MSc Operations Management



Allinson, Robert Elliott. 2005. 'The Herald of Free Enterprise Disaster'. Pp. 198–222 in Saving Human Lives. Vol. 21. Dordrecht: Springer Netherlands.

Anon. n.d.-a. 'Flooding and Capsize of Ro-Ro Passenger Ferry Herald of Free Enterprise with Loss of 193 Lives Marine Accident Investigation Branch Report - GOV.UK'. Retrieved (https://www.gov.uk/maib-reports/flooding-and-subsequent-capsize-of-ro-ro-passenger-ferry-herald-of-free-enterprise-off-the-port-of-zeebrugge-belgium-with-loss-of-193-lives).

Anon. n.d.-b. "Innovation in Experiential Services – an Experiential View" in "Innovation in Service", DTI Occasional Paper No 9. UK Department of Trade and Industry'.

Anon. n.d.-c. 'Managing Service Inventory to Improve Performance: In Service Businesses as in Others, Work Can Be Performed and Stored in Anticipation of Demand. By Wisely Choosing What Kind of Inventory to Hold, Companies Can Improve Quality, Response Times, Customization and Pricing'. MIT Sloan Management Review 47(1).

Anon. n.d.-d. 'TOMI'. Retrieved (https://sites.google.com/site/tomiportal/).

Anon. n.d.-e. 'Want to Perfect Your Company's Service? Use Behavioral Science.'

Barratt, Mark. 2004. 'Understanding the Meaning of Collaboration in the Supply Chain'. Supply Chain Management: An International Journal 9(1):30–42. doi: 10.1108/13598540410517566.

Blackburn, Joseph D. 2004. 'Reverse Supply Chains for Commercial Returns.' California Management Review 46(2).

Bowersox, D. n.d. 'Ten Mega-Trends That Will Revolutionize Supply Chain Logistics'. Journal of Business Logistics 21(2):1–15.

Christensen, Clayton M. 2013. The Innovator's Dilemma: When New Technologies Cause Great Firms to Fail. Vol. The management of innovation and change series. Boston, Massachusetts: Harvard Business Review Press.

Christopher, Martin. 2011. Logistics & Supply Chain Management: Creating Value-Adding Networks. 4th ed. Harlow, Essex: Financial Times Prentice Hall.

Christopher, Martin, and Denis Towill. 2001. 'An Integrated Model for the Design of Agile Supply Chains'. International Journal of Physical Distribution & Logistics Management 31(4):235–46. doi: 10.1108/09600030110394914.

Cousins, Paul and Chartered Institute of Purchasing & Supply. 2008. Strategic Supply Management: Principles, Theories and Practice. Harlow, Essex: Financial Times Prentice Hall.

Dale, B. G., David R. Bamford, and Anthony van der Wiele, eds. 2016. Managing Quality: An Essential Guide and Resource Gateway. Sixth edition. Chichester, West Sussex, United Kingdom: John Wiley & Sons Ltd.

De Cock, C. n.d. 'TOM and BPR: Beyond the beyond the Myth'.

Ellram, L. n.d. 'Services Supply Management: The next Frontier for Organizational Performance'.

Filippini, R., C. Forza, and A. Vinelli. 1996. 'Improvement Initiative Paths in Operations'. Integrated Manufacturing Systems 7(2):67–76. doi: 10.1108/09576069610111927.

Ford, Robert C. 2001. 'Delivering Excellent Services: Lessons From the Best Firms'. California Management Review 44(1).

Garvin, David A. 1984. 'Product Quality: An Important Strategic Weapon.' Business Horizons 27(3).

Goldratt, Eliyahu M., and Jeff Cox. 2004. The Goal: A Process of Ongoing Improvement. 3rd rev. ed., 20th anniversary ed. Great Barrington, MA: North River Press.

Greasley, Andrew. 2008. Operations Management. Vol. SAGE course companions. Los Angeles, Calif: SAGE.

Hammer, Michael. n.d. 'The 7 Deadly Sins of Performance Measurement (and How to Avoid Them)'.

Harland, Christine M., Richard C. Lamming, Jurong Zheng, and Thomas E. Johnsen. 2001. 'A Taxonomy of Supply Networks'. The Journal of Supply Chain Management 37(4):21–27. doi: 10.1111/j.1745-493X.2001.tb00109.x.

Harrison, Alan, Remko I. van Hoek, and Heather Skipworth. 2014. Logistics Management and Strategy: Competing through the Supply Chain. Vol. Always Learning. Fifth edition. Harlow, United Kingdom: Pearson Education Limited.

