

Crafting And Executing Strategy 19 Edition

Readers examine the use of services marketing as a competitive tool from a uniquely broad perspective with Hoffman/Bateson's SERVICES MARKETING: CONCEPTS, STRATEGIES, AND CASES, 5E. Using a reader-friendly, streamlined structure, this book explores services marketing not only as an essential focus for service firms, but also as a competitive advantage for companies that market tangible products. A wealth of real examples feature a variety of businesses from industries both within and beyond the nine service economy supersectors: education and health services, financial activities, government, information, leisure and hospitality, professional and business services, transportation and utilities, wholesale and retail trade, and other services. Cutting-edge data addresses current issues, such as sustainability, technology, and the global market, giving readers valuable insights and important skills for success in business today. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

A well thought out, fit-for-purpose data strategy is essential to modern data-driven businesses. This book is a practical guide to planning, developing and implementing such a strategy, presenting a framework which takes you from data strategy definition to successful strategy delivery and execution with support and engagement from stakeholders. Key topics include data-driven business transformation, change enablers, benefits realisation and measurement. Case studies, example scenarios and reader questions throughout the book are designed to stimulate real-world thinking and help you put the framework into practice in the context of your own organisation.

Since its original publication by McGraw-hill almost 10 years ago, this best-selling guide to the inner workings of Japanese strategic thinking has become an acknowledged classic. Kenichi Ohmae a business strategist of international renown provides a Compelling account of the reasons why companies dominate the global processes and planning techniques, why they work, and how companies can benefit from focusing on the three essential elements of any strategic plan: company customer and competition. Replete with numerous illustrative case histories of strategic thinking in action, Ohmae's classic work continues to inspire managers at all levels to new heights of bold, imaginative strategic thinking.

Do you have the right strategy to lead your company into the future? Get more of the management ideas you want, from the authors you trust, with HBR's 10 Must Reads on Strategy (Vol. 2). We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you combat new competitors and define the best strategy for your company. With insights from leading experts including Michael E. Porter, A.G. Lafley, and Clayton M. Christensen, this book will inspire you to: Choose a strategy that meets the demands of your competitive environment Identify the signals of disruption and take steps to avoid it Understand lean methodology and how it is changing business Transform your products and services into platforms Instill your strategy with creativity and purpose Generate value for your company, while also contributing to society This collection of articles includes "Your Strategy Needs a Strategy," by Martin Reeves, Claire Love, and Philipp Tillmanns; "Transient Advantage," by Rita Gunther McGrath; "Bringing Science to the Art of Strategy," by A.G. Lafley, Roger L. Martin, Jan W. Rivkin, and Nicolaj Siggelkow; "Managing Risks: A New Framework," by Robert S. Kaplan and Anette Mikes; "Surviving Disruption," by Maxwell Wessel and Clayton M. Christensen; "The Great Repeatable Business Model," by Chris Zook and James Allen; "Pipelines, Platforms, and the New Rules of Strategy," by Marshall W. Van Alstyne, Geoffrey G. Parker, and Sangeet Paul Choudary; "Why the Lean Start-Up Changes Everything," by Steve Blank; "Strategy Needs Creativity," by Adam Brandenburger; "Put Purpose at the Core of Your Strategy," by Thomas W. Malnight, Ivy Buche, and Charles Dhanaraj; "Creating Shared Value," by Michael E. Porter and Mark R. Kramer.

The distinguishing mark of the 19th edition is its enriched and enlivened presentation of the material in each of the 12 chapters, providing an as up-to-date and engrossing discussion of the core concepts and analytical tools as you will find anywhere. There is an accompanying line-up of exciting new cases that bring the content to life and are sure to provoke interesting classroom discussions, deepening students' understanding of the material in the process. While this 19th edition retains the 12-chapter structure of the prior edition, every chapter –indeed every paragraph and every line – has been re-examined, refined, and refreshed. New content has been added to keep the material in line with the latest developments in the theory and practice of strategic management. In other areas, coverage has been trimmed to keep the book at a more manageable size. Scores of new examples have been added, along with 16 new Illustration Capsules, to enrich understanding of the content and to provide students with a ringside view of strategy in action. The result is a text that cuts straight to the chase in terms of what students really need to know and gives instructors a leg up on teaching that material effectively. It remains, as always, solidly mainstream and balanced, mirroring both the penetrating insight of academic thought and the pragmatism of real-world strategic management. Thompson 19e, your best case scenario!

