

MSc Operations Management

[View Online](#)

[1]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[2]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[3]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[4]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[5]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[6]

D. A. Garvin, 'Product Quality: An Important Strategic Weapon.', Business Horizons, vol. 27, no. 3, 1984 [Online]. Available:
<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=4528396&site=ehost-live>

[7]

C. N. Madu and A. A. Madu, 'Dimensions of e-quality', International Journal of Quality & Reliability Management, vol. 19, no. 3, pp. 246–258, May 2002, doi:
10.1108/02656710210415668.

[8]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:
<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[9]

'Flooding and capsizing of ro-ro passenger ferry Herald of Free Enterprise with loss of 193 lives Marine Accident Investigation Branch report - GOV.UK'. [Online]. Available:
<https://www.gov.uk/maib-reports/flooding-and-subsequent-capsizing-of-ro-ro-passenger-ferry-herald-of-free-enterprise-off-the-port-of-zeebrugge-belgium-with-loss-of-193-lives>

[10]

B. Pijnenburg and M. J. Duin, 'The Zeebrugge ferry disaster', Contemporary Crises, vol. 14, no. 4, pp. 321–349, Dec. 1990, doi: 10.1007/BF00728504.

[11]

R. E. Allinson, 'The Herald of Free Enterprise Disaster', in Saving Human Lives, vol. 21, Dordrecht: Springer Netherlands, 2005, pp. 198–222 [Online]. Available:
http://ezproxy.lib.gla.ac.uk/login?url=http://link.springer.com/10.1007/1-4020-2980-2_9

[12]

N. Slack and A. Brandon-Jones, Operations management, Ninth edition. Harlow, England: Pearson, 2019 [Online]. Available:

<https://ebookcentral.proquest.com/lib/gla/detail.action?docID=5751937>

[13]

A. Greasley, Operations management, vol. SAGE course companions. Los Angeles, Calif: SAGE, 2008 [Online]. Available:
<https://ezproxy.lib.gla.ac.uk/login?url=https://sk.sagepub.com/books/operations-management>

[14]

A. Hill and T. Hill, Operations management, 3rd ed. Basingstoke: Palgrave Macmillan, 2012.

[15]

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

[16]

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

[17]

N. Slack and M. Lewis, Operations strategy, 3rd ed. Harlow, Essex: Pearson/Prentice Hall, 2011 [Online]. Available:
<https://www.vlebooks.com/vleweb/product/openreader?id=GlasgowUni&isbn=9780273740452>

[18]

C. M. Christensen, 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, 2013.

[19]

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

[20]

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

[21]

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

[22]

E. M. Goldratt and J. Cox, The goal: a process of ongoing improvement, 3rd rev. ed., 20th anniversary ed. Great Barrington, MA: North River Press, 2004.

[23]

A. Harrison, R. I. van Hoek, and H. Skipworth, Logistics management and strategy: competing through the supply chain, Fifth edition., vol. Always Learning. Harlow, United Kingdom: Pearson Education Limited, 2014.

[24]

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

[25]

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

[26]

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

[27]

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

[28]

J. P. Womack, D. T. Jones, D. Roos, and Massachusetts Institute of Technology, The machine that changed the world. New York, N.Y.: Rawson Associates, 1990.

[29]

'Want to Perfect Your Company's Service? Use Behavioral Science.'

[30]

'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, vol. 47, no. 1 [Online]. Available: <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>

[31]

Ford, Robert C., 'Delivering Excellent Services: Lessons From the Best Firms', California Management Review, vol. 44, no. 1, 2001 [Online]. Available: <https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=5746562&site=ehost-live>

[32]

A. Parasuraman, V. A. Zeithaml, and L. L. Berry, 'A Conceptual Model of Service Quality and Its Implications for Future Research', Journal of Marketing, vol. 49, no. 4, Autumn

1985, doi: 10.2307/1251430.

[33]

C. K. Swank, 'The Lean Service Machine'. [Online]. Available:
<https://conroyquick.files.wordpress.com/2011/02/the-lean-service-machine.pdf>

[34]

S. S. Tax, M. Colgate, and D. E. Bowen, 'How to Prevent Your Customers From Failing', MIT Sloan management review, vol. 47, no. 3, 2006.

[35]

"'Innovation in experiential services – an experiential view" in "Innovation in Service", DTI Occasional Paper no 9. UK Department of Trade and Industry'. [Online]. Available:
<http://webarchive.nationalarchives.gov.uk/20070603164510/http://www.dti.gov.uk/files/file39965.pdf>

[36]

M. Barratt, 'Understanding the meaning of collaboration in the supply chain', Supply Chain Management: An International Journal, vol. 9, no. 1, pp. 30–42, Feb. 2004, doi: 10.1108/13598540410517566.

[37]

J. D. Blackburn, 'Reverse Supply Chains for Commercial Returns.', California Management Review, vol. 46, no. 2, 2004 [Online]. Available:
<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=12391589&site=ehost-live>

[38]

D. Bowersox, 'Ten mega-trends that will revolutionize supply chain logistics', Journal of Business Logistics, vol. 21, no. 2, pp. 1–15 [Online]. Available:
<https://ezproxy.lib.gla.ac.uk/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=4315148&site=ehost-live>

[39]

M. Christopher and D. Towill, 'An integrated model for the design of agile supply chains', *International Journal of Physical Distribution & Logistics Management*, vol. 31, no. 4, pp. 235–246, May 2001, doi: 10.1108/09600030110394914.

[40]

C. M. Harland, R. C. Lamming, J. Zheng, and T. E. Johnsen, 'A taxonomy of supply networks', *The Journal of Supply Chain Management*, vol. 37, no. 4, pp. 21–27, Sep. 2001, doi: 10.1111/j.1745-493X.2001.tb00109.x.

[41]

S. H. Huan, S. K. Sheoran, and G. Wang, 'A review and analysis of supply chain operations reference (SCOR) model', *Supply Chain Management: An International Journal*, vol. 9, no. 1, pp. 23–29, 2004, doi: 10.1108/13598540410517557.

[42]

P. Kraljic, 'Purchasing must become supply management'. .

[43]

James B. Rice, Jr., Yossi Sheffi, 'A supply chain view of the resilient enterprise', *MIT Sloan Management Review*, vol. 47, no. 1, 2005 [Online]. Available: <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>

[44]

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

[45]

L. Ellram, 'Services supply management: the next frontier for organizational performance' [Online]. Available:

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

[46]

R. Filippini, C. Forza, and A. Vinelli, 'Improvement initiative paths in operations', *Integrated Manufacturing Systems*, vol. 7, no. 2, pp. 67–76, 1996, doi: 10.1108/09576069610111927.

[47]

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

[48]

D. Medori and D. Steeple, 'A framework for auditing and enhancing performance measurement systems', *International Journal of Operations & Production Management*, vol. 20, no. 5, pp. 520–533, 2000, doi: 10.1108/01443570010318896.

[49]

A. Parasuraman, V. A. Zeithaml, and L. L. Berry, 'A Conceptual Model of Service Quality and Its Implications for Future Research', *Journal of Marketing*, vol. 49, no. 4, Autumn 1985, doi: 10.2307/1251430.

[50]

J. Rosenberg, 'Five Myths About Customer Satisfaction', *Quality control*, vol. 29, no. 12, pp. 57–60 [Online]. Available: <http://asq.org/qic/display-item/?item=13141>

[51]

'TOMI'. [Online]. Available: <https://sites.google.com/site/tomiportal/>