



Postgraduate Diploma

Market Research

» Modality: online

» Duration: 6 months

» Certificate: TECH Global University

» Credits: 15 ECTS

» Schedule: at your own pace

» Exams: online

» Target Group: Graduates and professionals with demonstrable experience in the sector

Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-market-research

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Certificate

01 **Welcome**

Today, it is of vital importance for companies to analyze consumer behavior and market characteristics and demands, in order to develop strategies and make commercial and sales decisions in line with the needs of the sector. Thanks to this program, the student will acquire the necessary skills to perform an analysis and diagnosis of the company and purchasing habits, with the objective of adapting commercial campaigns to market demand, achieving exponential growth of the company in a short period of time. Thus, they will be able to access those management positions that are in such great need of highly qualified and valuable professionals.









tech 08 | Why Study at TECH?

At TECH Global University



Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95%

of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

100,000+

200+

executives trained each year

different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

500+

collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.



Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"

Why Study at TECH? | 09 tech

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

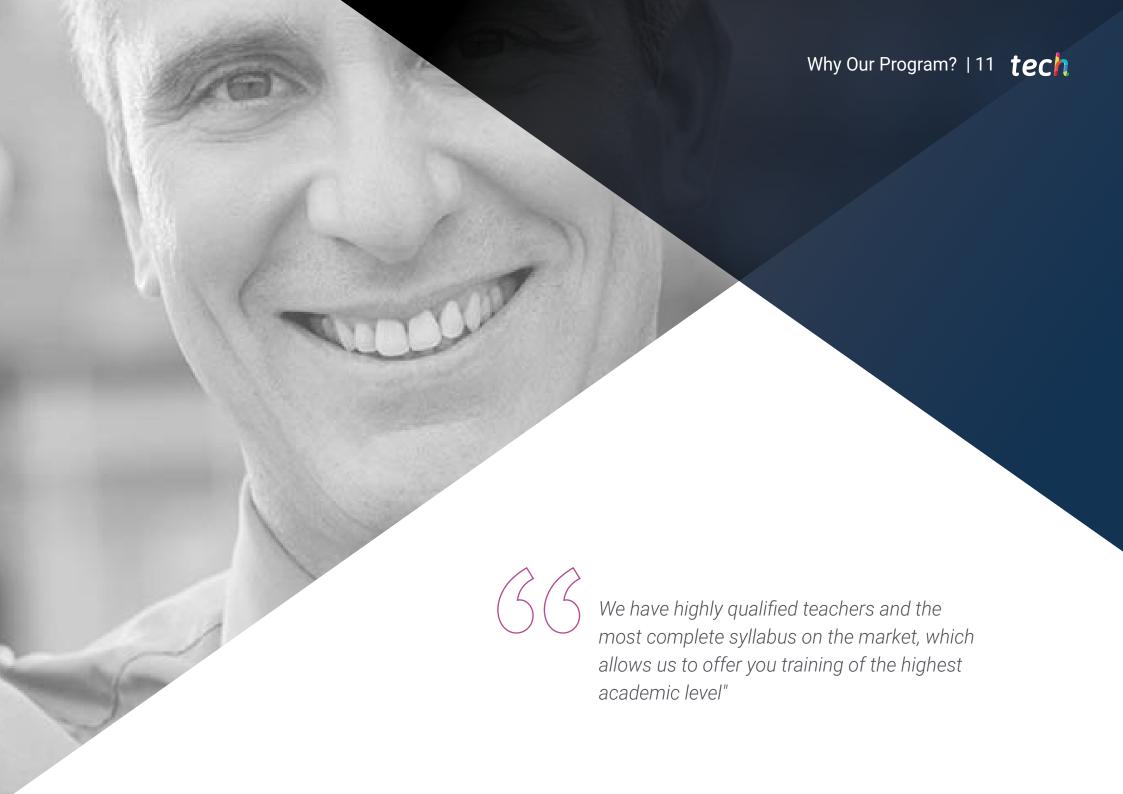
TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.





tech 12 | Why Our Program?

This program will provide students with a multitude of professional and personal advantages, particularly the following:



A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of participants achieve positive career development in less than 2 years.



Develop a strategic and global vision of companies

TECH offers an in depth overview of general management to understand how each decision affects each of the company's different functional areas.

Our global vision of companies will improve your strategic vision.



Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.



Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.



Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.



Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

20% of our students develop their own business idea.



Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.



Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Global University community.

We give you the opportunity to train with a team of world renowned teachers.





tech 16 | Objectives

Your objectives are those of TECH.

TECH works together with you to help you achieve them.

The Postgraduate Diploma in Market Research will train you to:



Develop and lead more effective market research strategies to obtain better results



Analyze the types of user buying behavior with the aim of adapting campaigns and making them more efficient



Establish the steps needed to carry out complex market research projects







Describe new forms of collecting and analyzing data to establish market studies that are more focused on the target client



Develop the essential skills to properly segment markets and target campaigns based on this segmentation



Conduct market research to understand the competition and develop differentiating strategies





tech 20 | Structure and Content

Syllabus

This curriculum has been designed with a clear purpose in mind: to offer students the best training of the moment that will enable them to carry out in depth analysis of the markets and the strategies of their companies to carry them towards the highest levels of success.

For this purpose, a highly acadmeic program is offered, in which you can find all the relevant information about this area of action, from Market Analysis itself, to *Big Data* or Customer Relationship Management. Thus, through a multitude of theoretical content and practical exercises, the student can get a real idea of the work in the sector.

A highly intensive program that is offered in a 100% online format, which will undoubtedly provide the great advantage of being able to study it from anywhere in the world, at the time that best suits each person and being able to combine it with the rest of their daily commitments. A program that understands the needs of students, but, above all, that aims to meet the current demands of academic quality demanded by society. And, for this, it has the most prestigious teaching team in the sector and fully up to date content covering the main developments in the field.

This Postgraduate Diploma takes place over 6 months and is divided into 4 modules:

Module 1	Management
Module 2	Customer Relationship Management
Module 3	Data Science and Big Data
Module 4	Web Analytics and Marketing Analytics



Where, When and How is it Taught?

TECH offers the possibility of taking this program completely online. Throughout the 6 months of training, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

tech 22 | Structure and Content

Module 1. Management 1.1. Fundamentals of Marketing 1.2. Marketing: From the Idea to the 1.3. New Competitive Environment 1.4. Quantitative Research Methods Market and Techniques 1.1.1. Main Definitions 1.3.1. Technological Innovation and Economic 1.1.2. Basic Concepts Impact 1.2.1. Concept and Scope of Marketing 1.4.1. Variables and Measurement Scales 1.1.3. The Evolution of the Concept of Marketing 1.3.2. Knowledge Society 1.2.2. Marketing Dimensions 1.4.2 Information Sources 1.3.3. The New Consumer Profile 1.2.3. Marketing 3.0 1.4.3. Sampling Techniques 1.4.4. The Treatment and Analysis of Data 1.5. Qualitative Research Methods and Market Segmentation 1.7. Types of Buying Behaviour 1.8. Marketing Information Systems Techniques Complex Behaviour 1.8.1. Conceptual Approaches to Marketing Market Typologies Concept and Analysis of the Demand 1.7.2. Dissonance-Reducing Behaviour Information Systems 1.5.1. Direct Techniques: Focus Group 1.6.3. Segmentation and Criteria 1.7.3. Variety-Seeking Behavior 1.8.2. Data Warehouse and Datamining 1.5.2. Anthropological Techniques 1.6.4. Defining the Target Audience 1.7.4. Habitual Behavior 1.8.3. Geographical Information Systems 1.5.3. Indirect Techniques 1.5.4. The Two Face Mirror and The Delphi Method 1.9. Research Project Management 1.10. Marketing Intelligence 1.9.1. Information Analysis Tools 1.10.1. Big Data 1.10.2. User Experience Developing an Expectation Management 1.10.3. Applying Techniques 1.9.3. Assessing the Feasibility of Projects Module 2. Customer Relationship Management 2.1. Knowing the Market and the 2.3. Database Marketing and Customer 2.4. Consumer Psychology and 2.2. CRM and Relational Marketing Relationship Management Behavior Consumer Business Philosophy or Strategic Orientation Customer Identification and Differentiation 2.3.1. Database Marketing Applications 2.4.1. The Study of Consumer Behavior 2.1.1. Open Innovation 2.2.3. The Company and its Stakeholders 2.4.2. Internal and External Consumer Factors 2.1.2. Competitive Intelligence. 2.3.2. Laws and Regulations 2.2.4. Clienting Clienteling 2.3.3. Information Sources, Storage, and 2.4.3. Consumer Decision Process 2.1.3. Sharing Economy Processing 2.4.4. Consumerism, Society, Marketing, and Ethics 2.5. Areas of CRM Management 2.6. Consumer Centric Marketing 2.7. CRM Management Techniques 2.8. Advantages and Risks of Implementing CRM 2.5.1. Customer Service. Seamentation 2.7.1. Direct Marketing 2.6.1. 2.5.2. Managing the Sales Force Profitability Analysis 2.7.2. Multichannel Integration 2.8.1. CRM, Sales and Costs 2.5.3. Customer Service 2.6.3. Customer Loyalty Strategies 2.7.3. Viral Marketing 2.8.2. Customer Satisfaction and Loyalty

