

## AUTHOR INDEX

- Abdulaal, M., 499, 505  
Abkowitz, M.P., 476  
Aldag, R.J., 134  
Andan, O., 303  
Andel, T., 516  
Andel, T.J., 340  
Anderson, D.L., 301, 504  
Anderson, J.C., 136  
Ansberry, C., 517  
Arentze, T.A., 306, 307  
Argyris, C., 361  
Arntzen, B.C., 100  
Ashford, N., 325  
Atkinson, A.A., 15
- Ballou, R.H., 66  
Banister, D., 340  
Bardi, E.J., 219  
Barnett, W.P., 133  
Barney, J., 128, 137  
Beaumont H., 63, 65  
Bechtel, C., 100  
Beesley, A., 180, 181  
Belohradsky, E., 456  
Ben-Akiva, M., 294, 299  
Bennis, W., 253  
Berkley, B.J., 287  
Berry, L.L., 282, 283  
Beuthe, M., 251, 496  
Bhatt, C.R., 299  
Billington, C., 100  
Birou, L.M., 214  
Bitran, G., 285  
Bleijenberg, A., 347  
Blood, M.R., 134  
Bohnhoff, A., 457, 458, 463, 464, 465  
Bonney, J., 18  
Bontekoning, Y.M., 247  
Borts, G.H., 322  
Bowen, J., 279  
Bowersox, D.J., 84, 100, 159, 160, 165, 166, 263, 407  
Bowman, R.J., 370  
Boyson, S., 47, 48, 52, 54  
Braeutigam, R.R., 321  
Braithwaite, A., 38  
Brandenburger, A.M., 128, 133  
Brax, B., 456, 458, 464  
Brewer, A.M., 253
- Brewer, P.C., 131  
Brief, A.P., 134  
Bröcker, J., 43  
Brockmann, T., 515  
Brooks, M.R., 422, 425  
Brown, S., 408  
Bucklin, L.P., 109  
Burbidge, J., 187  
Burgelman, R.A., 133  
Burkhalter, L.A., 372, 373  
Burton, B.K., 133  
Button, K.J., 152, 250, 294, 340, 395, 432, 439, 529  
Byrne, P., 340
- Camp, R.C., 100  
Carman, J.M., 285  
Carron, A.S., 437, 433  
Caves, R.E., 128  
Cecchini, P., 29  
Champy, J., 116, 118, 120, 159, 172  
Chase, R.B., 276, 279, 286, 288  
Chow, G., 21  
Christopher, M., 38, 82, 99, 129, 131, 159, 160, 163, 354, 379, 416  
Claes, F., 281, 283  
Clarke-Hill, C.M., 389  
Claycomb, C., 515  
Clendein, J.A., 111  
Clinger, J., 142, 154  
Clinton, S.R., 166  
Closs, D.C., 407  
Closs, D.J., 100, 166  
Clutterbuck, D., 216  
Colbert, D.N., 100  
Coleman, J.L., 121  
Colin, J., 159  
Collins, P., 516  
Congram, C., 287  
Cook, D.P., 275  
Cooke, J.B., 513, 515, 517, 518  
Coone, T., 373  
Cooper, D., 334  
Cooper, J.C., 161, 162, 163, 167, 343, 340, 347  
Cooper, M.C., 99, 101, 102, 104, 107  
Cooper, R., 92  
Corsi, M., 47, 48,  
Cox, J., 89  
Coyle, J., 366, 407

- Cronin, J., 285  
 D'Este, G.M., 529, 529  
 Daugherty, P.J., 75  
 Davenport, T.H., 105, 114  
 Davies, G.J., 75  
 Davis, E., 130  
 Davis, L., 529  
 Davis, T., 100, 109  
 Davison, D., 426  
 De Boer, E., 395, 404  
 De Meyer, A., 172  
 Deeb, A., 340  
 Delaney, R.V., 21, 217  
 Demilie, L., 249  
 Deming, W.E., 172, 226  
 Demkes, R., 168  
 Dempsey, P.S., 148  
 DeSalvo, J.S., 320  
 DeWitt, W., 142, 154  
 Dias Ortúzar, J de., 294  
 Diaz-Matalobos, A., 374  
 Dicken, P., 92, 944  
 Dilworth, J.B., 407, 413  
 DiMaggio, P.J., 134  
 Doerflinger, T.M., 234, 235  
 Doganis, R., 326, 331  
 Dresner, M., 374  
 Drummond, H., 85  
 Dunn, C.P., 133  
 Durkan, J., 436  
 Dyer, J.H., 135  
  
