Process Innovation Reengineering Work Through Information Technology

Strategies for Information Technology and Intellectual Capital: Challenges and OpportunitiesProcess InnovationUnderstanding BusinessResearch in the Decision Sciences for Global BusinessThe Business of NeuropsychologyHandbook of Research on Enterprise SystemsCompeting in the Information AgeInformation Technology Entrepreneurship and InnovationThe Long ConversationCustomer Knowledge Management: People, Processes, and TechnologyThe Delft Systems ApproachAdvances in Government Enterprise ArchitectureGames in Operations ManagementImproving Quality and Performance in Your Non-profit OrganizationProcess InnovationLibrary and Information Center Management, 8th EditionHandbook of Research on Ubiquitous Computing Technology for Real Time EnterprisesMaking Sense of Construction ImprovementInnovations Through Information TechnologyDigital GovernmentInformation EcologyEncyclopedia of Information Science and Technology, Third EditionThe Essential ManagerEmerging Topics and Technologies in Information SystemsSelected Readings on Information Technology and Business Systems ManagementIntegrating E-Business Models for Government Solutions: Citizen-Centric Service Oriented Methodologies and ProcessesInformation and Communication Technologies Management in Turbulent Business EnvironmentsBusiness Process ChangeReengineering the CorporationCapital Budgeting ValuationHandbook of Research on Modern Systems Analysis and Design Technologies and ApplicationsReal Business of ITThinking for a LivingManaging High-intensity Internet ProjectsHandbook of Total Quality ManagementRe-engineering at WorkInformation Technology Management and Organizational InnovationsBusiness Systems EngineeringKnowledge Management and Business Strategies: Theoretical Frameworks and Empirical ResearchManaging Process Innovation through Exploitation and Exploration

Strategies for Information Technology and Intellectual Capital: Challenges and Opportunities

This updated edition of the renowned library management textbook provides a comprehensive overview of the techniques needed to effectively manage a contemporary library or information center.

Process Innovation

For many years companies have been investing in enterprise systems and IT initiatives but they are now struggling to achieve the desired results. It takes a long time to make the best of your enterprise systems so businesses must stop looking for the next technology 'silver bullet' and instead maximize the value of existing IT investments.

Understanding Business

Quality issues are occupying an increasingly prominent position in today's global business market, with firms seeking to compete on an international level on both

price and quality. Consumers are demanding higher quality standards from manufacturers and service providers, while virtually all industrialized nations have instituted quality programs to help indigenous corporations. A proliferation in nation-wide and regional quality awards such as the Baldridge award and certification to ISO 9000 series are making corporations world-wide quality-conscious and eager to implement programs of continuous improvement. To achieve competitiveness, quality practice is a necessity and this book offers an exposition of how quality can be attained. The Handbook of Total Quality Management: Explores in separate chapters new topics such as re-engineering, concurrent engineering, ISO standards, QFD, the Internet, the environment, advanced manufacturing technology and benchmarking Discusses the views of leading quality practitioners such as Derning, Juran, Ishikawa, Crosby and Taguchi throughout the book Considers important strategies for quality improvement, including initiation and performance evaluation through auditing, re-engineering, and process and design innovations. With contributions from 47 authors in 13 different countries, the Handbook of Total Quality Management is invaluable as a reference guide for anyone involved with quality management and deployment, including consultants, practitioners and engineers in the professional sector, and students and lecturers of information systems, management and industrial engineering.

Research in the Decision Sciences for Global Business

Taking a systems perspective, this book enables the student to make sense of business behaviour by demonstrating how interrelated business processes determine the success of an organization.

The Business of Neuropsychology

The growing awareness of the crucial role that knowledge can play in gaining competitive advantage has lead businesses to confront how to build competitive business strategy around a firm's intellectual resources and capabilities, and how to define and guide the processes and infrastructure for managing organizational knowledge. Knowledge Management and Business Strategies: Theoretical Frameworks and Empirical Research provides researchers and practitioners fundamental business and management knowledge by exploring relevant theoretical frameworks and the latest empirical research findings in the area of knowledge and knowledge management strategies and their formulation and alignment with organizations' competitive business strategies.

Handbook of Research on Enterprise Systems

Addresses the field of enterprise systems, covering progressive technologies, leading theories, and advanced applications.

