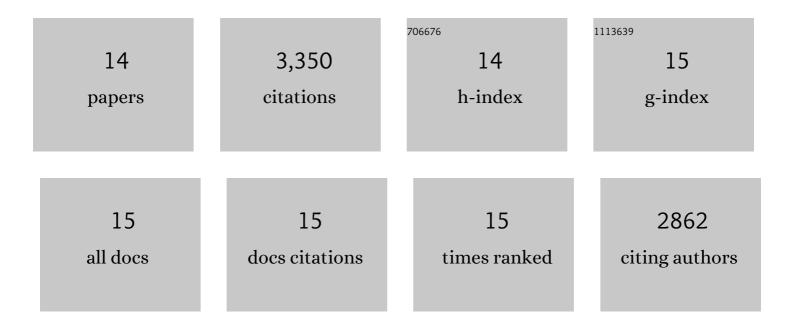
Chris Voss

List of Publications by Year in descending order

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| # | Article | IF | CITATIONS |
|----|---|-----|-----------|
| 1 | Ramp Up and Ramp Down Dynamics in Digital Services. Journal of Supply Chain Management, 2019, 55, 3-23. | 7.2 | 38 |
| 2 | Innovating through services, co-creation and supplier integration: Cases from China. International Journal of Production Economics, 2016, 171, 289-300. | 5.1 | 68 |
| 3 | Best practice interventions: Shortâ€ŧerm impact and longâ€ŧerm outcomes. Journal of Operations Management, 2011, 29, 500-513. | 3.3 | 68 |
| 4 | Service Design for Experience-Centric Services. Journal of Service Research, 2010, 13, 67-82. | 7.8 | 675 |
| 5 | Service Architecture and Modularity*. Decision Sciences, 2009, 40, 541-569. | 3.2 | 249 |
| 6 | Contingency research in operations management practices. Journal of Operations Management, 2008, 26, 697-713. | 3.3 | 716 |
| 7 | Experience, Service Operations Strategy, and Services as Destinations: Foundations and Exploratory Investigation. Production and Operations Management, 2008, 17, 247-266. | 2.1 | 182 |
| 8 | Learning from the first Operations Management textbook. Journal of Operations Management, 2007, 25, 239-247. | 3.3 | 15 |
| 9 | Insights into factors affecting Production and Operations Management (POM) journal evaluation. Journal of Operations Management, 2007, 25, 932-955. | 3.3 | 43 |
| 10 | Service Quality in Multichannel Services Employing Virtual Channels. Journal of Service Research, 2006, 8, 356-371. | 7.8 | 306 |
| 11 | Managerial choice and performance in service management-a comparison of private sector organizations with further education colleges. Journal of Operations Management, 2005, 23, 179-195. | 3.3 | 51 |
| 12 | The impact of supply chain relationship quality on quality performance. International Journal of Production Economics, 2005, 96, 339-354. | 5.1 | 280 |
| 13 | Supply chain relationship quality, the competitive environment and performance. International Journal of Production Research, 2005, 43, 3303-3320. | 4.9 | 154 |
| 14 | Quality management re-visited: a reflective review and agenda for future research. Journal of Operations Management, 2002, 20, 91-109. | 3.3 | 474 |