

# Chapter 7

Designing and Controlling Global Marketing Systems

# Learning objectives

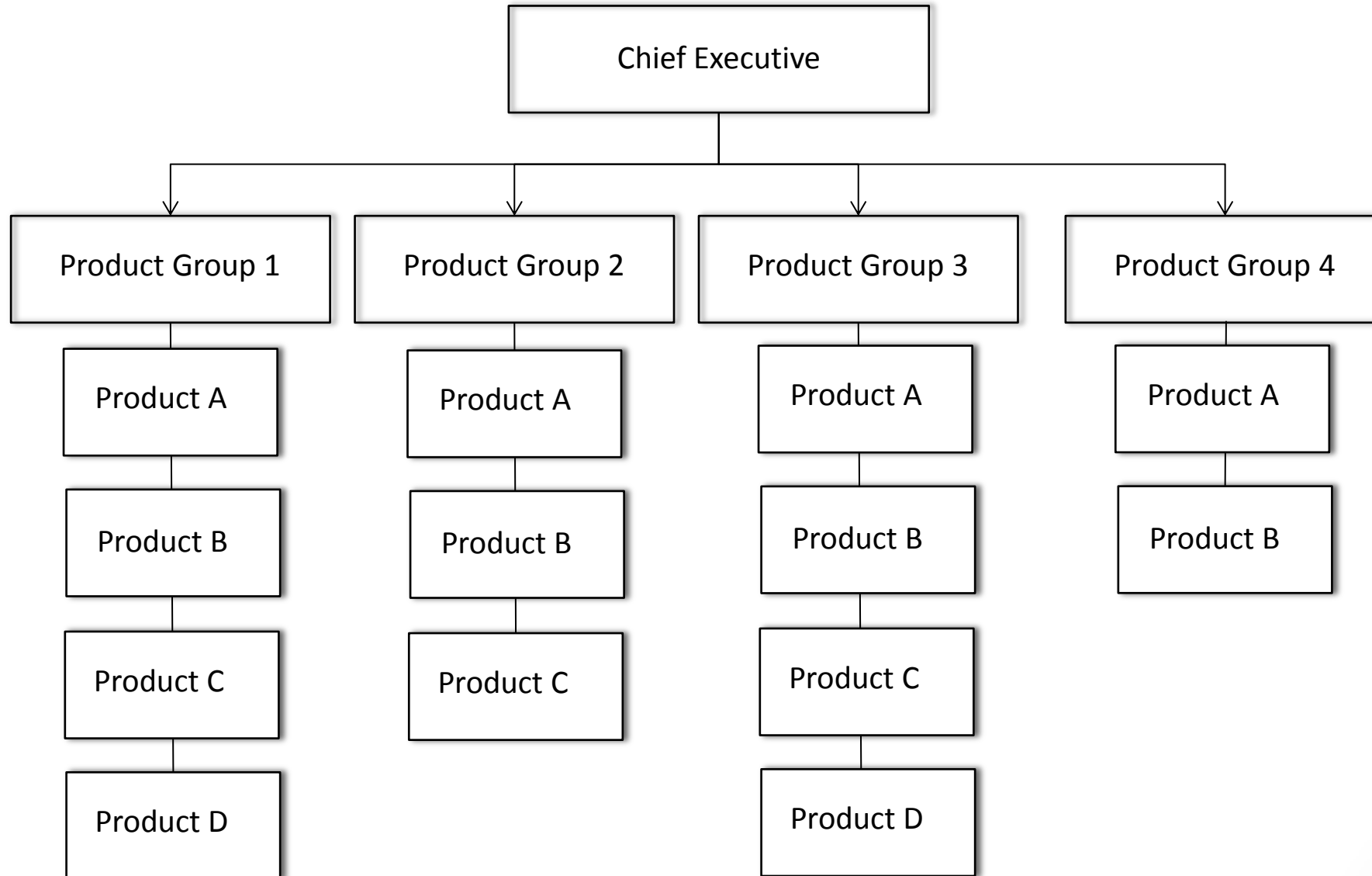
**After reading this chapter you should be able to:**

- Understand the importance of selecting the optimum organization structure for a global business.
- Identify the differences between alternative organization structures.
- Discuss how a company's organization structure may have to be adapted to its internationalization process.
- Distinguish between a company's domestic and international organizational needs.
- Understand how globalization affects a company's organizational structure.
- Explain the difference between formal and informal control mechanisms.
- Understand the changing role of a Chief Marketing Officer (CMO) and leadership requirements.