 East, R., 296  
 Eberhard, C.E., 249  
 El-Ansary, A., 105, 107  
 Elliot, L.B., 529  
 Ellram, L., 172  
 Enarsson, L., 348, 349  
 Epelman, D.A., 287  
 Estall, R., 90  
 Evans, P.B., 95  
  
 Fabbes-Costes, N., 159  
 Fawcett, S.E., 162, 214  
 Ferguson, N., 86, 184  
 Fernie, J., 38, 260, 385, 386  
 Ferreri, M.G., 319  
 Festinger, L., 297  
 Fiddis, C., 382, 386  
 Fielding, G., 347  
 Fingar, P., 516  
 Fisher, M.L., 42, 00  
 Fitzsimmons, J.A., 271, 277  
 Fitzsimmons, M.J., 271, 277  
 Fleming, D.K., 488  
  
 Flyvbjerg, B., 359  
 Formby, J.P., 317  
 Forrester, J.W., 84, 187  
 Forza, C., 180, 181  
 Frankel, E.G., 443  
 Freebairn, J.W., 445, 446  
  
 Gadde, L.-E., 86  
 Ganeshan, R., 217  
 Gardner, J.T., 105  
 Garrick, T., 473  
 Gattorna, J., 130  
 Gentry, J.J., 161  
 Gillen, D., 326, 334  
 Gilman, S., 148  
 Gilmore, J.H., 271, 273  
 Giuntini, R., 340  
 Goldratt, E.I., 89  
 Gooley, T.B., 370  
 Graham, A., 326, 331  
 Green, C., 86  
 Grimm, C., 367, 368, 369  
  
 Hägerstrand, T., 303  
 Håkansson, H., 86, 114  
 Hall, R.W., 92  
 Hamel, G., 134, 355, 357  
 Hammer, M., 116, 118, 120, 159, 172  
 Handfield, R.B., 100  
 Hanlon, J.P., 148  
 Harris, F., 198  
 Harris, R.G., 317  
 Harrison, A., 213, 409  
 Harutoshi, Y., 217  
 Harvey, J., 389  
 Hayes, R.H., 288  
 Hayuth, Y., 142, 488  
 Heaver, T.D., 20, 73, 74  
 Heizer, J., 525, 527  
 Hensher, D.A., 294, 302, 529  
 Herring, R.J., 69  
 Heskett, J.L., 281, 283  
 Hewitt, F., 99, 116, 118  
 Hicks, S., 393  
 Hill, C.W., 137  
 Hill, R.C., 92  
 Hill, T., 172  
 Hilmer, F., 254, 255  
 Hines, P., 87, 129, 160, 173, 176, 180, 188, 190,  
     193, 263, 409  
 Hise, R.T., 71  
 Hoekstra, S., 189  
 Holmes, G., 264  
 Horowitz, J.L., 303  
 Hurdock, B., 236  
 Hutchins, D., 38, 219

