



UNIVERSITÀ DEGLI STUDI DI PALERMO

DEPARTMENT	Scienze Economiche, Aziendali e Statistiche		
ACADEMIC YEAR	2015/2016		
MASTER'S DEGREE (MSC)	BUSINESS ECONOMIC SCIENCES		
INTEGRATED COURSE	ADVANCED MARKETING		
CODE	17591		
MODULES	Yes		
NUMBER OF MODULES	2		
SCIENTIFIC SECTOR(S)	SECS-P/08		
HEAD PROFESSOR(S)	DOMINICI GANDOLFO	Professore Associato	Univ. di PALERMO
OTHER PROFESSOR(S)	DOMINICI GANDOLFO	Professore Associato	Univ. di PALERMO
CREDITS	12		
PROPAEDEUTICAL SUBJECTS			
MUTUALIZATION			
YEAR	2		
TERM (SEMESTER)	1° semester		
ATTENDANCE	Not mandatory		
EVALUATION	Out of 30		
TEACHER OFFICE HOURS	DOMINICI GANDOLFO Friday 18:00 19:00 Mandare prima email.		

<p>PREREQUISITES</p>	
<p>LEARNING OUTCOMES</p>	<p>Conoscenza e capacità di comprensione Modulo Consumer Behavior To provide to students an important competitive advantage – practical insights on how to understand & influence customers. Such insights are particularly valuable when competition is intense. Will also provide insight about the anthropological aspects of consumers in society, communities and their behavior.</p> <p>Modulo New Product Development New product development (NPD) is the complete process of bringing a new product to market. A product is a set of benefits offered for exchange and can be tangible (that is, something physical you can touch) or intangible (like a service, experience, or belief). There are two parallel paths involved in the NPD process: one involves the idea generation, product design and detail engineering; the other involves market research and marketing analysis. Companies typically see new product development as the first stage in generating and commercializing new product within the overall strategic process of product life cycle management used to maintain or grow their market share.</p> <p>Capacità di applicare conoscenza e comprensione Modulo Consumer Behavior The course aims to study consumption choices and behaviours from a social and cultural point of view supplying insights useful to understand consumer behavior. The course will focus on qualitative methodologies, such as interviews, case studies and ethnographies, which are well adapted to study the experiential, sociological and cultural aspects of consumption.</p> <p>Modulo New Product Development - ability to work with business management teams - ability to define and achieve both short and long term technical and business goals - understanding the proven steps necessary to produce a viable product - understanding the difference between a plan on paper and the reality of a rapidly evolving technical product market</p> <p>Autonomia di giudizio Modulo Consumer Behavior The students will learn how to know the qualitative aspects of consumers in order to interpret their behaviors.</p> <p>Modulo New Product Development This course will introduce students to product development in a global economy. Students will learn about identifying customer needs, generating specifications, selecting concepts, selecting a fabrication or procurement process, generating a prototype, and testing the product. Emphasis will be placed on the lean product development system model and how to integrate suppliers, either local or global, into the product development process</p> <p>Abilità comunicative Modulo Consumer Behavior The course aims at familiarizing students with some of the freshest tenets in consumer research and marketing practices, which become the very ground for marketing professions including brand management, store and product design, experience marketing, event and communication management, to quote but a few.</p> <p>Modulo New Product Development Among the objectives for this course there is that to learn terminology, institutions, and programs of modern marketing for new products and services.</p> <p>Capacità d'apprendimento Modulo Consumer Behavior - Consumer identity projects study on personal web space, that is how consumers creates a coherent self through marketer-produced materials - Marketplace culture, such on the subcultures, which look at consumers as culture producers. - Mass-mediated marketplace ideologies and consumers' interpretive strategies, such as looking at how consumer ideologies and identities are influenced by economic and cultural globalisation and how cultural product systems orient consumers toward certain ideologies or identity projects. - Sociohistoric patterning of consumption, that study the influence of social capital on consumption choices.</p> <p>Modulo New Product Development</p>

	Success in today's competitive global economy depends substantially on a firm's ability to define, develop, and introduce outstanding new products more efficiently and effectively than its competitors. This course introduces students to best practices and attributes of world-class product development leaders and organizations. Critical success factors and inhibitors to the commercialization of complex products and systems are discussed, along with state-of-the-art methodologies, processes, and tools
ASSESSMENT METHODS	Prova orale, valutazione esercitazioni in itinere
TEACHING METHODS	Lezioni

**MODULE
CONSUMER BEHAVIOUR**

Prof. GANDOLFO DOMINICI

SUGGESTED BIBLIOGRAPHY

Main books:

Consumer behavior:

- Jim Blythe - Consumer Behavior 2nd edition - SAGE

Recommended readings:

Consumer Behavior:

- Halfpenny and Procter, Innovations in Digital Research Methods, SAGE

- Hackley, Advertising and Promotion , SAGE

Supplemental readings:

Consumer Behavior:

- Atkinson, For Ethnography, SAGE

- Beech, Doing Your Business Research Project , SAGE

- Silverman, Interpreting Qualitative Data , SAGE

- Smith Maguire, The Cultural Intermediaries Reader, SAGE

- Brinkmann, InterViews, Learning the Craft of Qualitative Research Interviewing, SAGE

AMBIT	50583-Aziendale
INDIVIDUAL STUDY (Hrs)	114
COURSE ACTIVITY (Hrs)	36

EDUCATIONAL OBJECTIVES OF THE MODULE

Consumer Behavior

Consumer behaviour is the study of individuals, groups, or organizations and the processes they use to select, secure, and dispose of products, services, experiences, or ideas to satisfy needs and the impacts that these processes have on the consumer and society.[1] It blends elements from psychology, sociology, social anthropology, marketing and economics. It attempts to understand the decision-making processes of buyers, both individually and in groups such as how emotions affect buying behaviour. It studies characteristics of individual consumers such as demographics and behavioural variables in an attempt to understand people's wants. It also tries to assess influences on the consumer from groups such as family, friends, reference groups, and society in general.

SYLLABUS

Hrs	Frontal teaching
8	Introduction to Consumer Behavior
14	Customer Management
14	Ethnography

**MODULE
PRODUCT DEVELOPMENT**

Prof. GANDOLFO DOMINICI

SUGGESTED BIBLIOGRAPHY

Main reading:

- Crawford and Di Benedetto - New Products Management 11th edition- McGraw Hill

Digital subscription for optional class work: - Practice Marketing - McGraw Hill (<http://www.mcgraw-hill.it/soluzionidigitali/practicemarketing.html>)

Supplemental readings

- Siah Hwee Ang, Research Design for Business & Management, SAGE

- Easterby-Smith, Management and Business Research, SAGE

Recommended readings:

- Payne & Frow, Strategic Customer Management - Cambridge

- Peterson- Sustainable Enterprise, SAGE

AMBIT	50583-Aziendale
--------------	-----------------

INDIVIDUAL STUDY (Hrs)	114
-------------------------------	-----

COURSE ACTIVITY (Hrs)	36
------------------------------	----

EDUCATIONAL OBJECTIVES OF THE MODULE

New Product Development

This course will introduce students to product development in a global economy. Students will learn about identifying customer needs, generating specifications, selecting concepts, selecting a fabrication or procurement process, generating a prototype, and testing the product. Emphasis will be placed on the lean product development system model and how to integrate suppliers, either local or global, into the product development process

SYLLABUS

Hrs	Frontal teaching
8	Introduction to NPD
14	Digital innovation
14	Research for Service and Product design