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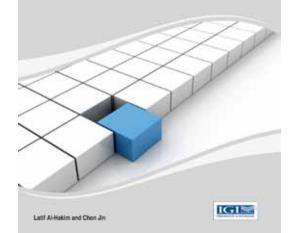
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# Quality Innovation: Knowledge, Theory, and Practices

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**Quality Innovation** 

Knowledge, Theory, and Practices



Part of the Advances in Information Quality and Management Book Series

#### Latif Al-Hakim (University of Southern Queensland, Australia) and Chen Jin (Zhejiang University, China)

Internet and social networks play a critical role in the evolution of processes and functional areas that allow businesses to reach a wider base of end-users and achieve competitive advantage in their respective markets.

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Latif Al-Hakim lectures in Management in the Faculty of Business at the University of Southern Queensland, Australia. His experience spans industry, research and development, and academic institutions. Latif was awarded his undergraduate degree in 1968, and went on to receive his Masters (1978) and PhD (1983) from the University of Wales (UK). Dr. Hakim has published extensively in information management and systems modelling. He is the author and editor of seven books, more than ten chapters in books and more than 60 papers in various journals and conference proceedings. He is the Editor-in-Chief of *International Journal of Information Quality* and Associate Editor of *International Journal of Networking and Virtual Organisations*. Latif has also consulted to a number of major industrial organizations in Australia.



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