This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy, concepts and tools and provides all the necessary steps in managing profitable customer relationships. Throughout, the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions. Exhaustive case studies, mini cases and real-world illustrations under the title "CRM at Work" all ensure that the material is both highly accessible and applicable, and help to address key managerial issues, stimulate thinking, and encourage problem solving. The book is a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM

domain.

More than 100,000 entrepreneurs rely on this book for detailed, step-by-step instructions on building successful, scalable, profitable startups. The National Science Foundation pays hundreds of startup teams each year to follow the process outlined in the book, and it's taught at Stanford, Berkeley, Columbia and more than 100 other leading universities worldwide. Why? The Startup Owner's Manual guides you, step-by-step, as you put the Customer Development process to work. This method was created by renowned Silicon Valley startup expert Steve Blank, co-creator with Eric Ries of the "Lean Startup" movement and tested and refined by him for more than a decade. This 608-page how-to guide includes over 100 charts, graphs, and diagrams, plus 77 valuable checklists that guide you as you drive your company toward profitability. It will help you:

- Avoid the 9 deadly sins that destroy startups' chances for success
- Use the Customer Development method to bring your business idea to life
- Incorporate the Business Model Canvas as the organizing principle for startup hypotheses
- Identify your customers and determine how to "get, keep and grow" customers profitably
- Compute how you'll drive your startup to repeatable, scalable profits.

The Startup Owner's Manual was originally published by K&S Ranch Publishing Inc. and is now available from Wiley. The cover, design, and content are the same as the prior release and should not be considered a new or updated product.

Crafting Customer Experience Strategy: Lessons from Asia looks at how Customer Experience Management can be vital in providing a competitive advantage for businesses. This is essential reading for marketing scholars and practitioners looking for insights into improving their customers' experiences.

In today's business environment, strategy has never been more important. Yet research shows that most companies fail to execute strategy successfully. Behind this abysmal track record lies an undeniable fact: many companies continue to use management processes-top-down, financially driven, and tactical-that were designed to run yesterday's organizations. Now, the creators of the revolutionary performance management tool called the Balanced Scorecard introduce a new approach that makes strategy a continuous process owned not just by top management, but by everyone. In *The Strategy-Focused Organization*, Robert Kaplan and David Norton share the results of ten years of learning and research into more than 200 companies that have implemented the Balanced Scorecard. Drawing from more than twenty in-depth case studies-including Mobil, CIGNA, Nova Scotia Power, and AT T Canada-Kaplan and Norton illustrate how Balanced Scorecard adopters have taken their groundbreaking tool to the next level. These organizations have used the scorecard to create an entirely new performance management framework that puts strategy at the center of key management processes and systems. Kaplan and Norton articulate the five key principles required for building Strategy-Focused Organizations: (1) translate the strategy to operational terms, (2) align the organization to the strategy, (3) make strategy everyone's everyday job, (4) make strategy a continual process, and (5) mobilize change through strong, effective leadership. The authors provide a detailed account of how a range of organizations in the private, public, and nonprofit sectors have deployed these principles to achieve breakthrough, sustainable performance improvements. Presenting a practical, proven framework steeped in rich case study experience, *The Strategy-Focused Organization* helps solve a universal management problem-not just how to formulate strategy, but how to make it work. Building on one of the most revolutionary business ideas of our time, this important book shows how today's leaders can shape their own companies to meet the challenges and reap the rewards of a new competitive era. Robert S. Kaplan is the Marvin Bower Professor of Leadership Development at Harvard Business School. David P. Norton is President of Balanced Scorecard Collaborative, Inc.

