

# Vijaya M Sunder M

## List of Publications by Year in descending order

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Version: 2024-02-01

51  
papers

1,601  
citations

361413

20  
h-index

315739

38  
g-index

56  
all docs

56  
docs citations

56  
times ranked

852  
citing authors

#	ARTICLE	IF	CITATIONS
1	Lean services: a systematic review. International Journal of Productivity and Performance Management, 2016, 65, 1025-1056.	3.7	133
2	A morphological analysis of research literature on Lean Six Sigma for services. International Journal of Operations and Production Management, 2018, 38, 149-182.	5.9	112
3	A conceptual Lean Six Sigma framework for quality excellence in higher education institutions. International Journal of Quality and Reliability Management, 2018, 35, 857-874.	2.0	99
4	Lean six sigma project management – a stakeholder management perspective. TQM Journal, 2016, 28, 132-150.	3.3	82
5	Critical success factors of TQM, Six Sigma, Lean and Lean Six Sigma. Benchmarking, 2018, 25, 3479-3504.	4.6	80
6	An empirical investigation of implementing Lean Six Sigma in Higher Education Institutions. International Journal of Quality and Reliability Management, 2018, 35, 2157-2180.	2.0	76
7	Constructs of quality in higher education services. International Journal of Productivity and Performance Management, 2016, 65, 1091-1111.	3.7	74
8	Ten commandments of Lean Six Sigma: a practitioners’ perspective. International Journal of Productivity and Performance Management, 2018, 67, 1033-1044.	3.7	69
9	A bibliometric and content analysis of sustainable development in small and medium-sized enterprises. Journal of Cleaner Production, 2020, 245, 118665.	9.3	68
10	A systematic review of Lean in healthcare: a global prospective. International Journal of Quality and Reliability Management, 2019, 36, 1370-1391.	2.0	64
11	Lean Six Sigma in higher education institutions. International Journal of Quality and Service Sciences, 2016, 8, 159-178.	2.4	62
12	Six-sigma for improving Top-Box Customer Satisfaction score for a banking call centre. Production Planning and Control, 2015, 26, 1291-1305.	8.8	60
13	Improving patients’ satisfaction in a mobile hospital using Lean Six Sigma – a design-thinking intervention. Production Planning and Control, 2020, 31, 512-526.	8.8	51
14	Assessment of Lean Six Sigma Readiness (LESIRE) for manufacturing industries using fuzzy logic. International Journal of Quality and Reliability Management, 2019, 36, 137-161.	2.0	50
15	Dynamic capabilities. European Business Review, 2019, 31, 25-63.	3.4	45
16	A novel approach to lean six sigma project management: a conceptual framework and empirical application. Production Planning and Control, 2018, 29, 895-907.	8.8	44
17	Application of Lean Six Sigma in IT support services – a case study. TQM Journal, 2019, 31, 417-435.	3.3	35
18	Empirical examination of critical failure factors of continuous improvement deployments: stage-wise results and a contingency theory perspective. International Journal of Production Research, 2020, 58, 4894-4915.	7.5	31