Competing in the Information Age

Like the first edition, Competing in the Information Age: Align in the Sand, Second Edition, synthesizes for practicing managers the compelling, recent work in this

area, with themes that focus on the continuous transformation in business, the adoption of information intensive management practices, the improvement of information processing, and the alignment of business strategy and information technology strategy. Information technology management is now considered a core competency among managers. Rapid advancements in technology, dynamic markets, and the changing business environment have created increased demand for professionals who can manage and deliver information systems. Information systems professionals, Chief Information Officers, Chief Knowledge Officers, as well as CFOs and CEOs, are required to lead and evolve information resources while partnering with corporate management. This book shows IT professionals how to help their organizations achieve success through alignment and deployment of business and IT strategies.

Information Technology Entrepreneurship and Innovation

It has become a widely-recognized fact that entrepreneurs and information technology have become the backbone of the world economy. The increasing penetration of IT in society and in most of industries/businesses, as well as the joining forces of entrepreneurship and innovation in the economy, reinforce the need for a leading and authoritative research handbook to disseminate leading edge findings about entrepreneurship and innovation in the context of IT from an international perspective. Information Technology Entrepreneurship and Innovation presents current studies on the nature, process and practice of entrepreneurship and innovation in the development, implementation, and application of information technology worldwide, as well as providing academics, entrepreneurs, managers, and practitioners with up-to-date, comprehensive, and rigorous research-based articles on the formation and implementation of effective strategies and business plans.

The Long Conversation

"This book provides a compendium of terms, definitions, and explanations of concepts in various areas of systems and design, as well as a vast collection of cutting-edge research articles from the field's leading experts"--Provided by publisher.

Customer Knowledge Management: People, Processes, and Technology

In Managing High-Intensity Internet Projects, Ed Yourdon delivers instant, practical solutions for virtually every challenge you'll face in leading today's high-intensity, Internet-time projects. Yourdon's breakthrough management techniques cover strategies, politics, processes, tools, and the entire development lifecycle - from requirements through coding, monitoring progress through testing and delivery.

The Delft Systems Approach

Emerging information technologies of the past few decades are now providing organizations with new tools to develop innovative organizational concepts and

applications. This book is a collection of timely research and practical papers on the subject of IT management and its role in organizational innovation.

Advances in Government Enterprise Architecture

In order to stay efficient, companies need to improve their existing business processes on a continuous basis. To ensure competitive edge, it is essential for companies to adapt radically to new business opportunities and when external demands change. However, experience and research show that companies have difficulties managing both the continuous improvement of the existing system and radical change at the same time. By using TQM and BPR to represent the two approaches to change Tor Tønnessen contributes to the understanding of the challenges of this integration and shows ways to accomplish a successful synergistic combining of the two approaches.

Games in Operations Management

Argues that information technology and human resource management are key factors in improving business processes and shows how managers can implement innovative processes in their organizations

Improving Quality and Performance in Your Non-profit Organization

The pace of development in knowledge and know-how in the Organisation Sciences, Logistics and Information Technology is rapid. However, the gap between those who practice these sciences and the practicing manager is becoming larger rather than smaller. The Delft Systems Approach describes a fundamental approach for analysing industrial systems, which emphasizes a concept that can be used by all disciplines involved. It sets out to close the gap between theory and practice.

Process Innovation

A guide to combining two powerful management techniques to transform any business organization into a masterpiece of business efficiency. Lester Dean Thurow, Dean of MIT′s Sloan School of Management, recently stated that benchmarking combined with process engineering will be the most important management technique of the 1990s. Now, in this groundbreaking book, Gregory Watson describes how top corporations worldwide have already successfully implemented that powerful cutting–edge technique––which he calls "business systems engineering"––to promote continuous improvement. More importantly, he clearly demonstrates how you can do the same in your organization. ∗ Introduces business systems engineering, a dynamic new approach to rethinking and redesigning business processes to achieve dramatic improvements in quality, cost, service, speed, and more ∗ Offers clear guidelines for using business systems engineering techniques to make your organization more dynamic, productive, and able to adapt to change in today′s global marketplace ∗ Incorporates key aspects of TQM, business process improvement, policy deployment, industrial engineering,

teamwork, problem solving, and information technology into one holistic system ∗ Includes business systems engineering success stories, including those at Compaq, United Services Automobile Association and Motorola, as well as a survey of the effect of systems change across the global automobile industry