- Jackson, P., 381  
 Jaffe, D.T., 118  
 Jagtman, E., 395  
 Janic, M., 248  
 Janssen, B.J.P., 395  
 Jayaram, J., 100  
 Jedd, M., 517  
 Jessop, D., 180  
 Johansson, H.J., 130  
 Johansson, J.K., 426  
 Johnson, C.M., 518  
 Johnson, M., 519  
 Johnson, S.P., 285  
 Johnstone, M., 162  
 Jones, D., 38, 39, 87, 27, 129, 173, 174, 176, 180  
 Jourquin, B., 242, 496  
 Juran, J.M., 226
- Kahneman, D., 304  
 Kaiser, M., 471  
 Kaplan, R.S., 335, 92, 30  
 Kaplan, S., 473  
 Kash, D.E., 219, 516  
 Katz, I., 373  
 Katzner, D.W., 135  
 Kay, J., 130  
 Keebler, J.S., 26  
 Keeler, T.E., 317  
 Kellogg, D., 279  
 Kennedy, M., 515  
 Kimes, S., 278, 279  
 Kindred, H.M., 425  
 King, J., 302  
 Kirkpatrick, D., 340  
 Klaus, P., 100  
 Knetter, M., 70  
 Knill, B., 234  
 Kohler, U., 394, 395, 397, 402  
 Kohn, J.W., 166  
 Koppelman, F.S.  
 Koshi, M., 395, 404  
 Kreuzberger, E., 240, 242, 247, 250, 484, 485, 489, 495
- La Londe, B. J., 100  
 Lambert, D.M., 103, 104, 113, 114, 115, 116, 118, 119, 121, 157, 366  
 Lamming, R., 87  
 Langenwalter, G.A., 414, 415, 416  
 Lee, H.L., 100., 504  
 Lee-Gosselin, M.E.H., 297  
 Lerman, S., 294, 299  
 Levine, J., 358, 359  
 Lewis, J.C., 161  
 Lirtzman, S.I., 359  
 List, G., 473
- Litan, R.E., 69  
 Lonsdale, C., 255, 264  
 Louviere, J.J., 303  
 Lovelock, C.H., 279, 285  
 Lynn, L., 509
- Macbeth, D.K., 87, 184  
 Macneil, I.R., 117  
 Mahajan, V., 285  
 Mahmassani, H.S., 476  
 Mair, A., 89  
 Manheim, M.L., 27  
 Manner-Romberg, H., 455, 456  
 Marchese, U., 251  
 Martinich, J.S., 407  
 McCalla, R.J., 250, 497  
 McFadden, D., 299, 301  
 McGinnis, M.A., 166  
 McKenzie, D.R., 142, 143, 145, 146  
 McKinnon, A.C., 36, 45, 157, 161, 165, 257, 261, 340, 345, 348  
 McLaughlin, E.W., 387  
 Medina, B.B.V., 27  
 Metters, R., 279  
 Midoro, R.A., 149  
 Miles, L., 180, 190  
 Miles, R.E., 355  
 Miller-Hooks, E., 476  
 Mintzberg, H., 133  
 Mitchell, A., 384  
 Miyasita, K., 94  
 Miyazaki, A.D., 62  
 Molin, E.H., 304  
 Monden, Y., 173  
 Moore, B., 514, 515  
 Moore, C., 325  
 Morash, E.A., 159  
 Mulcahy, D.E., 225  
 Muller, E.W., 340  
 Muller, G., 143, 145, 147, 509  
 Murphy, P., 340
- Nalebuff, B.J., 128, 133  
 Nedungadi, P., 303  
 Negandhi, A.R., 358, 359  
 Nemoto, T., 395  
 New, C., 180, 181, 184  
 Nichols, E.L., 100  
 Nie, W., 279  
 Nijkamp, P., 152  
 Noori, H., 326  
 Norton, D.P., 130, 335  
 Notteboom, T., 247, 491, 492, 493, 494  
 Nozick, L.K., 476
- Ogden, K.W., 217, 398

- Ogier, T., 373  
 Ohbora, T., 385  
 O'Kelly, M.E., 488  
 Olavarrieta, S.S., 1131  
 Oldenburger, A.H., 395  
 Ooishi, R., 395, 404  
 Oppewal, H., 285  
 Ouchi, W.G., 135  
 Oum, T.H., 322
- Pagh, J.D., 167  
 Papillon, F., 197  
 Parasuraman, A., 282, 283, 284  
 Pas, E.L., 297  
 Payne, J.W., 295  
 Peck, H., 380  
 Pedrosa, L., 285  
 Peisch, R., 264  
 Pellew, M., 37  
 Penrose, E., 355  
 Persson, G., 165  
 Peters, M., 38  
 Peters, M.J., 217  
 Peters, T.J., 172, 253  
 Peterson, R  
 Pine, B.J., 271, 273  
 Pine, J.B., 89  
 Pitto, A., 149  
 Plaistow, J., 368  
 Polanyi, M., 357  
 Porter, M.E., 91, 106, 128, 129, 130, 157, 162, 379  
 Powell, W.W.  
 Powers, R., 533  
 Prahalad, C.K., 134, 355, 357  
 Price, L.L., 289  
 Ptak, C.A., 414  
 Pullman, M.E., 287, 288
- Quinn, F.J., 504  
 Quinn, J.B., 135, 254, 253, 255
- Rabinovich, E.R., 54, 257  
 Ramaswamy, R., 286,  
 Raux, C., 303  
 Razzaque, M., 265  
 Reichheld, F.F., 280  
 Render, B., 525, 527  
 Reynolds-Feighan, A.J., 436, 437, 439  
 Rich, N., 180, 188, 263  
 Riggs, D.A., 95  
 Robbins, S.L., 95  
 Roberts, D., 256  
 Roberts, J., 303  
 Robinson, R., 153  
 Robinson, T., 389
- Rockliffe, 508  
 Rodrigue, J.-P., 251, 487, 497  
 Rolstadas, A., 326, 328  
 Romme, S., 189  
 Rosen, C., 517  
 Rother, M., 180, 181  
 Rowney, M.J., 215  
 Ruijgrok, C.J., 482, 484  
 Rumelt, R.P., 131  
 Ruske, W., 394, 395  
 Russell, D., 94  
 Rust, R., 281, 283  
 Rycroft, R.W., 219
- Saccomano, A., 21  
 Sage, D., 464  
 Sako, M., 172  
 Sanchez, R., 134  
 Savy, M., 463  
 Sayez, 251  
 Schaefer, H., 464  
 Scharlacken, J.W., 100  
 Schary, P., 258  
 Schaumburg, T., 388  
 Schefter, P., 280  
 Schmenner, R.W., 279  
 Schon, D., 361  
 Schonberger, R.J., 89, 172, 409  
 Schonsleben, P., 407  
 Schragenheim, E., 414  
 Schwartz, B.M., 516  
 Scott, C.D., 118, 161  
 Seiderman, T., 516  
 Senge, P.M., 132  
 Sethi, V., 299  
 Shashikumar, N., 251  
 Shaver, D K., 471  
 Shaw, A., 82  
 Sheard, P., 92  
 Sheffi, Y., 100  
 Sheldon, D.H., 260, 410, 411  
 Sheng, C., 265  
 Shipbaugh, C., 520  
 Shobrys, D., 474  
 Shook, J., 180, 181  
 Silver, E., 197  
 Simmons, J., 437  
 Sims, E.R., 444  
 Sjholt, P., 358  
 Slack, B., 143, 145, 146, 147, 148, 247, 493  
 Slagmulder, R., 92  
 Slaughter, M., 70  
 Smith, B.C., 279  
 Snehota, I., 114  
 Snow, C.C., 355  
 Solomon, M., 295