# Restructuring for internationalization

- **In the beginning**, international marketing may be a function of the **export department or**, in bigger organizations, of the **international division**.
- As companies and their **global marketing organizations (GMOs)** evolve and grow, however, it is important that executives take the time to formulate and establish **solid strategy, leadership, and cultural drivers**.
- Research confirms that having these three **building blocks not only leads to a more** natural and efficient organizational structure, but also positively influences **marketing and financial performance**.
- Traditionally, marketing organizations take one of the several established **organizational formats: regional, functional, product-centric, or matrix**.
- However, **new approaches to designing marketing organizations** have emerged that may completely change the way marketing is considered in an organization.

# Product-based organizational format



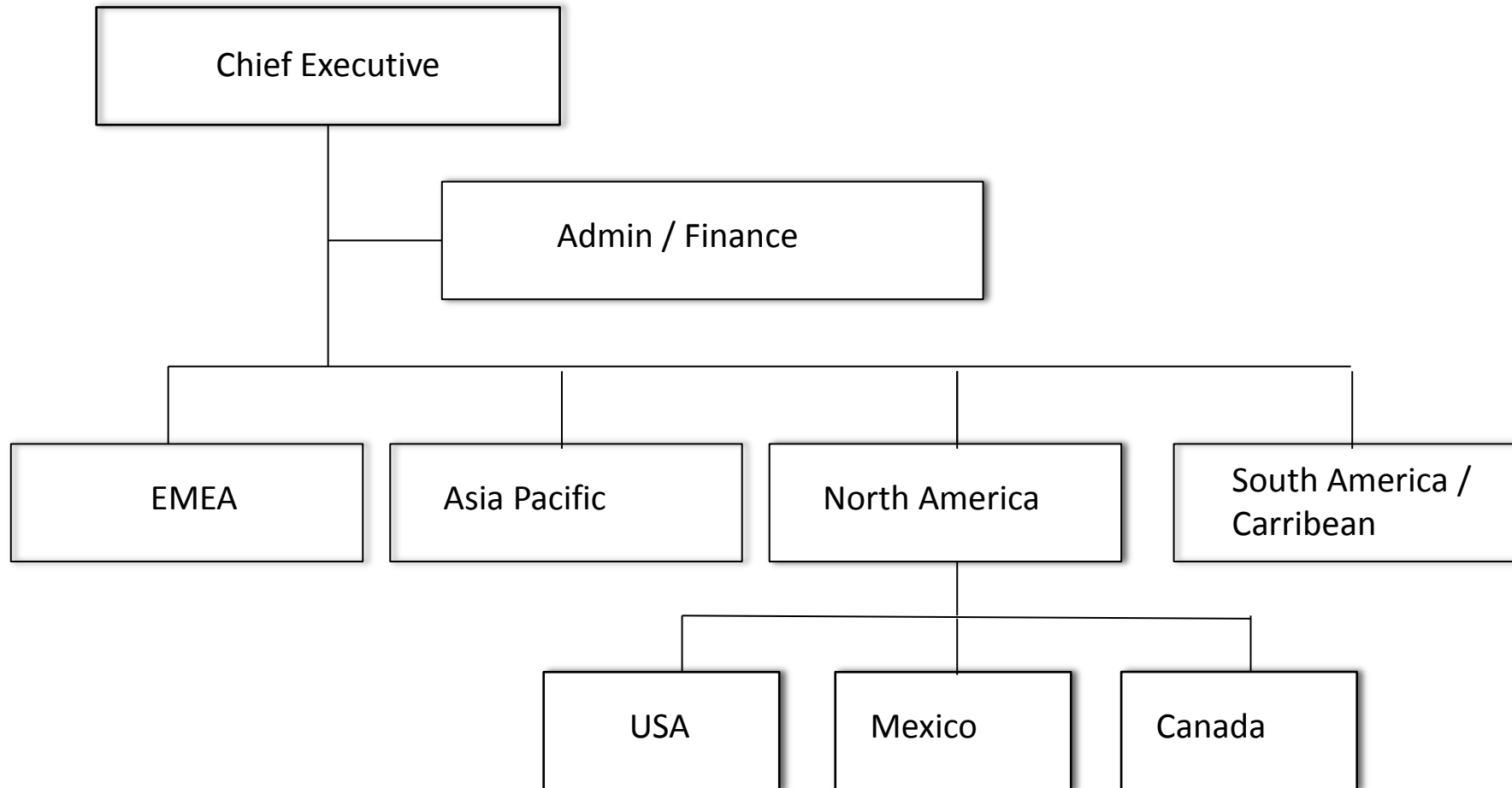
# Product-based organizational format: advantages and drawbacks

