

## BOOKS – REPORTS - MONOGRAPHS

Voss C.A., Trends in the Experience and Service Economy - The Experience Profit Cycle" – London Business School, July 2003

Voss C.A., Trusting the Internet, Institute of Customer Services – Jan 2000

Voss C.A., P. Hanson, K. Blackmon and R. Cagliano, " Made in Europe 3 - the small company study", London Business School/IBM, October 1998, 27pp, reprinted in Italian: Voss C.A. P. Hanson, K. Blackmon and R. Cagliano, Uno Studio di Benchmarking sulle PMI Europee, Bologna. Ecipar, 1999, 25pp

Voss C.A. (ed), '1997, British Academy of Management Conference Issue', British Journal of Management, 9, September 1998 52pp

P. Lindberg, Voss C.A. and K. Blackmon, International Manufacturing Strategies, Kluwer Academic Publishers, 1998, ISBN 0-7923-8061-4, 501pp

T. Hill (ed) and Voss C.A., Manufacturing Strategy - special issue, Integrated Manufacturing Systems, 8, 5, 1997 pp 254-349

Voss C.A. and C. Karlsson (ed) , `1996, EurOMA conference Proceedings', Special Issue , International Journal of Operations and Production Management, 11,10, 1997, 123pp

Voss C.A., K. Blackmon, R.B. Chase, L Menor, E. Rose and A.V. Roth, Service in the US, London Business School, May 1997

R. Filippini and C.A. Voss (ed) , `Survey Research in Operations Management' Special edition , International Journal of Operations and Production Management, 11,7, 1997, 168pp

Voss C.A., K. Blackmon, R.B. Chase, E. Rose and A.V. Roth, Achieving World Class Service, an Anglo -American benchmark Comparison of Service Practice and Performance, London Business School, May 1997

P. Hanson, Voss C.A., K. Blackmon and T. Claxton, Made in Europe 2 - An Anglo German Design Study, London Business School/IBM, April 1996, 23 pp

Voss C.A., K. Blackmon, R.B. Chase, E. Rose and A.V. Roth, Competitiveness of UK Service - An Angle-US Benchmark Comparison of Service Practice and Performance, London Business School, November 1996

Voss C.A. (ed) `Manufacturing Strategy, Operations Management in a Global Context' London Business School, 1996, 724pp (ISBN 0 902583 28 X)

P. Hanson, C.A. Voss, K. Blackmon and B. Oak, Made in Europe - A four nations study, London Business School/IBM, November 1994, 30 pp

Voss C.A. and K. Blackmon `Research agendas in Operations Management' , report to the Engineering and Physical Science Research Council, London Business School, March 1996

Voss C.A. and R. Johnston `Service in Britain', London Business School, 1995, 17pp

- P. Hanson, .K. Blackmon and B. Oak, Made in Europe - A four nations study, London Business School/IBM, November 1994, 30 pp
- Voss C.A. with Karlsson C., Management and New Production Systems, Special edition of International Journal of Operations and Production Management, 1994, 152 pp
- P. Hanson and C.A. Voss, Made-in-Britain, the true state of British Manufacturing Industry, IBM consulting Group, 1993, 16pp
- Voss C.A., Chiesa V., and Coughlan, 'Innovation, your move, self assessment guide and workbook' DTI, 1993, 42pp
- Voss C.A., Chiesa V., and Coughlan, 'Innovation, your move, an executive overview, ' DTI, June 1993, 30 pp
- Voss C.A. and Cruise O'Brien R. 'In Search of Quality, an assessment of 42 British Organisations using the Criteria of the Baldrige Quality Award', London Business School, 1992
- Voss C.A. (ed), Manufacturing Strategy, Process and Content, London, Chapman and Hall, 1992 401 pp
- Voss C.A. with Twigg D. 'Managing Integration in CAD/CAM and Simultaneous Engineering' London, Chapman and Hall, 1992 105 pp
- Voss C.A. (ed), `Manufacturing Strategy' special edition of the International Journal of Technology Management, 6,3/4, 1991, 229 pp
- L. Fitzgerald, R. Johnston, R. Silvestro, T. Brignall and C.A. Voss, 'Performance Measurement in Service Industries, Chartered Institute of Management Accountants, 1991
- Voss C.A.,(ed) Strategic Management of Operations, special edition of International Journal of Operations and Production Management, vol. 11 no 3, 1991, 144 pp
- Voss C.A. (ed) Manufacturing Strategy Theory and Practice, proceedings of the 5th international conference of the Operations Management association, Warwick, 26/27 June 1990, 1014 pp
- Voss C.A. (Ed), `Just-In-Time Manufacturing', Proceedings of the 4th International Conference, Berlin, Springer-Verlag, 1990, 290 pp
- Voss C.A., with D. Clutterbuck 'Just-in-Time Worldwide, Lessons from Japan, the USA, Britain and Europe' Kempston, IFS Publications, 1989
- Voss C.A., A. Harrison, R. Johnston and R. Staughton 'Manufacturing Strategy', Oxford, Wolsey Hall Distance Learning MBA, 1988
- Voss C.A. (ed) 'Just-in-Time Manufacturing', Kempston, IFS publications, 1987
- Voss (ed) 'International Trends in Manufacturing Technology Just-in-Time Manufacture', Berlin, Springer Verlag, 1987
- Voss C.A. 'Managing the New Manufacturing Technologies', Operations Management Association Monograph no 1, School of Business Administration,

