About the Contributors

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Kevin Laframboise has been a recognized and successful teacher for several decades often cited for his passion for both student and subject. He has taught at Concordia University and at the IÉSEG School of Management in Lille France. A long-time member of the American Society for Quality, he was awarded a MSc and a PhD in quality management from Concordia University in Montreal. His course in France forms the basis for a chapter on quality management in the *Global Business Handbook*. His recent research focus has been on the effect of enterprise systems on supply chain management. Kevin has presented at many highly rated international business conferences. As well, he has authored or co-authored articles in several business publications including the *European Journal of Operational Research, International Journal of Intelligent Information Technologies, International Journal of Enterprise Information Systems, International Journal of Knowledge Management, International Journal of Information and Operations Management Education, The Journal of Supply Chain Management, and Leadership Quarterly*.

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