- **Flexibility** to quickly respond to changing market needs and competitive pressures
- Risk of **duplication of resources and efforts** among the different product teams
- It may **prevent the organization from accumulating a common body of knowledge** about shared markets, product design issues, or other areas

# Product-based organizational format: trends

- Many multinational firms have restructured their marketing organization on **central global headquarters** to guarantee better information transfer.
- Differently from a product based organization, a centralized structure allows:
  - **better alignment of marketing processes**
  - **increased competence level** of the marketing organization and gives a **better leverage of best practices**
  - **increased synergies** and a **better addressing of strategic issues**

# Regional organizational format



# Regional organizational format: advantages

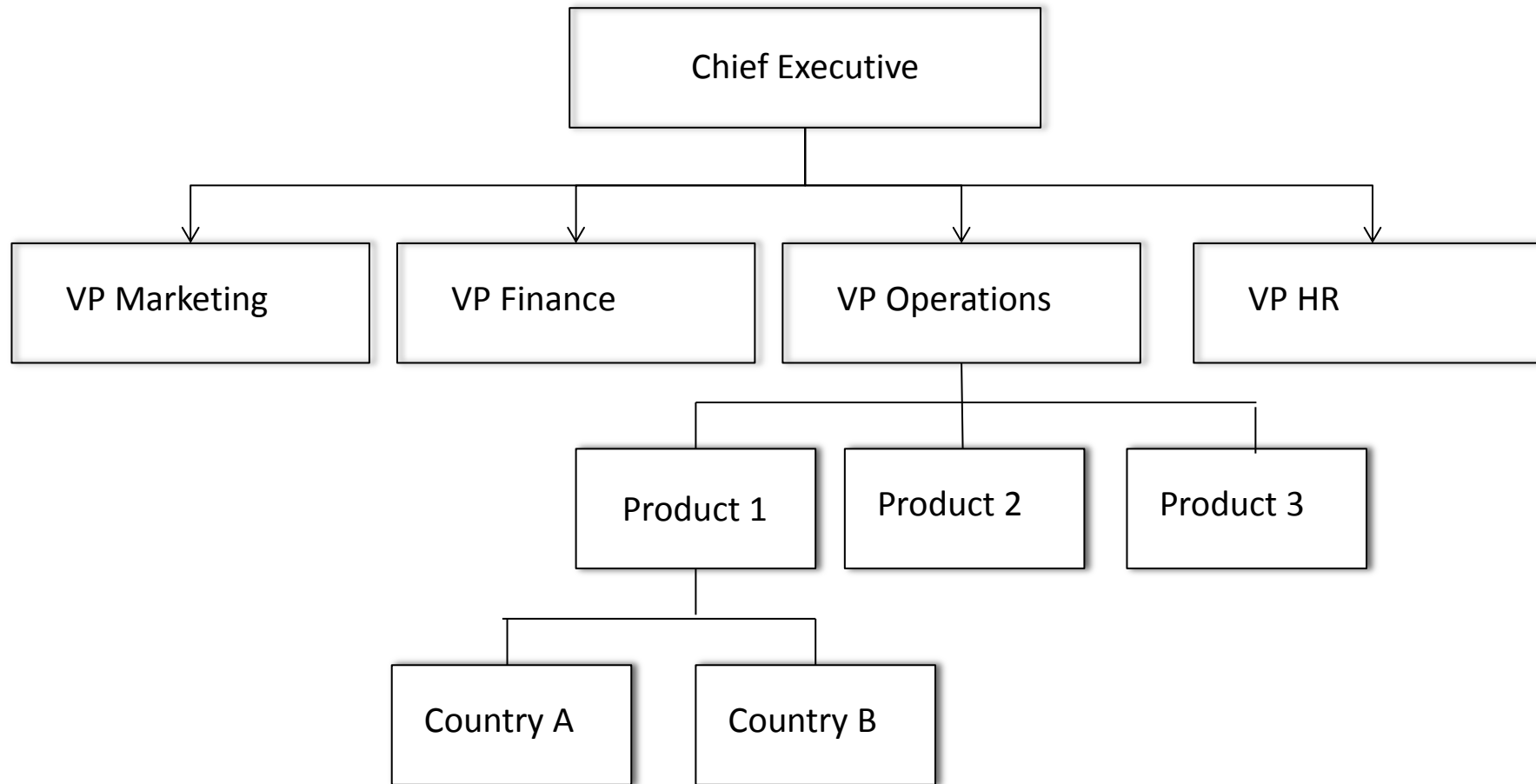
- It works to **marketing's advantage**: knowledge of regional market conditions and cultural preferences helps with uncovering potential standardization opportunities in product design and promotion and can lead to economies of scale.
- If **individual markets within the region experience changing conditions** or user needs, they can receive timely special attention.
- It **works best** for companies with a **limited number of products and similar market segments throughout the world**.
- Regional headquarters can take advantage of **cost efficiencies** and **more favorable labor supplies** to better meet larger corporate objectives.



# Regional organizational format: drawbacks

- It doesn't scale well: should the organization decide to expand and diversify its products, the coordination of its product lines and regional and country units may become cumbersome and expensive.
- Regional divisions often become too focused on their own operations, hindering inter-divisional cooperation and transfer of knowledge and spurring unnecessary rivalry and duplication of efforts.

