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Nota di contenuto	Cover; Title Page; Copyright; Contents; Preface; PART 1: Modeling of Business Structures; 1: System Approach to Business Operations and Information Engineering; 1.1. System approach to conduct business operations; 1.1.1. General considerations; 1.1.2. System description; 1.2. Information engineering; 1.2.1. Information as a resource; 1.2.2. Explicit and implicit information; 1.2.3. Clarification of some terms; 1.2.4. Characteristics of information systems; 1.2.5. Information system content for a manufacturing company; 1.3. System approach to describing inventory-controlled storage 2: Business Modeling by Process and Management Applications 2.1. Process definition and control; 2.1.1. Definition; 2.1.2. Process control mechanisms; 2.2. Process modeling in perspective; 2.2.1. General considerations; 2.2.2. Management applications; 2.2.2.1. Introduction; 2.2.2.2. Supply and demand chain management; 2.3. Management by process; 2.3.1. Activity-based costing and budgeting of products/services; 2.3.1.1. Shortcomings of the traditional cost model and features of the activity-based approach; 2.3.1.2. Some words clarified tasks-activity-process; 2.3.1.3. Principles 2.3.1.4. Activity-based budgeting 2.3.2. Activity-based management;

2.3.3. Information system: relationships between processes, activities and data; 3: Business Models: Control Models, Flow Models, Organization Models, Function Models; 3.1. Organizational structure as a blueprint for information systems; 3.2. Business models; 3.2.1. Definitions; 3.2.2. Examples of business models; 3.2.3. Example of business function model; 3.2.4. Examples of business flow model; 3.3. Aris-toolset: a software-toolset: a software package for business modeling; 3.3.1. Introduction  
3.3.2. Logic connectors in event-driven processes 3.3.3. Exercises; 3.4. Supply-chain operations reference modeling; 3.4.1. Introduction; 3.4.2. What is a process reference model?; 3.4.2.1. The boundaries of any model must be carefully defined; 3.4.3. Model scope and structure; 3.4.4. Applying the reference model to configurability; PART 2: Managerial Concepts and Software Packages in Perspective; 4: From Materials Requirement Planning (MRP) to Enterprise Resource Planning (ERP) Concepts and the Associated Software Packages (PICS and COPICS of IBM to ERP-Labeled Packages)  
4.1. From MRP to ERP concepts 4.1.1. Overview of the evolution of management thinking; 4.1.1.1. Up to the 1950's; 4.1.1.2. In the 1960's; 4.1.1.3. In the 1970's; 4.1.1.4. In the 1990's; 4.1.2. Correlation between management thinking and DBMS; 4.1.3. Styles of manufacturing; 4.2. Inventory control system; 4.2.1. Basic model: reorder quantity; 4.2.2. Basic model: lead time and threshold stock; 4.2.3. Generalization of the basic model; 4.2.4. Probabilistic situation: service levels and safety stock; 4.2.5. Delivering into stock over time: economic manufacturing quantity (EMQ)  
4.3. Manufacturing resource planning

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#### Sommario/riassunto

Although the theory of operations management has been presented in many textbooks published in the last two decades, the subject of e-enabled operations management is rather short of easily accessible literature. The approach to operations management described in this book is unusual with respect to what is found in standard textbooks. Information and Communication Technologies (ICT) impact the ways firms are organised and managed, and as a consequence change the practical means used to conduct business operations. The features of this book are threefold. -System approach to business

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