References


evaluation of information quality tools’, University of St. Gallen working paper.


References


**PRIMARY SOURCES**

Roos, J. (June 2000), personal communication, Imagination Lab meeting, Lausanne, Switzerland.

**NOTE**

1. References relating to interviews, speeches, direct and participant observation, and company-specific publications have been anonymized in the text. These references are available for academic purposes provided a confidentiality agreement has been signed with the corporation in question.