

Contents

Perspectives to Process Modeling	1
<i>John Krogstie</i>	
Understanding Business Process Quality	41
<i>Matthias Lohrmann, Manfred Reichert</i>	
A Holistic Business Performance Measurement Framework	75
<i>E. Sezenias, Alexandros Farmakis, Giorgos Karagiannis, Evaggelia Diagkou, Michael Glykas</i>	
Effects of Business Process Reengineering on Firm Performance: An Econometric Analysis	99
<i>Yasin Ozcelik</i>	
Privacy-Aware Workflow Management	111
<i>Bandar Alhaqbani, Michael Adams, Colin J. Fidge, Arthur H.M. ter Hofstede</i>	
Performance Measurement in Business Process, Workflow and Human Resource Management	129
<i>Apostolia Plakoutsi, Georgia Papadogianni, Michael Glykas</i>	
Understanding the Costs of Business Process Management Technology	157
<i>Bela Mutschleß, Manfred Reichert</i>	
Managing Organizational Intellectual Capital	195
<i>Effimia Pappa, Michail Giakoumis, Viktoria Voxaki, Michael Glykas</i>	
Social Networking Sites as Business Tool: A Study of User Behavior	221
<i>Efthymios Constantinides, Carlota Lorenzo-Romero, María-del-Carmen Alarcón-del-Amo</i>	

Fuzzy Cognitive Maps in Social and Business Network Analysis	241
<i>George Stakias, Markos Psoras, Michael Glykas</i>	
Review Study on Fuzzy Cognitive Maps and Their Applications during the Last Decade	281
<i>Elpiniki I. Papageorgiou</i>	
Mathematical Modelling of Decision Making Support Systems Using Fuzzy Cognitive Maps	299
<i>Peter P. Groumpos, Ioannis E. Karagiannis</i>	
Fuzzy Cognitive Strategic Maps in Business Process Performance Measurement	339
<i>Michael Glykas</i>	
Capturing Domain-Imposed Requirements Based on Basic Research Findings	365
<i>Siaw Ming Wong, Jean-Yves Lafaye, Patrice Boursier</i>	
BPR Methods Applied to a Manufacturer in the Domotics Sector	389
<i>M. Bevilacqua, F.E. Ciarapica, G. Giacchetta</i>	
Managing the SME Clustering Process Life-Cycle	407
<i>Christina Ampantzi, Marianthi Psyllou, Evaggelia Diagkou, Michael Glykas</i>	
Author Index	457