Library and Information Center Management, 8th Edition

The purpose of this text is to provide an overview of basic business principles and how they can be used to enhance the stability and fiscal responsibility of neuropsychological practice. The principles discussed are are defined and information is provided to guide practical application of the concepts. The book is designed to benefit professionals at varying levels of practice regardless of their work setting, but focuses primarily on the issues related to neuropsychological practice. Graduate school catalogs and training program brochures reveal a broad array of educational opportunities designed to prepare future professionals for independent practice in neuropsychology. However, little is offered to prepare neuropsychologists for the business realities that await them in the workplace. The expectation that they will simply see patients and do quality clinical work is often in conflict with institutional goals of making money so that the doors can remain open. The result can be a cataclysmic "crash" when altruistic ideals meet capitalistic needs. The concepts of "cash is king" and "no margin, no mission" are foreign to most neuropsychologists until our own fiscal bottom line is affected. The Business of Neuropsychology also contains an overview of business "basics," such as budget and fiscal tracking, strategies for communicating with stakeholders in the business, front and back office flow and processes, billing, coding, marketing, referral relationship development, and staff growth and development. The Business of Neuropsychology is part of the Oxford AACN Workshop series.

Handbook of Research on Ubiquitous Computing Technology for Real Time Enterprises

Innovations Through Information Technology aims to provide a collection of unique perspectives on the issues surrounding the management of information technology in organizations around the world and the ways in which these issues are addressed. This valuable book is a compilation of features including the latest research in the area of IT utilization and management, in addition to being a valuable source in support of teaching and research agendas.

Making Sense of Construction Improvement

An essential guide to valuation techniques and financial analysis With the collapse of the economy and financial systems, many institutions are reevaluating what they are willing to spend money on. Project valuation is key to both cost effectiveness measures and shareholder value. The purpose of this book is to provide a comprehensive examination of critical capital budgeting topics. Coverage extends from discussing basic concepts, principles, and techniques to their application to increasingly complex, real-world situations. Throughout, the book emphasizes how financially sound capital budgeting facilitates the process of value creation and discusses why various theories make sense and how firms can use

them to solve problems and create wealth. Offers a strategic focus on the application of various techniques and approaches related to a firm's overall strategy Provides coverage of international topics based on the premise that managers should view business from a global perspective Emphasizes the importance of using real options Comprised of contributed chapters from both experienced professionals and academics, Capital Budgeting Valuation offers a variety of perspectives and a rich interplay of ideas related to this important financial discipline.

Innovations Through Information Technology

The book sets out deliberately to challenge the current construction improvement debate and the way in which it is conducted. It confronts the supposedly neutral nature of construction 'best practice' and demonstrates that that the advocated recipes seldom stand up to critical scrutiny. It further argues that commonly accepted components of best practice such as lean construction, partnering and collaborative working rarely live up to the claims made on their behalf. Such recipes invariably suffer from definitional vagueness, and are constantly reinterpreted to suit the needs the different audiences. Making Sense of Construction Improvement argues that construction sector improvement techniques cannot be understood in terms of their substantive content, and are best understood in terms of the rhetoric within which they are presented. The author also contends that the persuasiveness of such recipes depends upon the extent to which practitioners can adopt them for the purposes of making sense of the changes they observe happening around them. To be accepted as 'best practice' construction improvement techniques must also resonate with broader agendas of socio-technological change. The author charts how the best practice debate has developed from the aftermath of the Second World War through to the election of David Cameron's coalition government in 2010. Attention is given to the way in which the improvement debate throughout the 1960s and 70s was shaped by the broader aspirations of the post-war social consensus and the associated desire for a centrally planned economy. Attention thereafter is given to the way the construction sector was radically re-shaped by the advent of the enterprise culture. The privatisation of the sector's client base, coupled with the withdrawal of the state as a provider of mass housing, caused a significant and long-lasting shift in the construction landscape. Private sector clients similarly experienced extensive downsizing while outsourcing their procurement capabilities. Such strategies were frequently justified by mobilising the rhetoric of business process re-engineering (BPR). Contracting firms simultaneously faced unpredictable workloads and increasing market competition. In response, the sector at large chose to base their competitive advantage on leanness and agility. Hence the emergence of the hollowed-out firm as the dominant form of organising. These structural trends combined to provide the backcloth to the industry improvement agenda throughout the 1980s and 1990s. Making Sense of Construction Improvement argues that the popularity of improvement recipes such as partnering, collaborative working and integrated teams can be understood as strategies for overcoming the loss of control associated with downsizing and outsourcing. In contrast to other textbooks, Making Sense of Construction Improvement does not offer advice on how to manage construction projects more effectively; the aim is rather to understand the forces which have shaped the

construction sector improvement agenda over time.

