Index

Coase's Theory 162 A communication 82 accounting information systems 278 communication and power of information ad hoc alliances 143 151 advanced manufacturing technologies 14 communication networks 168 agency representatives 239 compatibility hypothesis 14 alliance 147 competitive advantage 11, 12, 16, 257 alliance partnerships 114 competitive strategies 13 analogue systems 239 complex adaptative system 161 applied science capabilities 4 computer 239 ascription 79 computer-aided design (CAD) 53 asynchronous task 112 computer-aided engineering (CAE) 53 auction and reverse auction 147, 148 computer-aided production planning (CAPP) 56 B computer-aided quality control (CAQC) 56 computer-integrated production 151 back office 235 computer-supported cooperative work 112 balance of power 207 concurrent engineering (CE) 56, 165, 167, banking 235 168 bar codes 207 consumer e-commerce 157 **BML 176** contingency theory 30 **BMP 170** continuous replenishment programs 192 **BOOT 161** contractor 161 business ecosystem 19, 165 control issues 145 business ethics 81 controls 147 business-to-business 144 coordination science 161, 166 business-to-business e-commerce 157 core capabilities 4 business-to-consumer 144 core competence building 18 core competences 17 corporate database 168 CAD systems 153 corporate renewal 18 CAD/CAE/CAM/CIM 168 cost leadership 14 call centers 168 cost-based pricing 212 capabilities 2 critical success factors 278 capabilities portfolio 6 CRM (customer relationship management) category management 187 168 causality 79 cross docking 190 CCITT 170 cross-functional interfaces 11 choice of right partners 149 CSCW (computer-supported collaborative client-server architecture 168

work) 164

D	enterprise engineering 160
(5.40) 56	enterprise resource planning (ERP) 168
data acquisition systems (DAS) 56	enterprise workflow 166, 168, 170, 171
data filtering 230	expert systems (ESs) 218, 222
data mining 21, 168	expert systems and authoring tools
data quality (DQ) 278, 279	software 168
data warehouse 21, 168	external changes 235
database technology 217	external collaboration 114
decision support systems (DSSs) 218, 222	external competitive environment 3
decomposition theory 165	external relationships 11
degree of tacitness 3	F
deliberate strategy 268	r
delivery of deposit lending and settlement	fabrication 155
transactions 237	facilities management (FM) 134
demand-pull 208	factory data collection systems (FCS) 56
denial of Web service 155	financial 147, 148
design and development capabilities 4	financial engineering 162
differentiation 14	finite element analysis (FEA) 53
diffusion 235	firm-specific advantages 19
diffusion of effective competitive ap-	fit 14
proaches 18 digital cash 235	flattened organization 150
distribution chain 204	flexible administrative planning and control
diversification 13	automation 55
DWG 170	flexible engineering design automation
DWG 170	(FEDA) 53
E	flexible manufacturing automation (FMA)
	54
e-commerce 205	flexible manufacturing systems (FMS) 55
e-tailing 214	focus 14
early adoption 235	focus on customer needs 149
EDI (electronic data interchange) 151, 167	free-agent workers 152
EDMS (electronic document management	freelance engineers 148
systems and workflow software) 168	front office 235
efficient consumer response 196	G
electronic data interchange (EDI) 55, 208	G
electronic document management systems 168	Gantt charts 166
electronic mail 151	generic strategies 14
electronic payment 205	GIF 171
electronic point-of-sale (EPOS) 55	global strategic management 13
electronic purse 210	global strategic positioning 18
electronic shelf labeling 182	group technology (GT) 55
electronic supply chain 145	groupware system 105
electronically mediated communication 144	11
emergence 235	Н
emergent strategy 268	hardware 240
emerging technologies 7	help-seeking behaviour 116
encryption 156	heuristic frame 163