#	ARTICLE	IF	CITATIONS
19	Service Failure and Recovery in B2B Markets – A Morphological Analysis. Journal of Business Research, 2021, 131, 763-781.	10.2	28
20	Lean Six Sigma in consumer banking – an empirical inquiry. International Journal of Quality and Reliability Management, 2019, 36, 1345-1369.	2.0	26
21	Six Sigma to reduce claims processing errors in a healthcare payer firm. Production Planning and Control, 2020, 31, 496-511.	8.8	25
22	Rejects reduction in a retail bank using Lean Six Sigma. Production Planning and Control, 0, , 1-12.	8.8	23
23	Improving patient care at a multi-speciality hospital using lean six sigma. Production Planning and Control, 2022, 33, 1135-1154.	8.8	23
24	Impacts of Lean Six Sigma on improving a higher education system: a case study. International Journal of Quality and Reliability Management, 2019, 36, 983-998.	2.0	22
25	The impact of Industry 4.0 on the relationship between TPM and maintenance performance. Journal of Manufacturing Technology Management, 2022, 33, 489-520.	6.4	21
26	Corporate perspectives: commonalities and differences between Six Sigma and Lean. International Journal of Lean Six Sigma, 2015, 6, 281-288.	3.3	20
27	Assessment and prioritisation of Healthcare 4.0 implementation in hospitals using Quality Function Deployment. International Journal of Production Research, 2022, 60, 3147-3169.	7.5	19
28	Operations Management teaching practices and information technologies adoption in emerging economies during COVID-19 outbreak. Technological Forecasting and Social Change, 2021, 171, 120996.	11.6	18
29	Quality excellence in higher education system through Six Sigma: student team engagement model. International Journal of Six Sigma and Competitive Advantage, 2014, 8, 247.	0.4	17
30	Lean Six Sigma in policing services. International Journal of Productivity and Performance Management, 2018, 67, 935-940.	3.7	17
31	Identification of the Dynamic Capabilities Ecosystem – A Systems Thinking Perspective. Group and Organization Management, 2021, 46, 893-930.	4.4	17
32	Barriers to service recovery in B2B markets: a TISM approach in the context of IT-based services. Journal of Business and Industrial Marketing, 2021, 36, 1452-1473.	3.0	16
33	Digitalization of maintenance: exploratory study on the adoption of Industry 4.0 technologies and total productive maintenance practices. Production Planning and Control, 2024, 35, 352-372.	8.8	12
34	Development of Lean Six Sigma training module: evidence from an emerging economy. International Journal of Quality and Reliability Management, 2019, 37, 689-710.	2.0	11
35	Indispensable link between green supply chain practices, performance and learning: An ISM approach. Journal of Cleaner Production, 2021, 279, 123387.	9.3	10
36	Using Six Sigma DMAIC for Lean project management in education: a case study in a German kindergarten. Total Quality Management and Business Excellence, 2022, 33, 1489-1509.	3.8	10

#	ARTICLE	IF	CITATIONS
37	Characterization and Examination of Operational Excellence Deployment Failures: Mediation Effect of Technical and Behavioral Failure Factors. IEEE Transactions on Engineering Management, 2023, 70, 2080-2092.	3.5	6
38	Lean additives in a service factory: A design science approach. Technovation, 2021, 104, 102269.	7.8	6
39	A Dynamic Capabilities View of Lean in a Service Context. IEEE Transactions on Engineering Management, 2021, , 1-15.	3.5	4
40	Lean Six Sigma Roadmap for Implementation in Higher Education Sector*. , 2020, , 161-169.		4
41	Lean Six Sigma in Banking Services. Future of Business and Finance, 2020, , .	0.4	3
42	Lean Six Sigma as a Dynamic Capability in Banking Firms. Future of Business and Finance, 2020, , 75-91.	0.4	3
43	Basic Lean Six Sigma Tools for Higher Education. , 2020, , 61-99.		1
44	State and citizen responsiveness in fighting a pandemic crisis: A systems thinking perspective. Systems Research and Behavioral Science, 0, , .	1.6	1
45	Development of Sustainable Lean Patient Value in Healthcare: A Long-Term Condition Context. Total Quality Management and Business Excellence, 0, , 1-33.	3.8	0
46	An Overview of Banking Sector. Future of Business and Finance, 2020, , 23-28.	0.4	0
47	Background of Key Concepts. Future of Business and Finance, 2020, , 11-21.	0.4	0
48	A State of Responsiveness Amid Crisis: Learnings from India. The Journal of Values-Based Leadership, 2020, 13, .	0.2	0
49	Continuous Improvement Practices in Higher Education. , 2020, , 69-85.		0
50	Change Management Practices for Lean Six Sigma Deployment in Higher Education Institutions. , 2020, , 111-127.		0
51	Case Studies of LSS in Higher Education. , 2020, , 185-221.		0