

# **Christopher A Voss**

**Emeritus Professor of Operations Management - London Business School**

**Professor of Operations Management - Warwick Business School**

## **Academic and Professional Experience**

- Professor of Operations Management, Warwick Business School 2012- (20% contract)
- Professor of Operations Management, London Business School 1990-
- Senior Fellow Advanced Institute for Management Research – 2003 – 2012
- Foundation Chair of Management Technology and Learning 1999 - 2004
- Deputy Dean (programmes) London Business School 1999-2002
- Alan Edward Higgs Professor of Manufacturing Policy and Strategy, University of Warwick 1985-90
- Visiting Fellow - Australian Graduate School of Management, 1984
- Project Fellow - Warren Centre for Advanced Engineering, University of Sydney, 1984
- Lecturer - London Business School, 1977-1985
- Assistant Professor - University of Western Ontario, 1975-1977
- Manager - Harbridge House Europe, 1970-1975
- Production Controller - British Steel Corporation, 1964-1967

## **Education**

PhD Business Administration, London Business School, 1982

MSc Business Administration, London Business School, 1970

BSc(Hons) (Engineering) Metallurgy, Imperial College, London University, 1964

## **Professional**

Founder & former Chairman of the European Operations Management Association

Fellow of the European operations Management Association

Fellow of the British Academy of Management

Fellow of the Decision Science Institute

Fellow of the Production Operations Management Society

Member of the Academy of Management

## **Awards and Honours**

Journal of Service Research, 2010, Best Operations Management Paper

Production and Operations Society, 2010 – awarded Lifetime Achievement Award, for contributions to service operations management

Academy of Management – Elected 2008 Distinguished Scholar by the Operations Management Division

Economic and Social Research Council 2008 – Research for Advanced Institute of Management Research rated “outstanding” by peer evaluation.

Highly Commended Award Winner, Literati Network Awards for Excellence 2008. Sousa R., and Voss C.A., Operational Implications of Manufacturing Outsourcing for Subcontractor Plants: An Empirical Investigation, International Journal of Operations and Production Management, 2007, 27, 9 974-997. (

Case – The Co-operative Group – Fairtrade Chocolate – written with Stephanie Robertson - published

through the ECCH The case study won the ECCH case study of the year award 2007 and won first prize in its category in the EFMD case competition in 2005. The case was also a finalist in the Decision Science Institute case competition 2005.

PhD Student Adrian Done runner up in DSI dissertation award October 2006

PhD Student Adrian Done runner up in Emerald/EFMD Outstanding Doctoral Research Award in Operations Management award, August 2006.

Emerald awards for excellence 2006-IJOPM – Highly commended - Fynes, Voss and de Búrca, The impact of supply chain relationship dynamics on manufacturing performance

November 2005 - elected a fellow of the (US) Decision Science Institute – the first non-North American to receive this honour.

Elected member Alpha Iota Delta honorary society, DSI 2005

Finalist, Instructional innovation award (highly commended) DSI meeting November 2005

April 2005 – elected a fellow of the (US) Production and Operations Management Association

Dissertation committee member of Eve Rosenzweig, KFBS-UNC, *First Runner-up, 2003 Decision Science Institute Elwood S. Buffa Doctoral Dissertation Award*, DSI Annual Meeting, Washington DC 2003

June 2002 – To honour the role played in developing research in Operations Management in Europe, the annual best paper award at the European Operations Management Association annual was named the “Chris Voss Best paper award”.

Cagliano R., Blackmon K., and Voss C.A., "Small firms under microscope: international differences in production/operations management practices and performance", Integrated Manufacturing Systems, 12,7, 2001, pp 469-482 (Highly commended – best paper award 2002)

Dissertation chairman to Rui Sousa, winner of the European Award for the best Thesis on Total Quality Management, 2001

Winner, Academy of Management Best Student Paper, Operations Management Division, Craig Froehle (with Aleda V. Roth, Richard Chase and Chris Voss), “Antecedents of New Service Development Effectiveness: An Exploratory Examination of Strategic Operations Choices,” Toronto Canada, August 2000

Winner best case study - international management, 1998 European Foundation for Quality Management,. ‘BAA goes to America’ case study.

