

Andy C L Yeung

List of Publications by Year in descending order

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Version: 2024-02-01

55
papers

4,104
citations

126858

33
h-index

149623

56
g-index

57
all docs

57
docs citations

57
times ranked

2879
citing authors

#	ARTICLE	IF	CITATIONS
1	Adoption of internet banking: An empirical study in Hong Kong. <i>Decision Support Systems</i> , 2006, 42, 1558-1572.	3.5	552
2	The impact of employee satisfaction on quality and profitability in high-contact service industries. <i>Journal of Operations Management</i> , 2008, 26, 651-668.	3.3	287
3	An empirical study of employee loyalty, service quality and firm performance in the service industry. <i>International Journal of Production Economics</i> , 2010, 124, 109-120.	5.1	283
4	Strategic supply management, quality initiatives, and organizational performance. <i>Journal of Operations Management</i> , 2008, 26, 490-502.	3.3	199
5	The impact of environmental management systems on financial performance in fashion and textiles industries. <i>International Journal of Production Economics</i> , 2012, 135, 561-567.	5.1	194
6	The unique and complementary effects of manufacturing technologies and lean practices on manufacturing operational performance. <i>International Journal of Production Economics</i> , 2014, 153, 191-203.	5.1	173
7	The relationship between supplier management and firm's operational performance: A multi-dimensional perspective. <i>International Journal of Production Economics</i> , 2012, 136, 123-130.	5.1	165
8	OHSAS 18001 certification and operating performance: The role of complexity and coupling. <i>Journal of Operations Management</i> , 2014, 32, 268-280.	3.3	145
9	The impact of specific supplier development efforts on buyer competitive advantage: an empirical model. <i>International Journal of Production Economics</i> , 2007, 106, 230-247.	5.1	133
10	The impact of firms' social media initiatives on operational efficiency and innovativeness. <i>Journal of Operations Management</i> , 2016, 47-48, 28-43.	3.3	124
11	Quality management and organizational context in selected service industries of China. <i>Journal of Operations Management</i> , 2004, 22, 575-587.	3.3	105
12	Organizational learning, innovativeness, and organizational performance: a qualitative investigation. <i>International Journal of Production Research</i> , 2007, 45, 2459-2477.	4.9	99
13	The impact of supplier development on buyer competitive advantage: A path analytic model. <i>International Journal of Production Economics</i> , 2012, 135, 353-366.	5.1	95
14	Environmental Incidents and the Market Value of Firms: An Empirical Investigation in the Chinese Context. <i>Manufacturing and Service Operations Management</i> , 2018, 20, 422-439.	2.3	95
15	ISO 9000 and supply chain efficiency: Empirical evidence on inventory and account receivable days. <i>International Journal of Production Economics</i> , 2009, 118, 367-374.	5.1	93
16	An empirical study of transformational leadership, team performance and service quality in retail banks. <i>Omega</i> , 2011, 39, 690-701.	3.6	86
17	The impact of contextual factors on the efficacy of ISO 9000 adoption. <i>Journal of Operations Management</i> , 2013, 31, 229-235.	3.3	83
18	The impact of third-party logistics providers' capabilities on exporters' performance. <i>International Journal of Production Economics</i> , 2012, 135, 741-753.	5.1	76

