

International Journal of Service Science, Management, Engineering, and Technology

January-March 2014, Vol. 5, No. 1

Table of Contents

RESEARCH ARTICLES

- 1 **Quality Function Deployment in Higher Education: A Literature Review**
Tinu Agrawal, IMT-Nagpur; Nagpur, India
Jitendra Sharma, IMT-Nagpur; Nagpur, India
- 14 **Designing Multichannel Value Propositions to Enhance Value-Cocreation Phenomenon**
Vittorio Cesarotti, Department of Industrial Engineering, University of Rome ("Tor Vergata"), Rome, Italy
Alessio Giuiusa, IB Operations, Amazon.eu, Rome, Italy
Stephen K. Kwan, Lucas College of Business, San José State University, San José, CA, USA
Vito Introna, Department of Industrial Engineering, University of Rome ("Tor Vergata"), Rome, Italy
Jim Spohrer, IBM University Programs Worldwide, IBM Almaden Research Center, San Jose, CA, USA
- 45 **Performance Evaluation of Different Cost Functions in Motion Vector Estimation**
Suvojit Acharjee, Department of ETCE, Jadavpur University, Kolkata, India
Sayan Chakraborty, Department of CSE, JIS College of Engineering, Kalyani, India
Wahiba Ben Abdessalem Karaa, Department of CSE, High Institute of Management, Le Bardo, Tunisia
Ahmad Taher Azar, Benha University, Qalyubia, Egypt
Nilanjan Dey, Department of IT, JIS College of Engineering, Kalyani, India
- 66 **Grid-Based Fuzzy Processing for Parallel Learning the Document Similarities**
Minyar Sassi Hidri, Ecole Nationale d'Ingénieurs de Tunis, Université de Tunis El Manar, Tunis, Tunisia
Sonia Alouane Ksouri, Ecole Nationale d'Ingénieurs de Tunis, Université de Tunis El Manar, Tunis, Tunisia
Kamel Barkaoui, CEDRIC-CNAM Paris, Paris, France
- 84 **From User Requirements to Querying of Fuzzy Summaries**
Ines Benali Sougui, Ecole Nationale d'Ingénieurs de Tunis, Université de Tunis El Manar, Tunis, Tunisia
Minyar Sassi Hidri, Ecole Nationale d'Ingénieurs de Tunis, Université de Tunis El Manar, Tunis, Tunisia
Amel Grissa Touzi, Ecole Nationale d'Ingénieurs de Tunis, Université de Tunis El Manar, Tunis, Tunisia

Copyright

The **International Journal of Service Science, Management, Engineering, and Technology (IJSSMET)** (ISSN 1947-959X; eISSN 1947-9603), Copyright © 2014 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Service Science, Management, Engineering, and Technology* is indexed or listed in the following: Bacon's Media Directory; Cabell's Directories; DBLP; Google Scholar; INSPEC; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; The Standard Periodical Directory; Ulrich's Periodicals Directory