

# BEM1003DA3

Operational Practice

View Online



---

Anderson, John C., Gary Cleveland, and Roger G. Schroeder. 1989. "Operations Strategy: A Literature Review" [in] *Journal of Operations Management*. *Journal of Operations Management* 8 (2): 133-58.

<https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/0272696389900168>.

Armistead, C., A. Harrison, and P. Rowlands. 1995. "Business Process Re-Engineering: Lessons from Operations Management" [in] *International Journal of Operations & Production Management*. *International Journal of Operations & Production Management* 15 (12): 46-58.

<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edsemr&AN=edsemr.10.1108.01443579510104493&site=eds-live&scope=site>.

Ashish, Thomas. 2018. "Developing an Integrated Quality Network for Lean Operations Systems" [in] *Business Process Management*. *Business Process Management* 24 (6): 1367-80.

<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=132337332&site=eds-live&scope=site>.

Barbosa, C., and A. Azevado. 2015. *Operations Strategy Frameworks in Manufacturing, Services and Product-Service Systems*. 2015 International Conference on Industrial Engineering and Systems Management (IESM) Industrial Engineering and Systems Management (IESM), 2015 International Conference on.

<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edseee&AN=edseee.7380294&site=eds-live&scope=site>.

Hua, J., Q. Hub, and Y. Xiac. 2019. "Who Should Invest in Cost Reduction in Supply Chains?" [in] *International Journal of Production Economics*. *International Journal of Production Economics* 207: 1-18.

<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=ecn&AN=1748639&site=eds-live&scope=site>.

Johnston, Robert. 2005. "Service Operations Management: From the Roots up" [in] *International Journal of Operations & Production Management*. *International Journal of Operations & Production Management* 25 (12): 1298-1308.

<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edsemr&AN=edsemr.10.1108.01443570510633666&site=eds-live&scope=site>.

Langfield-Smith, Kim. 1997. "Management Control Systems and Strategy: A Critical

Review" [in] Accounting, Organizations and Society'. Accounting, Organizations and Society 22 (2): 207–32.

<https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/S0361368295000402>.

Prajogo, Daniel. 2006. "The Implementation of Operations Management Techniques in Service Organisations: An Australian Perspective" [in] International Journal of Operations & Production'. International Journal of Operations & Production 26 (12): 1374–90.

<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edsemr&AN=edsemr.10.1108.01443570610710597&site=eds-live&scope=site>.

Slack, Nigel, Alistair Brandon-Jones, and Robert Johnston. 2016a. Operations Management. Eighth edition. Harlow, England: Pearson.

[https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004240489707446&context=L&vid=44UOEX\\_INST:default](https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004240489707446&context=L&vid=44UOEX_INST:default).

———. 2016b. Operations Management. Eighth edition. Harlow, England: Pearson.

[https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004240489707446&context=L&vid=44UOEX\\_INST:default](https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004240489707446&context=L&vid=44UOEX_INST:default).

Soteriou, Andreas, and Stavros A. Zenios. 1999. "Operations, Quality, and Profitability in the Provision of Banking Services" [in] Management Science'. Management Science 45 (9).

[https://uoelibrary.idm.oclc.org/login?url=http://www.jstor.org/stable/2634834?seq=1#metadata\\_info\\_tab\\_contents](https://uoelibrary.idm.oclc.org/login?url=http://www.jstor.org/stable/2634834?seq=1#metadata_info_tab_contents).