#	ARTICLE	IF	CITATIONS
19	The service-profit chain: An empirical analysis in high-contact service industries. <i>International Journal of Production Economics</i> , 2011, 130, 236-245.	5.1	71
20	Supplier alliances and environmental uncertainty: An empirical study. <i>International Journal of Production Economics</i> , 2009, 120, 190-204.	5.1	70
21	An Empirical Model for Managing Quality in the Electronics Industry. <i>Production and Operations Management</i> , 2005, 14, 189-204.	2.1	58
22	Meta-standards, financial performance and senior executive compensation in China: An institutional perspective. <i>International Journal of Production Economics</i> , 2011, 129, 119-126.	5.1	58
23	Corporate environmental initiatives in the Chinese context: Performance implications and contextual factors. <i>International Journal of Production Economics</i> , 2016, 180, 48-56.	5.1	53
24	The relationships among leadership, goal orientation, and service quality in high-contact service industries: An empirical study. <i>International Journal of Production Economics</i> , 2013, 141, 452-464.	5.1	52
25	Understanding firms' selection of their ISO 9000 third-party certifiers. <i>International Journal of Production Economics</i> , 2015, 162, 125-133.	5.1	52
26	Behind the Iron Cage: An Institutional Perspective on ISO 9000 Adoption and CEO Compensation. <i>Organization Science</i> , 2011, 22, 1600-1612.	3.0	43
27	Enhancing the Financial Returns of R&D Investments through Operations Management. <i>Production and Operations Management</i> , 2020, 29, 1658-1678.	2.1	41
28	The Impact of Third-Party Logistics Performance on the Logistics and Export Performance of Users: An Empirical Study. <i>Maritime Economics and Logistics</i> , 2006, 8, 121-139.	2.0	40
29	An Empirical Taxonomy for Logistics Service Providers. <i>Maritime Economics and Logistics</i> , 2004, 6, 199-219.	2.0	38
30	Specific customer knowledge and operational performance in apparel manufacturing. <i>International Journal of Production Economics</i> , 2008, 114, 520-533.	5.1	38
31	Supplier partnership and cost performance: The moderating roles of specific investments and environmental uncertainty. <i>International Journal of Production Economics</i> , 2013, 144, 546-559.	5.1	37
32	Quality management standards, institutionalization and organizational implications: A longitudinal analysis. <i>International Journal of Production Economics</i> , 2018, 200, 231-239.	5.1	37
33	First to market: Is technological innovation in new product development profitable in health care industries?. <i>International Journal of Production Economics</i> , 2010, 127, 129-135.	5.1	36
34	The moderating effects of knowledge characteristics of firms on the financial value of innovative technology products. <i>Journal of Operations Management</i> , 2014, 32, 79-87.	3.3	36
35	Radical innovations in new product development and their financial performance implications: An event study of US manufacturing firms. <i>Operations Management Research</i> , 2008, 1, 119-128.	5.0	34
36	Customer heterogeneity in operational service design attributes. <i>International Journal of Operations and Production Management</i> , 2008, 28, 592-614.	3.5	31

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37	Diversify or concentrate: The impact of customer concentration on corporate social responsibility. <i>International Journal of Production Economics</i> , 2021, 240, 108214.	5.1	31
38	Environmental Audits and Third Party Certification of Management Practices: Firms' Motives, Audit Orientations, and Satisfaction with Certification. <i>International Journal of Auditing</i> , 2016, 20, 202-210.	0.9	28
39	Should firms invest in social commerce? An integrative perspective. <i>Information and Management</i> , 2019, 56, 103164.	3.6	25
40	The service-profit chain: A review and extension. <i>Total Quality Management and Business Excellence</i> , 2009, 20, 617-632.	2.4	24
41	The impact of business intelligence systems on profitability and risks of firms. <i>International Journal of Production Research</i> , 2021, 59, 3951-3974.	4.9	24
42	Being close or being happy? The relative impact of work relationship and job satisfaction on service quality. <i>International Journal of Production Economics</i> , 2015, 169, 391-400.	5.1	19
43	Business intelligence systems and operational capability: an empirical analysis of high-tech sectors. <i>Industrial Management and Data Systems</i> , 2020, 120, 1195-1215.	2.2	17
44	Forced to be green? The performance impact of energy-efficient systems under institutional pressures. <i>International Journal of Production Economics</i> , 2021, 239, 108213.	5.1	17
45	Maintaining stability while boosting growth? The long-term impact of environmental accreditations on firms' financial risk and sales growth. <i>International Journal of Operations and Production Management</i> , 2020, 40, 1829-1856.	3.5	16
46	The impact of capacity-reduction initiatives on the stock market value of Chinese manufacturing firms. <i>International Journal of Production Economics</i> , 2020, 223, 107533.	5.1	11
47	Market competitiveness and quality performance in high-contact service industries. <i>Industrial Management and Data Systems</i> , 2013, 113, 573-588.	2.2	10
48	The impact of corporate label change on long-term labor productivity. <i>Journal of Business Research</i> , 2018, 86, 96-108.	5.8	10
49	Employee learning in high-contact service industries. <i>Management Decision</i> , 2018, 56, 793-807.	2.2	8
50	Antecedents and Consequences of Electronic Product Code Adoption and its Implications for Supply Chain Management: A Framework and Propositions for Future Research. <i>Maritime Economics and Logistics</i> , 2006, 8, 311-330.	2.0	6
51	Safety regulation enforcement and production safety: The role of penalties and voluntary safety management systems. <i>International Journal of Production Economics</i> , 2022, 248, 108481.	5.1	5
52	Special issue on quality in supply chain management and logistics. <i>International Journal of Production Economics</i> , 2005, 96, 287-288.	5.1	4
53	The impact of chief risk officer appointments on firm risk and operational efficiency. <i>Journal of Operations Management</i> , 2022, 68, 241-269.	3.3	4
54	High-contact services of the transient and high-uncertainty type: managing customer experience. <i>Industrial Management and Data Systems</i> , 2022, 122, 752-773.	2.2	1

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55	Quality management and international trade: institutionalization of quality standards and performance outcomes in China. <i>Journal of Shipping and Trade</i> , 2018, 3, .	0.7	0