1993 International Journal of Service Industry Management, best paper of the year award for: Voss C.A., with Johnston R., Silvestro R., Fitzgerald L., and Brignall T. J., 'Towards a classification of Service Processes', International Journal of Service Industry Management, 3, 3, 1992, pp 62-75

1991 European Case of the Year award, operations management, runner up, Chicago Pizza Pie Factory case.

1986 IFS award for the best research paper in advanced manufacturing technology for: Voss C.A. 'Success and failure in Advanced Manufacturing Technology', International Journal of Technology Management Vol. 3, no 3, 1988 pp 285-297

**Academic papers in preparation or under review**

van Oers R., Voss C.A., Akkermans H, Ramp-ups in IT enabled service supply chains, under revision, Journal of supply chain management

Akkermans H., van Oppen W., Voss C.A. and Wynstra F., digital services: ramp-up and ramp-down dynamics, under second review, Journal of Operations Management

Qiang W., Voss C.A. and Zhao X, Deployment of service innovations, revise and resubmit, IEEE Transactions on Engineering Management.

### **Papers in Refereed Journals**

Saara A. Brax, Anu Bask, Juliana Hsuan and Chris Voss, (2017), Service Modularity and Architecture – an overview and research agenda, International Journal of Production and Operations Management, Vol. 37 No. 6, pp. 1-17

Bart Larivière, David Bowen, Tor W. Andreassen, Werner Kunz, Nancy J. Sirianni, Chris Voss Nancy V. Wunderlich, Arne De Keyser, (2017), “Service Encounter 2.0”: An investigation into the roles of technology, employees and customers, Journal of Business Research, 79, 238-246

Zhang M., Zhao X., Voss C. and Zhue G., (2016), Innovating through services, co-creation and supplier integration: Cases from China, International Journal of Production Economics, 171, 289-300

Chris Voss , Helen Perks, Rui Sousa, Lars Witell, Nancy Wunderlich, (2016) Reflections on Context in Service Research, Journal of Service Marketing, 27(1), 30-36

Wang, Q. Zhao X. and Voss C., (2016). Customer Orientation and Innovation: A Comparative Study of Manufacturing and Service Firms, International Journal of Production Economics, 171, 221-230

Nancy Wunderlich, Kristina Heinonen, Jos Lemmink, Amy Ostrom, Lia Patrício, Rui Sousa, Chris Voss, 2015, Futurizing Smart Service, Journal of Service Management, 29(6/7), 442-447

Boer, H., Holweg, M., Pagell, M., Schmenner, R., and Voss, C. 2015, ‘Making a meaningful contribution to theory’, International Journal of Production and Operations Management, 35(9), 1231-1252

Amy L. Ostrom, A. Parasuraman, David Bowen, Lia Patrício, and Christopher A. Voss, Service Research Priorities in a Rapidly Changing Context, 2015, Journal of Service Research, Vol. 18(2) 127-159

Wang Q, Voss C.A. and Zhao X., 2015, Modes of Service Innovation: A Typology, Industrial Management & Data Systems, 115(7) pp. 1358 - 1382

Akkermans H. and Voss C.A., 2013, The service bullwhip effect, International Journal of Operations & Production Management 33 (6), 765-788

MacCarthy B.L., M Lewis M., Voss C. and R Narasimhan R., 2013, The same old methodologies? Perspectives on OM research in the post-lean age, International Journal of Operations & Production Management 33 (7), 934-956

Sousa R. and Voss C.A., 2012, The impacts of e-service quality on customer behavior in multi-channel e-services, Total Quality Management & Business Excellence, 23 (7-8), 789-806

Done A., Voss C.A., and Gorm Rytter N., Best Practice Interventions, short term impact and long term outcomes, Journal of Operations Management, 2011, 29 500–513

