

Access to Experts

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Publications by Anna S. Powell

Executive Action Report

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28 November, 2001

Research Report

- [Shared Services and CRM](#)
14 April, 2004
- [Sustaining Customer Care in a Rapidly Changing Business World: A Snapshot of Practices](#)
10 September, 2003
- [Transforming the Supply Chain](#)
07 March, 2002
- [The Role of B2B Exchanges and Implications for the Future](#)
14 August, 2001