## Acknowledgment

I would like to acknowledge the contributions made by the following individuals: I am grateful to Ms. Julia Mosemann, development editor, for her continuous help during the process of working on the book.

A further special note of thanks goes to managerial, acquisition, editorial, publishing and marketing teams at IGI Global who provided support and whose contributions throughout the whole process, from the book proposal to final publication, have been valuable.

- Dr. Mehdi Khosrow-Pour, Executive Editor
- Jan Travers, Vice President of Editorial
- Kristin M. Klinger, Director of Editorial Content
- Kristin Roth, Managing Development Editor
- Megan Childs, Marketing Communications Coordinator

I would like to thank three anonymous reviewers for their valuable comments and suggestions on my manuscript.

My special thanks go to Professor A. Gunasekaran, Chairperson of the Department of Decision and Information Sciences, Charlton College of Business, University of Massachusetts – Dartmouth for his foreword.

I am grateful to my wife Ermina and son Adnan for their understanding during this book project.

Nijaz Bajgoric