



Dualer Kundenwert und Kundenwertsteuerung auf Massenmärkten (Schriften zum europäischen Management) (German Edition)

Kaveh Rouhi

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?Diese Arbeit befasst sich mit der integrierten Betrachtung des Wertes für Kunden (Customer Perceived Value) und den Wert der Kunden für Unternehmen (Customer Lifetime Value) im Commodity-Markt. Ziel dieser normativ geprägten Arbeit ist es, ein Framework zu entwickeln, anhand dessen sich das Marketing steuern lässt. Dazu werden sowohl Befragungsdaten als auch reale Transaktionsdaten eines Tankstellenbetreibers verwendet. Es wird gezeigt, dass Kunden mittels des Frameworks segmentiert, bewertet und priorisiert werden können. Schließlich werden anhand dessen Maßnahmen abgeleitet und deren Effizienz mittels des Customer Lifetime Value gemessen.

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