the profits peaked again £1 bn. However, after that year the profit has been constantly falling. Further investigations reveal that the drop of sales coincided with the appearance of many businesses which produce similar goods at the same or lower price. Moreover, the visibility of growing competition from the online angle of the industry and the fact that M&S was a latecomer with introduction of the online store have negatively influenced the performance of the firm in the clothing sector.

Third Revised Edition 2014 In the last five years since the first edition of this book was published, I have received ample email messages from students, researchers, and teachers for congratulating me on the compilation of the book and suggesting how it could be improved. I have also built up a large list of ideas based on my own experiences in reading and teaching the subject

EBOOK: Managing Brands

Essay from the year 2008 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: 1.0, Edinburgh Napier University (Napier University Edinburgh- Business School), course: Retail marketing, 23 entries in the bibliography, language: English, abstract: 1. Management Summary The retail market is changing rapidly from click to click (Price Waterhouse Cooper, 2008). and the "online market is developing at an astounding rate" (Internet Advertising Bureau, 2008). For example the online advertising has overtaken direct mail with a market share of 11.8% (Internet Advertising Bureau, 2008). Many retailers are using innovative ideas to help them be distinct from their competitors and to meet the needs of consumers. For example an extreme sports store in Florida has its own surfing stimulator inside its shopping mall (Springwise, 2008). The retail sector is a highly dynamic market offering customers more choice and retailers are consistently competing in a highly competitive environment. M&S is market leader in the field of predominantly non-food middle market and a large company with more than 650 stores world wide. It is a challenge for M&S to meet the needs of customers as customers shopping habits are always changing. "Customers often switch retailers as they become increasingly familiar with and bored with a retail store" (Babson, 2007) and there is consistently a desire for constant newness (Intel Report, 2007). The result is a melting product life cycle and a high pressure on the retailer. M&S have to scan both the internal and external business environment to identify long and short term trends and develop a strategy with both aims and objectives to remain a successful high street retailer. This coursework is based on comprehensive primary and secondary market research which will allow the group to develop a greater understanding of the current market situation. The focus of this coursework is on

Retail ventures become successful due to a variety of reasons but major dilemma for retail entrepreneurs is the secret formula for continued success. The book provides the entire gamut of carefully crafted success themes which covers the retail business i

This book explores the application of an innovative assessment approach known as Dynamic Assess-

ment (DA) to academic writing assessment, as developed within the Vygotskian sociocultural theory of learning. DA blends instruction with assessment by targeting and further developing students' Zone of Proximal Development (ZPD). The book presents the application of DA to assessing academic writing by developing a set of DA procedures for academic writing teachers. It further demonstrates the application of Hallidayan Systemic Functional Linguistics (SFL), combined with DA, to track undergraduate business management students' academic writing and conceptual development in distance education. This work extends previous DA studies in three key ways: i) it explicitly focuses on the construction of a macrogenre (whole text) as opposed to investigations of decontextualized language fragments, ii) it offers the first in-depth application of the powerful SFL tool to analyse students' academic writing to track their academic writing trajectory in DA research, and iii) it identifies a range of mediational strategies and consequently expands Poehner's (2005) framework of mediation typologies. Dynamic Assessment of Students' Academic Writing will be of great value to academic writing researchers and teachers, language assessment researchers and postgraduate students interested in academic writing, alternative assessment and formative feedback in higher education.

Setting up a shop, retail unit or market stall is one of the most accessible small business start-up options - it needs no specific training, no compulsory qualifications and no large capital outlay. Give your business a head start by following the advice in this book to make sure your business is built on solid foundations. It will tell you: how to research your business idea to ensure it will be a success; what you need to do to turn your idea into reality; and, how to manage yourself, your stock and your money to power ahead through good times and bad. No other book divulges this sort of insider knowledge of the retail trade. Author Val Clarke has over ten years' experience of starting up shops, running and selling them as well as importing and wholesaling. She has traded in a wide variety of goods, from clothing to furniture. Her latest venture, a mainstream gift and jewellery shop, opened in September 2007. This business is thriving, proving that her methods are successful and that times of economic downturn are also times of opportunity for the shrewd shopkeeper. 'When I opened my first shop I wished there was a book to help me. I learnt by trial and error, from my own mistakes and those of others. With this book you'll speed up the learning process and start to make a profit from day one'!

Leadership, adaptability, value creation. These are the skills necessary for tomorrow's managers. This book is designed to help students think critically and understand fully how to strategically manage their future firms. .

In a fast moving world, businesses need to keep up with data analysis and pattern spotting to identify future opportunities. Anne Lise Kjaer presents a unique methodology for global trend spotting along with practical tools and approaches to help companies and organizations analyse market changes and determine the way ahead.

Research Paper (undergraduate) from the year 2015 in the subject Business economics - Business Management, Corporate Governance, grade: 61, Cardiff Metropolitan University, course: Masters in Business Administration, language: English, abstract: This term paper deals with the strategic management of the company Marks and Spencer which has become a leading British retail icon since its conception more than a hundred years ago. The book deals in the first part with the company profile, the industry evolution, the current strategic position. The second part contains an industry

analysis and market failures. It ends with re-strategizing.

