Acknowledgment

To Teresa, for sharing with me her life, and also ideas, conversations and work in the writing of this book.

To my parents, Ida and Vincenzo, for their love and support.

Luca Iandoli

To Rosalba, for giving me the love, the space and the time to toy with my ideas. *Giuseppe Zollo*

The theory, methods, and examples contained in this book have been developed and/or used in various field studies by the authors in several different companies. Such field studies have given us many precious occasions to confront the principle question that companies and organizations in the real world must face in terms of knowledge and learning in organizations. Throughout these experiences we were lucky enough to have the support of some managers and professionals who made the learning organization their paradigm of reference and faced the daily challenges at work.

A special thanks goes to Giancarlo Michellone, former president of the FIAT Research Center and to the managers of CRF who were involved in our research activities, Alessandro Cannavacciuolo in particular.

We would also like to thank Francesco Ruggiero, personnel director of the Automobile Club of Italy (ACI) and the work group at ACI coordinated by the Director of Organizational Development, Simonetta Petruccini (Valeria Cipollone, Rossella Forti, Luigi Mingrone, Nicoletta Troiani). Finally, we would like to thank Valerio Teta and Mario Capaccio for the study developed together at GEPIN Engineering.

We would like to thank all of the colleagues at the Department of Business and Managerial Engineering at the University of Naples, Federico II who discussed and exchanged ideas with us about the arguments in this book, and particularly Guido Capaldo and Cristina Ponsiglione, who shared some of the experiences illustrated here. We also need to thank the students who worked with us and helped us to explore various themes and aspects found in this book more in depth in their degree theses and doctoral dissertations (Francesca Borrelli, Lorella Cannavacciuolo, Vincenzo D'Angelo, Laura De Maio, Francesca Di Lucchio, Pierluigi Rippa, Giusy Iacoviello).

We gratefully acknowledge the support of the staff of the COINOR (Center for Communication and Organizational Innovation) at the University of Naples Federico II, and in particular Sara Cavaliere and Maria Grazia Mergenni in the editing and graphic layout of the text.

Special thanks also go to all the staff at IGI Global, whose contributions throughout the whole process from its inception of the initial idea to final publication have been invaluable. In particular, to Lynley Lapp, Meg Stocking, and Lynn Day, who continuously prodded via e-mail for keeping the project on schedule.

Deep appreciation and gratitude is due to Dianna Pickens who helped with the translation of this text. Her professional manner and punctuality, as well as her enthusiasm and encouragement, were fundamental in finishing this work.

Of course we have many scientific debts to the many scholars and thinkers quoted in this book. In a few cases, we were lucky enough to have met some of them in person and to have their advice and ideas that we used fully in writing this text. A warm thanks to our friends Barry Shore and his wonderful wife, Carol, and to many colleagues at the Whittemore Business School of the University of New Hampshire, in particular to A.R. Venkatachalam and Carole Barnette.

Thanks goes to Maya Evans who encouraged us to continue with this project.

Many of the results and ideas described in this volume have been presented at various international meetings and in scientific journals. On these occasions, some precious advice and influence has been useful in the development of the research. We thank, in particular: Jaime Gil Aluja (U. of Barcellona), Colin Eden (University of Strathclyde), James Hayton (Utah State University), Gerry Hills (University of Illinois at Chicago), Anne Huff (Advanced Institute of Management Research at the London Business School), Nigel Gilbert (University of Surrey), V. K. Narayanan (Drexel University) and Deb Armstrong (University of Arkansas), Prashant Palvia (University of Carolina at Greensboro), Kurt Richardson (Institute for the Study of Coherence and Emergence at Mansfield USA), Lorraine Uhlaner (Erasmus University Rotterdam) as well as the many friends and colleagues from whom we received during these last years valuable feedback at the Global Information technology Management Conferences, the Italian association for Management (SIGEF).

A special thanks goes to Lotfi Zadeh and Piero Bonissone for their conversations, hints, and suggestions during their visiting at the University of Naples Federico II.