

MSc Operations Management

[View Online](#)

Allinson, R. E. (2005). The Herald of Free Enterprise Disaster. In Saving Human Lives (Vol. 21, pp. 198–222). Springer Netherlands. https://doi.org/10.1007/1-4020-2980-2_9

Barratt, M. (2004). Understanding the meaning of collaboration in the supply chain. *Supply Chain Management: An International Journal*, 9(1), 30–42.
<https://doi.org/10.1108/13598540410517566>

Blackburn, J. D. (2004). Reverse Supply Chains for Commercial Returns. *California Management Review*, 46(2).
<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=12391589&site=ehost-live>

Bowersox, D. (n.d.). Ten mega-trends that will revolutionize supply chain logistics. *Journal of Business Logistics*, 21(2), 1–15.
<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=4315148&site=ehost-live>

Christensen, C. M. (2013). The innovator's dilemma: when new technologies cause great firms to fail: Vol. The management of innovation and change series. Harvard Business Review Press.

Christopher, M. (2011). Logistics & supply chain management: creating value-adding networks (4th ed) [Electronic resource]. Financial Times Prentice Hall.
<https://www.vlebooks.com/vleweb/product/openreader?id=GlasgowUni&isbn=9780273731139>

Christopher, M., & Towill, D. (2001). An integrated model for the design of agile supply chains. *International Journal of Physical Distribution & Logistics Management*, 31(4), 235–246. <https://doi.org/10.1108/09600030110394914>

Cousins, P. & Chartered Institute of Purchasing & Supply. (2008). Strategic supply management: principles, theories and practice. Financial Times Prentice Hall.

Dale, B. G., Bamford, D. R., & Wiele, A. van der (Eds.). (2016). Managing quality: an essential guide and resource gateway (Sixth edition). John Wiley & Sons Ltd.

De Cock, C. (n.d.). TQM and BPR: beyond the beyond the myth.
<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=9711165184&site=ehost-live>

Ellram, L. (n.d.). Services supply management: the next frontier for organizational

performance.

<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=25995887&site=ehost-live>

Filippini, R., Forza, C., & Vinelli, A. (1996). Improvement initiative paths in operations. Integrated Manufacturing Systems, 7(2), 67–76.

<https://doi.org/10.1108/09576069610111927>

Flooding and capsizing of ro-ro passenger ferry Herald of Free Enterprise with loss of 193 lives Marine Accident Investigation Branch report - GOV.UK. (n.d.).

<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>

Ford, Robert C. (2001). Delivering Excellent Services: Lessons From the Best Firms.

California Management Review, 44(1).

<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=5746562&site=ehost-live>

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

<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=4528396&site=ehost-live>

Goldratt, E. M., & Cox, J. (2004). The goal: a process of ongoing improvement (3rd rev. ed., 20th anniversary ed). North River Press.

Greasley, A. (2008). Operations management: Vol. SAGE course companions [Electronic resource]. SAGE.

<https://ezproxy.lib.gla.ac.uk/login?url=https://sk.sagepub.com/books/operations-management>

Hammer, M. (n.d.). The 7 deadly sins of performance measurement (and how to avoid them).

Harland, C. M., Lamming, R. C., Zheng, J., & Johnsen, T. E. (2001). A taxonomy of supply networks. The Journal of Supply Chain Management, 37(4), 21–27.

<https://doi.org/10.1111/j.1745-493X.2001.tb00109.x>

Harrison, A., Hoek, R. I. van, & Skipworth, H. (2014). Logistics management and strategy: competing through the supply chain: Vol. Always Learning (Fifth edition). Pearson Education Limited.

Hill, A., & Hill, T. (2012). Operations management (3rd ed). Palgrave Macmillan.

Hines, P. (2000). Value stream management: strategy and excellence in the supply chain. Financial Times/Prentice Hall.

