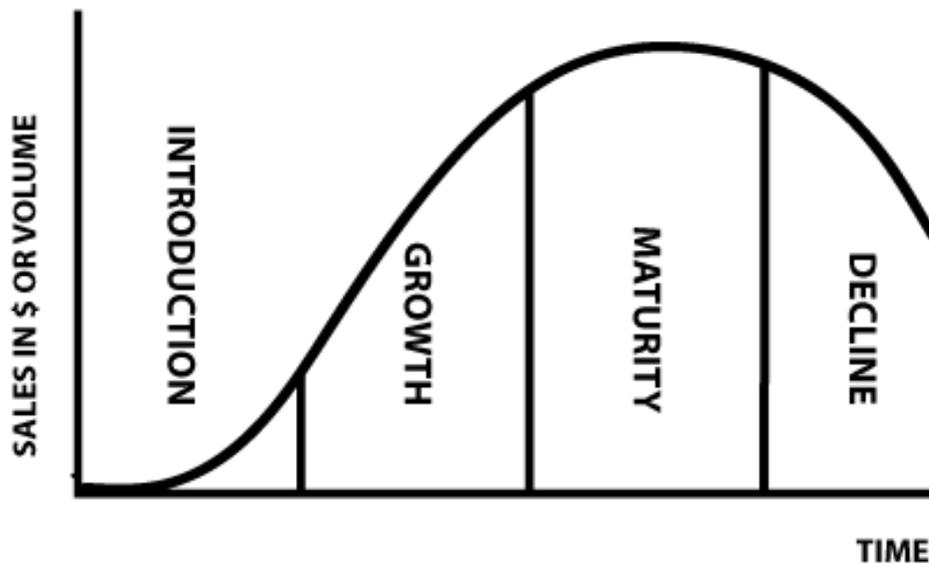


DATA-DRIVEN DYNAMIC MARKETING STRATEGY
(MKTG 612)

Fall 2016, Quarter 2

**COURSE DESCRIPTION,
REQUIREMENTS AND ASSIGNMENTS**

Professor Eric T. Bradlow
The K.P. Chao Professor
Professor of Marketing, Statistics, Economics and Education
Chairperson, Wharton Marketing Department
Faculty Director, Wharton Customer Analytics Initiative



Objectives

This course focuses on helping you refine your skills in developing a marketing strategy and seeing how the marketing tactics (4 Ps) selected need to be in alignment with that strategy. We will focus specifically on issues such as the selection of which businesses and segments to compete in, how to allocate resources across businesses, segments, and elements of the marketing mix, how to launch new products into the market, as well as other significant strategic issues facing today's managers in a dynamic competitive environment.

All of these issues will be discussed and couched in the context of *the dynamic nature of market evolution that occurs throughout the Product Life Cycle (PLC)*, pictured above. Students will

develop strategic thinking skills and learn to apply data-driven analytical tools to help formulate effective marketing tactics in each phase of the PLC.

Outline of Each Class Session

While the exact structure of each class will vary depending on whether it is a case or lecture, in general each session will have three facets:

- 1) ***The real world business problem.*** Most classes will begin with an example of a critical *current* issue that managers confront. This could be either a formal case, or a mini-case. For formal case discussions, we will assume that everyone has read and is prepared to discuss the case. It is not necessary to do any library work or bring in outside information about the company or the industry beyond what is described in the case. In fact, it will distract from the case discussion as we are learning how to make better strategic marketing decisions given the information available at the time of the case. We will focus on principles, theories, and basic applications of marketing strategy. Discussion and questions are strongly encouraged.
- 2) ***Analytical frameworks for thinking through the problem.*** For the business problem being discussed, the class will explore a range of general analytic frameworks through which the problem might be approached, and evaluate their comparative strengths and weaknesses. The purpose of this is to provide a systematic basis for narrowing down the set of candidate options, and choosing a best option in light of available data.
- 3) ***Informing the decision through data.*** Given a general analytic framework, each class will go on to explore how greater precision can be brought to their application through the use of data.

Course Materials

Course materials will be available at <http://www.study.net> and on the course Canvas site.

Course Website

Many of the course's activities will involve the use of Wharton's Canvas software, which you can access at: <https://wharton.instructure.com/login>

Please bookmark this website and check it as often as necessary. This site will contain copies of class handouts, and other general information about the course.