Zomerdijk L. and Voss C.A., NSD Processes and Practices in Experiential Services, Journal of

Product Innovation Management, 2011, (28) 63-80

Dul J., Hak. T., Goertz G., and Voss C.A., Necessary Condition Hypotheses in Operations Management, International Journal of Operations and Production Management, 2010, (30)11, 1170-1190

Zomerdijk L. and Voss C.A., Service Design for Experience-Centric Services, Journal of Service Research, 2010, 13(1) 67-82

Voss C A (2010), Reflections on the state of OM, POMS Chronicle, 17(1) 11-12

Karlsson, C. and Voss, C., Operations management associations in Europe - a history, International Journal of Operations and production Management, 2009, 29(11), 1093-1108

Sousa R. and Voss C.A., The Effects of Service Failure and Service Recovery on Customer Loyalty in E-Services: An Empirical Investigation, International Journal of Operations and Production Management 2009, 29(8), 834-864

Voss C.A. and Hsuan J., Service Architecture and Modularity, Decision Sciences Journal, 2009, 40, 4, 541-569

Acur N. and Voss C., Managing operations in an expanding Europe - Guest editorial, International Journal of Operations and Production Management 2009, 29(9), 868-869

Sousa, R. & Voss, C. A., Contingency Research in Operations Management Practices, Journal of Operations Management – 26,6, 2008 pp 697-713

Voss C.A., Roth A.V. and Chase R.B. Experience, Service Operations Strategy, and Services as Destinations: Foundations and Exploratory Investigation, Production and Operations Management, 2008, 17(3) May-June, 247-266

Sousa R., and Voss C.A., Operational Implications of Manufacturing Outsourcing for Subcontractor Plants: An Empirical Investigation, International Journal of Operations and Production Management, 2007, 27, 9 974-997. (**Highly Commended Award Winner**, Literati Network Awards for Excellence 2008).

Theoharakis V. T., Voss C.A., Hadjinicola G.C., and Soteriou A.C., Insights into Factors Affecting Production and Operations Management (POM) Journal Evaluations, Journal of Operations Management, 2007. 25, 4, 932-955

Voss C.A., Learning from the first Operations Management Textbook, Journal of Operations Management, 2007, 25, 2, 239-247

Sousa R., and Voss C.A., Service Quality in Multi-Channel Services Employing Virtual Channels, Journal of Service Research, 2006, 8, 4, 356-371

Voss C.A., Paradigms of Manufacturing Strategy re-visited, International Journal of Operations and Production Management, 2005, 25, 12, 1223-1227

Voss C.A. 'Alternative Paradigms for Manufacturing Strategy', International Journal of Operations and Production Management, 2005, 25, 12, 1211-1222 (republication of earlier article)

Fynes B.J., de Búrca S., & Voss C.A., Supply Chain Relationship Quality, the Competitive Environment, and Performance, International Journal of Production Research, 2005, 43,16 pp 3303 – 3320

Fynes B.J., de Búrca., & Voss C.A., The Impact of Supply Chain Relationship Quality on

Performance, International Journal of Production Economics, 2005, 96, pp 339-354

Fynes B.J., de Búrca, & Voss C.A., The Impact of Supply Chain Relationship Dynamics on Manufacturing Performance, International Journal of Production and Operations Management, 2005, 25, 1, pp 6-19 (Emerald awards for excellence 2006-IJOPM – Highly commended)

Voss C.A, Tsikriktsis N., Funk B., Yarrow D., and Owen J., Managerial choice and performance in service management – a comparison of private sector organizations with further education colleges, Journal of Operations Management, 2004, 23, pp 179-195

Voss C.A., Roth, A. V., Chase, R. B., Rosenzweig E.D., & Blackmon K., “A tale of two countries – Conservatism, Service Quality, Feedback and Customer Satisfaction”, Journal of Service Research, 2004, 6, 3 212-230