# Functional organizational format



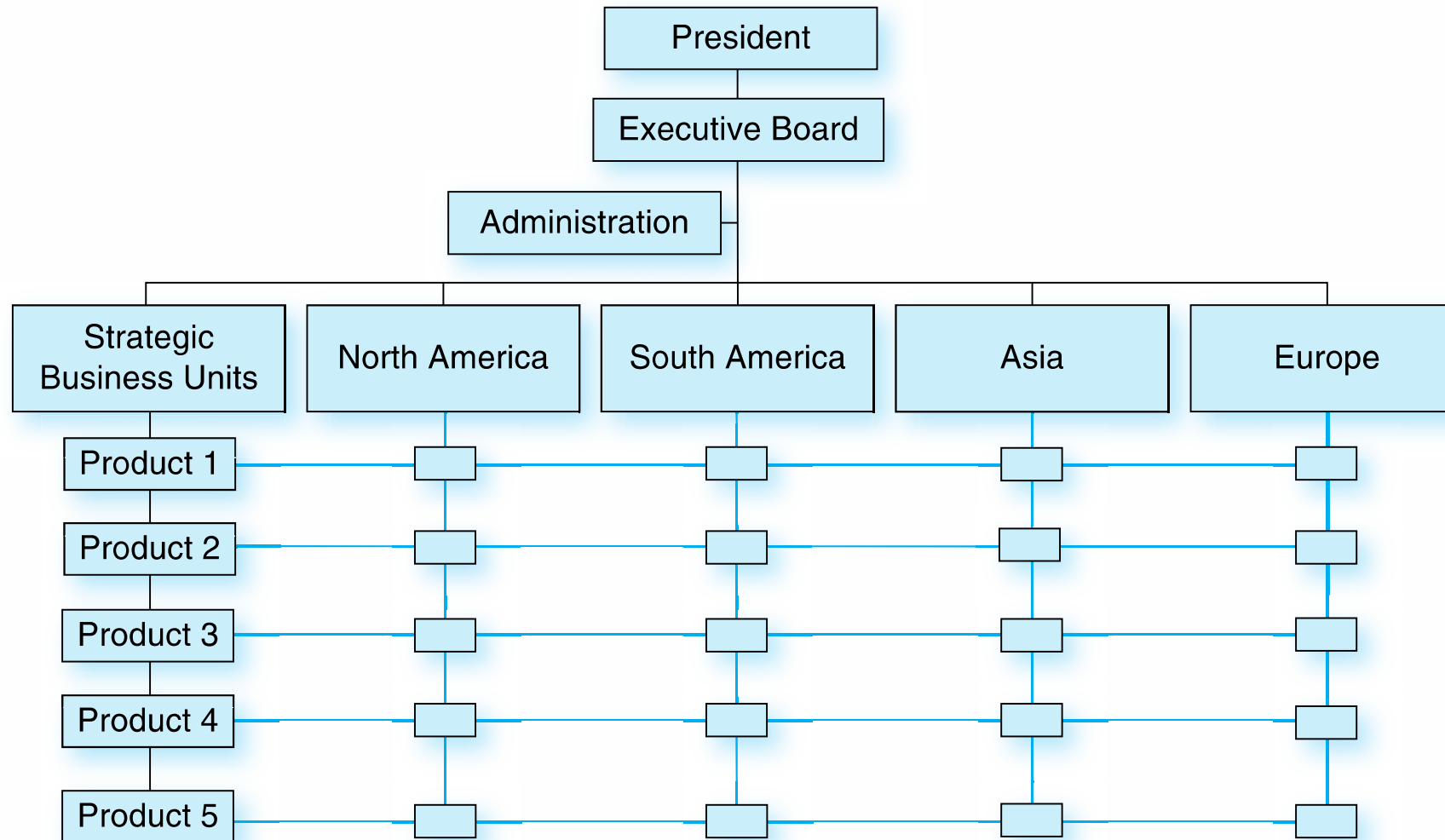
# Functional organizational format: advantages

- It provides **clear lines of communication and task management**, which facilitate project coordination within the divisions.
- Global functional structures are **suitable when product/service range offered by both the parent and the subsidiaries are few** resulting in **undifferentiated production and marketing** methods among them.
- **An example:** oil and mineral extraction companies, such as **Exxon** use this structure, which is ideal when products and production methods are basically undifferentiated among countries.

# Functional organizational format: drawbacks

- **For diversified entities** offering different products/services this structure becomes **cumbersome or less suited**.
- **An example:** Westinghouse which produces more than 8,000 different products in such diverse areas as real estate, finance, nuclear fuel, television production, electronics systems, and soft drink bottling, it is difficult to imagine that the production head knows intricacies of production of all the products.
- Functional organizations are prone to develop **“divisional silos”** that interfere with cross-departmental communications and encourage an **“us vs. them” mentality within the departments**. Such developments can **slow down decision making** and impede problem solving in today’s fast-paced, competitive environment, where cross-functional solutions are often needed.
- Because of its limitations, the functional organizational format is often **abandoned once companies reach a critical mass** of diverse products and customers.

# Matrix organizational format



# Matrix organizational format: advantages

- With a matrix structure it is possible to **avoid some of the drawbacks** of the formats described earlier. **Matrix organizations may include aspects of two or more of the product, geographic, or functional structures.** They combine a product-based structure with key geographic regions, for example, or functional and geographic divisions.
- **Improved communication and teamwork** and **better market coverage** where **both global and local perspectives are**, presumably, **integrated**.
- Matrix organizations attempt to **adapt to the multi-dimensional global business environment**.
- **An example:** a global consumer products company must respond to local market needs and capitalize on global economies of scale. It needs organizations at both levels, and it needs to manage across those across boundaries.

