Litteraturlista för SMMP11, Service management: Ledning och styrning av serviceorganisationer gällande från och med höstterminen 2017

Litteraturlistan är fastställd av Styrelsen för institutionen för service management och tjänstevetenskap 2017-09-11 att gälla från och med 2017-10-01

Se bilaga.

Reading list for Service Management: Managing Service Organisations, 15 credits (SMMR11)

The reading list was approved by the Board of the Department of Service Management and Service Studies 29 August 2013, revised 11 September 2017.

The reading list is valid from 1 October 2017**.**

Bitner, Mary Joe. (1992). Servicescapes: The impact of physical surroundings on customers and employees, *Journal of Marketing*, Vol. 56, April: 57-71

Bowen, David. & Lawler III, Edward E. (1995). Empowering service employees, *Sloan Management Review*, Summer: 73-84

Dahlgaard-Park, Su Mi (2012) Core Values – the Entrance to Human Satisfaction & Commitment, in Dahlgaard-Park, Su Mi (Ed.) Special Issue on The Human Dimension and Organizational Performance, *Int. Journal of TQM and Business Excellence*, Vol. 23 (2): 125-140

Dahlgaard, Jens, Dahlgaard Park, Su Mi & Kammerlind, Peter (2004). A Comparison between European Business Leaders & Top Swedish Healthcare Managers, *European Quality*, Vol. 11 (1): 58-75

Dahlgaard, Jens & Dahlgaard Park, Su Mi (2006). Lean Production, Six Sigma Quality, TQM and Company Culture – a Critical Review, *The TQM Magazine -The Int. Review of Org. Improvement*, Vol. 18 (3): 263-281 [ISSN 0954-478X]

Dahlgaard-Park, Su Mi & Dahlgaard, Jens.J. (2007) Excellence – the 25 years evolution. In Dahlgaard-Park, S.M. (ed.) *Int. Journal of Management History*, Vol. 13 (4): 371-393 (ISSN 1751-1348)

Dahlgaard-Park, Su Mi (2009) Decoding the code of Excellence, *Int. Journal of Quality and Service Science*, Vol. 1 (1): 5-28

Gemmel, Paul, Van Looy, Bart & Dierdonck, Roland Van. (2013). *Service Management – An Integrated Approach.* London: Pearson. [504 pp. ISBN 978-0-273-73203-7]

Heskett, James, Jones, O. Thomas, Loveman, W. Gary, Sasser, Earl & Schlesinger, A. Leonard (2008). Putting the Service-Profit Chain to Work, *Harvard Business Review*, July-August Issue, 164-174.

Hitt, Michael A., Ireland, Duane & Hoskisson, Robert E. (2015). *Strategic Management - Concepts: Competitiveness and Globalization*. 12th Edition, Stamford: Cengage Learning, [700 pp. ISBN 978-1-285-42518-4]

Hogreve, Jens & Gremler, Dwayne D., (2009). Twenty years of service guarantee research, *Journal of Service Research,* Vol 11 (4): 322- 343

Morgan, Gareth. (2006). *Images of Organization*. Thousand Oaks, Calif. : Sage. [500 pp. ISBN 1-4129-3979-8]

Nonaka, Ikujiro. (1991). The Knowledge Creating Company, *Harvard Business Review*, November-December, 96-104

Pine, B. Joseph & Gilmore, James H. (1998). Welcome to the Experience Economy, *Harvard Business Review*, July-August: 97-105

Wirtz, Jochen & Johnston Robert (2003). Singapore Airlines: what it takes to sustain service excellence- a senior management perspective, *Managing Service Quality*, Vol. 13 (1):10-19

Womack, James P. & Jones, Daniel T (2005). Lean Consumption, *Harvard Business Review*, March pp. 58-68

Total amount of pages: Approx. 1940 pp.

Litteraturlista för Service management: Ledning och styrning av serviceorganisationer, 15 hp (SMMP11)

Litteraturlistan är fastställd av styrelsen för institutionen för service management och tjänstevetenskap 2013-08-29, senast reviderad 2017-09-11.

Litteraturlistan börjar gälla 2017-10-01.

Bitner, Mary Joe. (1992). Servicescapes: The impact of physical surroundings on customers and employees, *Journal of Marketing*, Vol. 56, April: 57-71

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