Voss C.A., “Rethinking paradigms of Service - Service in a virtual environment,” International Journal of Operations and Production Management, 2003, 23,1 88-104

Sousa, Rui, and Voss C.A. ‘Quality Management Revisited: A Reflective Review and Agenda for Future Research’, Journal of Operations Management, 20, 2002, 91-109

Voss C.A., Tsikriktsis, N., and Frohlich, M., Case Research in Operations Management, International Journal of Operations And Production Management, 22, 2, 2002, 195-219

Fynes, B. and Voss, C., "The Moderating Effect of Buyer-Supplier Relationships on Quality Practices and Performance", International Journal of Operations & Production Management, Volume, 22 No. 6, 2002, 589-613,

Fynes, B., and Voss C.A., ‘A Path Analytic Model of Quality Management Practices, Quality Performance and Business Performance’, Production and Operations Management, 2001 1, 4, winter 2001, 494-513

Sousa, Rui, and Voss C.A. "Quality Management: Universal or Context Dependent, an empirical investigation across the manufacturing strategy spectrum", Production and Operations Management, 1, 4, winter 2001, 383-404

Cagliano R., Blackmon K., and Voss C.A., "Small firms under microscope: international differences in production/operations management practices and performance", Integrated Manufacturing Systems, 12,7, 2001, pp 469-482 (Highly commended – best paper award 2002)

Drejer, A., Blackmon, K., and Voss, C. Worlds apart: A look at the operations management area in the US, UK and Scandinavia, Scandinavian Journal of Management, 16(1): 2000, 45-66. ISSN 0956-5221.

Craig M. Froehle, Aleda V. Roth and Richard B. Chase and Chris Voss, ‘Antecedents of New Service Development effectiveness: an exploratory examination of Strategic Operations Choices’ Journal of Service Research, 3,1,2000, 3-17. (Runner up, best paper awards – 2001)

Meyer A., Roth A.V., Chase R. Voss C.A., Sperl, K-U., Menor L., and Blackmon. K., ‘Service Competitiveness- an international benchmarking comparison of service practice and performance in Germany, UK and USA’ International Journal of Service Industry Management, 10, 4, 1999, 369-379

Voss C.A. and Blackmon K., ‘Differences in manufacturing strategy decisions between Japanese and Western manufacturing plants: the role of strategic time orientation, Journal of Operations Management, 16 (1998), 147-158

R. Filippini and C.A. Voss, ‘Survey Research in Operations Management’, International Journal of Operations and Production Management, 11,7,652-654, 1997

Voss C.A., P. Åhlström and K. Blackmon, 'Benchmarking and operational performance; some empirical results', International Journal of Operations and Production Management, 1997, 17,10, 1046-1058

Voss C.A. and K. Blackmon, 'Impact of National and Parent Country Origin on World-Class Manufacturing: Findings from Britain and Germany', International Journal of Operations and Production Management, 1996, 16,11, 96-112

Voss C.A. and Winch G. 'Including Engineering in Operations Strategy' Production and Operations Management 1996, 5, 1, spring, 78-90

Voss C.A., Chiesa V. and P. Coughlan 'Development of a Technical Innovation Audit', Journal of Product Innovation Management, March 1996, 103-136

Voss C.A. 'Alternative Paradigms for Manufacturing Strategy', International Journal of Operations and Production Management, 1995, 15, 4, 5-16

Voss C.A. 'Operations Management, from Taylor to Toyota - and Beyond' British Journal of Management, 1995, 6, Dec, 17-30

Voss C.A., with Chiesa V., and Coughlan, P. 'Developing and Testing Benchmarking and Self Assessment Frameworks in Manufacturing', International Journal of Operations and Production Management, 14, 3, 1994, 85-103

Voss C.A. 'From Product Innovation Management to Total Innovation Management', Journal of Product Innovation Management, 1994, 11,5

Voss C.A., Twigg D., and Winch G. 'Implementing Integrating Technologies - developing managerial integration for CAD/CAM' International Journal of Operations and Production Management, 1992, vol. 12, no 7/8, 1992, pp 76-91

