Techniques and Tools for the Design and Implementation of Enterprise Information Systems

Table of Contents

Preface.............................................................................................................................................vii

Chapter I
Applying Collaboration Theory for Improving ERP System-User Interaction ........................................1
  Wendy Lucas, Bentley College, USA
  Tamara Babaian, Bentley College, USA
  Heikki Topi, Bentley College, USA

Chapter II
A Component-Based Tool Architecture for Performance Modeling and Optimization ................................22
  Michael Syrjakow, Brandenburg University of Applied Sciences, Germany
  Elisabeth Syrjakow, SWR Baden-Baden, Germany
  Helena Szczerbicka, University of Hanover, Germany

Chapter III
The Critical Success Factors Across ERP Implementation Processes ......................................................57
  Ivan K.W. Lai, Macau University of Science and Technology, China
Chapter IV
Integrated Design System: An Information Processing Approach for Knowledge-Based Product Development..............................................86
Quangang Yang, University of New South Wales, Australia
Carl Reidsema, University of New South Wales, Australia

Chapter V
Behavioral Aspects in Strategic Transformation of Organizations...........................................................................................................122
Purnendu Mandal, Lamar University, USA

Chapter VI
Decisional DNA and the Smart Knowledge Management System: A Process of Transforming Information into Knowledge .............149
Cesar Sanin, University of Newcastle, Australia
Edward Szczerbicki, University of Newcastle, Australia

Chapter VII
Organizational Readiness to Adopt ERP: An Evaluation Model for Manufacturing SMEs.................................................................176
Louis Raymond, Université du Québec à Trois-Rivières, Canada
Suzanne Rivard, HEC Montréal, Canada
Danie Jutras, Université du Québec à Trois-Rivières, Canada

Chapter VIII
Design and Development of ISO 9001:2000—Based Quality Management Information System...................................................204
M. Sakhivel, Government College of Technology, India
S.R. Devadasan, PSG College of Technology, India
S. Vinodh, PSG College of Technology, India
S. Ragu Raman, R.V.S. College of Engineering & Technology, India
S. Sriram, Arulmigu Kalasalingam College of Engineering, India

Chapter IX
Motivational Aspects of Legitimate Internet File Sharing and Piracy....................................................................................................229
Alan D. Smith, Robert Morris University, USA
Chapter X
The Next Generation of Customer Relationship Management (CRM) Metrics.................................................................258
Timothy Shea, University of Massachusetts Dartmouth, USA
Ahern Brown, HDR Inc., USA
D. Steven White, University of Massachusetts Dartmouth, USA
Catharine Curran, University of Massachusetts Dartmouth, USA
Michael Griffin, University of Massachusetts Dartmouth, USA

Chapter XI
Development of Intelligent Equipment Diagnosis and Maintenance System using JESS: Java Expert System Shell Technology..................................................................................................................271
Yin-Ho Yao, Ta Hwa Institute of Technology, Taiwan, ROC
Gilbert Y.P. Lin, National Tsing Hua University, Taiwan, ROC
Amy J.C. Trappey, National Tsing Hua University and National Taipei University of Technology, Taiwan, ROC

Chapter XII
Measuring of Web Performance as Perceived by End-Users ........293
Leszek Borzemsiki, Wroclaw University of Technology, Poland

Chapter XIII
Information System Development: Using Business Process Simulation as a Requirements Engineering Tool.................................326
Tony Elliman, Brunel University, UK
Tally Hatzakis, Brunel University, UK
Alan Serrano, Brunel University, UK

Chapter XIV
Selfish Users and Distributed MAC Protocols in Wireless Local Area Networks.................................................................347
Ratan K. Guha, University of Central Florida, USA
Sudipta Rakshit, University of Central Florida, USA

About the Contributors ..................................................................................................................................................382

Index ........................................................................................................................................................................393