2.8.3. Technology Implementation2.8.4. Strategic and Management Errors

Module 3. Data Science and Big Data									
	Data Science and Big Data Impact of Big Data and Data Science on Business Strategy Introduction to Command Line Data Science Problems and Solutions	3.2.2.	Data Hacking Languages SQL Databases Introduction to Python Programming in R	3.3.2.	Statistics Introduction to Statistics Linear and Logistic Regression PCA and Clustering	3.4.2.	Machine Learning Model Selection and Regularization Random Trees and Forests Processing Natural Language		
3.5.	Big Data	3.6.	Data Science Success Stories	3.7.	Hybrid Architectures in Big Data	3.8.	Big Data in the Cloud		
	Hadoop	3.6.1.	Customer Segmentation Using the RFM		Lambda Architecture		AWS: Kinesis		
	Spark Collaborative Recommendation and	262	Model Experiment Design Application		Kappa Architecture Apache Flink and Practical Implementations		AWS: DynamosDB Google Cloud Computing		
J.J.J.	Filtering Systems	3.6.3.	Supply Chain Value: Forecasting		Amazon Web Services		Google BigQuery		

Module 4. Web Analytics and Marketing Analytics

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4.1.	Web Analysis	4.2.	Google Analytics	4.3.	Qualitative Analyses	4.4.	Digital Metrics
4.1.1.	The Fundamentals of Web Analytics	4.2.1.	Configuring an Account	4.3.1.	Research Techniques Applied in Web	4.4.1.	Basic Metrics
4.1.2.	Classical Media vs. Digital Media	4.2.2.	Javascript Tracking API		Analytics	4.4.2.	Ratios
4.1.3.	The Web Analyst's Basic Methodology	4.2.3.	Customized Reports and Segments	4.3.2.	Customer Journey	4.4.3.	Setting Objectives and KPI
	,			4.3.3.	Purchase Funnel		,

4.5. Acquisition and Marketing Analytics

- 4.5.1. ROI 4.5.2. ROAS 4.5.3. CLV



This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning.**

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.





tech 26 | Methodology

TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.





This program prepares you to face business challenges in uncertain environments and achieve business success.



Our program prepares you to face new challenges in uncertain environments and achieve success in your career.

A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.



You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments"

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

tech 28 | Methodology

Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



Methodology | 29 tech

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically. With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.

This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.



This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

Testing & Retesting

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We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.

