

Table of Contents

Volume 7 Number 4

August 2014

Exploring the Impact of Switching Costs on Customer Retention in the Technology Standard Competition Market	
Y. Zhang, X. Chen, Y. H. Zhao, Q. Yao.....	267
Data Envelopment Analysis of Corporate Failure for Non-Manufacturing Firms Using a Slacks-Based Measure	
J. C. Paradi, D. Wilson, X. P. Yang.....	277
Implementation of Lean Service with Value Stream Mapping at Directorate Airworthiness and Aircraft Operation, Ministry of Transportation Republic of Indonesia	
Z. F. Ikatrinasari, E. I. Haryanto.....	291
Quality Enhancement of Corporate Management Systems: An Overview of Best Management Practices	
G. Kamonja, Y. Liang, M. T. Sohail, S. A. Khan.....	302
The Relationship between Customers' Switching Cost and Repurchase Intention: The Moderating Role of Satisfaction	
S.-C. Ting.....	313
A Decision Problem of Hotels on Setting Online-Exclusive-Rooms in E-Commerce Age	
L. Xu, X. Y. Xu.....	323
A Research on Mechanisms and Countermeasures of the Food Safety Incidents Occurring on Food Supply Chain	
Y. S. Liu, Q. N. Zhang, Q. Q. Li.....	337