Voss C.A., Johnston R., Silvestro R., Fitzgerald L., and Brignall T. J., 'Measurement of Innovation and Design Performance in Services' Design Management Journal, Winter 1992, pp 40-46

Voss C.A., 'Applying Service Concepts in Manufacturing' International Journal of Operations and Production Management, vol. 12 no 4, 1992, pp 93-99

Johnston R., Silvestro R., Fitzgerald L., Brignall T. J. and Voss C.A., 'Towards a classification of Service Processes', International Journal of Service Industry Management, 3, 3, 1992, pp 62-75 (Winner of paper of the year award - 1992)

Voss C.A., V. Russell, D. Twigg and G. Winch, 'Managerial Integration and CIM - A strategic Response', Computer-Integrated Manufacturing Systems, Vol. 4, 1991, 103-108

Voss C.A., V. Russell, D. Twigg and G. Winch, 'Implementation Issues in Simultaneous Engineering' International Journal of Technology Management, vol. 6, nos. 3/4 1991, 293-302

Harrison A., and Voss C.A., 'Issues in Setting JIT Supply', International Journal of Operations and Production Management, Vol. 10, no 2, 1990, pp 84-93

Voss C.A., 'The role of Quality in Manufacturing Strategy', Total Quality Management, 1990, vol. 2 no 3, pp 149-152

Voss C.A. and L.Okazaki-Ward 'The transfer and Adaptation of JIT Manufacturing Practices by Japanese Companies in the UK.' Operations Management Review, 1990 Vol. 7, No 3 & 4, pp 24-29

R. Silvestro, R. Johnston and C.A. Voss 'Quality Measurement in Service Industries', International Journal of Service Industry Management', Vol. 1, no 2, 1990, 54-66

Voss C.A. 'The Managerial Challenges of Integrated Manufacturing', International Journal of Operations and Production Management, Vol. , no 5, 1989

Voss C.A. 'Implementation, a key issue in manufacturing technology', Research Policy, 17, 1988, pp 55-63

Voss C.A. 'Success and failure in Advanced Manufacturing Technology', International Journal of Technology Management' Vol. 3, no 3, 1988 pp 285-297

Voss C.A. and S. Robinson 'Application of Just-In-Time Manufacturing Practices in the UK' International Journal of Operations and Production Management, 1987, vol. 7, no 4, 46-51

Voss C.A., Johnston R. and Armistead C. 'Introducing service industries into operations management teaching', IJOPM, 1986,6, 321-29

Voss C.A. 'Implementing Manufacturing Technology', a manufacturing strategy approach', IJOPM, 1986,6,4,17-26

Voss C.A. 'Manufacturing Advanced Manufacturing Technology', International Journal of Operations and Production Management, 1986,6,5, 4-7

Voss C.A. 'The role of users in the development of Application Software', J Prod Innovation Management, 1985, 2.2, 113-121

Voss C.A. 'Determinants of Success in the Development of application software', J Prod Innovation Management, 1985, 2.2, 122-129

Voss C.A. 'The Management of New Manufacturing Technology, Eight Propositions', APII, 1985, 19, 311-121

Voss C.A. 'The need for a field of study of Implementation of Innovations', J Prod Innovation Management, 1985, 4, 226-271

Voss C.A. 'Production/Operations Management, a key discipline and area for research' - Omega 12., 3, 309-319, 1984

Voss C.A. 'Japanese Manufacturing Management Practices in the UK', International Journal of Operation and Production Management, 4.2.1984

Voss C.A. 'Technology Push and Need Pull, a new perspective', R & D Management 14.3.1984, 147-151

Voss C.A. 'Multiple Independent Invention and the Process of Technological Innovation', Technovation 2.1984, 169-184

Voss C.A. 'The Service Dispatcher/Receptionist Role', International Journal of Operations and Production Management, 1983, 3 (3) 35-39