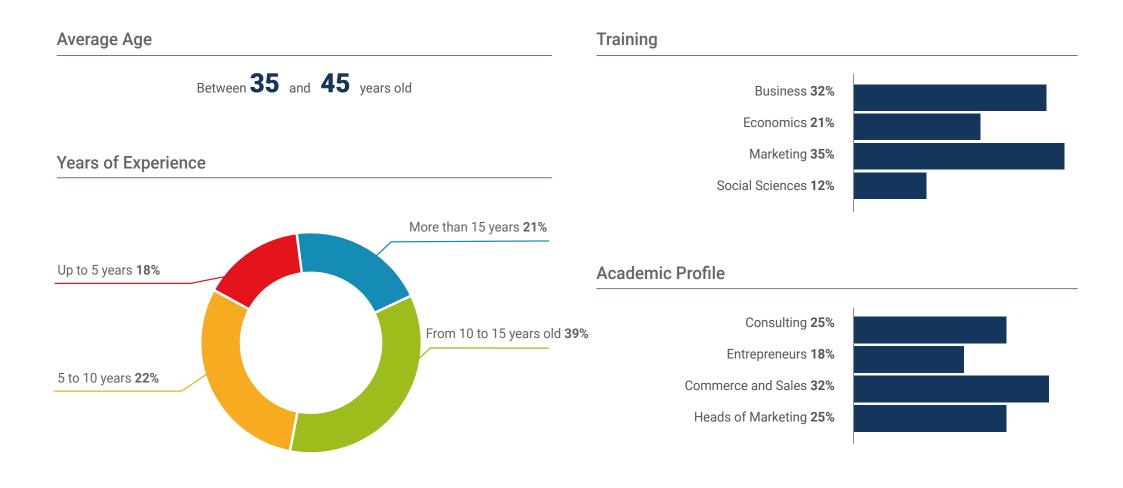


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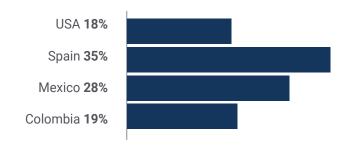


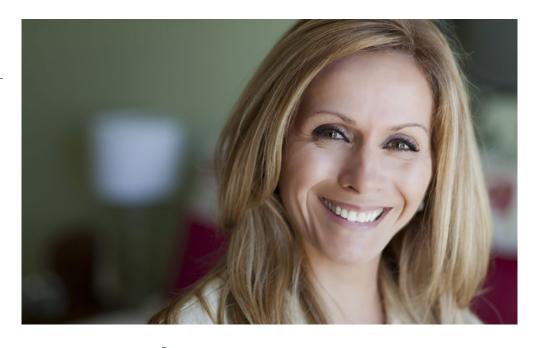


tech 34 | Our Students' Profiles



Geographical Distribution





Sara María Urquiza

Marketing Director

"The combination of academic content and the expertise of the faculty make the Postgraduate Diploma in Market Research a key tool for professional and personal development. I was pleasantly surprised by the quality and professionalism of all the staff members"





International Guest Director

Glen Lally is a leading transformational executive with an established career in Silicon Valley, where he has advised technology giants such as Amazon, Cisco, Google, SAP and LinkedIn. Specializing in performance analytics, transformational leadership and digitalization, he has been dedicated to empowering the ability of large organizations to adapt and excel in an ever-changing business environment. In addition, his expertise spans sales enablement, competency modeling and performance consulting, which has enabled him to guide companies towards innovation and success.

Likewise, throughout his career, he has accumulated vast experience in more than 20 countries, performing in key areas such as leadership, talent development, coaching, organizational and digital transformation. He has also held the role of General Director of Sales Enablement at AWS, which has given him the opportunity to lead different techniques for more than 40,000 professionals in cloud services and technologies.

He has also been recognized internationally for his ability to drive business success through digital transformation solutions. In fact, his focus on leading organizational change and his ability to adapt to different business cultures have been instrumental in his ability to excel globally. In turn, his work has been essential in adapting companies to new market demands.

In this way, in his professional career, Glen Lally has contributed to numerous investigations on transformational leadership, sales enablement and digital transformation. His experience and expertise are reflected in his practical approach and the effective solutions he has implemented for world-class organizations, especially in the field of talent development, making a significant difference in the way companies address their challenges and opportunities.



Mr. Lally, Glen

- General Director of Sales Enablement at AWS, Seattle, United States
- Board Member at Brighter Children
- Advisor to the Executive Team at SalesDirector.ai
- Global Vice Chair Sales Enablement at Cisco
- Master's Degree in Computer Science
- Executive Program in Leadership: The Effective Use of Power



tech 40 | Course Management

International Guest Director

Dr. Aric Rindfleisch is a leading international authority in the field of Marketing and innovation. In addition, his dedication to research in key areas such as 3D printing, new product development and consumer values is noteworthy.

He has held senior roles such as President of Marketing and Executive Director at Illinois MakerLab, the world's first Business School 3D Printing Lab. Here, he has focused on providing professors and students with the knowledge and resources needed to be at the forefront of the emerging Maker Movement, teaching users how to design, manufacture and market physical objects.

His professional career has been marked by exceptional dedication and extensive experience in a variety of areas. For example, he has worked in Account Management at J. Walter Thompson Japan, an experience that has given him a deep understanding of the business world and market dynamics. He has also practiced in Hospital Administration at Connecticut Valley Hospital, where he has acquired very useful skills in management and leadership.