Huan, S. H., Sheoran, S. K., & Wang, G. (2004). A review and analysis of supply chain operations reference (SCOR) model. Supply Chain Management: An International Journal, 9(1), 23–29. <https://doi.org/10.1108/13598540410517557>

'Innovation in experiential services – an experiential view' in 'Innovation in Service', DTI

Occasional Paper no 9. UK Department of Trade and Industry. (n.d.).
<http://webarchive.nationalarchives.gov.uk/20070603164510/http://www.dti.gov.uk/files/file39965.pdf>

James B. Rice, Jr., Yossi Sheffi. (2005). A supply chain view of the resilient enterprise. MIT Sloan Management Review, 47(1).
<https://ezproxy.lib.gla.ac.uk/login?url=https://go.galegroup.com/ps/i.do?id=GALE|A139260573&v=2.1&u=glasuni&it=r&p=AONE&sw=w&asid=ba814a2834609b7dc0aaf56cc8b202ab>

Johnston, R., Clark, G., & Shulver, M. (2012). Service operations management: improving service delivery (4th ed). Pearson Education.

Krajewski, L. J., Ritzman, L. P., & Malhotra, M. K. (2013). Operations management: processes and supply chains (10th ed). Pearson Education.

Kraljic, P. (n.d.). Purchasing must become supply management.

Madu, C. N., & Madu, A. A. (2002). Dimensions of e-quality. International Journal of Quality & Reliability Management, 19(3), 246–258. <https://doi.org/10.1108/02656710210415668>

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. (n.d.). MIT Sloan Management Review, 47(1).

<https://ezproxy.lib.gla.ac.uk/login?url=https://go.galegroup.com/ps/i.do?id=GALE%7CA139260575&v=2.1&u=glasuni&it=r&p=AONE&sw=w&asid=c72940744c260dac2f5acc65860df8b5>

Medori, D., & Steeple, D. (2000). A framework for auditing and enhancing performance measurement systems. International Journal of Operations & Production Management, 20 (5), 520–533. <https://doi.org/10.1108/01443570010318896>

Neely, A. (2007). Business Performance Measurement: Unifying Theory and Integrating Practice (2nd ed). Cambridge University Press.
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=328900>

New, S. (2003). Understanding supply chains: concepts, critiques, and futures. Oxford University Press.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985a). A Conceptual Model of Service Quality and Its Implications for Future Research. Journal of Marketing, 49(4).
<https://doi.org/10.2307/1251430>

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985b). A Conceptual Model of Service Quality and Its Implications for Future Research. Journal of Marketing, 49(4).
<https://doi.org/10.2307/1251430>

Pijnenburg, B., & Duin, M. J. (1990). The Zeebrugge ferry disaster. Contemporary Crises, 14 (4), 321–349. <https://doi.org/10.1007/BF00728504>

Rosenberg, J. (n.d.). Five Myths About Customer Satisfaction. Quality Control, 29(12),

57-60. <http://asq.org/qic/display-item/?item=13141>

Slack, N., & Brandon-Jones, A. (2019a). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Brandon-Jones, A. (2019b). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Brandon-Jones, A. (2019c). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Brandon-Jones, A. (2019d). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Brandon-Jones, A. (2019e). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Brandon-Jones, A. (2019f). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Brandon-Jones, A. (2019g). Operations management (Ninth edition). Pearson. <https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

Slack, N., & Lewis, M. (2011). Operations strategy (3rd ed) [Electronic resource]. Pearson/Prentice Hall. <https://www.vlebooks.com/vleweb/product/openreader?id=GlasgowUni&isbn=9780273740452>

Swank, C. K. (n.d.). The Lean Service Machine. <https://conroyquick.files.wordpress.com/2011/02/the-lean-service-machine.pdf>

Tax, S. S., Colgate, M., & Bowen, D. E. (2006). How to Prevent Your Customers From Failing. *MIT Sloan Management Review*, 47(3).

TOMI. (n.d.). <https://sites.google.com/site/tomiportal/>

Want to Perfect Your Company's Service? Use Behavioral Science. (n.d.).

Womack, J. P., & Jones, D. T. (2003). Lean thinking: banish waste and create wealth in your corporation (Rev. and updated). Free Press Business.

Womack, J. P., Jones, D. T., Roos, D., & Massachusetts Institute of Technology. (1990). The machine that changed the world. Rawson Associates.