Voss C.A. 'United Kingdom Manufacturing Performance, Analysis and Review', Engineering Costs and Production Economics, 1982, 6, 247-258

Voss C.A. 'Measuring Make to Order Delivery Performance', Production and Inventory Management, 2nd Quarter, 1980

## **Papers in practitioner and other journals**

Done, A., Voss C.A. and N Rytter N., 2011, Making Best Practices Stick, *European Business Review*, 53-57

Voss C.A. 'Developing an eService Strategy', *Business Strategy Review*, 11,1, April 2000 , pp 21-33

Anderson J and Voss C.A., Captivate Networks and Elevator Telematics, *Business Strategy Review*, 12,1, spring 2001, pp 51-59

Voss C.A., Blackmon K., R. Cagliano, P. Hanson, F Wilson, Made in Europe: Small Companies, *Business Strategy Review*, 9, 4, winter 1998, pp 1-20

Voss C.A., K. Blackmon, R.B. Chase, E. Rose and A.V. Roth, Service Competitiveness - an Anglo-US Study, *Business Strategy Review*, 1997, 8,1,7-22

Voss C.A, with P. Åhlström and K. Blackmon, 'Benchmarking and operational performance; some empirical results', *Benchmarking for Quality Management and Technology*, 4,4,1997, 273-285 (reprint of journal paper)

Voss C.A., and K Blackmon, 'The transfer and transferability of Japanese manufacturing practices to the West' *Organisations & People*, 4 , 2, 1997, 22-28

Voss C.A. with Hanson P., 'Benchmarking best practice in European manufacturing sites' *Business Process Re-engineering*, 1,1, 1996, 60-74

P. Hanson, C.A. Voss, K. Blackmon and T. Claxton, 'Managing New Product Design and Development: an Anglo-German Study', *Business Strategy Review*, 1996, 7, 3, pp 1-15

Voss C.A. and Hanson P., 'Benchmarking best practice in European manufacturing sites', *Business Process Re-Engineering & Management Journal*, 1,1, 1995, 60-74

Voss C.A. and Blackmon K., Hanson P., and Oak B., 'The competitiveness of European Manufacturing - A four country study' *Business Strategy Review*, 1995 6,1,1-25

Voss C.A. 'Successful innovation and implementation of processes' *Business Strategy Review*, Spring 1992, 29-44

Voss C.A. and Cruise O'Brien R., 'Benchmarking National Quality Performance', *The Quality* anno 1, Numer 2, 1991, 130-140

L. Fitzgerald, R. Johnston, R. Silvestro, A. Steele and C.A. Voss, 'Management Control in Service Industries', *Management Accounting*, April 1989

Voss C.A. 'Writing Case Reports', *Management Education and Development*, 1980, 11 (1) 55-65 (also reprinted in *Cases in Strategic Management*, M J Stopford, D F Cannon, and J Constable, Wiley, 1980)

Voss C.A. 'Development of Specific Indices for Measuring Inflation' *Business Quarterly*, Winter 1975

## **Books, Reports and Monographs etc.**

Akkermans H., Oppen W. and Voss C., 2012 Incentive issues in outsourced maintenance supply networks: A Delphi study in the process industry, Open Access publications from Tilburg University



Zomerdijk L. and Voss C.A. (2007). "Innovation in Experiential Services – An Empirical View". London Business School, reprint from DTI (ed). Innovation in Services. London: DTI. pp.97-134.

