

# Chris Voss

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/544841/publications.pdf>

Version: 2024-02-01

14  
papers

3,350  
citations

706676

14  
h-index

1113639

15  
g-index

15  
all docs

15  
docs citations

15  
times ranked

2862  
citing authors

#	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: Short-term impact and long-term 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