Digital Government

Informs today's business managers of important ICT strategy in changing business environments, techniques for effective ICT development, and ICT challenges for the future.

Information Ecology

If you're a general manager or CFO, do you feel you're spending too much on IT or wishing you could get better returns from your IT investments? If so, it's time to examine what's behind this IT-as-cost mind-set. In The Real Business of IT, Richard Hunter and George Westerman reveal that the cost mind-set stems from IT leaders' inability to communicate about the business value they create-so CIOs get stuck discussing budgets rather than their contributions to the organization. The authors explain how IT leaders can combat this mind-set by first using information technology to generate three forms of value important to leaders throughout the organization: -Value for money when your IT department operates efficiently and effectively -An investment in business performance evidenced when IT helps divisions, units, and departments boost profitability -Personal value of CIOs as leaders whose contributions to their enterprise go well beyond their area of specialization The authors show how to communicate about these forms of value with non-IT leaders-so they understand how your firm is benefiting and see IT as the strategic powerhouse it truly is.

Encyclopedia of Information Science and Technology, Third Edition

According to virtually every business writer, we are in the midst of a new "information age," one that will revolutionize how workers work, how companies compete, perhaps even how thinkers think. And it is certainly true that Information Technology has become a giant industry. In America, more that 50% of all capital spending goes into IT, accounting for more than a third of the growth of the entire American economy in the last four years. Over the last decade, IT spending in the U.S. is estimated at 3 trillion dollars. And yet, by almost all accounts, IT hasn't worked all that well. Why is it that so many of the companies that have invested in these costly new technologies never saw the returns they had hoped for? And why do workers, even CEOs, find it so hard to adjust to new IT systems? In Information Ecology, Thomas Davenport proposes a revolutionary new way to look at information management, one that takes into account the total information environment within an organization. Arguing that the information that comes from computer systems may be considerably less valuable to managers than information that flows in from a variety of other sources, the author describes an approach that encompasses the company's entire information environment, the management of which he calls information ecology. Only when organizations are able to combine and integrate these diverse sources of information, and to take them to a higher level where information becomes knowledge, will they realize the full power of their information ecology. Thus, the author puts people, not

technology, at the center of the information world. Information and knowledge are human creations, he points out, and we will never excel at managing them until we give people a primary role. Citing examples drawn from his own extensive research and consulting including such major firms as A.T. & T., American Express, Ford, General Electric, Hallmark, Hoffman La Roche, IBM, Polaroid, Pacific Bell, and Toshiba Davenport illuminates the critical components of information ecology, and at every step along the way, he provides a quick assessment survey for managers to see how their organization measures up. He discusses the importance of developing an overall strategy for information use; explores the infighting, jealousy over resources, and political battles that can frustrate information sharing; underscores the importance of looking at how people really use information (how they search for it, modify it, share it, hoard it, and even ignore it) and the kinds of information they want; describes the ideal information staff, who not only store and retrive information, but also prune, provide context, enhance style, and choose the right presentation medium (in an age of work overload, vital information must be presented compellingly so the appropriate people recognize and use it); examines how information management should be done on a day to day basis; and presents several alternatives to the machine engineering approach to structuring and modeling information. Davenport makes explicit what many managers already know in their gut: that useful information flow depends on people, not equipment. In Information Ecology he paves the way for all managers to build a more competitive, creative, practical information environment for their companies.

The Essential Manager

"This book presents efficient ways for executives to understand the impact of IT on the intellectual capital of their firms, and searches for a new mandate for management that takes into consideration the pervasive role of IT on competitive boundaries. It provides a synopsis of the history, origin, taxonomies, ontologies, measurement models, and dynamics of intellectual capital"--Provided by publisher.

