

# Business Strategy



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STRATEGIC MANAGEMENT

# Outline of the lecture

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1. Business strategy
  2. Competitive strategy
  3. Generic competitive strategies
  4. Cooperative strategies
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- Business strategy is focused on improving the competitive position of a company's or business unit's products or services within the specific industry or market segment that the company or business unit serves.
  - Business strategy can be competitive (battling against all competitors for advantage) and/or cooperative (working with one or more companies to gain advantage against other competitors).
  - Michael Porter proposes two “generic” competitive strategies for outperforming other corporations in a particular industry: lower cost and differentiation.
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- **Business strategy** usually occurs at the business unit or product level, and it *emphasizes improvement of the competitive position of a corporation's products or services* in the specific industry or market segment served by that business unit.
  - Business strategies may fit within the two overall categories, *competitive and cooperative strategies*.
  - Cooperative strategy may thus be used to provide a competitive advantage.
  - For example, Intel, a manufacturer of computer microprocessors, uses its alliance (cooperative strategy) with Microsoft to differentiate itself (competitive strategy) from AMD, its primary competitor.
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- **Business strategy is focused on improving the competitive position of a company's or business unit's products or services** within the specific industry or market segment that the company or business unit serves.
  - Business strategy is *extremely important* because research shows that business unit **effects have double the impact on overall company performance** than do either corporate or industry effects.
  - Business strategy can be *competitive* (battling against all competitors for advantage) *and/or cooperative* (working with one or more companies to gain advantage against other competitors).
  - Just as corporate strategy asks what industry(ies) the company should be in, *business strategy asks how the company or its units should compete or cooperate* in each industry.
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**Porter's competitive strategy** raises the following questions:

- *Should we compete on the basis of lower cost (and thus price), or should we differentiate our products or services on some basis other than cost, such as quality or service?*
  - *Should we compete head to head with our major competitors for the biggest but most sought-after share of the market, or should we focus on a niche in which we can satisfy a less sought-after but also profitable segment of the market?*
  - Michael Porter proposes two “**generic**” competitive strategies for outperforming other corporations in a particular industry: **lower cost** and **differentiation**.
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These strategies are called **generic** because they *can be pursued by any type or size of business firm*, even by nonfor-profit organizations:

- **Lower cost strategy** is the ability of a company or a business unit to design, produce, and market a comparable product more efficiently than its competitors.
  - **Differentiation strategy** is the ability of a company to provide unique and superior value to the buyer in terms of product quality, special features, or after-sale service.
  - Porter further proposes that a firm's competitive advantage in an industry is determined by its **competitive scope**, that is, the breadth of the company's or business unit's target market.
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- *Before using one of the two generic competitive strategies* (lower cost or differentiation), the firm or unit **must choose** the **range of product** varieties it will produce, the **distribution** channels it will employ, the **types of buyers** it will serve, the **geographic areas** in which it will sell, and the **array of related industries** in which it will also compete.
  - A company or business unit can choose a **broad target** (*that is, aim at the middle of the mass market*) or a **narrow target** (*that is, aim at a market niche*).
  - Combining these two types of target markets with the **two competitive strategies results in the four variations of generic strategies**.
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## Porter's Generic Competitive Strategies

- When the lower-cost and **differentiation strategies** have a broad mass-market target, they are simply called cost leadership and differentiation.
- When they are focused on a **market niche** (narrow target), however, they are called cost focus and differentiation focus.

		Competitive Advantage	
		Lower Cost	Differentiation
Competitive Scope	Broad Target	Cost Leadership	Differentiation
	Narrow Target	Cost Focus	Differentiation Focus

## Cost leadership

- **Cost leadership** is a lower-cost competitive strategy that aims at the broad mass market and requires “aggressive construction of efficient-scale facilities, vigorous pursuit of cost reductions from experience, tight cost and overhead control, avoidance of marginal customer accounts, and cost minimization in areas like R&D, service, sales force, advertising, and so on.
  - Because of its lower costs, the **cost leader is able to charge a lower price for its products than its competitors** and still make a satisfactory profit. Although it may not necessarily have the lowest costs in the industry, it has lower costs than its competitors.
  - *Some companies successfully following this strategy are Wal-Mart (discount retailing), McDonald’s (fast-food restaurants), Dell (computers), Alamo (rental cars), Aldi (grocery stores), Southwest Airlines, and Timex (watches).*
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- Having *a lower-cost position* also gives a company or business unit a *defense against rivals*.
  - Lower costs allow it to continue to earn profits during times of heavy competition. *High market share means* that it will have *high bargaining power* relative to its suppliers (because it buys in large quantities).
  - Low price will also *serve as a barrier to entry* because few new entrants will be able to match the leader's cost advantage. As a result, *cost leaders are likely to earn above-average returns on investment*.
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## Differentiation strategy

