

# Index

## A

action alignment (AA) model 23  
 ad-hoc location 7  
 affiliate firms 39  
 agency theory 84  
 Air Force Materiel Command 76–80  
 alliance management 55  
 artificial intelligence (AI) 171  
 Association of British Insurers (ABI) 10

## B

Bata Insurance Group Plc 9  
 Bayesian theory 242  
 bullwhip effect 170–182  
 business activity monitoring (BAM) 94, 97  
 business intelligence (BI) 3, 38  
 business process reengineering (BPR) 36  
 business productivity, in developing countries  
 300–310

## C

Chartered Insurance Institute (CII) 10  
 classification system 188  
 commercial airlines 94  
 competitors information (CI) 2  
 computational intelligence, and cultural barriers  
 193  
 computational intelligence, in a business environ-  
 ment 183–199

concurrent engineering (CE) 113  
 consistency 136  
 contextual data quality 134  
 controlled requirements expression (CORE) 131  
 core competencies, company 22  
 corporate radar system (CRS) 1  
 corporate strategy 20  
 currency 136  
 customer-centric model, in supply chain systems  
 344  
 customer relationship management (CRM) 81–93  
 customer relationship management (CRM) metrics  
 311–317  
 customer retention 206

## D

data driven 131  
 data quality 128  
 data quality dimensions 133  
 data source availability 137  
 data warehousing 131  
 decision making 237–250  
 decision making, rational 241  
 decision making, the cognitive process of 243  
 decision making, theories of 241  
 decision support system (DSS) 2, 128  
 decision trees 375  
 developing countries, and IT training 300–310  
 document type definitions (DTDs), and XML 376  
 DSS-METRIQ 134

## ***Index***

### **E**

- e-bots 170
- e-business management 200
- e-business models 201
- e-commerce, and business 364
- e-knowledge network 211
- e-sensors 170–182
- electronic business balanced scorecard (EBBSC) 203–222
- electronic data interchange (EDI) 67
- engineered-to-order (ETO) 37
- enterprise information system (EIS) 114
- enterprise resource planning 172, 311
- enterprise resource planning (ERP) 38, 276–299, 359–371
- enterprise resource planning (ERP), and communication 282
- enterprise resource planning (ERP), factors in the success of 276–299
- enterprise resource planning (ERP), management support 281
- executive information system (EIS) 2
- executive support system (ESS) 2
- expected query response time 137
- extensible markup language (XML) 373
- extrapolation 190

### **F**

- Flight Operations System 100
- flight planners, monitoring of 103
- freight refusal 101

### **G**

- game theory 242
- global CRM 81–93
- Global Head Office 81
- goal programming 225
- goal question metric (GQM) 130

### **H**

- Housing Development Board (HDB), Singapore 301

### **I**

- IBM 84
- individual knowledge 152
- information processing 273
- information system development 251–275

- initial aggregations dictionary 139
- initial data dictionary 139
- initial requirements 139
- integrated supply chain management (ISCM) 66–75
- integrated supply chain management (ISCM), barriers in analysis 71
- integrated supply chain management (ISCM), benefits of 69
- intelligent agents 170–182
- intelligent design advisor 112–127
- intelligent design advisor, and information acquisition 116
- intelligent knowledge-based multi-agent decision support architecture (IKMDSA) 372
- International Organization for Standardization (ISO) 36
- interpolation 190
- intra-enterprise integration 359
- intrinsic data quality 134
- issue-based information system (IBIS) 130

### **J**

- joint application development (JAD) 130

### **K**

- knowledge, individual 152
- knowledge, organizational 153
- knowledge integration, and decision support 152
- knowledge integration, for organizational decision support 150–169
- knowledge management (KM) 150
- knowledge management, outsourcing 79
- knowledge management initiatives, and companies 20
- knowledge management strategy, challenges in developing 76–80
- knowledge management systems (KMS) 372
- knowledge representation, and decision trees 377

### **L**

- least developed countries (LDC) 252

### **M**

- made-to-order (MTO) 37
- management, frontline level 306
- management, middle-level 306
- management, top-level 304
- materials requirement planning (MRP) 360
- meter data agents (MDAs) 58

meter providers (MPs) 58  
multi-criteria decision making 224

## **N**

national electricity market (NEM) 59  
NCR methodology 131  
network theory 35

## **O**

operational systems 131  
Oracle 67  
organizational culture paradigm 283  
organizational knowledge 153  
original equipment manufacturers (OEMs) 319

## **P**

pragmatic approach 133  
process driven 131  
product identification code 102

## **Q**

quality function deployment (QFD) 130  
quantifying 132  
Quantive, LLC 95  
queries 128  
query frequency 137

## **R**

rational decision making 241  
requirements elicitation 130  
requirement specification 270  
requirements validation 131

## **S**

SCM initiator 42, 44  
SCM project 41  
ScorWizard 38

sense-and-response system model 175  
sensitivity analysis 233  
skills acquisition 139  
software engineering 267  
Southern International Airlines 95  
stakeholder 273  
stakeholder theory 35  
strategic alliance, and culture 55  
strategic alliance, and IT issues 56  
strategic alliance, and knowledge management 54  
strategic alliance, management 55  
strategic alliance development, and behavioral factors 52–65  
strategic intelligence 1–19  
strategic outsourcing 223  
supply-chain planning strategy 223  
supply chain 34  
supply chain management (SCM) 35  
supply chain management, and e-collaboration 172  
supply chain management, the future of 344–358  
supply chain risk management 318–343  
supply chain software, and vendors 67

## **T**

tacit knowledge 150  
technology training, in developing countries 300–310

## **V**

vendor managed inventory 172  
virtual communities 351  
volatility 137

## **W**

Web-based training, and AFMC 77