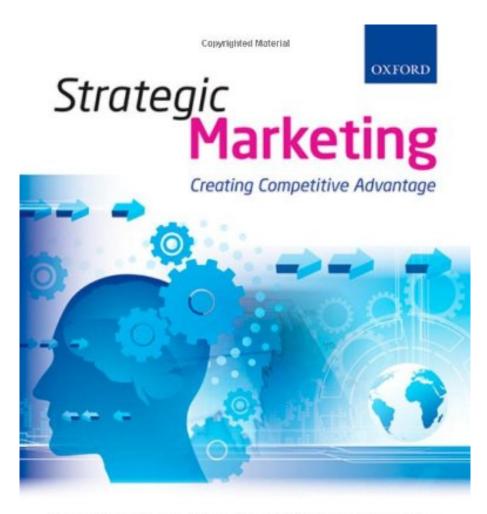


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### About the Author

Douglas West is Professor of Marketing at Birmingham Business School. Prior to this he was Director of the MARCOMS Research Centre at the University of Westminster. Previously he has held positions at South Bank, Henley Management College, and the University of Calgary.

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