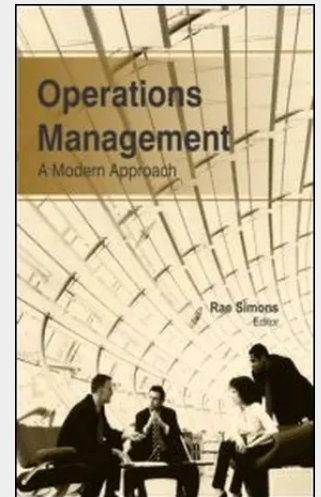


Operations Management

This title includes a number of Open Access chapters. This book looks at a selection of important business management techniques from a variety of countries and types of businesses. It discusses interorganizational information systems development, organizational performance management, activity-based cost systems, financial decision-making processes, teleworking (or telecommuting), customer-focused process improvement, the communicative nature of innovation processes and the impact of this on innovation management, a model of ebusiness systems that allows for emergent factors, and much more.



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