Michigan State University, 1986

Voss C.A. (ed) 'Managing Advanced Manufacturing Technology', New York, Springer Verlag, 1986

Voss C.A., with C Armistead, B Johnston and B Morris Operations Management in Service Industries and the Public Sector, Chichester, Wiley, 1985

Voss C.A. (ed), Research in Production/Operations Management, London, Gower, 1984

Voss C.A., Computers in Shipping and Freight, London, Harbridge House Europe, 1982

Voss C.A., Future Research in Production/Operations Management, a report to the Social Sciences Research Council, 1983

Voss C.A. (ed) Current Research in Production/Operations Management London Business School, 1983

## **CHAPTERS IN BOOKS**

V. Conley, P. Oliveira, A. Roth and C. Voss, "Knowledge Assets in Global Service Strategy", Systems and policies for the globalized learning economy, Quorum publications, 2000

Voss C.A., 'Service in a Virtual Environment', Paper presented at POMS Sevilla conference, August 2000

Mizuama H., and Voss C.A., 'Model-Based Approach to Lead-Time Reduction and Design quality in CE Based Design Process'. , Paper presented at POMS Sevilla conference, August 2000

Ullman K.D., and Voss C..A., 'Bridges and Motorways, exploring the strategic implications of using SAP R/3 in manufacturing Business', Paper presented at POMS Sevilla conference, August 2000

C.A. Voss, 'Re-thinking Paradigms of Service – The impact of the Web', in Van Dierdonck R., and Vereeke, A., Operations Management, Crossing Borders and Boundaries – The Changing Role of Operations", University of Gent, 2000, pp 631-638

Voss C.A. with R. Chase and A.V. Roth, 'How Do Financial Services Stack Up? Findings from a Benchmarking Study of the US Financial Service Sector' in Melnick E., Nayyar P., Pinedo M., and Seshari S. Creating Value in Financial Services, Norwell Mass., Kluwer Publishers, 2000, pp 427-446

Voss C.A. with Blackmon K., and Drejer A., 'Talking POM: Creating a dialogue between three different approaches to Production and Operations Management', Best Paper Proceedings, Academy of Management Conference, Chicago, August 1999

Voss C.A. ` Manufacturing Strategy? in Slack N., (ed) Blackwell Encyclopaedic Dictionary of Operations Management, Blackwell, Cambridge, Mass, 1997, pp 104-109

Voss C.A., P Ahlstrom and K Blackmon, Learning, Benchmarking and Manufacturing Performance, in Voss C.A. (ed) 'Manufacturing Strategy, Operations Management in a Global Context' London Business School, pp 689-694

