

Marti Casadesus

List of Publications by Year in descending order

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68
papers

3,370
citations

126907

33
h-index

155660

55
g-index

68
all docs

68
docs citations

68
times ranked

1510
citing authors

#	ARTICLE	IF	CITATIONS
1	A Conceptual Model to Evaluate Service Quality of Direct-to-Consumer Telemedicine Consultation from Patient Perspective. <i>Telemedicine Journal and E-Health</i> , 2023, 29, 156-171.	2.8	5
2	DO ENERGY MANAGEMENT SYSTEMS ADD VALUE TO FIRMS WITH ENVIRONMENTAL MANAGEMENT SYSTEMS?. <i>Environmental Engineering and Management Journal</i> , 2019, 18, 17-30.	0.6	3
3	A qualitative study on integrated management systems in a non-leading country in certifications. <i>Total Quality Management and Business Excellence</i> , 2018, 29, 453-480.	3.8	22
4	The expert experience in adopting the E-S-QUAL scale. <i>Total Quality Management and Business Excellence</i> , 2017, 28, 1307-1321.	3.8	9
5	Assessing learner satisfaction by simultaneously measuring learner attitude, motivation, loyalty and service quality in English academies. <i>Innovations in Education and Teaching International</i> , 2017, 54, 301-312.	2.5	7
6	Analysis of training programs related to quality management system: the Spanish case. <i>International Journal of Quality and Reliability Management</i> , 2017, 34, 216-230.	2.0	2
7	Reasons to Adopt ISO 50001 Energy Management System. <i>Sustainability</i> , 2017, 9, 1740.	3.2	50
8	EXPLORING THE OPTIONS FOR MANAGEMENT SYSTEM STANDARDS AND INTEGRATION LEVELS. <i>Environmental Engineering and Management Journal</i> , 2017, 16, 391-400.	0.6	1
9	The order and level of management standards implementation. <i>TQM Journal</i> , 2016, 28, 636-647.	3.3	7
10	The impact of standardized innovation management systems on innovation capability and business performance: An empirical study. <i>Journal of Engineering and Technology Management - JET-M</i> , 2016, 41, 26-44.	2.7	59
11	Benefits of ISO 20000 IT service management certification. <i>Information Systems and E-Business Management</i> , 2016, 14, 1-18.	3.7	27
12	Customer Satisfaction and the Role of Demographic Characteristics in Online Banking. , 2016, , 1786-1802.		2
13	The Mechanisms through Which Certain Variables Influence Customer Loyalty: The Mediating Roles of Perceived Value and Satisfaction. <i>Human Factors and Ergonomics in Manufacturing</i> , 2015, 25, 627-637.	2.7	3
14	Exploring the service management standard ISO 20000. <i>Total Quality Management and Business Excellence</i> , 2015, 26, 515-533.	3.8	23
15	Fostering renewable energy sources by standards for environmental and energy management. <i>Renewable and Sustainable Energy Reviews</i> , 2015, 50, 1148-1156.	16.4	22
16	Experience in Adapting E-S-QUAL to Different Sectors or Settings. , 2015, , 233-251.		0
17	The revitalising effect of ISO 9001 on dissatisfied customers. <i>Total Quality Management and Business Excellence</i> , 2014, 25, 856-864.	3.8	17
18	Can integration difficulties affect innovation and satisfaction?. <i>Industrial Management and Data Systems</i> , 2014, 114, 183-202.	3.7	14

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19	Internalization of ISO 9001: a longitudinal survey. <i>Industrial Management and Data Systems</i> , 2014, 114, 872-885.	3.7	52
20	An empirical analysis of the integration of internal and external management system audits. <i>Journal of Cleaner Production</i> , 2014, 66, 499-506.	9.3	38
21	Customer Satisfaction and the Role of Demographic Characteristics in Online Banking. <i>Advances in Web Technologies and Engineering Book Series</i> , 2014, , 138-154.	0.4	6
22	The contest determinant of delight and disappointment: a case study of online banking. <i>Total Quality Management and Business Excellence</i> , 2013, 24, 1376-1389.	3.8	19
23	Implementing integrated management systems in chemical firms. <i>Total Quality Management and Business Excellence</i> , 2013, 24, 294-309.	3.8	39
24	Can ISO 9001 improve service recovery?. <i>Industrial Management and Data Systems</i> , 2013, 113, 1206-1221.	3.7	18
25	Difficulties and benefits of integrated management systems. <i>Industrial Management and Data Systems</i> , 2012, 112, 828-846.	3.7	78
26	Integration of standardized management systems: does the implementation order matter?. <i>International Journal of Operations and Production Management</i> , 2012, 32, 291-307.	5.9	55
27	Is implementing multiple management system standards a hindrance to innovation?. <i>Total Quality Management and Business Excellence</i> , 2012, 23, 1075-1088.	3.8	29
28	An empirical study of the relationships within the categories of the EFQM model. <i>Total Quality Management and Business Excellence</i> , 2012, 23, 523-540.	3.8	68
29	Assessing e-service quality: the current state of E-S-QUAL. <i>Total Quality Management and Business Excellence</i> , 2012, 23, 1363-1378.	3.8	36
30	Impact of e-Quality and service recovery on loyalty: A study of e-banking in Spain. <i>Total Quality Management and Business Excellence</i> , 2012, 23, 769-787.	3.8	60
31	Do integration difficulties influence management system integration levels?. <i>Journal of Cleaner Production</i> , 2012, 21, 23-33.	9.3	88
32	Evolution of Integrated Management Systems in Spanish firms. <i>Journal of Cleaner Production</i> , 2012, 23, 8-19.	9.3	77
33	Strategic alliances: an analysis of Catalan hospitals. <i>Revista Panamericana De Salud Publica/Pan American Journal of Public Health</i> , 2012, 31, 40-47.	1.1	11
34	Customer's loyalty and perception of ISO 9001 in online banking. <i>Industrial Management and Data Systems</i> , 2011, 111, 1194-1213.	3.7	70
35	The impact of ISO 9001 standard and the EFQM model: The view of the assessors. <i>Total Quality Management and Business Excellence</i> , 2011, 22, 197-218.	3.8	98
36	Synergies in standardized management systems: some empirical evidence. <i>TQM Journal</i> , 2011, 23, 73-86.	3.3	51

