

Conference Papers

- Voss C.A. 'Simulating Inventory Systems', Proceedings of BPICS ninth technical Conference, Bristol 15-17 Nov 1974, pp 85-89
- Voss C.A. 'Strategies for Field Service Management', Proceedings of the DSI conference, Boston November 1987, 12pp
- Voss C.A. and L. Okazaki Ward, 'The Transfer and Adaptation of JIT Manufacturing Management Practices by Japanese companies to the UK. ' Paper presented at the fifth international working seminar on production economics, Igls, Austria, Feb 2226 1988 12pp
- Voss C.A. and A. Harrison, 'Strategies for Implementing JIT' The Challenge of JIT for small firms, Birmingham, June 19 1988, 10pp
- Voss C.A. 'Integration of JIT and MRP The Japanese experience', Proceedings of the twenty third European Conference on Production and Inventory Control, Birmingham 24 November 1988', Coventry, BPICS publications, 1988 pp 209221
- Voss C.A. and L. Okazaki Ward, 'The application of JIT by the Japanese in an established UK company', paper presented at Third International JIT conference, Frankfurt, June 1988
- Voss C.A., The need for Just in Time production, Proceedings of 'The design & Implementation of New Production Systems in Assembly Operations 'Aston University, April 12 1988
- Voss C.A. 'Integration, the Japanese Experience', paper presented at the BPICS annual conference, Birmingham October 1988
- Voss C.A. with R. Johnston, L. Fitzgerald, and R. Silvestro 'Performance Measurement in Service Industries, Empirical Results', paper presented at Service Industries Conference, Poole, November 1988
- Voss C.A. 'The Managerial Challenges of Integrated Manufacturing, paper presented at the UK OMA conference, Dunblane January 5/6 1989
- Voss C.A. and A. Harrison 'JIT Purchasing' paper presented at 'Management and New Production Systems' conference, INSEAD, France, March 1314 1989
- Voss C.A. 'Integration of JIT and MRP' in 'The Challenge of Excellence', proceedings of IPICS sixth annual conference, Dun Laoighre, 1416th April, 1989
- Voss C.A. and Twigg D., 'Implementing Integrated Manufacturing Technology' paper presented at the OMA conference, Columbia, Ohio, April 1921, 1989
- Voss C.A., 'Implementation Lessons for JIT' paper presented at Automan conference, Birmingham, May 1989
- Voss C.A., 'Excellence in Manufacturing UK experience', paper presented at 'Eccellenza nel manufacturing, approccio globale', Milan, May 25, 1989
- Voss C.A., with Silvestro R., Johnston R., and Fitzgerald, L., 'Quality Measurement in Service Industries', paper presented at Service Workshop, Cranfield, Feb 8, 1990
- Voss C.A., 'The process of Manufacturing Strategy development - empirical results', paper presented at the working seminar on production economics, Igls, Feb 1990
- Voss C.A., 'Where should service quality be measured? Conclusions from a process based model' paper presented at QUIS conference, Norwalk, Conn., July 1990, 7pp

- Voss C.A., 'Manufacturing Strategy development as a process' paper presented at the Manufacturing Strategy Conference, annual OMA conference, Warwick June 1990
- Voss C.A., 'Where should service quality be measured? Conclusions from a process based model' paper presented at QUIS conference, Norwalk, Conn., July 1990, 7pp
- Voss C.A., 'A process model for measuring service quality', paper presented at the First International Research Seminar in Service Management, La Londe les Maures, June 5-8 1990.
- Voss C.A., 'Functional issues in research and teaching, Keynote speech, British Academy of Management Conference, Glasgow, Sept 1990
- Voss C.A., with Twigg D., and Winch G. 'Implementing Integrating Technologies - developing managerial integration for CAD/CAM' paper presented at New Systems in Production conference, Gothenberg May 1991
- Voss C.A. 'Applying Service Concepts in Manufacturing', paper presented at OMA conference Aston, June 1991
- Voss with Twigg D., 'Integrating Technology and Organisation in the implementation of CAD/CAM', paper presented at OMA conference Aston, June 1991
- Voss C.A., 'Service Quality in UK Manufacturing Firms, A model and empirical data, paper presented at British Academy of Management conference, Sep 22-24, 1991
- Voss C.A. 'The Management of Innovation in the firm, practical steps', paper presented at the NEDO policy seminar on stimulating innovation in industry, Oxford, 12/13 Sept 1991
- Voss C.A., 'Service Quality in Product Based Firms, paper presented at QUIS3 conference June 1992
- Coughlan P and Fuggles W. and Voss C.A. Review of Practice and Issues in Simultaneous Engineering in the UK, presented at Design Management Institutes fourth International Forum, LBS, April 8-10 1992
- Voss C.A. 'Diffusion of Lean Production from Japan to the West, presented at the Academy of Management conference, Las Vegas August 1992
- Voss C.A., Coughlan and Chiesa, 'Developing and testing Benchmarking Frameworks in Manufacturing, paper presented at New Production Systems Conference, London Business School, April 1993
- Voss C.A., Coughlan and Chiesa, 'Benchmarking Innovation, The Value of R&D, proceedings of symposium, London, R&D clearing House. May 10 1993
- Voss C.A. Coughlan P., and Chiesa V., 'Innovation as a Business Process, paper presented at BAM conference, Milton Keynes, September 1993
- Voss C.A. 'The Changing Role of Manufacturing, proceedings of Total Quality Management and Transformation Conference, La Hulpe, July 3-7 1993
- Voss C.A. Coughlan P. and Chiesa, 'Evaluating Leadership as an enabler of Innovation, paper presented at EIASM conference of New Product Development, June, 1994
- Voss C.A. and Blackmon K., 'ISO 9000, BS5750, EN2900 and Quality Performance: the UK experience,' Proceedings of the European Foundation for Quality Management conference, Barcelona, May 26/27 1994
- Voss C.A. and Blackmon K. 'Practice Performance Relationships in UK Manufacturing Industry', proceedings of the first European Operations Management Association conference, Cambridge, June 28/29 1994
- Voss C.A. and Blackmon K., 'TQM and performance - Data from Europe', paper presented at the EFQM education and technical conference, Vienna, May 1995
- Voss C.A. and Blackmon K., 'Home Team Disadvantage: How corporate Parent Origin Affects Manufacturing Practices and Performance at the Site Level' paper presented at the European Operations Management