- **Differentiation** is aimed at the *broad mass market* and involves the creation of a product or service that is perceived throughout its industry as unique.
  - The company or business unit may *then charge a premium* for its product. This specialty can be associated with *design or brand image, technology, features, a dealer network, or customer service*.
  - *Differentiation is a viable strategy for earning above-average returns* in a specific business because the resulting *brand loyalty lowers customers' sensitivity to price*. Increased costs can usually be passed on to the buyers.
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- Buyer loyalty also serves as an *entry barrier*; new firms must develop their own distinctive competence to differentiate their products in some way in order to compete successfully.
  - *Examples of companies that successfully use a differentiation strategy are Walt Disney Productions (entertainment), BMW (automobiles), Nike (athletic shoes), Apple Computer (computers and smart phones), and Pacar (trucks).*
  - Research does suggest that a *differentiation strategy is more likely to generate higher profits than does a low-cost strategy* because differentiation creates a better entry barrier.
  - A low-cost strategy is more likely, however, to generate increases in market share.
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## Cost focus

**Cost focus** is a *low-cost competitive strategy* that *focuses on a particular buyer group or geographic market* and attempts to serve only this niche, to the exclusion of others.

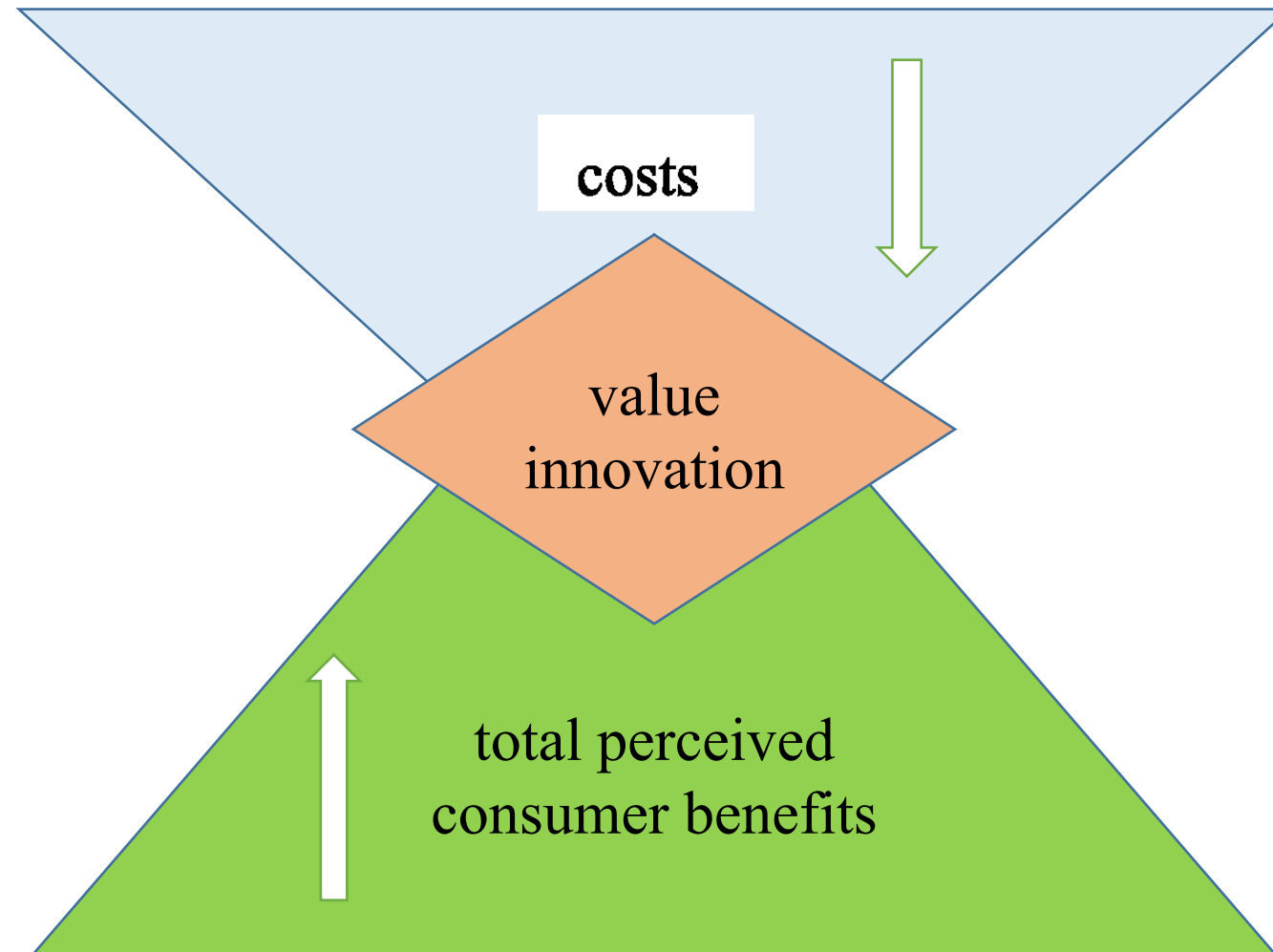
- In using cost focus, the company or business unit seeks a cost advantage in its target segment.

