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Sommario/riassunto	The business world has changed beyond all recognition in recent years. New skills, insights, tools, technologies and best practice have emerged. The Capstone Encyclopaedia of Business brings all of this progress together, distilling the facts and essential information into one single volume. It represents the most up-to-date, authoritative and accessible guide to the modern business world available, providing a gateway to the state of the art in marketing, finance, strategy, leadership, people management and beyond. The Capstone Encyclopaedia of Business is organized alphabetically into ove