

Techniques and Tools for the Design and Implementation of Enterprise Information Systems

Angappa Gunasekaran
University of Massachusetts-Dartmouth, USA



IGI PUBLISHING

Hershey • New York

lib

Techniques and Tools for the Design and Implementation of Enterprise Information Systems

Table of Contents

Preface.....	vii
---------------------	------------

Chapter I

Applying Collaboration Theory for Improving ERP System-User Interaction	1
--	----------

Wendy Lucas, Bentley College, USA

Tamara Babaian, Bentley College, USA

Heikki Topi, Bentley College, USA

Chapter II

A Component-Based Tool Architecture for Performance Modeling and Optimization	22
--	-----------

*Michael Syrjakow, Brandenburg University of Applied Sciences,
Germany*

Elisabeth Syrjakow, SWR Baden-Baden, Germany

Helena Szczerbicka, University of Hanover, Germany

Chapter III

The Critical Success Factors Across ERP Implementation Processes	57
---	-----------

Ivan K.W. Lai, Macau University of Science and Technology, China

Chapter IV

Integrated Design System: An Information Processing Approach for Knowledge-Based Product Development.....86

Quangang Yang, University of New South Wales, Australia

Carl Reidsema, University of New South Wales, Australia

Chapter V

Behavioral Aspects in Strategic Transformation of Organizations 122

Purnendu Mandal, Lamar University, USA

Chapter VI

Decisional DNA and the Smart Knowledge Management System: A Process of Transforming Information into Knowledge 149

Cesar Sanin, University of Newcastle, Australia

Edward Szczerbicki, University of Newcastle, Australia

Chapter VII

Organizational Readiness to Adopt ERP: An Evaluation Model for Manufacturing SMEs.....176

Louis Raymond, Université du Québec à Trois-Rivières, Canada

Suzanne Rivard, HEC Montréal, Canada

Danie Jutras, Université du Québec à Trois-Rivières, Canada

Chapter VIII

Design and Development of ISO 9001:2000— Based Quality Management Information System204

M. Sakthivel, Government College of Technology, India

S.R. Devadasan, PSG College of Technology, India

S. Vinodh, PSG College of Technology, India

S. Ragu Raman, R.V.S. College of Engineering & Technology, India

S. Sriram, Arulmigu Kalasalingam College of Engineering, India

Chapter IX

Motivational Aspects of Legitimate Internet File Sharing and Piracy229

Alan D. Smith, Robert Morris University, USA

Chapter X

The Next Generation of Customer Relationship

Management (CRM) Metrics.....258

Timothy Shea, University of Massachusetts Dartmouth, USA

Ahern Brown, HDR Inc., USA

D. Steven White, University of Massachusetts Dartmouth, USA

Catharine Curran, University of Massachusetts Dartmouth, USA

Michael Griffin, University of Massachusetts Dartmouth, USA

Chapter XI

Development of Intelligent Equipment Diagnosis and Maintenance System using JESS: Java Expert System

Shell Technology271

Yin-Ho Yao, Ta Hwa Institute of Technology, Taiwan, ROC

Gilbert Y.P. Lin, National Tsing Hua University, Taiwan, ROC

Amy J.C. Trappey, National Tsing Hua University and

National Taipei University of Technology, Taiwan, ROC

Chapter XII

Measuring of Web Performance as Perceived by End-Users293

Leszek Borzemski, Wroclaw University of Technology, Poland

Chapter XIII

Information System Development: Using Business Process

Simulation as a Requirements Engineering Tool326

Tony Elliman, Brunel University, UK

Tally Hatzakis, Brunel University, UK

Alan Serrano, Brunel University, UK

Chapter XIV

Selfish Users and Distributed MAC Protocols

in Wireless Local Area Networks.....347

Ratan K. Guha, University of Central Florida, USA

Sudipta Rakshit, University of Central Florida, USA

About the Contributors382

Index.....393