



Do You Want to Keep Your Customers Forever? (Harvard Business Review Classics)

Joseph B. Pine, Don Peppers, Martha Rogers

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This classic article shows how to make mass customization and efficient and personal marketing work by putting the producer and consumer in a "learning relationship." Over time, this ongoing relationship allows your company to meet a customer's changing needs over time. Furthermore, as your company develops learning relationships with its customers, it should be able to retain their business virtually forever. Since 1922, *Harvard Business Review* has been a leading source of breakthrough management ideas-many of which still speak to and influence us today. The Harvard Business Review Classics series now offers readers the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world-and will have a direct impact on you today and for years to come.

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