

Tore Strandvik

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.

39
papers

3,194
citations

23
h-index

43
g-index

43
ext. papers

3,530
ext. citations

5.5
avg, IF

5.52
L-index

#	Paper	IF	Citations
39	Managing Customer Relationships for Profit: The Dynamics of Relationship Quality. <i>Journal of Service Management</i> , 1994 , 5, 21-38		723
38	Emotions in service satisfaction. <i>Journal of Service Management</i> , 1997 , 8, 148-169		411
37	A customer-dominant logic of service. <i>Journal of Service Management</i> , 2010 , 21, 531-548	7.4	408
36	Customer dominant value formation in service. <i>European Business Review</i> , 2013 , 25, 104-123	13.1	189
35	The effects of satisfaction and loyalty on profits and growth: Products versus services. <i>Total Quality Management and Business Excellence</i> , 2000 , 11, 917-927		173
34	Customer-dominant logic: foundations and implications. <i>Journal of Services Marketing</i> , 2015 , 29, 472-484		156
33	The nature of customer relationships in services. <i>Advances in Services Marketing and Management</i> , 1995 , 141-167		145
32	Estimating Zones of Tolerance in Perceived Service Quality and Perceived Service Value. <i>Journal of Service Management</i> , 1993 , 4, 6-28		133
31	Initiation of business relationships in service-dominant settings. <i>Industrial Marketing Management</i> , 2008 , 37, 339-350	6.9	99
30	Is a critical incident critical for a customer relationship?. <i>Managing Service Quality</i> , 2000 , 10, 82-91		76
29	Reframing service innovation: COVID-19 as a catalyst for imposed service innovation. <i>Journal of Service Management</i> , 2020 , 32, 101-112	7.4	75
28	Customer needing: a challenge for the seller offering. <i>Journal of Business and Industrial Marketing</i> , 2012 , 27, 132-141	3	71
27	Stress in business relationships. <i>Journal of Business and Industrial Marketing</i> , 2005 , 20, 12-22	3	52
26	Monitoring value-in-use of e-service. <i>Journal of Service Management</i> , 2009 , 20, 33-51	7.4	47
25	Consumer responsiveness to mobile marketing. <i>International Journal of Mobile Communications</i> , 2007 , 5, 603	1.2	44
24	Corporate brand evolution: corporate brand images evolving in consumers' everyday life. <i>European Business Review</i> , 2010 , 22, 276-286	13.1	35
23	Communication as an element of service value. <i>Journal of Service Management</i> , 2005 , 16, 186-198		33

22	Reflections on customers' primary role in markets. <i>European Management Journal</i> , 2018 , 36, 1-11	4.8	32
21	The nature of customer relationships in services. <i>Advances in Services Marketing and Management</i> , 1995 , xxiii-xxiv		29
20	The mental footprint of marketing in the boardroom. <i>Journal of Service Management</i> , 2014 , 25, 241-252	7.4	28
19	Ethical consumers' brand avoidance. <i>Journal of Product and Brand Management</i> , 2013 , 22, 484-490	4.3	27
18	Ethical consumers' brand avoidance. <i>Journal of Product and Brand Management</i> , 2014 , 23, 114-120	4.3	26
17	Critical times in business relationships. <i>European Business Review</i> , 2009 , 21, 326-343	13.1	24
16	Perception configurations in business relationships. <i>Management Decision</i> , 1999 , 37, 686-696	4.4	22
15	A Comparison of Episode Performance and Relationship Performance for a Discrete Service 1995 , 111-139		17
14	Digitalization challenging institutional logics. <i>Journal of Service Theory and Practice</i> , 2017 , 27, 219-236	3.1	14
13	From prescription to description: a critique and reorientation of service culture. <i>Managing Service Quality</i> , 2005 , 15, 230-244		14
12	Negative critical waves in business relationships: an extension of the critical incident perspective. <i>Journal of Business and Industrial Marketing</i> , 2014 , 29, 284-294	3	13
11	One of these days, things are going to change! How do you make sense of market disruption?. <i>Business Horizons</i> , 2018 , 61, 477-486	10.1	11
10	Invisible communication: a challenge to established marketing communication. <i>European Business Review</i> , 2012 , 24, 120-133	13.1	11
9	Discovering the unfolding of service innovations. <i>Journal of Business and Industrial Marketing</i> , 2014 , 29, 143-150	3	9
8	Mapping the boots of the consumer's image-in-use of companies. <i>Journal of Product and Brand Management</i> , 2010 , 19, 423-431	4.3	9
7	Mental models of customer ownership in the executive board: A case study in the pension insurance sector. <i>Journal of Co-operative Organization and Management</i> , 2018 , 6, 1-10	2.2	8
6	How to diagnose business-to-business relationships by mapping negative incidents. <i>Journal of Marketing Management</i> , 2008 , 24, 361-381	3.2	7
5	Emotional strategizing in service innovation. <i>Management Decision</i> , 2016 , 54, 270-287	4.4	6

4	Exploring and Managing Negative Incidents in Business Relationships. <i>Journal of Customer Behavior</i> , 2005 , 4, 227-250	2.4	5
3	Criticality of Critical Incidents in Customer Relationships 1999 , 89-110		4
2	Revealing business customers' hidden value formation in service. <i>Journal of Business and Industrial Marketing</i> , 2019 , 34, 1145-1159	3	4
1	Service Strategizing: Shaping Service in Dynamic Contexts 2022 , 151-168		