- Association conference, Twente, June 1995
- Voss C.A. and Blackmon K., 'World Class Manufacturing in Europe: some findings from Britain and Germany' paper presented at the European Operations Management Association conference, Twente, June 1995
- Voss C.A. and Blackmon K., 'Short-Term and Long Term Orientation in Manufacturing Strategy: Japan versus the West' paper presented at the Academy of Management Conference, Vancouver 1995.
- Voss C.A. 'Performance Measurement and the Learning Organisation' presentation to the Performance Measurement Foundation, London, March 1996
- Voss C.A. and Blackmon K., 'The validity of the EQA Business Excellence Model, testing in different contexts' paper presented at the EFQM conference, Paris, April 1996
- Voss C.A., Blackmon K., and P Hanson, 'Complacency and Manufacturing' paper presented at the Society for Operations Management Conference, Birmingham, November 1997,
- Voss C.A. with Par Ahlstrom and Kate Blackmon, 'Multifunctional Teams and the elimination of Waste: an empirical examination?', paper presented at POMS conference, Miami Beach, April 12-15 1997
- Voss C.A. with Blackmon K. and Lindberg P., 'National Context and Manufacturing Strategy', paper presented at the POMS annual meeting, Santa Fe, March 29-31 1998
- Voss C.A. with Par Ahlstrom and Kate Blackmon, 'Manufacturing Improvement and learning', paper presented at the POMS annual meeting, Santa Fe, March 29-31 1998
- Voss C.A. with Par Ahlstrom and Kate Blackmon, 'Initiating Manufacturing Improvement' paper presented at the POMS annual meeting, Santa Fe, March 29-31 1998
- Voss C.A., 'The Pre-History of Operations Management', paper presented at the POMS annual meeting, Santa Fe, March 29-31 1998
- Voss C.A. with Par Ahlstrom and Kate Blackmon, 'Diagnostic Benchmarking and Manufacturing Improvement', in Coughlan P.; Dromgoole T.; Peppard J. (eds) Operations Management – Future Issues and Competitive Responses, University of Dublin, 1998, pp 7-12
- Voss C.A. with Craig M. Froehle, Aleda V. Roth and Richard B. Chase, 'Strategic determinants of New Service Development: an empirical examination', paper presented at the INFORMS conference, Seattle, Oct 25-28 1998
- Voss C.A. with R Sousa, Quality Management: Universal or Context-Dependent? An empirical investigation across the manufacturing strategy spectrum', paper presented at the POMS conference, March 20-23 1999.
- Voss C.A. with Par Ahlstrom and Kate Blackmon, 'The Role of Context in Manufacturing Improvement' paper to be presented at the 6th EurOMA conference, Venice July 7-8 1999
- Voss C.A. with R. Sousa. 'Linking manufacturing strategy and best practice: an empirical investigation of quality management' paper to be presented at the 6th EurOMA conference, Venice July 7-8 1999
- Voss C.A. with R. Cagliano and K. Blackmon, 'Small Firms under the microscope: International Differences in Production/Operations Management Practice and Performance', paper to be presented at the 6th EurOMA conference, Venice July 7-8 1999
- Aleda Roth, Richard Chase and Chris Voss, "Service the Missing Link in the Service Profit Chain", paper presented at the INFORMS conference, Salt Lake City, May 7 2000.
- Hajime Mizuama and Chris Voss, "Model-based approach to lead-time reduction and design quality enhancement in CE-Based Design Process", Paper presented at POMS conference, Seville, August 2000.

- C.A. Voss, "Service in a virtual Environment", Paper presented at POMS conference, Seville, August 2000.
- K. D. Ullman, "Bridges and Motorways – Exploring the strategic impact of using SAP R/3 in Manufacturing Business", Paper presented at POMS conference, Seville, August 2000.
- Larry J. Menor, Aleda V. Roth, Richard B. Chase, and Christopher A. Voss, Debunking a Myth: An Empirical Investigation of Service Operations and Customer Satisfaction, Paper presented at POMS conference, Orlando, March 2001
- Numerous presentations to Business Conferences not listed here.