

# Jacqueline Ann Douglas

## List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

20  
papers

789  
citations

11  
h-index

20  
g-index

20  
ext. papers

982  
ext. citations

2.6  
avg, IF

4.56  
L-index

#	Paper	IF	Citations
20	Measuring student satisfaction at a UK university. <i>Quality Assurance in Education</i> , <b>2006</b> , 14, 251-267	1.3	256
19	The development of a conceptual model of student satisfaction with their experience in higher education. <i>Quality Assurance in Education</i> , <b>2008</b> , 16, 19-35	1.3	153
18	Understanding student satisfaction and dissatisfaction: an interpretive study in the UK higher education context. <i>Studies in Higher Education</i> , <b>2015</b> , 40, 329-349	2.6	77
17	Essential ingredients for the implementation of Quality 4.0. <i>TQM Journal</i> , <b>2020</b> , 32, 779-793	3.4	55
16	Evaluating Teaching Quality. <i>Quality in Higher Education</i> , <b>2006</b> , 12, 3-13	1.6	44
15	The effect of academic culture on the implementation of the EFQM Excellence Model in UK universities. <i>Quality Assurance in Education</i> , <b>2007</b> , 15, 382-401	1.3	41
14	Lean Six Sigma implementation in East Africa: findings from a pilot study. <i>TQM Journal</i> , <b>2015</b> , 27, 772-789	3.4	29
13	Integration of continuous improvement strategies with Industry 4.0: a systematic review and agenda for further research. <i>TQM Journal</i> , <b>2020</b> , 33, 441-472	3.4	23
12	Campus spies? Using mystery students to evaluate university performance. <i>Educational Research</i> , <b>2006</b> , 48, 111-119	1.9	17
11	Differentiation for competitive advantage in a small family business. <i>Journal of Small Business and Enterprise Development</i> , <b>2010</b> , 17, 371-386	2.5	15
10	Lean Six Sigma for reducing student dropouts in higher education: an exploratory study. <i>Total Quality Management and Business Excellence</i> , <b>2020</b> , 31, 178-193	2.7	15
9	The influence of academic culture on quality management system ISO 9001 maintenance within Malaysian universities. <i>Journal of Higher Education Policy and Management</i> , <b>2017</b> , 39, 320-340	2.1	11
8	Development of a roadmap for Lean Six Sigma implementation and sustainability in a Scottish packing company. <i>TQM Journal</i> , <b>2020</b> , 32, 1263-1284	3.4	11
7	Framing higher education quality from a business perspective: setting the conditions for value co-creation. <i>Studies in Higher Education</i> , <b>2021</b> , 46, 1099-1111	2.6	9
6	Exploring the use of operational excellence methodologies in the era of COVID-19: perspectives from leading academics and practitioners. <i>TQM Journal</i> , <b>2021</b> , ahead-of-print,	3.4	9
5	Mystery shoppers: an evaluation of their use in monitoring performance. <i>TQM Journal</i> , <b>2015</b> , 27, 705-715	3.4	8
4	Lean Six Sigma implementation and sustainability roadmap for reducing medication errors in hospitals. <i>TQM Journal</i> , <b>2020</b> , 33, 33-55	3.4	7

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| 3 | Motivations, barriers and readiness factors for Quality 4.0 implementation: an exploratory study. <i>TQM Journal</i> , <b>2021</b> , ahead-of-print, | 3-4 | 7 |
| 2 | Six Sigma to distinguish patterns in COVID-19 approaches. <i>TQM Journal</i> , <b>2021</b> , ahead-of-print,   | 3-4 | 2 |
| 1 | Recognising Waste in Higher Education Institutions Using Lean Thinking <b>2020</b> , 21-38   |     |   |