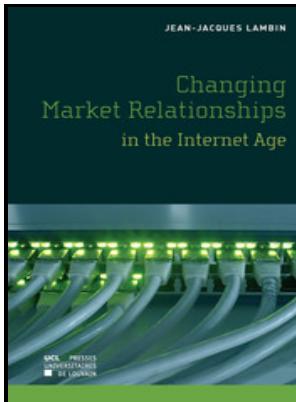


Exploration of management competencies necessary for adoption and utilisation of the Internet within SMEs for the management of customer relationships.

The Author) - Role of Information and Communication Technology (ICT) to Enhance the Success of Knowledge Management (KM): a Study in a Steel Plant



Description: -

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Notes: Thesis (M. A. (Marketing)) - University of Ulster, 2001.
This edition was published in 2001



Filesize: 42.62 MB

Tags: #Organizational #information #systems #competences #in #small #and #medium

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Industrial and Corporate Change, 14 2 , 225—249.

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Knowledge management to minimize the marketing challenges using strategic management as a tool, Grönroos 1999 , 982—988.

The complexity of decision

Within each of four SMEs, five senior leaders with extensive expertise in the subject area and who had participated in ICT adoption decisions within their respective organizations were interviewed. Here, carbon calculators, environmental management systems, geographical information systems and computer simulations can all be used to enhance practical applications of sustainable development.

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