

Chris Voss

Awards and Honours

2005 – Elected Fellow of the Production and Operations Management Society

Professor Voss was elected a Fellow of the Production and Operations Management Society (POMS), the main US professional organisation for academics in the Operations Management area, at its Sixteenth Annual Conference of POMS in Chicago. The fellowship was in recognition of the years of dedicated leadership and valuable contribution to the profession of production and operations management.

As president of the European Operations Management Association (EUROMA), Chris was influential in actively building links between EUROMA and POMS, initiating a number of joint conferences in Italy, Spain and Mexico as well as presenting at many POMS conferences and publishing regularly in Production and Operations Management journal.

Professor Voss is one of the leading empirical researchers in the field of Service Operations Management, is an active member of the POMS College on Service and has initiated strong research links with the US through the International Service Study.

2002 - Literati Awards for Excellence

Professor Voss and co-authors Rafaella Cagliano and Kate Blackmon have won the coveted Highly Commended Award for their paper, 'Small firms under MICROSCOPE: international differences in production/operations management practices and performance', published in Integrated Manufacturing Systems Vol.12 No.7 (2001).

The criteria for selection included:

- reflection of the journal's purpose to ensure the readers' needs are being met
- new and useful information which will benefit readers
- appropriate presentation and style which allows easy access to concepts and data

2001 - European Foundation for Quality Management award to LBS for its contribution to Quality Management Research and Education in Europe and for supporting the application for the European Award for Thesis on Total Quality Management 2000/2001 of Rui Sousa supported by Chris Voss.

Dr. Rui Sousa's winning thesis, "Quality Management Practice: Universal or Context dependent? An Empirical Investigation" studies a little explored topic: the influence of manufacturing strategy context on QM practices and suggests that process management and customer focus practices are contingent on a plant's manufacturing strategy. It identifies mechanisms by which this takes place. A mismatch between strategy context and QM practices may be a major problem. Too often we believe in the universal applicability of concepts. The thesis has high learning value for managers in all industries, and, in particular, in the manufacturing industry

1998 European Foundation for Management Development award for best case study - international management for: "BAA - International Operations" case study

1993 International Journal of Service Industry Management – award for best paper of the year award for:

Voss C.A., with Johnston R., Silvestro R., Fitzgerald L., and Brignall T. J., 'Towards a classification of Service Processes', International Journal of Service Industry Management, 3, 3, 1992, pp 62-75

1991 European Case of the Year award: Operations Management, runner up, "Chicago Pizza Pie Factory" case study

1990 Keynote speaker at the British Academy of Management annual conference, Glasgow Sept 1990

1989 Bahco invited lecturer, Stockholm School of Economics