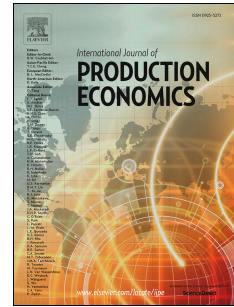


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Daniel Prajogo, Jordan Toy, Ananya Bhattacharya, Adegoke Oke, T.C.E. Cheng



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**The Relationships between Information Management, Process Management and  
Operational Performance: Internal and External Contexts**

Daniel Prajogo

*Department of Management, Monash Business School*

*Monash University, Australia*

Email: [Daniel.Prajogo@monash.edu](mailto:Daniel.Prajogo@monash.edu)

Jordan Toy

*Department of Management, Monash Business School*

*Monash University, Australia*

Ananya Bhattacharya

*Department of Management, Monash Business School*

*Monash University, Australia*

Email: [ananya.bhattacharya@monash.edu](mailto:ananya.bhattacharya@monash.edu)

Adegoke Oke

*Department of Supply Chain Management, W.P. Carey School of Business*

*Arizona State University, U.S.A.*

Email: [Adegoke.Oke@thunderbird.asu.edu](mailto:Adegoke.Oke@thunderbird.asu.edu)

T. C. E. Cheng

*Department of Logistics and Maritime Studies,*

*The Hong Kong Polytechnic University, PRC*

Email: [Edwin.Cheng@inet.polyu.edu.hk](mailto:Edwin.Cheng@inet.polyu.edu.hk)

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