high-touch 205	intra-organizational coordination 143
highly skilled labors 16	inventory 207
home delivery 211	IT infrastructure 30, 43
HRM 116	IT systems 63
hybrid 20	IT-assisted retail logistics processes 188
hypermarkets 205	IT-assisted retail management 175
I	IT-assisted retail marketing processes 180 IT-based heuristic model 164
incompatibility hypothesis 14 information 13, 237	IT/IS applications 10 IT/IS system 12
information and communications technologies (ICT) 132	J
information and referral 147, 148	JPEG 171
information conduit 150	just in time (JIT) 56
information object 170, 171	K
information quality 278	K
information systems 1, 8, 11, 217	key competencies 3
information technology (IT) 30,	key success factors 3
31, 50, 82, 131, 235, 257, 258, 260	knowledge 1
information technology-based heuristic	knowledge assets 1
model 160	knowledge management 2, 30, 31, 32, 34,
infrastructure 23	91
infrastructure capabilities 4	knowledge processing 8
innovation in financial services 236	knowledge representation 107
in-store media 180	knowledge-driven capabilities 1, 11
institutional environment 23	т
integrator 161, 171	L
intellectual capital 145 intellectual properties 150	leapfrogging 23
interactionist model of unconditional trust	legacy systems 214
117	linkages with suppliers 205
interception 155	location bound 19
intermediaries 238	logistics 257
internal (operational function) changes 235	logistics network 260
internal competitive activities 3	logistics strategy 258
internal relationships 11	long-term interconnections 148
internalisation 258	long-term relationships 145
international strategic retail network 272	loyalty 237
Internet 211	3.6
Internet marketing 224	M
Internet technology 218	macroscale knowledge management 91
Internet-based electronic data interchange	magnetic-striped cards 209
(EDI) 153, 167	managerial systems 5
Internet-based retailing 185	manufacturing capabilities 4
interorganizational activities 153	manufacturing resource planning (MRPII)
interruption 155	55
intra-organizational activities 153	manufacturing technologies 13

market-interface capabilities 4 PERT/CPM networks 166 marketing 16 physical/technical systems 5 marketing information systems (MkIS) 218 polling 209 marketing management 217 Porter, Michael 13 mass customization 20 portfolio of capabilities 3 material requirements planning (MRPI) 55 process-based organizational design 162 methodology 3, 11 process-based organizational structure 162 microscale knowledge management 91 product development 16 mission shop 205 product identification 205 modification 155 project contractor 147 monitoring 206 project contractor model 148 morality 81 project knowledge management 95, 108 multi-niche strategy 20 project leader 114 multiagent systems 212 project management 90 multilingual Web pages 143, 155 project memory 96 multimedia kiosks 183 projectized team 112, 113 multinational enterprises 14 projectized team-based organization 111 projects 113 N proprietary information 150 protection of company's proprietary national payment systems 237 information 150 nature of product and service offerings 235 psychological contract 116 need for a new breed of leader 152 pull strategy 149 network of CAD/CAM 151 push strategy 149 new breed of worker 152 non-location bound 19 R nondisclosure agreements 150 R&D 16 0 reliability 156 requisite variety of competitive approaches OLE Technology 171 online business-to-business (B2B) 154 responsibility 78 online project rooms 112 retail branch networks 238 open systems 147, 148 revolution 205 optimized production technology (OPT) 55 risk analysis 161 optimizing products 112 risk management 285 organisations 1 organizational structure 289 S ownership 18 sanctions 80 P self-checkout systems 182 semantic Web 143, 158 P2P 112 service quality 237 parenting advantage 17, 18 shop floor control (SFC) 56 payment clearing system 241 smart cards 209 PCX 170 software 240 peer to peer 112 solid modeling (SM) 53, 168 peer-to-peer architecture 155 specific application 235 perfect market 212 stakeholders 81 personal productivity software 167

STEP 170 storage and retrieval of accounting information 237 strategic alignment 50 strategic experimentation 30, 37, 38 strategic information technology 268 strategic management 13, 30, 31, 37 strategic marketing 150 strategic planning 34 strategic retail network 258 strategy 33 stuck in the middle 14 superstores 205 supply chain 147 supply chain and project contractor 148 supply chain management 168 supply chain planner (SCP) 153 supply chains 153 supply-push 208 surveillance strategy 115

\mathbf{T}

tacit knowledge 1, 9, 12 teams 111 teamwork 285 technological capabilities 4 technological innovation 235 tele-immigrant 148 tele-immigration/tele-work 147 tele-shopping 210 telecommunications 237 telegraph 238 telephone 238 teleworkers 112 **TIFF 170** time span/frequency of interaction 145 timing issues 145 timing of their activities 147 trade secrets 150 transnational 14 triple synergy chain 118 trust 112, 115, 151, 213 trust substitutes 116 turn-key 161

U

unconditional trust 112, 113

universal mobile telecommunications systems (UMTS) 210

V

value added 145, 147
value marketing 150
value-added networks (VANs) 154
vendor-managed inventory systems 192
videoconferencing 151
virtual communities 213
virtual communities of practice 101
virtual environment 160, 161
virtual office employees 112
virtual organization 143, 144, 145, 147, 148, 150, 158
virtual structure 150
virtual teams 112
visualization tools 168
VPN (virtual private networks) 167

W

WATSON 183
win-win outcome 149
workgroup and personal productivity
software 168
workgroup software 167
worldwide innovation 18
worth/salience matrix 171