## Differentiation focus

**Differentiation focus**, like cost focus, concentrates on a particular buyer group, product line segment, or geographic market.

- In using *differentiation focus*, a company or business unit *seeks differentiation in a targeted market segment*.
  - This strategy is valued by those who *believe that a company or a unit that focuses its efforts is better able to serve the special needs* of a narrow strategic target *more effectively* than can its competition.
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		Competitive advantage	
		Lower cost	Differentiation
Competitive scope	Broad target	Cost leadership	Differentiation
	Narrow target	Cost focus	Differentiation focus
	<div style="border: 1px solid black; padding: 5px; display: inline-block;">                     Blue ocean strategy vs. Stuck in the middle                 </div>		





## Requirements for Generic Competitive Strategies

Generic Strategy	Commonly Required Skills and Resources	Common Organizational Requirements
<b>Overall Cost Leadership</b>	<ul style="list-style-type: none"> <li>■ Sustained capital investment and access to capital</li> <li>■ Process engineering skills</li> <li>■ Intense supervision of labor</li> <li>■ Products designed for ease of manufacture</li> <li>■ Low-cost distribution system</li> </ul>	<ul style="list-style-type: none"> <li>■ Tight cost control</li> <li>■ Frequent, detailed control reports</li> <li>■ Structured organization and responsibilities</li> <li>■ Incentives based on meeting strict quantitative targets</li> </ul>
<b>Differentiation</b>	<ul style="list-style-type: none"> <li>■ Strong marketing abilities</li> <li>■ Product engineering</li> <li>■ Creative flair</li> <li>■ Strong capability in basic research</li> <li>■ Corporate reputation for quality or technological leadership</li> <li>■ Long tradition in the industry or unique combination of skills drawn from other businesses</li> <li>■ Strong cooperation from channels</li> </ul>	<ul style="list-style-type: none"> <li>■ Strong coordination among functions in R&amp;D, product development, and marketing</li> <li>■ Subjective measurement and incentives instead of quantitative measures</li> <li>■ Amenities to attract highly skilled labor, scientists, or creative people</li> </ul>
<b>Focus</b>	<ul style="list-style-type: none"> <li>■ Combination of the above policies directed at the particular strategic target</li> </ul>	<ul style="list-style-type: none"> <li>■ Combination of the above policies directed at the particular strategic target</li> </ul>

## Risks in Competitive Strategies

- Each of the generic strategies has risks.
- For example, a company following a differentiation strategy must ensure that the higher price it charges for its higher quality is not too far above the price of the competition; otherwise customers will not see the extra quality as worth the extra cost. This is what is meant in by the term *cost proximity*.