The most practical leadership textbook on the market, *LEADERSHIP 6e* uses a unique three-pronged approach to teach leadership concepts and theory. The authors combine traditional theory with cutting-edge leadership topics in a concise presentation packed with real-world examples. The text puts students in the leadership role, engaging them in applying the concepts and providing step-by-step behavior models for effectively handling leadership functions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Without effective execution, no business strategy can succeed. Unfortunately, most managers know far more about developing strategy than about executing it -- and overcoming the difficult political and organizational obstacles that stand in their way. In this book, leading consultant and Wharton professor Lawrence Hrebiniak offers the first comprehensive, disciplined process model for making strategy work in the real world. Drawing on his unsurpassed experience, Hrebiniak shows why execution is even more important than many senior executives realize, and sheds powerful new light on why businesses fail to deliver on even their most promising strategies. Next, he offers a systematic roadmap for execution that encompasses every key success factor: organizational structure, coordination, information sharing, incentives, controls, change management, culture, and the role of power and influence in your business. *Making Strategy Work* concludes with a start-to-finish case study showing how to use Hrebiniak's ideas to address one of today's most difficult business execution challenges: ensuring the success of a merger or acquisition.

This book prepares readers to master an IT and managerial discipline quickly gaining momentum in organizations of all sizes - Business Process Management (BPM). It describes how BPM treats processes as a portfolio of strategic assets that create and deliver customer and shareholder value and adapt, when necessary, enabling competitive advantage thr

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Designing and Executing Strategy in Aviation Management is designed to provide an intensely practical guide to this critically important topic. Comprehensive in coverage and easy-to-read in style, it allows both professionals and students to understand the principles and practicalities of crafting and executing business strategies with an aviation context. The result is a comprehensive and multifaceted teaching/learning package, which includes applied case studies on a wide range of airlines and aviation businesses, setting out how these organizations deal with strategy formulation and implementation in critical areas. Topics covered include: corporate strategy, generic strategy, competitive strategy, internal and external environment assessment, mergers, alliances, safety and security. Written directly for both aviation professionals and student courses in aviation strategy, aviation management and aviation operations, it will also be of great interest to aviation professionals in a variety of different fields, including airlines, corporate aviation, consultancy, etc., as well as academics within the

field of aviation and those within the field of strategy and management science.

Thorough yet concise, *ESSENTIALS OF STRATEGIC MANAGEMENT*, Third Edition, is a brief version of the authors' market-leading text *STRATEGIC MANAGEMENT: AN INTEGRATED APPROACH*. Following the same framework as the larger book, *ESSENTIALS* helps students identify and focus on core concepts in the field in a more succinct, streamlined format. Based on real-world practices and current thinking, the text's presentation of strategic management features an increased emphasis on the business model concept as a way of framing the issues of competitive advantage. Cutting-edge research, new strategic management theory, and a hands-on approach allow students to explore major topics in management, including corporate performance, governance, strategic leadership, technology, and business ethics. In addition, a high-quality case program examines small, medium, and large companies--both domestic and international--so that students gain experience putting chapter concepts into real-world practice in a variety of scenarios. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Managing Organizational Change describes change as an on-going phenomenon, not an event that will soon be over, but a permanent feature of organizational life. This enhanced new edition refocuses on how change is achieved through relational communication based on conversations, narrations and storytelling. New to this edition:

- An extended coverage of diagnosis and intervention with an emphasis on appreciative inquiry
- Revised cases and newer conversational episodes from a wide variety of organizational settings
- A variety of activities designed to engage students and enhance their learning outcomes.

This textbook is ideal for undergraduate and postgraduate students of change management and for those aspiring to become managers and consultants.

This new edition of *Crafting and Executing Strategy* continues to provide a valuable resource for European readers while embracing new and updated core concepts and key theories in strategy. Throughout the text you will find a range of examples that illustrate how strategy works in the real world and encourage the practical application of learning.

