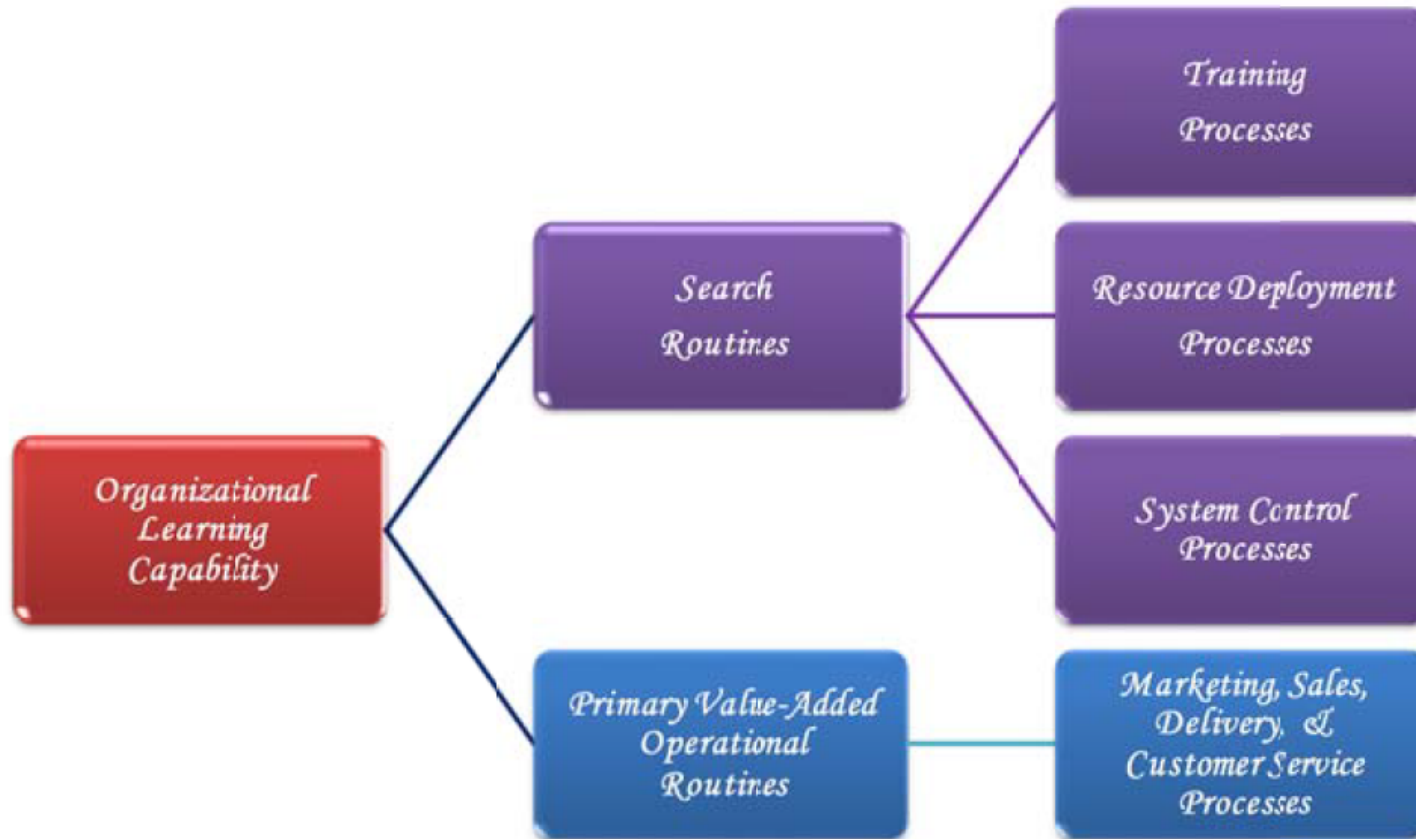


Organizational Learning Capability Depends on Process Designs that Integrates Routines Across Functional Boundaries

Dickson, Lassar, Hunter, and Chakravorti (2009)



Dickson, Peter R., Walfried Lassar, Gary Hunter, and Samit Chakravarti (2009), "The Pursuit of Excellence in Process Thinking and Customer Relationship Management," *Journal of Personal Selling and Sales Management*, 29, 2 (Spring), pp. 111-124.

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