GLOSSARY

Abbreviations	Definition
BE	Boon Edam
BEN	Boon Edam Nederland
BE Ltd	Boon Edam UK
BEPF	Boon Edam Process Framework Framework describing Boon Edam hierarchy or how Boon Edam groups its processes
BRD	Business Requirements Document Document created by the author as a deliverable for Boon Edam company
DOT	The Development Oriented Triangulation (DOT) Framework A framework that helps researchers structure their research and how to communicate it
GUI	Graphical User Interface GUI is a system that contains interactive visual components for computer software. In this case, the author uses it to distinguish between a GUI for engineers and a GUI for the office (service planners).
OWOW	One Way of Working A harmonious way of doing certain things or processes in Boon Edam that can become a global unified process across all subsidiaries
RAMS	Risk Assessment Method Statement RAMS captures all activities that happen in the field by technicians
SAP FSM	SAP Field Service Management A software application designed to help run field services. Applications can be run over the web by service planners and phone by engineers or technicians