Voss C.A., The transfer and transferability of Japanese Manufacturing Practices to the West, in Warwick D., ed, Managing Across Borders, Culture and Communication Issues for British and Japanese Businesses, London, Daiwa Anglo-Japanese Foundation, 1996, pp 84-98, ( ISBN: 0 9528199 0 2)

Voss C.A. and K. Blackmon, The validity of the EQA business excellence model, testing in different contexts, Proceedings of the EFQM learning edge conference, Paris, April 24-26, 1996

Voss C.A. with K. Blackmon 'Managing Beyond the Short-Term' in Tomorrow's Best Practice: A vision of the Future for Top Manufacturing Companies' Foundation for Manufacturing Industry/DTI, December 1994, pp 43-51

Voss C.A. 'Service Quality in Product-Based Firms' in Scheuing E., Edvardsson B., Lascelles D., and Little C., (ed) 'Quality in Services Conference 3, Proceedings, International Service Quality Association, April 1994, pp 57-62

Voss C.A. 'Successful innovation and implementation of processes' in P. Lorange (ed) 'The strategic planning process,' The international library of Management, Dartmouth Publishing, 1994 forthcoming

Voss C.A. 'Implementation of Manufacturing Innovations' in Dodgson, M., and Rothwell R., (ed) 'The Handbook of Industrial Innovation', Aldershot, Edward Elgar, 1994 pp 405-417

Voss C.A., 'Where should service quality be measured? Conclusions from a process based model' In Scheuing E, Gummesson E and Little C(ed) Quality in Service Conference 2, Selected papers, New York, St Johns University, 1992, pp 29-34

Voss C.A., Innovation of Processes: Success, Implementation and Practical Steps' in Bowen A., and Rickets M. (ed), Stimulating Innovation in Industry" London, Kogan Page, 1992, pp 132-153

Voss C.A., 'Manufacturing Strategy Formulation as a Process' in Voss C.A. (ed), Manufacturing Strategy, Process and Content, London, Chapman and Hall, 1992, pp 121-132

Voss C.A., 'Quality in Manufacturing Strategy', in R. Chase (ed), Implementing Total Quality Management, IFS publications, 1991, pp 3-6

Voss C.A. 'Multiple Independent Invention and the process of technological innovation, in Rosseger (ed), 'Management of Technological Change' Oxford, Elsevier, 1991, pp 141-152

Voss with Twigg D., 'Integrating Technology and Organisation in the implementation of CAD/CAM' in Bennett, D. and Lewis C., Achieving Competitive Edge' London, Springer Verlag, 1991, pp 200-205

Voss C.A. 'Applying Service Concepts in Manufacturing', in Bennett D., and Lewis C. (eds.), Achieving Competitive Edge, getting ahead through people and technology' London, Springer Verlag, 1991, pp 308-313

Voss C.A., with R. Johnston, Lin Fitzgerald, Rhian Silvestro. 'Patterns of Measurement of Services Performance Empirical Results', in Teare R. Moutinho and N. Morgan (ed), 'Managing and Marketing Services in the 1990's London, Cassel, 1989

Voss C.A., 'Strategic approaches to Manufacturing' in Johnson and Associates (ed) 'International Management Development Review' Brussels, MCE, 1988

Voss C.A. 'managing new manufacturing technology', in Wild. R (ed) 'International Handbook of Production and Operations Management', London, Cassel, 1989

Voss C.A. and S.J. Robinson, 'Application of Japanese Manufacturing Techniques in the United Kingdom', in Uwe Holland Malcolm Trevor (editors), 'Just-in-Time Systems and EuroJapanese Industrial Collaboration,' Frankfurt Campus Verlag, 1988, pp 6370, 101104

Voss C.A. and L. Okazaki Ward, 'The application of JIT manufacturing practices by the Japanese in an established UK company', in Jansen R. and Warnecke (ed), 'Just-in-Time Manufacture, Berlin, Springer Verlag, 1988 pp2132

Voss C.A. 'Strategic Criteria for CAD/CAM investment', in CAD in Manufacturing, Sydney, Warren Centre for Advanced Engineering, 1985 7988

Voss C.A. 'Inflation and Management Action, a survey' in Hussey (ed.), 'The Truth about Corporate Planning', Pergamon, 1983