



Ninth Global Conference (GLOGIFT 09)  
on  
**Flexible Systems Management**  
November 12 – 14, 2009



Globalization of markets, business challenges, decreasing product life cycles, increasing customer's expectations, and rapid changes in technologies, have added complexity to the Technology and Management of organizations in modern times. Today, organization faces new challenges that were never thought of before. It is those who can find opportunities among such challenges and develop appropriate strategies will be the ones who will excel in business.

GLOGIFT 09 is an international conference with the theme "Flexibility in Management and Technology for Global Business Excellence". This effort is to provide a global forum for practitioners, policy makers, teachers, researchers and learners to share their practical experiences, knowledge and insight in the evolution, formulation and implementation of strategies and models for flexible enterprises to meet the changing requirements of global business. This conference is jointly organized by GIFT and National Institute of Industrial Engineering (NITIE), Mumbai.

Over three hundred abstracts have been received from Industry and Academia, out of which, about 160 have been selected for presentation in the conference. Besides parallel technical paper presentations, six keynote sessions on emerging topics of both Industry and Academic needs have been included. The full version of the most of presented papers have been received and compiled as the Conference Proceedings, and brought out in the form of a CD. The content includes full text of papers in business functional areas of *Operations Management, Human Resource Management, Marketing Management, Finance, Economics, Systems, and Environmental Management*. We believe these proceedings will serve as a valuable reference to managers and academics for many years to come.

Several people have worked hard behind the scenes to organize this conference and to produce these proceedings. We offer special thanks to Dr. Subhash D. Awale, Director, NITIE Mumbai, for providing us an opportunity to organize the conference in this beautiful campus. We are also grateful to our co-hosts, Kathelieeke Universiteit Leuven, Belgium, University of Texas at Dallas, USA, Indian Institute of Technology Bombay, India, & National Insurance Academy Pune, India for encouraging us to organize this conference. We offer special thanks to Prof. Sushil, founder President of GIFT Society, IIT Delhi and his team for constant support throughout this conference. We also thank all officers who directly or indirectly extended their support throughout the conference preparations. We highly appreciate and thank all the members of the organizing committee for their timely help. Research Scholars from NITIE slogged out their time and energy during the entire period of the conference planning, executing and hosting. The conference achieved great success by full enthusiastic involvement and dedications of Mr. Debraj Bhowmick, Mr. Abdullah, Mr. Rakesh D. Raut and many more.

We gratefully acknowledge the support given by the academic colleagues all around the world by sending their papers and participating in this conference. We believe that these proceedings contain valuable knowledge and information that will help us in managing flexible global organizations.

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