But his contribution extends beyond research, as he has played important roles in publishing, serving on the editorial board and as editor of renowned journals related to Marketing, consumer psychology and supply chain management. His excellence in teaching has also been recognized with several awards, including being named to The Princeton Review's list of "Top 300 Professors" in America.

Undoubtedly, Dr. Rindfleisch has left an indelible mark on the global community. In fact, he has published numerous articles in internationally renowned academic journals, addressing relevant and current topics in the field of Marketing.



Dr. Rindfleisch, Aric

- President of Marketing and Chief Executive Officer at Illinois MakerLab, Urbana-Champaign, United States
- Assistant Advertising Account Manager at J. Walter Thompson Japan
- Hospital Administration Assistant at Connecticut Valley Hospital, Connecticut, U.S.A.
- Ph.D., University of Wisconsin-Madison, U.S.A
- M.B.A. from Cornell University
- Bachelor of Science degree from Connecticut State University
- Associate Editor:
 - Journal of Supply Chain Management
 - Journal of Product Innovation Management
- Editorial Board Member at:
 - Journal of the Academy of Marketing Science
 - Journal of Consumer Psychology
 - Journal of Public Policy and Marketing
 - Marketing Letters
 - Academy of Marketing Sciences Marketing Science Review



Thanks to TECH, you will be able to learn with the best professionals in the world"

tech 42 | Course Management

Management

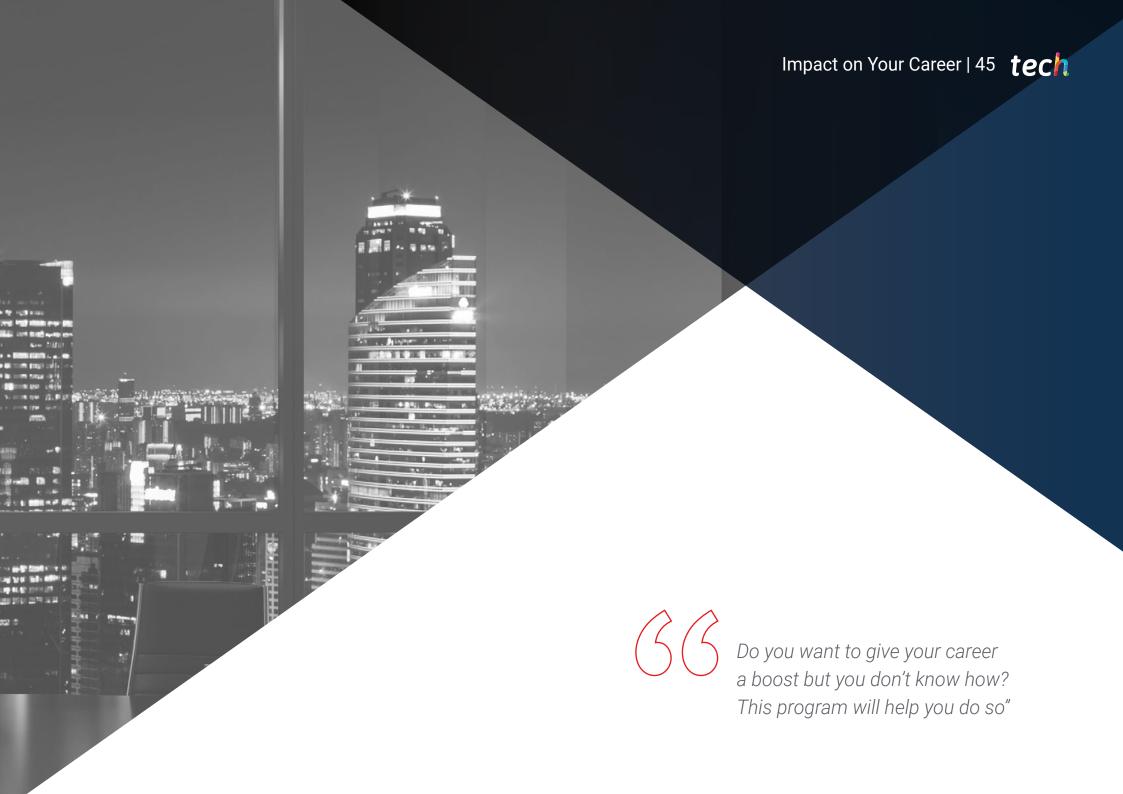


Mr. Oliver, Rafael

- Degree in Economics and Business Administration
- Degree in Operations Research and Master's Degree in Marketing and Sales; he has developed his professional activity in Hewlett-Packard, ITI Instituto Tecnológico de Informática, Kumori Systems, and TDC Taller De Clientes
- He has extensive experience as a teacher, having taught more than one hundred courses in companies, professional associations, and training institutions, in which he has participated as a professor in several master's degrees