Emerging Topics and Technologies in Information Systems

"A great deal has been written about process improvement and business process reengineering, most before its presumed demise and recent resurrection. Much has been written about the Internet and e-business, most before the tech bubble. This book is "post-bust"; it is the first book to thoroughly discuss the critical link between "process," information technology, and the Internetall things that managers must understand if they are to develop and manage sound internal operations that will provide legitimate profits. And it is the manager's job to do that. Some of the technical work must be done by business process consultants and IT staff, but the setting of the direction and requirements, the management of the integrating efforts, must be done by managers. That critical role cannot be delegated to the "techies." Meeting that management challenge will be made easier by this book." From the foreword by Geary A. Rummler, Founder and Chairman, Performance Design Lab; Co-author, Improving Performance. Every company wants to improve the way it does business, to produce goods and services more efficiently, and to increase profits. Nonprofit organizations are also concerned with efficiency, productivity, and with achieving the goals they set for

themselves. Every manager understands that achieving these goals is a part of his or her job. In the wake of the dot-com collapse, managers are trying to figure out how they can take advantage of email, the Internet, and the Web to improve their business process. At the same time, managers are interested in developing business process architectures and measurement systems that align business processes with corporate goals. Managers face many options in approaching these problems. Business Process Change provides an overview of the options and describes a variety of business process techniques proven by successful companies over the course of a decade. Features *Focuses on the process change problems faced by today's managers. *Summarizes the state of the art of business process analysis & improvement, including the basic vocabulary of modeling. *Presents a methodology based on the best practices available that can be tailored for specific needs and that maintains a focus on the human aspects of process redesign. *Offers detailed case studies showing how these methods are implemented.

Selected Readings on Information Technology and Business Systems Management

At last, a right up-to-the-minute volume on a topic of huge national and international importance. As governments around the world battle voter apathy, the need for new and modernized methods of involvement in the polity is becoming acute. This work provides information on advanced research and case studies that survey the field of digital government. Successful applications in a variety of government settings are delineated, while the authors also analyse the implications for current and future policy-making. Each chapter has been prepared and carefully edited within a structured format by a known expert on the individual topic.

Integrating E-Business Models for Government Solutions: Citizen-Centric Service Oriented Methodologies and Processes

"This book introduces an integrated approach to analyzing and building customer knowledge management (CKM) synergy from distinctive core advantages found in key organizational elements"--Provided by publisher.

Information and Communication Technologies Management in Turbulent Business Environments

This book discusses the evolution of management as a professionover the past two decades and how it continues to evolve. It goeson to describe the new style of management and makesrecommendations for what today's and tomorrow'smanagers must know and how to work. Offers ways to think about your role as a manager in order tooptimize your effectiveness toward uncertain and turbulentchanges Discusses current realities in which management currentlyoperates Provides a historical background of managerial practices andhow they've evolved in the present workplace

Business Process Change

"The objective of this book is to examine issues and promote research initiatives in the area of effectiveness in e-government by suggesting integrated e-business models for government solutions, through citizen-centric service oriented methodologies and processes"--Provided by publisher.

Reengineering the Corporation

Presents current developments, issues, and trends in enterprise architecture (EA). Provides insights into the impact of effective EA on IT governance, IT portfolio management, and IT outsourcing.

Capital Budgeting Valuation

"This book communicates the various challenges and great opportunities that information systems research produces"--Provided by publisher.

Handbook of Research on Modern Systems Analysis and Design Technologies and Applications

Business process re-engineering has been hailed as the answer to the challenges faced by business in the late 1990s, yet many re-engineering programmes have fallen short of expectations, or have failed altogether. Several years on, where is it all going now? What benefits does it have to offer today?

Real Business of IT

"This book presents quality articles focused on key issues concerning technology in business"--Provided by publisher.

Thinking for a Living

Learning has become a constant state of mind for most professionals in today's organizations. However, to become a true learning enterprise, organizations cannot stop at instilling this yearning for knowledge into their collaborators. They must also capture and formalize the common know-how of the organization, as well as provide time and infrastructure to allow learning moments to happen. The aim of the Gaming Workgroup within IFIP 5.7 on Integrated Production Management Systems and the European Group of University Teachers for Industrial Management EHTB is to develop tools and formalisms to support experimental learning in these organizations. It has been proven that modelling the know-how, using visual environments such as multimedia and graphic simulations, is a first step. This in turn allows for the development of games, i.e. challenging settings that foster group interaction and problem solving. Games in Operations Management provides an excellent overview of the different game formats that have been developed and tested in past years, and includes games in a manufacturing environment, games in a services environment, and games for teaching organizational values. The book comprises the selected, revised proceedings of the 4th International Workshop on Games in Production Management: Experimental Learning in Industrial Management, which was

sponsored by the International Federation for Information Processing (IFIP) and held in November, 1998, in Ghent, Belgium. The book will be of particular interest to organizational trainers, providing a good overview of state-of-the-art game and training formats as well as hints and advice on how to organize interactive training sessions. It will also be of interest to researchers in industrial engineering, industrial management, and operations management.