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37	Integration of standardized environmental and quality management systems audits. Journal of Cleaner Production, 2011, 19, 2057-2065.	9.3	106
38	Relationship between quality management systems and organizational innovations. Human Factors and Ergonomics in Manufacturing, 2011, 21, 52-66.	2.7	14
39	Relationships between the integration of audits and management systems. TQM Journal, 2011, 23, 659-672.	3.3	17
40	An empirical study on the integration of management system audits. Journal of Cleaner Production, 2010, 18, 486-495.	9.3	78
41	What happened to the ISO 9000 lustre? An eight-year study. Total Quality Management and Business Excellence, 2010, 21, 245-267.	3.8	99
42	The future of standardised quality management in tourism: evidence from the Spanish tourist sector. Service Industries Journal, 2010, 30, 2457-2474.	8.3	75
43	Certification intensity level of the leading nations in ISO 9000 and ISO 14000 standards. International Journal of Quality and Reliability Management, 2010, 27, 1002-1020.	2.0	37
44	Impacto competitivo de las herramientas para la gesti3n de la calidad. Cuadernos De Econom3a Y Direcci3n De La Empresa, 2009, 12, 7-35.	0.5	27
45	Implementing environmental with other standardized management systems: Scope, sequence, time and integration. Journal of Cleaner Production, 2009, 17, 533-540.	9.3	173
46	How integrated are environmental, quality and other standardized management systems? An empirical study. Journal of Cleaner Production, 2009, 17, 742-750.	9.3	214
47	ISO 9000 and ISO 14000 standards: A projection model for the decline phase. Total Quality Management and Business Excellence, 2009, 20, 1-21.	3.8	66
48	ISO 14001 diffusion after the success of the ISO 9001 model. Journal of Cleaner Production, 2008, 16, 1741-1754.	9.3	111
49	A model for integrating process planning and production planning and control in machining processes. Robotics and Computer-Integrated Manufacturing, 2008, 24, 532-544.	9.9	34
50	Shedding light on causation between ISO 9001 and improved business performance. International Journal of Operations and Production Management, 2008, 28, 687-708.	5.9	109
51	A Delphi study on motivation for ISO 9000 and EFQM. International Journal of Quality and Reliability Management, 2006, 23, 807-827.	2.0	55
52	The impact of quality management in European companies' performance. European Business Review, 2006, 18, 114-131.	3.4	29
53	ISO 9000 and ISO 14000 standards: an international diffusion model. International Journal of Operations and Production Management, 2006, 26, 141-165.	5.9	157
54	Gironacel®: a virtual tool for learning quality management. Innovations in Education and Teaching International, 2006, 43, 313-324.	2.5	2

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55	Gironacel: a virtual learning experience for improving quality. <i>The TQM Journal</i> , 2005, 17, 546-557.	0.8	2
56	A system for optimising cutting parameters when planning milling operations in high-speed machining. <i>Journal of Materials Processing Technology</i> , 2005, 168, 25-35.	6.3	19
57	A decision support system for optimising the selection of parameters when planning milling operations. <i>International Journal of Machine Tools and Manufacture</i> , 2005, 45, 201-210.	13.4	29
58	Has ISO 9000 lost some of its lustre? A longitudinal impact study. <i>International Journal of Operations and Production Management</i> , 2005, 25, 580-596.	5.9	89
59	How improving quality improves supply chain management: empirical study. <i>The TQM Journal</i> , 2005, 17, 345-357.	0.8	76
60	The erosion of ISO 9000 benefits: a temporal study. <i>International Journal of Quality and Reliability Management</i> , 2005, 22, 120-136.	2.0	70
61	An empirical study of the benefits and costs of ISO 9001: 2000 compared to ISO 9001/2/3: 1994. <i>Total Quality Management and Business Excellence</i> , 2005, 16, 105-120.	3.8	49
62	Using environmental management systems to increase firms' competitiveness. <i>Corporate Social Responsibility and Environmental Management</i> , 2003, 10, 101-110.	8.7	67
63	ISO 9000 certification and the bottom line: a comparative study of the profitability of Basque region companies. <i>Managerial Auditing Journal</i> , 2002, 17, 72-78.	3.0	97
64	ISO 9000 registration's impact on sales and profitability. <i>International Journal of Quality and Reliability Management</i> , 2002, 19, 774-791.	2.0	140
65	Quality service of ISO 9000 consultants. <i>International Journal of Quality and Reliability Management</i> , 2002, 19, 998-1013.	2.0	9
66	Do quality consultants offer a quality service?. <i>Total Quality Management and Business Excellence</i> , 2002, 13, 797-811.	0.5	15
67	The benefits of the implementation of the ISO 9000 standard: empirical research in 288 Spanish companies. <i>The TQM Journal</i> , 2000, 12, 432-441.	0.8	106
68	University student retention: Best time and data to identify undergraduate students at risk of dropout. <i>Innovations in Education and Teaching International</i> , 0, , 1-12.	2.5	33