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#	Article	IF	CITATIONS
1	Unavailability and Mispricing: Are Discount Stores Also Offenders?. Journal of Consumer Affairs, 1981, 15, 324-339.	2.3	4
2	Inventory Management in Practice. International Journal of Physical Distribution & Materials Management, 1984, 14, 3-36.	0.1	6
3	Customer Service Research: Past, Present and Future. International Journal of Physical Distribution $\&$ Materials Management, 1989, 19, 2-23.	0.1	36
4	Stockout Costs in Distribution Systems for Spare Parts. International Journal of Physical Distribution and Logistics Management, 1992, 22, 15-26.	7.4	8