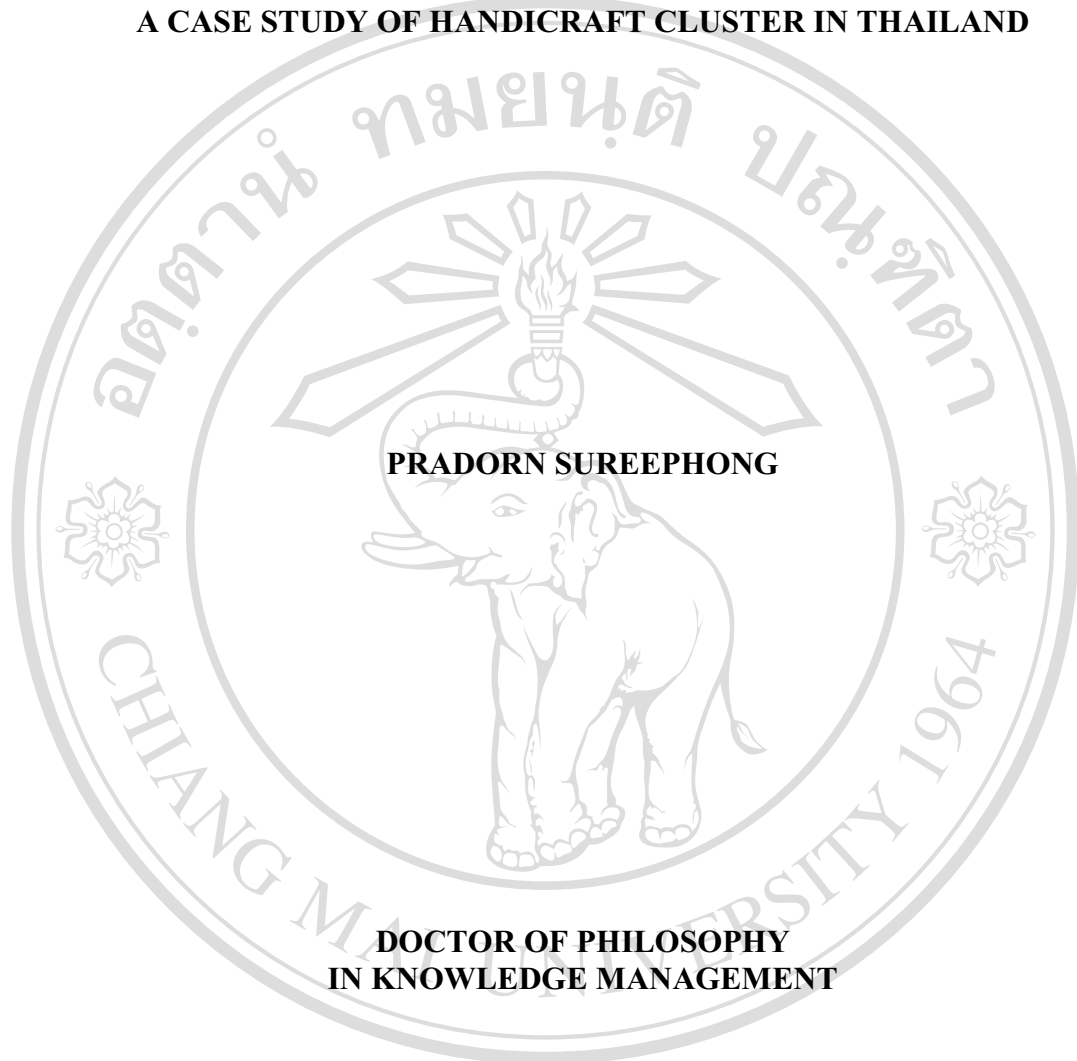


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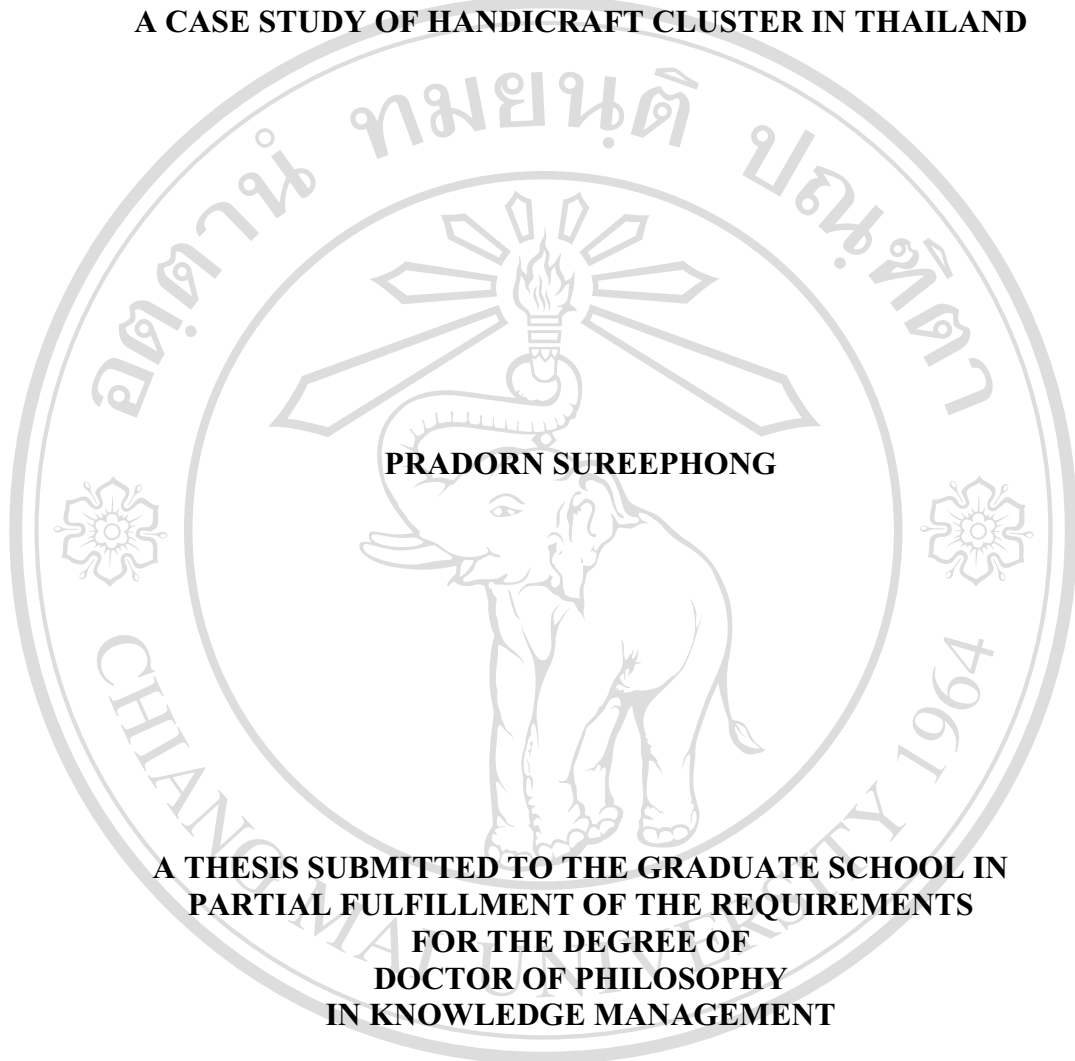


**DOCTOR OF PHILOSOPHY
IN KNOWLEDGE MANAGEMENT**

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SEPTEMBER 2009**

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**A THESIS SUBMITTED TO THE GRADUATE SCHOOL IN
PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR THE DEGREE OF
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PRADORN SUREEPONG


THIS THESIS HAS BEEN APPROVED
TO BE A PARTIAL FULFILLMENT OF THE REQUIREMENTS
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IN KNOWLEDGE MANAGEMENT


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23 September 2009

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“A mes parents, à mon épouse, à toute ma famille
et à tous ceux qui me sont chers”

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