# Matrix organizational format: drawbacks

- The inherent **duality of the structure** may cause problems
- Many managers find it difficult **reporting to two separate channels**, and **conflicts or confusion may become common**.
- **Decision making may become slower**, as disparate objectives and priorities compete for attention and divisional overlaps often turn into turf battles.
- It's a world of **multiple bosses, endless relationships**, and **murky accountabilities**.
- It's a world of **frustrated managers and employees**, people who feel that they can't take effective action or deal with a customer without running into a series of **organizational obstacles**.

# Guidelines to make a matrix organization work

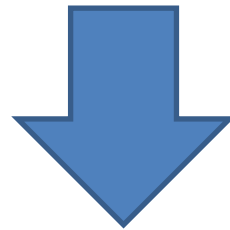
To make this multifaceted system work, a company needs to **focus on its decision-making processes**, not its organizational chart. The following few guidelines may be helpful:

- **Follow the money:** High-performing companies know how each side of the business creates value and which decisions are key to unlocking that value. That helps them locate critical decisions at the appropriate points in the organization.
- **Align people around key priorities and principles:** create a context enabling people anywhere in the organization to make appropriate tradeoffs.
- **Assign clear decision roles:** People can have more than one boss, but decisions can't. The most common problem we find in matrix organizations is confusion over who should play which role in key decisions.
- **Help leaders set the right tone:** If leaders don't make good decisions quickly, others are likely to dither. If leaders don't collaborate across boundaries, others won't either.
- **Foster a performance culture:** an environment in which people naturally take responsibility for cross-boundary cooperation.



# New marketing organization: why?

- The **degrees of integration among the worldwide business units and headquarters** or **among various local and regional subsidiaries** play a critical role in the success or failure of global marketing campaigns.
- Marketing leaders are continuously challenged by the **evolving nature of the marketing organization** itself.
- With the increasing **power of the customer**, the relentlessly growing **global competition**, and the **uncertainty and unpredictability of the future**, marketers need to increase **flexibility**.
- The **digital economy and the rapid growth of emerging markets** are transforming the consumer products industry, and companies must make the best possible use of their limited resources to meet these new demands.



It's time to rethink the traditional organization model for marketing in order to meet today's strategic challenges and cost pressures more effectively.

# New trends and guidelines for the new marketing organization

- **Delay the organization.** Aim for fewer layers of management and greater spans of control. Added layers tend to increase cost and complexity rather than value
- **Dynamically deploy resources.** To ensure that resources are allocated to the highest-priority work, they must be deployed and redeployed on a dynamic basis wherever they can add the greatest value across the portfolio.
- **Ruthlessly prioritize work.** Challenge teams to cut out 20 percent of their projects, and revisit this housecleaning exercise on an annual basis. The key is to identify and eliminate any projects that don't support the strategic priorities of the business and add little value.

# New marketing structures

- Customer-centered organizations
- Global Marketing Teams
- Control mechanisms
- Informal control mechanisms

# Customer-centered organizations

- Shift to a more **customer-centered organizational design**
- Marketing activities becoming more and more dispersed within the organization as it attempts to adapt itself to a **more cross-functional, customer-centric perspective**
- **Customers become a vital part of the firm's value creation process.** The overall approach of co-creation marks a shift whereby the customer is potentially involved in the creation and realization of collaborative innovation of several value chain functions.
  - **Customization:** adaptation of processes based on aggregated customer input
  - **Co-creation:** joint value generation based on specific customer input
  - **Co-formation:** large-scale customer participation in all or several strategic functions of the firm.