Are you ready to take the leap? Excellent professional development awaits you

The Postgraduate Diploma in Market Research at TECH Global University is an intensive program that prepares students to face market studies from a more up-to-date perspective and adapted to the needs of businesses. The main objective is to promote personal and professional growth. Helping students achieve success.

A program that will be essential on your CV.

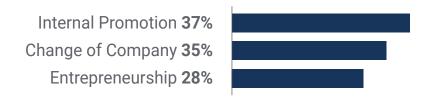
Enter into a highly competitive labor market and show your worth and professionalism.

The opportunity you were waiting for to access a better job position.

When the change occurs



Type of change



Salary increase

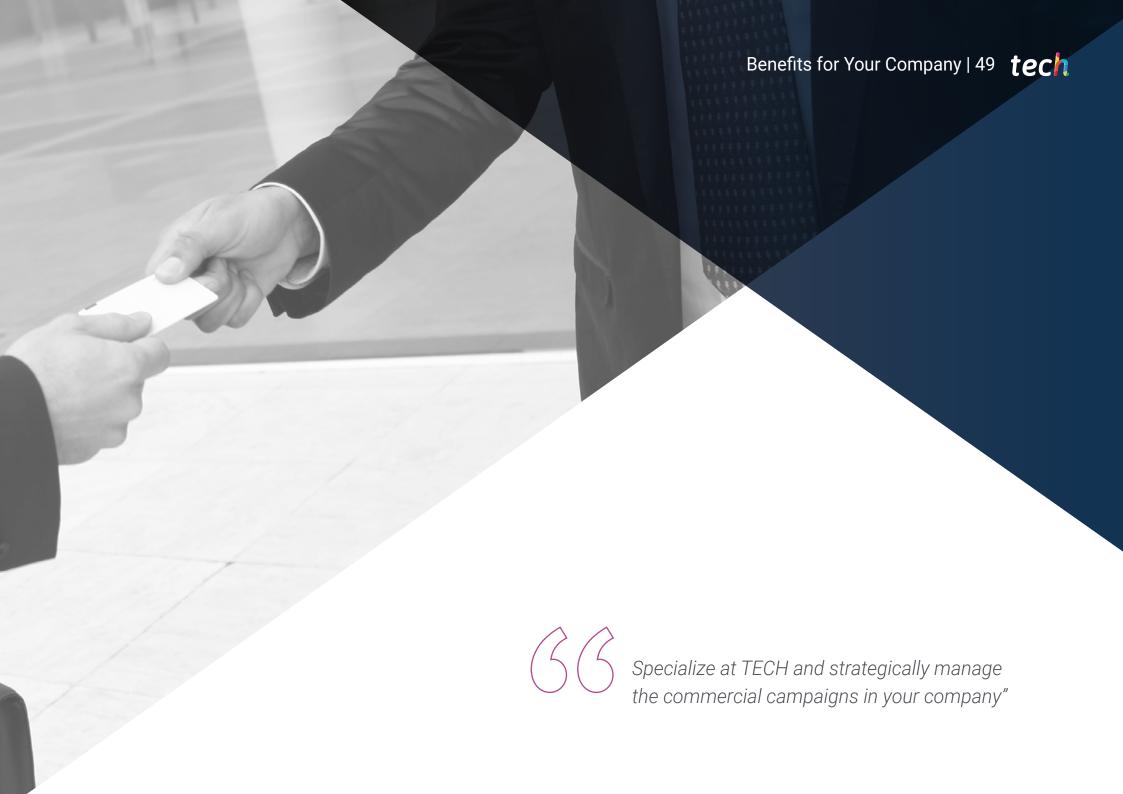
This program represents a salary increase of more than 25% for our students

Salary before €77,000 A salary increase of

25.22%

Salary after **€96,419**





tech 50 | Benefits for Your Company

Developing and retaining talent in companies is the best long term investment.