Voss C.A. (editor) proceedings of the New Challenges in Services Conference, London Business School, July 2007, also [http://www.poms.org/2007/03/poms\\_college\\_of\\_service\\_operat\\_1.html#more](http://www.poms.org/2007/03/poms_college_of_service_operat_1.html#more)

Ann Vereeke and Chris Voss (eds), International Manufacturing Strategy Study Special Issue, International Journal of Operations and Technology Management, 2006. forthcoming

Done A., Rytter, N.G. and Voss C.A., Sustaining Manufacturing Improvement, London, AIM Research and London Business School Operations and Technology Management Group, 2006, 39 pp

Kakkad A. and Voss C.A., Wanted Chief Experience Officer, London Business School Operations and Technology Management Group, 2006, 8pp

Ann Vereeke and Chris Voss (eds), International Manufacturing Strategy Study Special Issue, International Journal of Operations and Technology Management, volume 26, issue 3, 2006. forthcoming

Valencia J-P, Voss C.A. Experience and the Brand, London Business School, 2005, 38pp

Voss C.A., Trends in the experience and service economy – the Experience Profit Cycle, London Business School, 2004, 38pp

Voss C.A., Trusting the Internet, Institute of Customer Services – Jan 2000

Voss C.A., P. Hanson, K. Blackmon and R. Cagliano, Made in Europe 3 - the small company study, London Business School/IBM, October 1998, 27pp, reprinted in Italian: Voss C.A. P. Hanson, K. Blackmon and R. Cagliano, Uno Studio di Benchmarking sulle PMI Europee, Bologna. Ecipar, 1999, 25pp

P. Lindberg, Voss C.A. and K. Blackmon, International Manufacturing Strategies, Kluwer Academic Publishers, 1998, ISBN 0-7923-8061-4, 501pp

Voss C.A. (ed), '1997, British Academy of Management Conference Issue', British Journal of Management, 9, September 1998 52pp

Voss C.A., K. Blackmon, R.B. Chase, E. Rose and A.V. Roth, Achieving World Class Service, an Anglo -American benchmark Comparison of Service Practice and Performance, London Business School, May 1997

R. Filippini and C.A. Voss (ed) , 'Survey Research in Operations Management' Special edition , International Journal of Operations and Production Management, 11,7, 1997, 168pp

Voss C.A., K. Blackmon, R.B. Chase, L Menor, E. Rose and A.V. Roth, Service in the US, London Business School, May 1997,

Voss C.A. and C. Karlsson (ed) , '1996, EurOMA conference Proceedings', Special Issue , International Journal of Operations and Production Management, 11,10, 1997, 123pp

T. Hill (ed) and Voss C.A., Manufacturing Strategy - special issue, Integrated Manufacturing Systems, 8, 5, 1997 pp 254-349

Voss C.A. and K. Blackmon 'Research agendas in Operations Management' , report to the Engineering and Physical Science Research Council, London Business School, March 1996

Voss C.A. (ed) 'Manufacturing Strategy, Operations Management in a Global Context' London Business

School, 1996, 724pp (ISBN 0 902583 28 X)

Voss C.A., K. Blackmon, R.B. Chase, E. Rose and A.V. Roth, Competitiveness of UK Service - An Angle-US Benchmark Comparison of Service Practice and Performance, London Business School, November 1996

P. Hanson, Voss C.A., K. Blackmon and T. Claxton, Made in Europe 2 - An Anglo German Design Study, London Business School/IBM, April 1996, 23 pp

Voss C.A. and R. Johnston 'Service in Britain', London Business School, 1995, 17pp

Voss C.A. with Karlsson C., Management and New Production Systems, Special edition of International Journal of Operations and Production Management, 1994, 152 pp

C. Voss, P. Hanson, .K. Blackmon and B. Oak, Made in Europe - A four nations study, London Business School/IBM, November 1994, 30 pp

Voss C.A., Chiesa V., and Coughlan, 'Innovation, your move, an executive overview, ' DTI, June 1993, 30 pp

Voss C.A., Chiesa V., and Coughlan, 'Innovation, your move, self assessment guide and workbook' DTI, 1993, 42pp

P. Hanson and C.A. Voss, Made-in-Britain, the true state of British Manufacturing Industry, IBM consulting Group, 1993, 16pp

Voss C.A. with Twigg D. 'Managing Integration in CAD/CAM and Simultaneous Engineering' London, Chapman and Hall, 1992 105 pp

