## The Background: Role and Relevance in Distribution Se

International Journal of Physical Distribution & Materials Mana 8, 298-307 DOI: 10.1108/eb014425

Citation Report

#	Article	IF	CITATIONS
1	Managing the cost-service relationship through backorder control. Industrial Marketing Management, 1979, 8, 246-249.	6.7	2
2	Customer service as a marketing strategy. Industrial Marketing Management, 1981, 10, 31-41.	6.7	27