

# **Flexibility with Business Excellence in the Knowledge Economy**



# Flexibility with Business Excellence in the Knowledge Economy

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## Preface

GLOGIFT-07 was organized with the core theme of 'Flexibility with Business Excellence in the Knowledge Economy'. The conference was held at UP Technical University, Noida Campus on 15-17 November, 2007. The conference was organized with following sub-themes:

- Business Excellence- Quality and Productivity Management
- Enterprise Flexibility
- Flexibility in Business Processes
- Flexibility in Supply Chain Management
- Knowledge Economy
- Innovation and Knowledge Management
- Competitiveness and Business Performance Management

The conference received more than 100 research papers from India and abroad. The participating authors were from various parts of India and the international participation was notably from USA, Japan, UK, Thailand, Singapore, Taiwan and Iran. The research papers were subjected to stringent review and were short-listed after a due academic process. The contributors are from varied affiliations and experiences as can be seen from the contributors list.

We would like to thank all the authors who have deliberated on the theme and sub-themes and have submitted papers for GLOGIFT-07. We acknowledge the work done by various reviewers and session chairs for sparing their valuable time and effort for this conference. The conference was structured in three keynote sessions and fourteen technical sessions with involvements of various experts like Prof Massoud Amin, Director CDTL, University of Minnesota,, Prof Edward Stohr, Dean Stevens Institute of Technology, Prof David Sumanth, University of Miami, Prof. Sushil Gupta, College of Business Administration, Florida International University, Prof P B Sharma, Vice Chancellor, Rajiv Gandhi Technical University Bhopal, Prof D. P. Agrawal, Member UPSC, Prof Subhash D. Awale, Director NITIE , Prof R.K.Mittal, Dean USMS GGSIP University, Prof. Ishwar Dayal, Founder Director IIM-Lucknow, Prof S.S Yadav, Head Department of Management Studies, IIT Delhi, Prof Takao Fujiwara, University of Technology, Japan , Prof Amit Prakash, Florida International University Miami, and Prof. Mukul Gupta, MDI Gurgaon. The involvement of experts from USA, Japan, UK, Thailand, Singapore, Taiwan & Iran and various prestigious institutions from India brought international as well as national perspectives to the conference.

We hope that the conference proceedings will serve as a research manual and a reference document for academicians and industry practitioners on Flexibility and Business Excellence. We are grateful for the advice and support provided by Prof Sushil, Department of Management Studies IIT Delhi as Executive Chairman of the Conference and Prof P K Jain as President GIFT. We look forward to rich deliberations and generation of new ideas in this vital area, which can be developed further to create new knowledge that can be shared in subsequent GLOGIFT conferences.

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