# Global Marketing Teams

- **Multinational firms** increasingly form global task teams and, specifically, global marketing teams (GMTs)
- GMTs are acting as the **key decision makers** and are identifying and implementing the means to **build competitive advantage in multiple markets**
- Virtual teams have been linked with **significant savings**, due to reductions in travel expenses, meeting times, duplication costs, and other logistical expenditures.
- Virtual teams **make organizations more flexible**, allowing them to handle the pressures created by the increasing business globalization and competition, changing organizational structures, and growing customer demand for timely and efficient service.
- Very often, companies face these challenges in the form of **paradoxes or ambiguities**.

# Control mechanisms

- Companies today are **scrutinized on many different levels** by shareholders, regulators, customers, analysts, suppliers and the general public.
- In response to the **need for increased transparency**, many companies have implemented **strong formal and informal control practices** for all of their business units and levels of management.
- In marketing, this trend has been met with even greater emphasis on **planning** and on **establishing specific objectives, processes, metrics and accountability measures** that can prove marketing's impact on the overall profitability of the firm.
- Marketing executives have to **delegate certain decisions to the local and regional levels of management**, while **retaining control over the consistency of the company brand across geographies, segments, and distribution channels**.  
Achieving this balance between central control and local initiative is one of the main challenges for any global marketing executive.

# Formal control mechanisms: Planning

- Strategic and operational plans are the roadmaps that **explain why, how, when, and who will accomplish the tasks** necessary to achieve marketing success.
- To be effective, **the planning process should take into account:**
  - the overall company goals and objectives
  - the local and regional perspectives.
- **Communications among all levels of the marketing organization** are also very important to ensure that all those responsible for the realization of the plans are on board with the final goals and objectives, performance measures, and deadlines.

# Formal control mechanisms: Budgeting

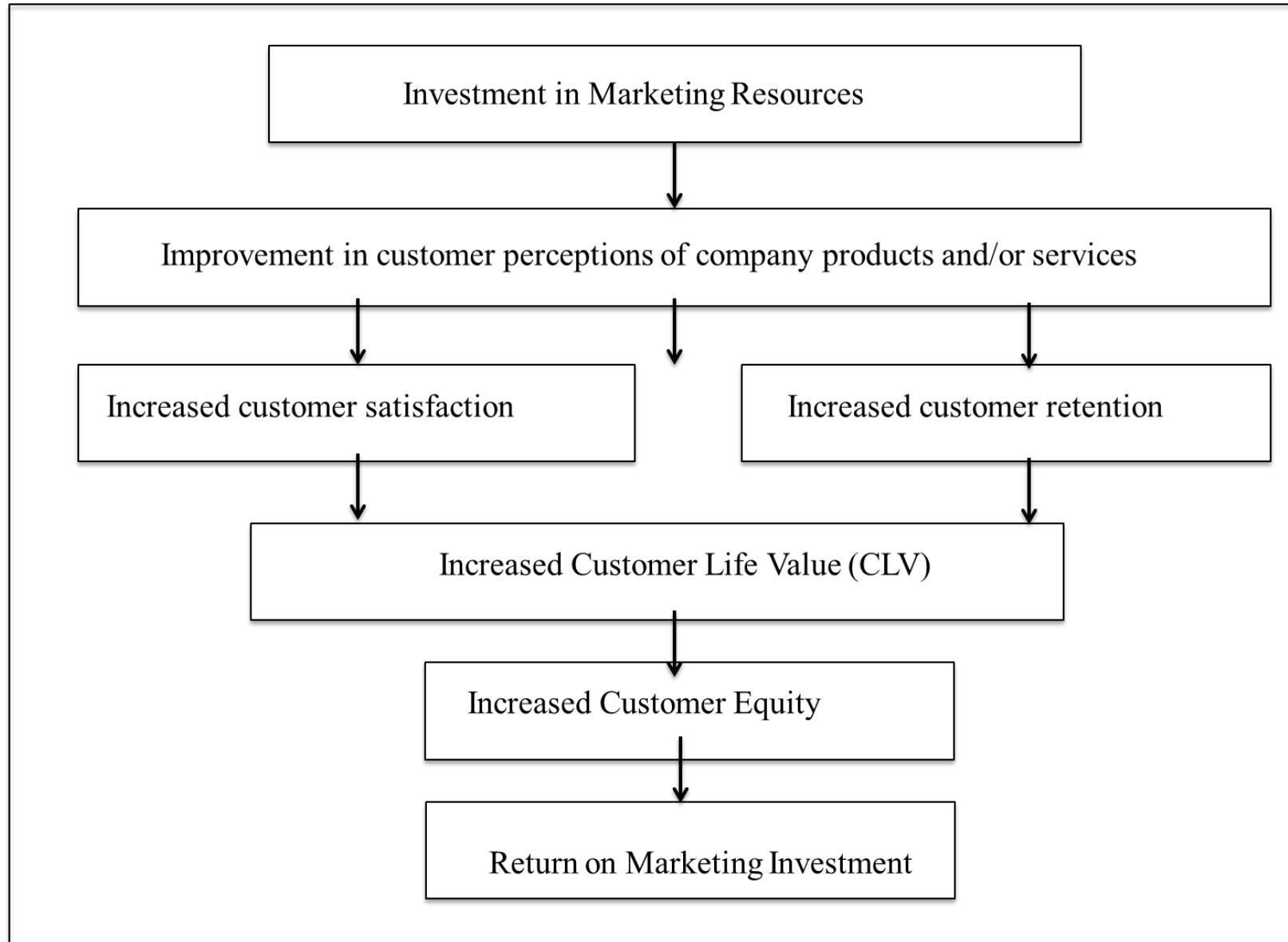
- Budgets are used to **allocate funds across the marketing organization**—from how much is allotted to regional offices and service providers such as PR agencies, to how much is spent on specific campaigns, sponsorships, and other marketing initiatives.
- Budgets are also **one of the tools used to determine the performance** of the marketing organization and its units.
- A recent report by Forrester Research found that marketing **programs receiving the biggest chunk of the budget** are in-person events (14%), followed by digital marketing (10%) and content marketing (9%).