Complementing the chapters is a section of new cases providing in-depth analysis of the challenges of strategic management at a range of companies. This edition includes:

- A new 6Ds framework, allowing readers to structure their approach to strategic management around the fundamental elements of the strategy process (Diagnosis, Direction, Decisions and Delivery) and the context within which that process is managed (Dynamism and Disorder).
- Opening cases that begin each chapter and feature real-life business scenarios from companies such as Tinder, Ikea and Victorinox, introducing strategic concepts and theories.
- Illustration Capsules, which have been updated to illustrate contemporary business concerns and demonstrate how companies have reacted strategically, increasing understanding of successful strategies. Companies featured include Burberry, TOMS, Aldi, Novo Nordisk and more.
- Key Debates that stimulate classroom discussion and encourage critical analysis.
- Emerging Themes that present contemporary strategic opportunities and issues such as ripple intelligence and technology and new organizational structures.
- A Different View encouraging readers to appreciate differing viewpoints on strategic concepts and theories.
- End of chapter cases that capture each chapter's main theories through engaging cases on companies such as Adidas and Nike, Lego and Uber.
- New recommended reading at the end of each chapter which help to further knowledge, including classic texts and advanced reading, and author notes providing context.

Connect is McGraw-Hill Education's learning and teaching environment that improves student performance and outcomes while promoting engagement and comprehension of content. New for this edition are interview-style videos, featuring author Alex Janes in discussion with business leaders, exploring how organizational strategy has developed within companies as diverse as Jeep, Levi Strauss, Novo Nordisk and a prestigious oil and gas company. The videos are provided in full-length or in segments, with questions aimed at encouraging classroom discussion or self-testing. This new edition is available with SmartBook, McGraw-Hill Education's adaptive, digital tool that tests students' knowledge of key concepts and pinpoints the topics on which they need to focus study time. *Crafting and Executing Strategy* is also available with both *The Business Strategy Game* and *GLO-BUS* – the world's leading business strategy simulations.

Crafting & Executing Strategy: The Quest for Competitive Advantage: Concepts and Cases McGraw-Hill Education Excellence in Execution is about how to execute strategy. Leaders today recognize that they need to have the ability to craft strategy and that they require the skills to execute it. But almost all books, blogs, talks, articles and other material discuss "why" execution is important, not how to achieve excellence in execution. Excellence in Execution aims to start where almost all leave off. It takes the reader on the implementation journey and is in two parts. Part One addresses "Transforming the Approach." It focuses on changing the current thinking and attitude of leaders. Two thirds of strategy execution still fail and a different approach is required. A new language and terms are introduced such as, Strategy Cadence, Execution Juxtaposition, Decoding the Execution Challenge, Mavericks Network, Review Rhythm and the Three Themes Broad of Execution. Part Two is about "Making It Your Own" and explains how to do this by providing the required mindset, skillset and toolset. It explains in detail what is required to:

Thompson, Strickland and Gambles', *CRAFTING AND EXECUTING STRATEGY*, 17e presents the latest research findings from the literature and cutting-edge strategic practices of companies have been incorporated to keep step with both theory and practice. The chapter content continues to be solidly mainstream and balanced, mirroring both the best academic thinking and the pragmatism of real-world strategic management. An attractive collection of 20 readings that amplify important topics in managing a company's strategy-making, strategy-executing process is included in this Text and Readings version to provide students with a taste of the literature of strategic management before tackling cases or simulation projects.

Crafting and Executing Strategy remains mainstream and balanced, mirroring both the penetrating insight of academic thought (in the text) and the pragmatism of real-world strategic management (in the cases). Also, the text-book provides

a definitive balance between the most popular approaches towards Strategic Management.

The distinguishing mark of the 19th edition is its enriched and enlivened presentation of the material in each of the 12 chapters, providing an as up-to-date and engrossing discussion of the core concepts and analytical tools as you will find anywhere. There is an accompanying line-up of exciting new cases that bring the content to life and are sure to provoke interesting classroom discussions, deepening students' understanding of the material in the process. While this 19th edition retains the 12-chapter structure of the prior edition, every chapter –indeed every paragraph and every line – has been re-examined, refined, and refreshed. New content has been added to keep the material in line with the latest developments in the theory and practice of strategic management. In other areas, coverage has been trimmed to keep the book at a more manageable size. Scores of new examples have been added, along with 16 new Illustration Capsules, to enrich understanding of the content and to provide students with a ringside view of strategy in action. The result is a text that cuts straight to the chase in terms of what students really need to know and gives instructors a leg up on teaching that material effectively. It remains, as always, solidly mainstream and balanced, mirroring both the penetrating insight of academic thought and the pragmatism of real-world strategic management. Thompson 19e, your best case scenario!