Voss C.A. (ed), Manufacturing Strategy, Process and Content, London, Chapman and Hall, 1992 401 pp

Voss C.A. and Cruise O'Brien R. 'In Search of Quality, an assessment of 42 British Organisations using the Criteria of the Baldrige Quality Award', London Business School, 1992

Voss C.A.,(ed) Strategic Management of Operations, special edition of International Journal of Operations and Production Management, vol. 11 no 3, 1991, 144 pp

L. Fitzgerald, R. Johnston, R. Silvestro, T. Brignall and C.A. Voss, 'Performance Measurement in Service Industries, Chartered Institute of Management Accountants, 1991

Voss C.A. (ed), 'Manufacturing Strategy' special edition of the International Journal of Technology Management, 6,3/4, 1991, 229 pp

Voss C.A. (Ed), 'Just-In-Time Manufacturing', Proceedings of the 4th International Conference, Berlin, Springer-Verlag, 1990, 290 pp

Voss C.A. (ed) Manufacturing Strategy Theory and Practice, proceedings of the 5th international conference of the Operations Management association, Warwick, 26/27 June 1990, 1014 pp

Voss C.A., with D. Clutterbuck 'Just-in-Time Worldwide, Lessons from Japan, the USA, Britain and Europe' Kempston, IFS Publications, 1989

Voss C.A., A. Harrison, R. Johnston and R. Staughton 'Manufacturing Strategy', Oxford, Wolsey Hall Distance Learning MBA, 1988

Voss C.A. (ed) 'Just in Time Manufacturing', Kempston, IFS publications, 1987.

Voss (ed) 'International Trends in Manufacturing Technology -Just-in-Time Manufacture', Berlin, Springer Verlag, 1987

Voss C.A. (ed) 'Managing Advanced Manufacturing Technology', New York, Springer Verlag, 1986

Voss C.A. 'Managing the New Manufacturing Technologies', Operations Management Association Monograph no 1, School of Business Administration, Michigan State University, 1986

Voss C.A., C. Armistead, B Johnston and B Morris Operations Management in Service Industries and the Public Sector, Chichester, Wiley, 1985

Voss C.A. (ed), Research in Production/Operations Management, London, Gower, 1984,

Voss C.A. (ed) Current Research in Production/Operations Management London Business School, 1983

Voss C.A., Future Research in Production/Operations Management, a report to the Social Sciences Research Council, 1983

Voss C.A., Computers in Shipping and Freight, London, Harbridge House Europe, 1982

Voss C.A. (1982), United Kingdom manufacturing performance. Analysis and implications , Engineering Costs and Production Economics Volume 6, April 1982, Pages 247-258

### **Chapters in Books/refereed conference proceedings**

Voss, C., Johnson, M. and Godsell, J. (2016), Case research in operations management, in Karlsson, C. (Ed.), *Research Methods for Operations Management*, Routledge, London, 165–197.

Voss C.A. (2016), Strategically Flexible Production: The Multi-focused Manufacturing Paradigm. A Review and Outlook, Chapter 3 in Emilio Bartezzaghi et al *A Journey Through Manufacturing And Supply Chain Strategy Research*, Springer International, forthcoming

Voss C.A., (2013), Service Operations and Service Management, in *Legends in Marketing*, volume 2 Service Management, Thousand Oaks Ca, Sage Publications, pp 151-159

Voss C.A and Hsuan J. 2011, The opportunity to rethink what we know about service design, in H. Demirkan et al. (eds), “The Science of Service Systems, *Service Science: research and innovation in the service economy*”, Springer, 231-244

Chris Voss .C, Stephanie Robertson S., Adrian Clarke A. and Josephine Brennan J., The Co-Operative Group: Fair-Trade Chocolate, in Craig Smith C., and Lensen G., Mainstreaming Corporate Responsibility, (2010) London, Wiley, ISBN: 978-0-470-75394-1

Voss C.A., Case Research, in Karlsson C, *Researching Operations Management*, Routledge, 2009

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