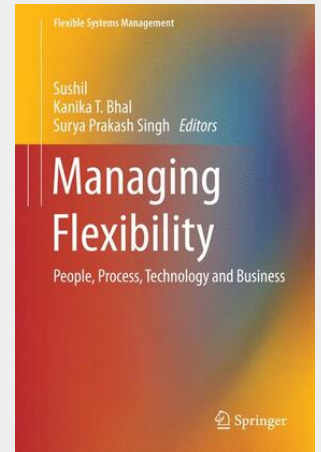


Managing Flexibility

People, Process, Technology and Business

This edited book provides a conceptual framework of managing flexibility in the areas of people, process, technology and business supported by researches/case applications in various types of flexibilities in business. The book is organized into following five parts: (i) Managing Flexibility; (ii) People Flexibility; (iii) Process Flexibility; (iv) Flexibility in Technology and Innovation Management; and (v) Business Flexibility. Managing flexibility at the level of people, process, technology and business encompasses the requirements of both choice and speed. The need for managing flexibility is growing to cope with the developments and challenges in the global business environment. This can be seen from reactive as well as proactive perspectives. Flexibility is a major dimension of business excellence and deals with a paradoxical view point such as stability and dynamism, continuity and change, centralization and decentralization, and so on. It needs to be managed at the levels of people, process, technology and various business functions and it is important to create flexibility at the level of people to create and manage flexibility in processes and technologies in order to support flexible business requirements.

This edited book provides a conceptual framework for managing flexibility in the areas of people, processes, technology and business, supported by research/case applications in various types of flexibility in business. The book is organized into five parts: (i) Managing Flexibility; (ii) People Flexibility; (iii) Process Flexibility; (iv) Flexibility in Technology and Innovation Management; (v) Business Flexibility. Managing flexibility at the people, processes, technology and business level is emerging as a key feature of business excellence, as it encompasses both choice and speed – two important requirements. The growing need for flexibility in business can be seen from reactive as well as proactive perspectives. A business enterprise needs to have reactive flexibility (the ability to adapt and respond) to cope with the changing and uncertain business environment. It may also endeavor to strategically create flexibility by way of leadership change, reengineering, product and process innovation, use of information and communication technology, learning orientation, and so on.



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