You think you have a winning strategy. But do you? Executives are bombarded with bestselling ideas and best practices for achieving competitive advantage, but many of these ideas and practices contradict each other. Should you aim to be big or fast? Should you create a blue ocean, be adaptive, play to win—or forget about a sustainable competitive advantage altogether? In a business environment that is changing faster and becoming more uncertain and complex almost by the day, it's never been more important—or more difficult—to choose the right approach to strategy. In this book, The Boston Consulting Group's Martin Reeves, Knut Haanæs, and Janmejaya Sinha offer a proven method to determine the strategy approach that is best for your company. They start by helping you assess your business environment—how unpredictable it is, how much power you have to change it, and how harsh it is—a critical component of getting strategy right. They show how existing strategy approaches sort into five categories—Be Big, Be Fast, Be First, Be the Orchestrator, or simply Be Viable—depending on the extent of predictability, malleability, and harshness. In-depth explanations of each of these approaches will provide critical insight to help you match your approach to strategy to your environment, determine when and how to execute each one, and avoid a potentially fatal mismatch. Addressing your most pressing strategic challenges, you'll be able to answer questions such as: • What replaces planning when the annual cycle is obsolete? • When can we—and when should we—shape the game to our advantage? • How do we simultaneously implement different strategic approaches for different business units? • How do we manage the inherent contradictions in formulating and executing different strategies across multiple businesses and geographies? Until now, no book brings it all together and offers a practical tool for understanding which strategic approach to apply. Get started today.

Lean Production for Competitive Advantage: A Comprehensive Guide to Lean Methodologies and Management Practices, Second Edition introduces Lean philosophy and illustrates the effective application of Lean tools with real-world case studies. From fundamental concepts to integrated planning and control in pull production and the supply chain, the text provides a complete introduction to Lean production. Coverage includes small batch production, setup reduction, pull production, preventive maintenance, standard work, as well as synchronizing and scheduling Lean operations. Detailing the key principles and practices of Lean production, the text also: Illustrates effective implementation techniques with case studies from a range of industries. Includes questions and completed problems in each chapter. Explains how to effectively partner with suppliers and employees to achieve productivity goals Designed for students who have a basic foundation in production and operations management, the text provides a thorough understanding of the principles of Lean. It also offers practical know-how for implementing a culture of continuous improvement on the shop floor and in the office, creating a heightened sense of responsibility in all stakeholders, and enhancing productivity and efficiency to improve the bottom line. In this second edition, the author addresses management's role in Lean production. Early observers of Japanese methods focused on the shop floor to see amazing things unlike anything practiced elsewhere. And the thinking was, if the "methods" could be adopted by companies elsewhere, those companies would experience the success of the Japanese. What the early observers hadn't considered were dramatic differences in the way those companies were managed, both daily and strategically. The "management side" of Lean production is addressed in two new chapters, one devoted to daily management, the other to strategy deployment. Additionally, there is a new chapter that addresses breakthrough improvement and an approach to achieving it called Production Preparation Process. Every chapter has been revised and expanded to better tell the story of Lean production—its history, applications, practices, and methods.

Aiming to bridge the gap between theory and application, this work focuses on strategic management.

For undergraduate courses in sports economics, this book introduces core economic concepts developed through examples from the sports industry. The sports industry provides a seemingly endless set of examples from every area of microeconomics, giving students the opportunity to study economics in a context that holds their interest. The Economics of Sports explores economic concepts and theory of industrial organization, public finance, and labor economics in the context of applications and examples from American and international sports.

This title responds head-on to the growing requests by business faculty for a concise, theory-driven strategic management concepts and cases text.

Based on the reputable US text the 2nd Southern African Edition of Crafting & Executing Strategy covers what every senior-level or entry-level MBA student in Southern Africa needs to know about crafting, executing and aligning business strategies, through presentation of core concepts and analytical techniques. A separate case and readings sections build on the main text by demonstrating the theory in practice. The core concepts are explained in language that Southern African students can grasp and provide relevant examples as used by small, medium and large SA companies.

In Strategic Management: Theory and Practice, Fourth Edition, John A. Parnell leads readers through detailed, accessible coverage of the strategic management field. Concise and easy to understand chapters address concepts sequentially, from external and internal analysis to strategy formulation, strategy execution, and strategic control. Rather than relegating case analysis to a chapter at the end of the book, Parnell aligns each chapter's key concepts with 25 case analysis steps. Current examples and high interest real-time cases, largely drawn from The Wall Street Journal and Financial Times, illustrate the key role of strategic management in the United States and around the world.

Now beyond its eleventh printing and translated into twelve languages, Michael Porter's The Competitive Advantage of Nations

has changed completely our conception of how prosperity is created and sustained in the modern global economy. Porter's groundbreaking study of international competitiveness has shaped national policy in countries around the world. It has also transformed thinking and action in states, cities, companies, and even entire regions such as Central America. Based on research in ten leading trading nations, *The Competitive Advantage of Nations* offers the first theory of competitiveness based on the causes of the productivity with which companies compete. Porter shows how traditional comparative advantages such as natural resources and pools of labor have been superseded as sources of prosperity, and how broad macroeconomic accounts of competitiveness are insufficient. The book introduces Porter's "diamond," a whole new way to understand the competitive position of a nation (or other locations) in global competition that is now an integral part of international business thinking. Porter's concept of "clusters," or groups of interconnected firms, suppliers, related industries, and institutions that arise in particular locations, has become a new way for companies and governments to think about economies, assess the competitive advantage of locations, and set public policy. Even before publication of the book, Porter's theory had guided national reassessments in New Zealand and elsewhere. His ideas and personal involvement have shaped strategy in countries as diverse as the Netherlands, Portugal, Taiwan, Costa Rica, and India, and regions such as Massachusetts, California, and the Basque country. Hundreds of cluster initiatives have flourished throughout the world. In an era of intensifying global competition, this pathbreaking book on the new wealth of nations has become the standard by which all future work must be measured.

Creating and Implementing Your Strategic Plan is the companion workbook to Bryson's landmark book, *Strategic Planning for Public and Nonprofit Organizations*, a step-by-step guide to putting strategic planning into effect. Using revised, easy-to-understand worksheets, the authors provide clear instructions for creating a strategic plan tailored to the needs of the individual organization. With more material on stakeholder analysis, visioning, strategic issue identification, and implementation, this new edition is the best resource for taking leaders, managers, and students through every step of the strategic planning process. Based on the reputable US text, the 2nd Southern African Edition of "Crafting & Executing Strategy" covers what every senior-level or entry-level MBA student in Southern Africa needs to know about crafting, executing and aligning business strategies, through presentation of core concepts and analytical techniques. A separate case and readings sections build on the main text by demonstrating the theory in practice. The core concepts are explained in language that Southern African students can grasp and provide relevant examples as used by small, medium and large SA companies.

Crafting & Executing Strategy 22e has a long-standing reputation of being the most teachable text. Its engaging clearly articulated and conceptually balanced mainstream treatment of the latest developments in theory and practice include the clearest presentation of the value-price-cost framework. Our co-author Margaret Peteraf a highly regarded researcher helped integrate both the resource-based view of the firm from the perspective of both single-business and multi-business strategies -- Publisher's webpage.

National security strategy is a vast subject involving a daunting array of interrelated subelements woven in intricate, sometimes vague, and ever-changing patterns. Its processes are often irregular and confusing and are always based on difficult decisions laden with serious risks. In short, it is a subject understood by few and confusing to most. It is, at the same time, a subject of overwhelming importance to the fate of the United States and civilization itself. Col. Dennis M. Drew and Dr. Donald M. Snow have done a considerable service by drawing together many of the diverse threads of national security strategy into a coherent whole. They consider political and military strategy elements as part of a larger decisionmaking process influenced by economic, technological, cultural, and historical factors. I know of no other recent volume that addresses the entire national security milieu in such a logical manner and yet also manages to address current concerns so thoroughly. It is equally remarkable that they have addressed so many contentious problems in such an evenhanded manner. Although the title suggests that this is an introductory volume - and it is - I am convinced that experienced practitioners in the field of national security strategy would benefit greatly from a close examination of this excellent book. Sidney J. Wise Colonel, United States Air Force Commander, Center for Aerospace Doctrine, Research and Education

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