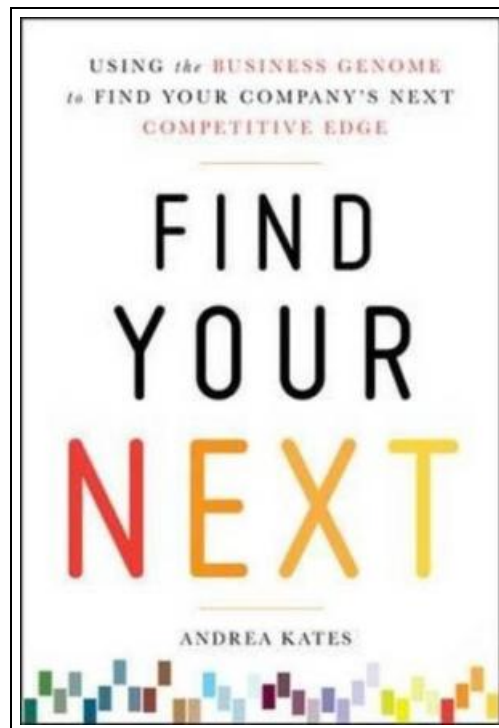


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McGraw-Hill Education - Europe, United States, 2011. Hardback. Condition: New. New. Language: English. Brand new Book. THE NEXT BIG THING IN BUSINESS INNOVATION-FROM THE NEXT GENERATION'S BRAND WHISPERERWhat can an oil company (Pennzoil) learn from a great place to hang out (Starbucks) to create a new customer experience (Jiffy Lube)?If you're a manager, an executive, or an entrepreneur, you understand that your business is unique, with its own challenges and rewards. But thanks to the new science of the Business Genome (R) process, you'll be surprised to see how many businesses share a similar "genetic" structure. And by understanding what works and what doesn't for your business's genomic type, you can play to your strengths, adapt to your weaknesses, and change the course of your company's future.Business Genome project creator Andrea Kates calls it Find Your Next-a field-tested, customized blueprint for mapping out your business DNA in four powerful steps:1. Sort through your options and assess your hunches.2. Match your genome to other successful business models.3. Hybridize your company by grafting new ideas with proven successes.4. Adapt and thrive by breaking old habits and starting new trends.This high-impact, transformative guide walks you through every step of the process, combining intuition and experience with statistical data and fascinating case studies. You'll learn how two unrelated businesses-Hyatt Hotels and Sharp HealthCare-discovered untapped opportunities in their customer experience.You'll read how General Motors and OnStar hit the jackpot by examining something that wasn't there. You'll find in-depth interviews with GE's Mark Vachon, IndieGoGo's Danae Ringelmann, P.F. Chang's Rick Federico, and other leaders of innovation. And you'll learn how to crack the genetic code behind the six essential building blocks of business-product and service innovation; customer impact; talent, leadership, and culture; process design; trendability; and secret sauce.Once you unlock the secret of your company's DNA,...



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