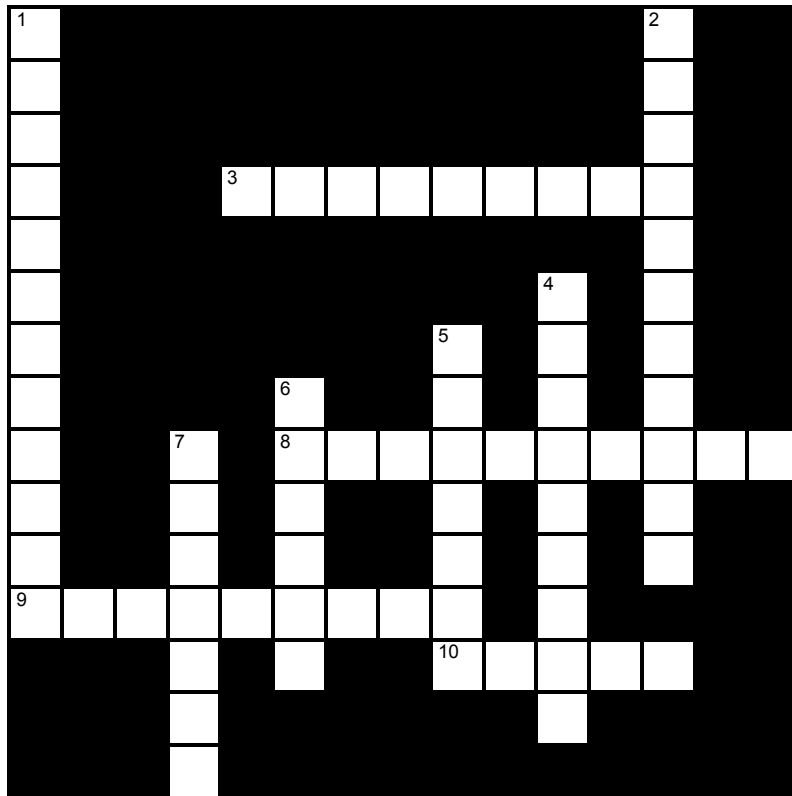


Barnes: Operations Management - An International Perspective

Chapter 7



Across

3 The undertaking of business transactions through the medium of Internet-based information and communication technologies (or other computer networks). (1-8)

8 'Degree of _____ of technology', the extent to which the technology can operate without human involvement. (10)

9 The sharing of business information, maintaining business

relationships and conducting business transactions by means of Internet-based technology. (1-8)

10 '_____ of technology', the processing capacity of a type of technology (rather than its physical size). (5)

Down

1 Florence-based supplier of products and services to the oil and gas industries. (5,7)

2 'Degree of

_____ of technology', the extent to which separate pieces of technology are connected to each other, within a process or between more than one process. (11)

4 Joint venture in the catamaran industry between Hong Kong and Australian companies. (5-4)

5 '_____ technologies', the tools (equipment, machines and other devices) used in operations that transform

materials, information or customers. (7)

6 One of Asia's leading apparel retailers, launched in 1996. (6)

7 UK camera hardware retailer expanding into digital print processing. (7)