

ABSTRACT

**THE EFFECT OF THE COMMUNICATIONAL ROLE OF THE
TEAM LEADERS ON THE SUCCESS OF OR/MS PROJECTS**

Tadaaki NEMOTO
Aoyama Gakuin University

This paper is to report on an empirical study on the importance of the communicational role of the team leaders in multi-departmental OR/MS projects. It also considers the influence of a project characteristic in terms of the degree of innovativeness and the roles being played by the managers of concerned departments. In order to measure the degree of communication role a sociometric method was used.

It was found that in multi-departmental OR/MS projects, the presence of managers who act as communication centers among departments plays a vital role in their success. Especially when a project is oriented toward innovative type, the role of a team leader at higher rank becomes very important.