



Making Meaning: How Successful Businesses Deliver Meaningful Customer Experiences (Paperback)

Steve Diller, Nathan Shedroff, Darrel Rhea

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In a market economy characterized by commoditized products and global competition, how do companies gain deep and lasting loyalty from their customers? The key, this book argues, is in providing meaningful customer experiences.

Writing in the tradition of Louis Cheskin, one of the founding fathers of market research, the authors of *Making Meaning* observe, define, and describe the meaningful customer experience. By consciously evoking certain deeply valued meanings through their products, services, and multidimensional customer experiences, they argue, companies can create more value and achieve lasting strategic advantages over their competitors. A few businesses are already discovering this approach, but until now no one has articulated it in such a persuasive and practical way. *Making Meaning* not only encourages businesses to adopt an innovation process that's centered on meaning, it also tells you how. The book outlines a plan of action and describes the attributes of a meaning-centric innovation team. With insightful real-world examples drawn from the Cheskin company's experience and from the authors' observations of the contemporary global market, this book outlines a plan of action and describes the attributes of a meaning-centric innovation team.

Meaningful experiences—as distinct from trivial ones—reinforce or transform the customer's sense of purpose and significance. The authors' vision of a world of meaningful consumption is idealistic, but don't be fooled: this is a straightforward business book with an eye on the ROI. It shows how to bring R&D, design, and marketing together to create deeper and richer experiences for your customers. *Making Meaning: How Successful Businesses Deliver Meaningful Customer Experiences* is an engaging and practical book for business leaders, explaining how their companies can create more meaningful products and services to better achieve their goals.

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