# Formal control mechanisms: Reporting

- Establishing metrics that show **impact and performance of marketing activities**, has become one of the most critical issues for today's marketing leaders.
- It is important to **define how and what to measure** in order to quantify return on marketing investment (**ROMI**)
- As the ways of spending marketing budgets continue to increase (with the advent of Web 2.0, mobile marketing, etc.), **new marketing mix models and other analytical tools to measure performance** have emerged.
- Current marketing thought is focusing on the customer instead of on the brand—the **customer lifetime value (CLV) concept**, quantified in the customer equity measure, is what should drive marketing strategy and budgets
- CLV is a metric that allows marketers to measure the **overall effect of their marketing investment**

# Customer Lifetime Value as a measure for ROMI



# Formal control mechanisms: Reporting (cont'd)

- Many **new tools** are addressing the issue by providing better and easier ways to analyze marketing program performance:
- Powerful **statistical software programs** have made it possible to create so-called “marketing dashboards” where data can be tracked in real time.
- **Importance of measuring the intangibles:**
  - Royalty rates and transfer prices can be set more accurately from knowing and understanding the value of brands and other intangible assets.
  - Knowing the value of a brand can help companies generate positive PR in financial markets which can, in turn, assist in boosting the share price.
  - It is a highly effective benchmark of ROI (return on investment).
  - The share price can recognize the true value of brands in acquisitions
  - The actual process involved in putting brands on a balance sheet can throw up some useful insights. Among other factors it analyses the brand relative to the competition; it identifies potential opportunities, strengths and weaknesses of the brand; and consumer and market perceptions .

# Informal control mechanisms

- For global firms, **these types of “soft” controls are often more important than formal ones**, especially if they operate in many cultures where the data-driven management style favored in many Western cultures clashes with local social values that emphasize relationship-building, hierarchy, and social networks.
- **Types of informal control mechanisms:**
  - Corporate culture
  - Management Selection and Training
  - Leadership and the role of CTO