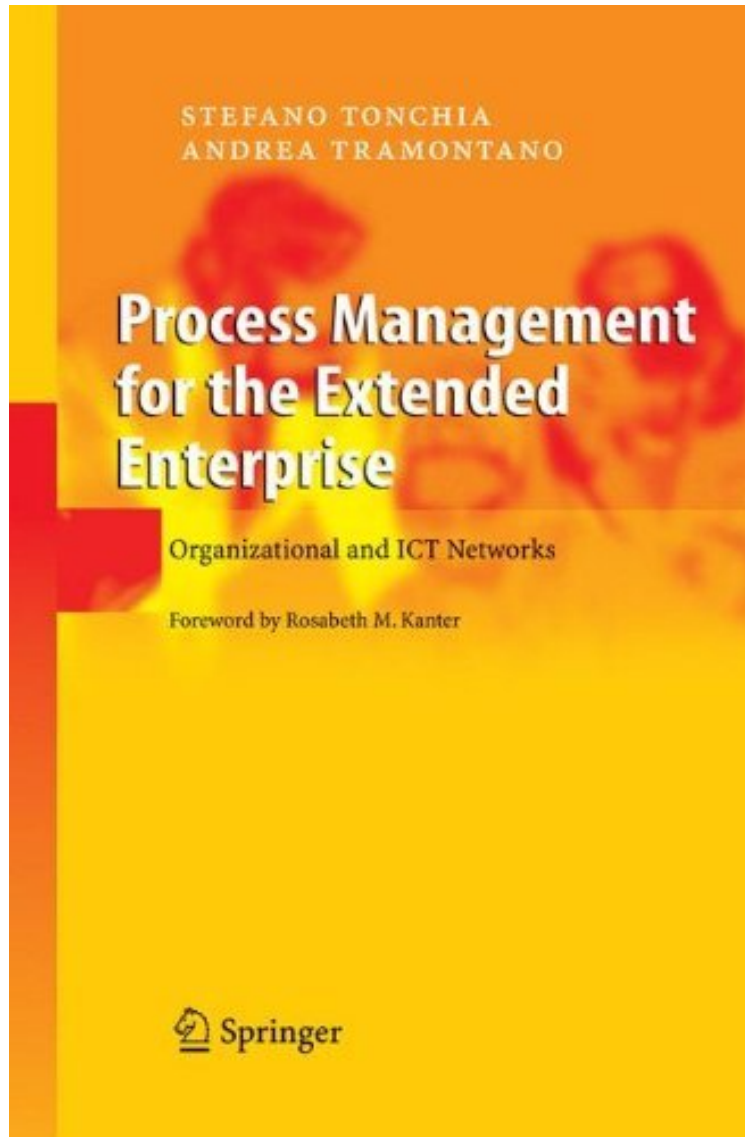


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Process Management for the Extended Enterprise: Organizational and ICT Networks

Stefano Tonchia, Andrea Tramontano
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Process Management, with its key concepts of internal customer and process ownership, is becoming one of the most

important competitive weapons for firms and can determine a strategic change in the way business is carried out (Business Process Reengineering - B.P.R.). In this context, the flow of information increases, passes through the internal departments, to then extend beyond the traditional boundaries of the enterprise and form operational and knowledge networks with other business units, selected suppliers and clients, etc. These (internal and external) networks harness the great power offered by Web technologies (Internet, Intranet, Extranet) and create the Extended Enterprise. This book explores innovative themes that will trace the business paths for many firms in the near future. It is based on research and experience in several major companies, in particular the Snaihero Group (Europe's leading company in the kitchen sector), with contributions by leading Information Communication Technologies (ICT) companies.

From the Back Cover Process Management, with its key concepts of internal customer and process ownership, is becoming one of the most important competitive weapons for firms and can determine a strategic change in the way business is carried out (Business Process Reengineering - B.P.R.). In this context, the flow of information increases, passes through the internal departments, to then extend beyond the traditional boundaries of the enterprise and form operational and knowledge networks with other business units, selected suppliers and clients, etc. These (internal and external) networks harness the great power offered by Web technologies (Internet, Intranet, Extranet) and create the Extended Enterprise. This book explores innovative themes that will trace the business paths for many firms in the near future. It is based on research and experience in several major companies, in particular the Snaihero Group (Europe's leading company in the kitchen sector), with contributions by leading Information Communication Technologies (ICT) companies. Stefano Tonchia is Professor of Business Management at University of Udine (Italy). He has a Master's Degree in Managerial Engineering and a PhD in Innovation Management Science. He is on the Editorial Advisory Board of IJBPM. His research interests also include strategy, performance measurement, and project management. www.diegm.uniud.it/tonchia Andrea Tramontano, formerly Finance Manager, is currently Organization and Strategic Planning Manager of the Snaihero Group (an Italian company, market leader in Europe in the kitchen cabinets manufacturing sector). www.snaihero.com Rosabeth Moss Kanter is Professor of Business Administration at Harvard Business School, past editor of HBR, one of the most famous business gurus in the world.