Risks of Cost Leadership	Risks of Differentiation	Risks of Focus
<p>Cost leadership is not sustained:</p> <ul style="list-style-type: none"><li>■ Competitors imitate.</li><li>■ Technology changes.</li><li>■ Other bases for cost leadership erode.</li></ul> <p>Proximity in differentiation is lost.</p> <p>Cost focusers achieve even lower cost in segments.</p>	<p>Differentiation is not sustained:</p> <ul style="list-style-type: none"><li>■ Competitors imitate.</li><li>■ Bases for differentiation become less important to buyers.</li></ul> <p>Cost proximity is lost.</p> <p>Differentiation focusers achieve even greater differentiation in segments.</p>	<p>The focus strategy is imitated.</p> <p>The target segment becomes structurally unattractive:</p> <ul style="list-style-type: none"><li>■ Structure erodes.</li><li>■ Demand disappears.</li></ul> <p>Broadly targeted competitors overwhelm the segment:</p> <ul style="list-style-type: none"><li>■ The segment's differences from other segments narrow.</li><li>■ The advantages of a broad line increase.</li></ul> <p>New focusers subsegment the industry.</p>



## Issues in Competitive Strategies

- Porter argues that to be successful, a company or business unit must achieve one of the previously mentioned generic competitive strategies.
  - Otherwise, the company or business unit is **stuck in the middle of the competitive marketplace** with *no competitive advantage and is doomed to below-average performance*.
  - The Toyota and Honda auto companies are often presented as examples of *successful firms able to achieve both of these generic competitive strategies*. Thanks to advances in technology, a company may be able to design quality into a product or service in such a way that it can achieve both high quality and high market share - thus lowering costs.
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- Although **there is generally room for only one company to successfully pursue the massmarket cost leadership strategy** (*because it is so dependent on achieving dominant market share*), **there is room for an almost unlimited number of differentiation and focus strategies** (*depending on the range of possible desirable features and the number of identifiable market niches*).
  - **Quality**, alone, has eight different dimensions each with the potential of providing a product with a competitive advantage.
  - Most entrepreneurial ventures follow ***focus strategies***. The successful ones differentiate their product from those of other competitors in the areas of quality and service, and they focus the product on customer needs in a segment of the market, thereby achieving a dominant share of that part of the market.
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## Issues in Competitive Strategies: Quality

### The Eight Dimensions of Quality

<b>1. Performance</b>	Primary operating characteristics, such as a washing machine's cleaning ability.
<b>2. Features</b>	"Bells and whistles," such as cruise control in a car, that supplement the basic functions.
<b>3. Reliability</b>	Probability that the product will continue functioning without any significant maintenance.
<b>4. Conformance</b>	Degree to which a product meets standards. When a customer buys a product out of the warehouse, it should perform identically to that viewed on the showroom floor.
<b>5. Durability</b>	Number of years of service a consumer can expect from a product before it significantly deteriorates. Differs from reliability in that a product can be durable but still need a lot of maintenance.
<b>6. Serviceability</b>	Product's ease of repair.
<b>7. Aesthetics</b>	How a product looks, feels, sounds, tastes, or smells.
<b>8. Perceived Quality</b>	Product's overall reputation. Especially important if there are no objective, easily used measures of quality.



## Industry Structure and Competitive Strategy

- In a **fragmented industry**, for example, where many small- and medium-sized local companies compete for relatively small shares of the total market, focus strategies will likely predominate.
- **Fragmented industries** are typical for products in the early stages of their life cycles. If few economies are to be gained through size, no large firms will emerge and entry barriers will be low - allowing a stream of new entrants into the industry.
- Chinese restaurants, veterinary care, used-car sales, ethnic grocery stores, and funeral homes are examples.
- If a company is able to overcome the limitations of a fragmented market, however, it *can reap the benefits of a broadly targeted cost-leadership or differentiation strategy*.
- Until *Pizza Hut* was able to use advertising to differentiate itself from local competitors, the pizza fastfood business was a fragmented industry composed primarily of locally owned pizza parlors, each with its own distinctive product and service offering.



