BEM1003DA3

Operational Practice



1.

Anderson, J. C., Cleveland, G. & Schroeder, R. G. 'Operations strategy: A literature review' [in] Journal of Operations Management 8, 133–158 (1989).

2.

Barbosa, C. & Azevado, A. Operations Strategy Frameworks in Manufacturing, Services and Product-Service Systems. (2015).

3.

Slack, N., Brandon-Jones, A. & Johnston, R. Operations Management. (Pearson, 2016).

4.

Prajogo, D. 'The implementation of operations management techniques in service organisations: An Australian perspective' [in] International Journal of Operations & Production. International Journal of Operations & Production **26**, 1374–1390 (2006).

5.

Johnston, R. 'Service operations management: from the roots up' [in] International Journal of Operations & Production Management. International Journal of Operations & Production Management **25**, 1298–1308 (2005).

6.

Hua, J., Hub, Q. & Xiac, Y. 'Who Should Invest in Cost Reduction in Supply Chains?' [in] International Journal of Production Economics. International Journal of Production Economics **207**, 1–18 (2019).

7.

Soteriou, A. & Zenios, S. A. 'Operations, Quality, and Profitability in the Provision of Banking Services' [in] Management Science. Management Science **45**, (1999).

8.

Ashish, T. 'Developing an integrated quality network for lean operations systems' [in] Business Process Management. Business Process Management **24**, 1367–1380 (2018).

9.

Armistead, C., Harrison, A. & Rowlands, P. 'Business process re-engineering: lessons from operations management' [in] International Journal of Operations & Production Management. International Journal of Operations & Production Management **15**, 46–58 (1995).

10.

Langfield-Smith, K. 'Management control systems and strategy: A critical review' [in] Accounting, Organizations and Society. Accounting, Organizations and Society **22**, 207–232 (1997).

11.

Slack, N., Brandon-Jones, A. & Johnston, R. Operations Management. (Pearson, 2016).