

BEM1003DA3

Operational Practice

View Online



1.

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

2.

Barbosa, C., Azevado, A.: 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. (2015).

3.

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