No In-Class Use of Electronic Devices

Because my expectations are that there will be high in-class involvement, no electronic devices are allowed for use in the classroom. This includes tablets, laptops, cellphones, etc... Please print out the class slides in advance if you wish to take notes.

Grading

The weighting of the inputs for the final course grade is:

Class Participation	20%
Midterm Examination (take home)	45%
Final Assignment (take home)	35%

Missing more than two sessions (unexcused) will result in an automatic loss of your full class participation grade (i.e. you will receive 0 of 20%).

NOTE: Classroom Participation Info:

All course sessions involve active classroom discussion based on careful preparation of the readings and cases, with a focus on both theoretical questions and practical implications. You should be prepared both to share your ideas and to listen to and interpret issues presented by others. *The quality of your contribution counts for much more than the quantity.* Comments that move a discussion forward in a productive direction are particularly welcome.

Also included in your class participation grade are numbers that are due for the Medicine's Case and Canadian Children's Cereal Case, your 1-page article on "Customer Analytics in the News", and participating in the FutureView Simulation. All of these assignments are due PRIOR to the class in which they are covered, and the due dates are clearly listed on the course calendar. No late assignments will be accepted.

If you have documentable special circumstances such as time conflicts between multiple exams, illness, or grave personal difficulties such as a death in the family, you should petition the MBA Program Office, which will work with me in appropriate cases to find a resolution. The MBA Program Office will require documentation of your conflict as a matter of course.

If you find yourself with a conflict due to your career search or recruiting activity, you should work with the MBA Career Management Office to find a resolution. Employers cannot require a student, as a condition of his or her employment candidacy, to participate in recruiting-related activities at a time that conflicts with his or her academic schedule. An employer's inflexibility on this issue is considered a violation of Wharton's recruiting policies. A time conflict due to a job interview, a career pursuit or travel is not an appropriate reason to request accommodation on an academic commitment.

Ethics for Assignments:

For each class assignment, the table below indicates whether you can collaborate with others before the assignment is due/during the assignment (“Collaboration Allowed”) and/or share prepared notes (“Shared Notes”) after you turn in your assignment. Of course, each student is responsible for knowing 100% of the content. Feel free to ask me or your TA if you have any questions.

<u>Assignment</u>	<u>Collaboration Allowed</u>	<u>Shared Notes</u>
Case: Kindle Fire	YES	YES
Social Media Question	NO	NO
Medicine’s Case Numbers	NO	YES
Canadian Children’s Cereal Case	NO	NO
Midterm Examination	NO	NO
Customer Analytics in the News	NO	YES
FutureView Simulation	NO	NO
Aqualisa Quartz	YES	YES
Final Assignment	NO	NO

Class Attendance and Seating Chart:

There is a seating chart for each section posted on Canvas. If you can’t make your assigned class time, and there is a free seat, you may attend one of the other lectures. Please check in with the TA that is attending and grading participation for that section.

Course Outline

Session

1. October 25th **Tuesday** (T): **Overview of Strategic Marketing Issues**
Case: Kindle Fire
2. October 27th **Thursday** (TH): **Market Research for New Product Design**
Case: Shell Oil (mini-case + in-class)
3. November 1st **Tuesday** (T): **Social Media and Product Diffusion**
Social Media Question due Monday, Oct 31st, 9am
4. November 3rd **Thursday** (TH): **Pricing for New Product Launch**
Case: The Medicines Company (A)
Medicine's Case numbers due, Wed, Nov 2nd, 9am.
5. November 8th **Tuesday** (T): **Pioneering v. Follower (Entry Strategy)**
6. November 10th **Thursday** (TH): **Competing in the Growth/Mature Phase**
CCC case assignment due Fri, Nov 11th by 9am
7. November 15th **Tuesday** (T): **Dealing with Competition**
Case: Canadian Children's Cereal
8. November 17th **Thursday** (TH): **Multi-Product Resource Allocation**

MIDTERM EXAMINATION:

DUE SUNDAY, NOVEMBER 20TH BY 10PM (DETAILS BELOW)

9. November 29th **Tuesday** (T): **Customer Analytics for CLV growth in mature markets**
"Customer Analytics in the News" due Mon, Nov 28th by 9am
FutureView Simulation due Tues, Nov 29th by 9am
10. December 1st **Thursday** (TH): **Marketing in the Decline Stage**
11. December 6th **Tuesday** (T): **Marketing for Products of the Future**
12. December 8th **Thursday** (TH): **Selecting the Entire Marketing Mix/Course Wrap-Up**
Case: Aqualisa Quartz

Assignments and Examinations

The links for the Medicine's company numbers, CCC case assignment, "Customer Analytics in the News", and FutureView will all be in the course Canvas site. Each of these assignments will also be discussed in the lecture that follows their due date.

