



IFKAD 2017  
HIGHLY RECOMMENDED PAPER  
MEASURING BUSINESS EXCELLENCE

Presented to: Hannele Vayrinen & Marko Manu

For: "Why don't one maximize database utilization in product and service development in manufacturing?"

Date: 07/06/2017

A handwritten signature in black ink, appearing to read "Tony Roche".

---

Tony Roche  
Publishing Director  
Emerald Group Publishing Limited

A handwritten signature in black ink, appearing to read "Jim Bowden".

---

Jim Bowden  
Service Development Manager  
Emerald Group Publishing Limited