Strategy is something with which managers regularly engage throughout their working lives, yet it is often written and researched as though periodic box-ticking exercises are the only show in town. This textbook provides students and professionals with a solid understanding of the strategic management theories, along with the tools needed to apply them and contribute toward successful organizations. The author starts from how strategy is realized in the business world and applies the key theories to provide a rounded understanding. Contemporary cases studies are provided to help readers visualize the application of strategic thinking. Including the various stakeholders, organizational politics and culture, the author opens a window to the real world of strategic management. Primarily aimed at postgraduate students and those in executive education, this textbook will also be useful as a handbook for managers looking to get their heads around this easily confused subject.

Seminar paper from the year 2005 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: A (73 percent), University of Teesside (Teesside Business School), course: Marketing Management, 36 entries in the bibliography, language: English, abstract: According to the Financial Times, one of Europe's largest department store and mail-order group KarstadtQuelle AG may have to dismiss about 20,000 to 30,000 of its employees and to sell approximately 77 of its smaller warehouses as well as all retail chains including SinnLeffers, Weh-meyer, Runners Point and Golf House. The over-the counter segment of the KarstadtQuelle AG dropped by 5 percent from 7.3 in 2002 to 6.9 billion Euro in 2003 which is under performing its sector. In the year 2003 the group generated a total sales of 15.3 billion Euro with 100,956 employees and 2,621,4 thousand square meter sales space. As the current marketing weakness concerns the over-the-counter retail which is one out of KarstadtQuelle AG's four segments, this management report focuses on the warehouses which are under the legal unit called Karstadt AG: The report has the aim to identify and describe the customers of the Karstadt AG, to discuss the marketing strategy of that organisation and to analyse a current marketing weakness within the KarstadtQuelle AG's operations. Finally it provides a plan how that marketing weakness can be resolved. It applies a variety of different marketing concepts and tools such as customer segmentation, Ansoff-matrix, marketing mix, SWOT analysis, and STEP analysis. Finally, the research and the analysis showed that the customers of Karstadt AG are all citizens of Germany from all classes, all age groups, all social milieus. Its overall marketing strategy is to give the "customers what they want". The marketing weakness of KarstadtQuelle AG is the usage of the classical warehousing concept which has reached the declining phase of its life cycle, targeting a disappearing customer segment. One solution would be the transformation of the classical warehouses in Shopping-Centres with a large number of specialised shops.

This unique collection of contemporary international public relations case studies gives readers in-

-depth insights into the effective use of public relations in a range of organizational contexts. The cases examined demonstrate the breadth of contemporary public relations practice and the increasing importance and sophistication of the public relations function in both public and private sector organizations. Cases from the UK, Norway, Spain, Sweden, South Africa, Canada and the USA are featured Offering valuable insights into the development of PR and communication strategies, the areas examined include: corporate identity change and management global reputation management crisis management in the oil and shipping industries exploiting strategic alliances between voluntary and private sector organizations public relations support for international branding and market entry the importance of internal communications during international mergers the integration of public relations and marketing communications business-to-business communications. Also including analysis and discussion questions to support the case studies and maintaining a good balance between theory and practice it is an invaluable resource for teachers, researchers and students working in public relations, corporate communications and public affairs.

Master's Thesis from the year 2011 in the subject Business economics - Business Management, Corporate Governance, grade: MSc Degree awarded (Merit) , Oxford Brookes University (Faculty of Business), course: MSc in Business Management, language: English, abstract: Corporate Social Responsibility and sustainability are terms that are increasingly associated with businesses today. In this thesis we take a closer look at the practices involved in being a socially responsible cooperation and assess its influence on the performance of the cooperation to see if CSR behavior adds to the corporation's profitability? The author's choice was to study Marks and Spencer's sustainability strategy; plan A, for its responsible initiatives across its business operations have been creating debate and interest in the UK's consumer market since its announcement in the year 2007. The methodology's process was inductive and followed a qualitative in-depth approach with the application of BSC, balanced score card; an assessment of M&S' sustainability plan was conducted on four business aspects, customers, employees, internal processes and last the financial aspect. All was analyzed in the light of Hart and Milstein's sustainability value framework. Nevertheless a quantitative approach was adopted through a financial performance comparison to British retailer John Lewis; to draw conclusions if M&S sustainability plan has indeed acted as a differentiator in performance against a competitor. The findings supported no increased profitability for the cooperation. However they did reveal that socially responsible co operations do achieve better value proposition, better branding, and are generally more resilient to scandals as a result of higher trust from the customers' side. Conclusions drawn from M&S study were that CSR practices help maintain and attract talent; it engages customers and increases their likelihood of repeat purchases, it also creates savings through a variety of efficiency measures on operational levels; small savings scattered across locations and departments which could substantially decrease the total cost of doing business.

EBOOK: Principles and Practices of Marketing 10/e