Acquisitions Editor: Mehdi Khosrow-Pour

Senior Managing Editor: Jan Travers

Managing Editor: Amanda Appicello

Development Editor: Michele Rossi Copy Editor: Jennifer Wade Typesetter: Jennifer Wetzel

Cover Design: Lisa Tosheff

Printed at: Yurchak Printing, Inc.

Published in the United States of America by

Idea Group Publishing (an imprint of Idea Group Inc.)

701 E. Chocolate Avenue, Suite 200

Hershey PA 17033 USA

Tel: 717-533-8845

E-mail: cust@idea-group.com

Web site: http://www.idea-group.com

and in the United Kingdom by

Idea Group Publishing (an imprint of Idea Group Inc.)

3 Henrietta Street

Covent Garden

London WC2E 8LU

Tel: 44 20 7240 0856 Fax: 44 20 7379 3313

Web site: http://www.eurospan.co.uk

Copyright © 2004 by Idea Group Inc. All rights reserved. No part of this book may be reproduced in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher.