

# Arthur V Hill

## List of Publications by Year in descending order

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29  
papers

1,140  
citations

516710

16  
h-index

501196

28  
g-index

29  
all docs

29  
docs citations

29  
times ranked

715  
citing authors

#	ARTICLE	IF	CITATIONS
1	Individual differences in the newsvendor problem: Behavior and cognitive reflection. <i>Journal of Operations Management</i> , 2013, 31, 72-85.	5.2	153
2	Asymmetric Ordering Behavior in Newsvendor Inventory Decisions: Customer Service and Cognitive Dissonance. <i>SSRN Electronic Journal</i> , 2011, , .	0.4	0
3	A Research Agenda for Six Sigma Research. <i>Quality Management Journal</i> , 2011, 18, 39-53.	1.4	14
4	Learning from a Service Guarantee Quasi Experiment. <i>Journal of Marketing Research</i> , 2009, 46, 584-596.	4.8	17
5	Project management infrastructure: The key to operational performance improvement. <i>Operations Management Research</i> , 2008, 1, 40-52.	8.5	16
6	Applying the Collective Causal Mapping Methodology to Operations Management Curriculum Development*. <i>Decision Sciences Journal of Innovative Education</i> , 2007, 5, 267-287.	0.8	10
7	A Methodology for Constructing Collective Causal Maps*. <i>Decision Sciences</i> , 2006, 37, 263-283.	4.5	61
8	Service Guarantee Strength: The key to service quality. <i>Journal of Operations Management</i> , 2006, 24, 753-764.	5.2	53
9	Production planning for medical devices with an uncertain regulatory approval date. <i>IIE Transactions</i> , 2004, 36, 307-317.	2.1	7
10	Research opportunities in service process design. <i>Journal of Operations Management</i> , 2002, 20, 189-202.	5.2	128
11	Modeling the Effects of a Service Guarantee on Perceived Service Quality Using Alternating Conditional Expectations (ACE). <i>Decision Sciences</i> , 2002, 33, 347-384.	4.5	32
12	A preliminary investigation of the relationships between employee motivation/vision, service learning, and perceived service quality. <i>Journal of Operations Management</i> , 2001, 19, 335-349.	5.2	82
13	A LONGITUDINAL STUDY OF THE EFFECT OF A SERVICE GUARANTEE ON SERVICE QUALITY. <i>Production and Operations Management</i> , 2001, 10, 405-423.	3.8	51
14	A Model for Optimal Delivery Time Guarantees. <i>Journal of Service Research</i> , 2000, 2, 254-264.	12.2	27
15	Scheduling to Improve Field Service Quality. <i>Decision Sciences</i> , 1999, 30, 783-804.	4.5	18
16	THE MARKET SHARE IMPACT OF SERVICE FAILURES. <i>Production and Operations Management</i> , 1999, 8, 208-220.	3.8	36
17	Capacity-constrained reorder intervals for materials requirements planning systems. <i>IIE Transactions</i> , 1997, 29, 951-963.	2.1	3
18	Capacity-constrained reorder intervals for materials requirements planning systems. <i>IIE Transactions</i> , 1997, 29, 951-963.	2.1	1

#	ARTICLE	IF	CITATIONS
19	A New Framework for Manufacturing Planning and Control Systems. Decision Sciences, 1993, 24, 739-760.	4.5	25
20	A Model for Determining Tactical Parameters for Materials Requirements Planning Systems. Journal of the Operational Research Society, 1992, 43, 605-620.	3.4	9
21	Modelling Intra-City Time-Dependent Travel Speeds for Vehicle Scheduling Problems. Journal of the Operational Research Society, 1992, 43, 343-351.	3.4	99
22	Modelling Intra-City Time-Dependent Travel Speeds for Vehicle Scheduling Problems. Journal of the Operational Research Society, 1992, 43, 343.	3.4	9
23	An Experimental Comparison of Dispatching Rules for Field Service Support. Decision Sciences, 1992, 23, 235-249.	4.5	22
24	MODELS FOR OPTIMAL LEAD TIME REDUCTION. Production and Operations Management, 1992, 1, 185-197.	3.8	45
25	A Decision Support System for Determining Optimal Retention Stocks for Service Parts Inventories. IIE Transactions, 1989, 21, 221-229.	2.1	11
26	An Experimental Analysis of Capacity-Sensitive Setup Parameters for MRP Lot Sizing. Decision Sciences, 1988, 19, 782-800.	4.5	17
27	An experimental comparison of human schedulers and heuristic algorithms for the traveling salesman problem. Journal of Operations Management, 1982, 2, 215-223.	5.2	21
28	CHEXPEDITE: A COMPUTER-BASED APPROACH TO THE BANK COURIER PROBLEM. Decision Sciences, 1982, 13, 251-265.	4.5	9
29	AN EXPERIMENTAL COMPARISON OF STATISTICAL AND LINEAR PROGRAMMING APPROACHES TO THE DISCRIMINANT PROBLEM. Decision Sciences, 1982, 13, 604-618.	4.5	164