Hill, Alex, and Terry Hill. 2012. Operations Management. 3rd ed. Basingstoke: Palgrave Macmillan.

Hines, Peter. 2000. Value Stream Management: Strategy and Excellence in the Supply Chain. Harlow: Financial Times/Prentice Hall.

Huan, Samuel H., Sunil K. Sheoran, and Ge Wang. 2004. 'A Review and Analysis of Supply Chain Operations Reference (SCOR) Model'. Supply Chain Management: An International Journal 9(1):23–29. doi: 10.1108/13598540410517557.

James B. Rice, Jr., Yossi Sheffi. 2005. 'A Supply Chain View of the Resilient Enterprise'. MIT Sloan Management Review 47(1).

Johnston, Robert, Graham Clark, and Michael Shulver. 2012. Service Operations Management: Improving Service Delivery. 4th ed. Harlow: Pearson Education.

Krajewski, Lee J., Larry P. Ritzman, and Manoj K. Malhotra. 2013. Operations Management: Processes and Supply Chains. 10th ed. Harlow, Essex: Pearson Education.

Kraljic, P. n.d. 'Purchasing Must Become Supply Management'.

Madu, Christian N., and Assumpta A. Madu. 2002. 'Dimensions of E-quality'. International Journal of Quality & Reliability Management 19(3):246–58. doi: 10.1108/02656710210415668.

Medori, David, and Derek Steeple. 2000. 'A Framework for Auditing and Enhancing Performance Measurement Systems'. International Journal of Operations & Production Management 20(5):520–33. doi: 10.1108/01443570010318896.

Neely, Andy. 2007. Business Performance Measurement: Unifying Theory and Integrating Practice. 2nd ed. Cambridge: Cambridge University Press.

New, S. 2003. Understanding Supply Chains: Concepts, Critiques, and Futures. Oxford, UK: Oxford University Press.

Parasuraman, A., Valarie A. Zeithaml, and Leonard L. Berry. 1985a. 'A Conceptual Model of Service Quality and Its Implications for Future Research'. Journal of Marketing 49(4). doi: 10.2307/1251430.

Parasuraman, A., Valarie A. Zeithaml, and Leonard L. Berry. 1985b. 'A Conceptual Model of Service Quality and Its Implications for Future Research'. Journal of Marketing 49(4). doi: 10.2307/1251430.

Pijnenburg, Bert, and Menno J. Duin. 1990. 'The Zeebrugge Ferry Disaster'. Contemporary Crises 14(4):321–49. doi: 10.1007/BF00728504.

Rosenberg, J. n.d. 'Five Myths About Customer Satisfaction'. Quality Control 29(12):57-60.

Slack, Nigel, and Alistair Brandon-Jones. 2019a. Operations Management. Ninth edition. Harlow, England: Pearson.

Slack, Nigel, and Alistair Brandon-Jones. 2019b. Operations Management. Ninth edition. Harlow, England: Pearson.

Slack, Nigel, and Alistair Brandon-Jones. 2019c. Operations Management. Ninth edition. Harlow, England: Pearson.

Slack, Nigel, and Alistair Brandon-Jones. 2019d. Operations Management. Ninth edition. Harlow, England: Pearson.

Slack, Nigel, and Alistair Brandon-Jones. 2019e. Operations Management. Ninth edition. Harlow, England: Pearson.

Slack, Nigel, and Alistair Brandon-Jones. 2019f. Operations Management. Ninth edition.

Harlow, England: Pearson.

Slack, Nigel, and Alistair Brandon-Jones. 2019g. Operations Management. Ninth edition. Harlow, England: Pearson.

Slack, Nigel, and Michael Lewis. 2011. Operations Strategy. 3rd ed. Harlow, Essex: Pearson/Prentice Hall.

Swank, Cynthia Karen. n.d. 'The Lean Service Machine'.

Tax, Stephen S., Mark Colgate, and David E. Bowen. 2006. 'How to Prevent Your Customers From Failing'. MIT Sloan Management Review 47(3).

Womack, James P., and Daniel T. Jones. 2003. Lean Thinking: Banish Waste and Create Wealth in Your Corporation. Rev. and updated. London: Free Press Business.

Womack, James P., Daniel T. Jones, Daniel Roos, and Massachusetts Institute of Technology. 1990. The Machine That Changed the World. New York, N.Y.: Rawson Associates.