

## Access to Experts

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## Publications by Anna S. Powell

### Executive Action Report

- [When Disaster Strikes: Ensuring an Intact Supply Chain](#)  
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