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**Donald** is respected by clients in over 40 industries throughout the world as a “thought leader” and passionate visionary in the key areas of management, marketing, and service excellence.

Drawing from his experience as a world-class manufacturer, award-winning retailer, business speaker and coach, he has helped thousands of businesses to sell more, manage smarter and grow their bottom line.

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## Bits & Pieces ~ August 2009:

**Item #1:** Which nations will be world leaders in the future? Take a look at the Japanese school bus on the left. From the outside it looks like a normal bus. But, on the inside, instead of sitting in regular bus seats, students sit at desks and computers in order to get extra computer training on the way to and from school.



That is a commitment to excellence.

**Item #2:** **No more “3 strikes and you’re out”:** Customers are becoming more demanding and less forgiving. A recent study by Toronto-based research firm Ipsos Reid reveals that 84% of Canadians would stop buying from a company after just one negative service experience. So, now it’s “one strike and you’re out”.

**Item #3:** **Who’s winning...and who’s losing?** The concept of America as the creative advertising leader of the known universe took a severe beating last month following the 2009 Cannes International Advertising Festival. Of the 644 awards given out, only 13% went to American entries.

**Item #4:** **China update:** Car sales in China surged by 48 percent last month and China has just surpassed the United States as the world's biggest auto market.

**Item #5:** **Playing catch-up:** Microsoft has just announced that it will open 2 retail stores, one in California and one in Arizona. Of course, they’re a little late to the game because Apple has almost 350 stores around the world...and they’re a huge success.

The question here for your business is whether you’re out in front of the pack...or are you always playing catch-up?