All assignments should be submitted via Canvas, and/or the weblink on Canvas that provides a form for submitting numbers.

Midterm Examination (due Sunday, November 20th by 10pm)

The midterm examination for this course will be a take-home examination. It will be made available on the course Canvas site by Tuesday, November 15th at 10pm. The exam will consist of short essay questions about marketing strategy, and will also cover the cases that we have discussed in class (up until this point). In particular, the first seven lectures of material in the course are covered. From the time that you start the examination (not download, but start), you have 2 hours to complete it. You must then upload your answers to the canvas site prior to the due date. The Wharton School and University of Pennsylvania Honor Code applies. This is an individual-level examination. You are not allowed to discuss this exam with anyone, during or even after the examination period. You may use outside materials, and it is open-book and open-notes, but note that the 2 hour time limit includes any time you might use to do outside research, look at your notes, etc....

Final Assignment (due Thursday, December 8th by 10pm)

You have one of three options for your final assignment. There is no advantage, or disadvantage, from a grading perspective by choosing any of the three. My intent is to allow flexibility so that you choose the final assignment that best fits your skill set.

[OPTION 1:] Imagine that there was an additional lecture in MKTG 612. Create a powerpoint deck, with graphics, content (text), builds/animations, etc... that would reflect that content. The powerpoint deck should be no more than 35 slides in total. Your grade will be based on the choice of topic area, the content of the slides, the coherence of the layout, and the presentation style. This hypothetical lecture can be "inserted" at any point in the course, i.e. it is not necessarily a new final lecture.

[OPTION 2:] While we covered numerous cases in the course (Kindle Fire, Shell Oil, Medicines Company, Canadian Children's Cereal, and Aqualisa Quartz), one could imagine other cases that would add to the course content going forward. Your assignment is to write a mini-case that is complete with exhibits (tables and figures), questions for readers, and a "teaching note" (instructing a professor how to teach the case and the key takeaways) that would add to the content of MKTG 612. The case should be no more than 15 pages (including the figures and tables) and the teaching note should be no more than 10 pages.

[OPTION 3:] Choose from one of the topics below and write a paper on this subject.

1. How do you measure the financial return of social media? Provide a roadmap of how to assess the financial returns of social media efforts. Use a specific example.
2. How should a firm decide between how much to spend on traditional advertising versus online advertising? Create a process for making this evaluation.
3. Market sizing and product diffusion plays a very significant role in marketing strategy. If you were Apple Inc, how would you forecast the number of units sold, price elasticity, and diffusion curve for next i-device?

This report should not exceed **fifteen** double-spaced typewritten pages (including tables and appendices).

Contact Information

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Week Starting	Monday	Tuesday	Wednesday	Thursday	Friday
October 23 rd	24	25 Lecture 1: Overview of Marketing Strategy: Kindle Fire Case	26	27 Lecture 2: Market Research for New Product Design: Shell Oil Case	28
October 30 th	31 Social Media Question due by 9am	1 Lecture 3: Social Media and Product Diffusion	2 Medicines numbers due by 9am	3 Lecture 4: Pricing for New Product Launch: The Medicines Company Case	4
November 6 th	7	8 Lecture 5: Pioneering v Follower (Entry Strategy)	9	10 Lecture 6: Competing in the Growth/Mature Phase	11 CCC Case numbers due by 9am
November 13 th	14	15 Lecture 7: Dealing with Competition: CCC Case	16	17 Lecture 8: Multi-product Resource Allocation	18
November 20 th MIDTERM EXAM due by 10pm	21	22 Thanksgiving Break (No Class)	23	24 Thanksgiving Break (No Class)	25
November 27 th	28 “Customer Analytics in the News” due by 9am	29 Lecture 9: Customer Analytics for CLV growth in mature markets FutureView Simulation due by 9am	30	31 Lecture 10: Marketing in the Decline Stage	1
December 4 th	5	6 Lecture 11: Marketing for Products of the Future (FutureView Simulation)	7	8 Lecture 12: Selecting the Entire Marketing Mix/Course Wrap-Up: Aqualisa Quartz Case FINAL ASSIGNMENT DUE 10PM	9