## Industry Structure and Competitive Strategy

- *As an industry matures, fragmentation is overcome*, and the industry tends to become a **consolidated industry** dominated by a few large companies.
  - Although many industries start out being fragmented, battles for market share and creative attempts to overcome local or niche market boundaries often increase the market share of a few companies.
  - After product standards become established for minimum quality and features, competition shifts to a greater emphasis on cost and service.
  - Slower growth, overcapacity, and knowledgeable buyers combine to put a premium on a firm's ability to achieve cost leadership or differentiation along the dimensions most desired by the market. R&D shifts from product to process improvements. Overall product quality improves, and costs are reduced significantly.
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## Industry Structure and Competitive Strategy

- The *strategic rollup* was developed in the mid-1990s as an efficient way to quickly consolidate a fragmented industry.
  - With the aid of money from venture capitalists, an entrepreneur acquires hundreds of owner-operated small businesses.
  - The resulting large firm creates economies of scale by building regional or national brands, applies best practices across all aspects of marketing and operations, and hires more sophisticated managers than the small businesses could previously afford.
  - **Rollups** differ from conventional mergers and acquisitions in three ways:
    1. they involve large numbers of firms,
    2. the acquired firms are typically owner operated,
    3. the objective is not to gain incremental advantage, but to reinvent an entire industry.
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## Industry Structure and Competitive Strategy

- *Once consolidated, an industry has become one in which cost leadership and differentiation tend to be combined to various degrees, even though one competitive strategy may be primarily emphasized.*
  - *A firm can no longer gain and keep high market share simply through low price.*
  - The **buyers are more sophisticated** and demand a certain minimum level of quality for price paid.
  - Even Mc-Donald's, long the leader in low-cost fast-food restaurants, has been forced to add healthier and more upscale food items, such as Asian chicken salad, comfortable chairs, and Wi-Fi Internet access in order to keep its increasingly sophisticated customer base.
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## Collusion

- Collusion is the active *cooperation of firms within an industry* to reduce output and raise prices in order to get around the normal economic law of supply and demand.
  - Collusion may be **explicit**, in which case firms cooperate through direct communication and negotiation, or **tacit**, in which case firms cooperate indirectly through an informal system of signals.
  - Explicit collusion is illegal in most countries and in a number of regional trade associations, such as the European Union.
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## Strategic Alliances

- A strategic alliance is a *long-term cooperative arrangement* between two or more *independent firms or business units* that engage in business activities for mutual economic gain.
  - Alliances between companies or business units have become a fact of life in modern business.
  - Some alliances are very short term, only lasting long enough for one partner to establish a beachhead in a new market.
  - Many alliances do increase profitability of the members and have a positive effect on firm value.
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## Mutual Service Consortia

- A mutual service consortium is a *partnership of similar companies in similar industries that pool their resources to gain a benefit* that is too expensive to develop alone, such as access to advanced technology.
  - The mutual service consortia is a *fairly weak and distant alliance* - appropriate for partners that wish to work together but not share their core competencies. There is very little interaction or communication among the partners.
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## Joint Venture

- A joint venture is a *cooperative business activity, formed by two or more separate organizations for strategic purposes*, that creates an independent business entity and allocates ownership, operational responsibilities, and financial risks and rewards to each member, while preserving their separate identity/autonomy.
  - Joint ventures are the *most popular form of strategic alliance*. They often occur because the companies involved do not want to or cannot legally merge permanently.
  - *Joint ventures provide a way to temporarily combine the different strengths of partners to achieve an outcome of value to all.*
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## Joint Venture

- Extremely popular in *international undertakings because* of financial and political–legal constraints, forming joint ventures is a convenient way for corporations to work together without losing their independence.
  - *Disadvantages* of joint ventures include *loss of control, lower profits, probability of conflicts with partners*, and the likely transfer of technological advantage to the partner.
  - Joint ventures are often *meant to be temporary*, especially by some companies that may view them as a way to rectify a competitive weakness until they can achieve long-term dominance in the partnership.
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## Licensing Arrangements

- A licensing arrangement is an *agreement in which the licensing firm grants rights to another firm in another country or market to produce and/or sell a product.*
  - The licensee pays compensation to the licensing firm in return for technical expertise.
  - **Licensing is an especially useful strategy if the trademark or brand name is well known** but the MNC does not have sufficient funds to finance its entering the country directly.
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## Value-Chain Partnerships

- A value-chain partnership is a *strong and close alliance* in which one *company or unit forms a long-term arrangement* with a key supplier or distributor for mutual advantage.
  - To improve the quality of parts it purchases, companies in the U.S. auto industry, for example, have decided to work more closely with fewer suppliers and to involve them more in product design decisions.
  - Activities that had previously been done internally by an automaker are being outsourced to suppliers specializing in those activities.
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