Managing High-intensity Internet Projects

Knowledge workers create the innovations and strategies that keep their firms competitive and the economy healthy. Yet, companies continue to manage this new breed of employee with techniques designed for the Industrial Age. As this critical sector of the workforce continues to increase in size and importance, that's a mistake that could cost companies their future. Thomas Davenport argues that knowledge workers are vastly different from other types of workers in their motivations, attitudes, and need for autonomy--and, so, they require different management techniques to improve their performance and productivity. Based on extensive research involving over 100 companies and more than 600 knowledge workers, Thinking for a Living provides rich insights into how knowledge workers think, how they accomplish tasks, and what motivates them to excel. Davenport identifies four major categories of knowledge workers and presents a unique framework for matching specific types of workers with the management strategies that yield the greatest performance. Written by the field's premier thought leader, Thinking for a Living reveals how to maximize the brain power that fuels organizational success. Thomas Davenport holds the President's Chair in Information Technology and Management at Babson College. He is director of research for Babson Executive Education; an Accenture Fellow; and author, co-author, or editor of nine books, including Working Knowledge: How Organizations Manage What They Know (HBS Press, 1997).

Handbook of Total Quality Management

"This book combines the fundamental methods, algorithms, and concepts of pervasive computing with current innovations and solutions to emerging challenges. It systemically covers such topics as network and application scalability, wireless network connectivity, adaptability and "context-aware" computing, information technology security and liability, and human-computer interaction"--Provided by publisher.

Re-engineering at Work

This volume brings together important new research in decision science, capturing the crucial role of local context in a globalized, standardized world. Assembling the best work presented at the 2013 Conference of the European Decision Sciences Institute, it considers classic decision science problems from a new perspective, offering insights for improving decision-making in government, business, healthcare, education, manufacturing, the military, and beyond. The papers in Common Disciplines that Separate Us embrace the duality of globally determined local contexts, offering new approaches to decision-making related to:

Strengthening national economic competitiveness Reforming the public sector and higher education Deploying information technology more effectively throughout government Making healthcare policy that achieves better outcomes at lower cost Analyzing social networks Improving processes via data visualization, modeling, and simulation Gaining more value from enterprise business intelligence Offshoring, nearshoring, "right shoring," and other key manufacturing decisions Improving supply chain performance And much more The papers collected here will be valuable to wide audiences of faculty, researchers, and students in diverse programs covering business, public administration, and economics; and for others interested in the frontiers of decision science.

Information Technology Management and Organizational Innovations

Managing non-profit organisations in the 21st century has become more challenging and sophisticated than ever before. This book is the first place to turn for an introduction to innovative, creative, and effective management techniques developed to totally transform your non-profit organisation, reap the benefits of the quality movement that is revolutionising commercial and non-profit organisations, and make your own organisation more competitive. Learn how you can: respond to uncertainty and organisational turbulence; reduce mistakes and infuse your staff with a quality ethic; rebuild your work processes from the ground up; find and implement 'best practices' of comparable organisations.

Business Systems Engineering

The most successful business book of the last decade, Reengineering the Corporation is the pioneering work on the most important topic in business today: achieving dramatic performance improvements. This book leads readers through the radical redesign of a company's processes, organization, and culture to achieve a quantum leap in performance. Michael Hammer and James Champy have updated and revised their milestone work for the New Economy they helped to create -- promising to help corporations save hundreds of millions of dollars more, raise their customer satisfaction still higher, and grow ever more nimble in the years to come.

Knowledge Management and Business Strategies: Theoretical Frameworks and Empirical Research

Argues that information technology and human resource management are key factors in improving business processes and shows how managers can implement innovative processes in their organizations

Managing Process Innovation through Exploitation and Exploration

"This 10-volume compilation of authoritative, research-based articles contributed by thousands of researchers and experts from all over the world emphasized modern issues and the presentation of potential opportunities, prospective

solutions, and future directions in the field of information science and technology"--Provided by publisher.

ROMANCE ACTION & ADVENTURE MYSTERY & THRILLER BIOGRAPHIES & HISTORY CHILDREN'S YOUNG ADULT FANTASY HISTORICAL FICTION HORROR LITERARY FICTION NON-FICTION SCIENCE FICTION