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PART IV. TRANSFORMATION ACROSS ASPECTRUM OF BUSINESS PROCESSES  
CHAPTER 8. REDESIGNING IT-ENABLED CUSTOMER SUPPORT PROCESSES FOR DYNAMIC ENVIRONMENTS; CHAPTER 9. TRANSFORMING THE NEW PRODUCT DEVELOPMENT PROCESS: Leveraging and Managing Knowledge; CHAPTER 10: BUSINESS NETWORK REDESIGN METHODOLOGIES IN ACTION; PART V. SUCCESS AND FAILURE IN BUSINESS PROCESS TRANSFORMATION; CHAPTER 11. SUCCESSFUL BUSINESS PROCESS TRANSFORMATION AT J.D. EDWARDS; CHAPTER 12. A CASE STUDY OF BUSINESS PROCESS REENGINEERING FAILURE; PART VI. TRENDS AND CHALLENGES IN TRANSFORMING BUSINESS PROCESSES  
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CHAPTER 14. PROBLEMS IN THE TRANSFER OF REENGINEERING EFFORTS: An Illustrative Case; CHAPTER 15. PROCESS MANAGEMENT, TECHNOLOGICAL INNOVATION, AND ORGANIZATIONAL ADAPTATION; EDITORS AND CONTRIBUTORS; SERIES EDITOR; INDEX

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Sommario/riassunto

Featuring contributions from prominent thinkers and researchers, this volume in the Advances in Management Information Systems series provides a rich set of conceptual, empirical, and introspective studies that epitomize fundamental knowledge in th

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