Intellectual Capital and Talent Growth

The professional will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.



Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the professional and opens new avenues for professional growth within the company.



Building agents of change

You will be able to make decisions in times of uncertainty and crisis, in turn helping the organization overcome obstacles.



Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets of the world economy.





Project Development

The professional can work on a current project or develop new projects in the field of R&D or Business Development within their company.

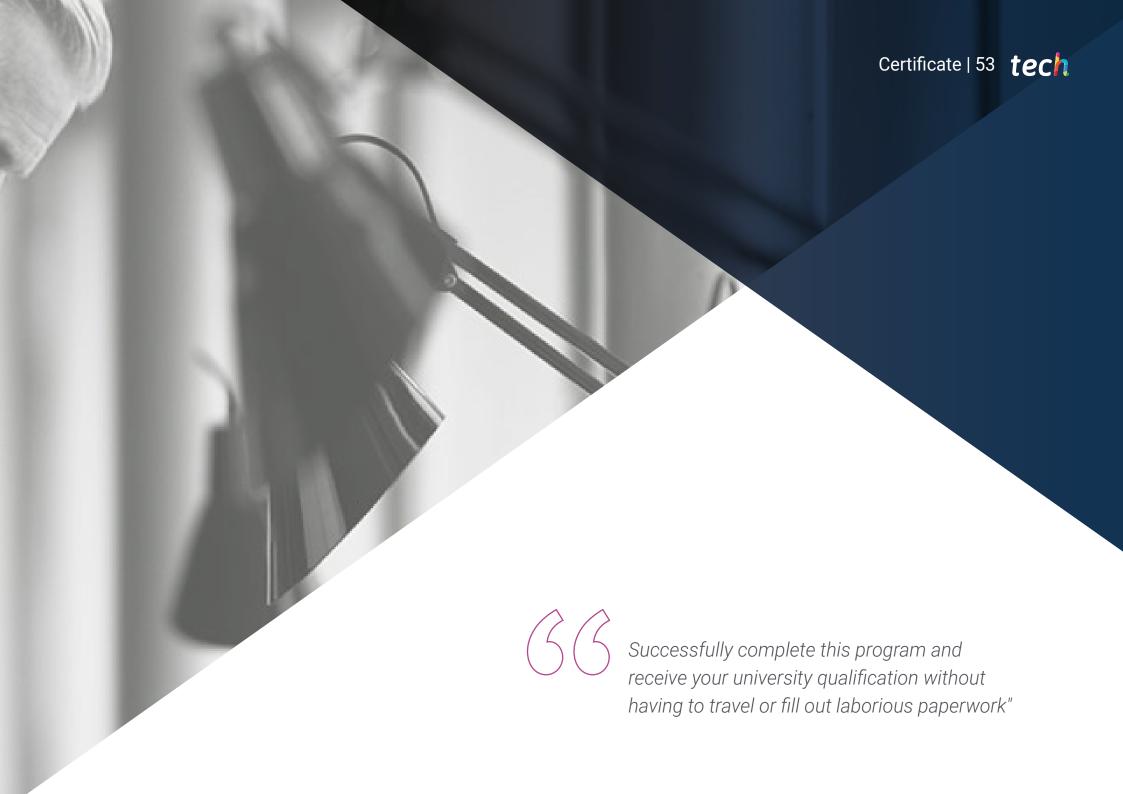


Increased competitiveness

This Postgraduate Diploma will equip your professionals with the skills to take on new challenges and thus drive the organization forward.







tech 54 | Certificate

This program will allow you to obtain your **Postgraduate Diploma in Market Research** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra (*official bulletin*). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: Postgraduate Diploma in Market Research

Modality: online

Duration: 6 months

Accreditation: 15 ECTS



Mr./Ms. _____, with identification document _____ has successfully passed and obtained the title of:

Postgraduate Diploma in Market Research

This is a program of 375 hours of duration equivalent to 15 ECTS, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH Global University is a university officially recognized by the Government of Andorra on the 31st of January of 2024, which belongs to the European Higher Education Area (EHEA).

In Andorra la Vella, on the 28th of February of 2024



^{*}Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.



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