- Soteriou, A., 285  
 Stang, D., 334  
 Stermerding, M.P., 304  
 Stern, L.W., 105, 107  
 Stevens, G.C., 100, 116, 161  
 Stewart, D.M., 289  
 Stewart, W., 157  
 Stock, J.R., 157  
 Stopford, M., 443, 448, 449  
 Stopher, P., 303  
 Strauss, A., 137  
 Suljoadikusumo, G.S., 476  
  
 Taha, H.A., 525, 527  
 Takeuchi, A., 89  
 Talley, W.K., 315, 316, 319  
 Talvitie, A., 325  
 Taneja, N., 437  
 Taniguchi, E., 394, 395, 403, 404  
 Tanja, P.T., 340  
 Tansik, D.A., 276, 289  
 Tavasszy, L.A., 33  
 Taylor, D., 173, 180  
 Taylor, S.A., 285  
 Taylor, S.Y., 217, 222, 395  
 Teufers, H.-P., 464  
 Thompson, R.G., 394  
 Thrift, N., 94  
 Timmermans, H.J.P., 307  
 Tincher, M.G., 410, 411  
 Towill, D.R., 100  
 Trace, K., 445, 446  
 Tracey, M., 219  
 Train, K., 301  
 Treacy, M., 130  
 Turnbull, P., 424  
 Turro, M., 43  
 Tyndall, G., 96, 100  
  
 van Binsbergen, A., 395  
 van der Heijden, R.E.C.M., 394  
 van Duin, J.H.R., 395, 396  
 van Goor, A.R., 482  
 Van Hoek, R., 167  
 Vanderbroeck, M., 259  
 Vargas, V., 279  
 Venkatesan, R., 134  
 Verma, R., 275, 287  
 Vermunt, A.J.M., 483, 486  
  
 Visser, J.G.S.N., 395  
 von Bohm-Bawerk, E., 128  
 von Mises, L., 128  
 Voss, C.A., 216, 409, 412  
 Vriens, M., 285  
  
 Wahba, M.A., 359  
 Wallace, T.F., 412  
 Wallengren, M., 374  
 Waller, D.L., 407  
 Warne, J., 215  
 Waterman, R., 172, 253  
 Waters, C.D.J., 209  
 Waters, D., 21  
 Waters, W.G., 322  
 Watkins, P.R., 529  
 Watson, J., 389  
 Watson, G., 26  
 Webster, F.E., 103, 135  
 Wemmerlov, U., 279  
 Wernerfelt, B., 128  
 Wesbrook, R., 161  
 White, P.E., 358, 359  
 Whitelegg, J., 340  
 Wiersam, F., 130  
 Wilson, R.H., 198  
 Winckelmans, W., 247  
 Wind, J., 285  
 Windle, R., 367  
 Winkelmans, W., 491, 492, 493, 494  
 Winston, C., 367, 369  
 Winter, S., 357  
 Winters, J., 384  
 Wittenberg-Cox, A., 172  
 Womack, J., 87, 173, 174, 176  
 Wood, D.F., 62  
 Wormald, J., 87  
 Wright, L., 279  
 Wright, W., 38  
 Wrigley, N., 385  
 Wurster, T.S., 95  
  
 Xu, K., 317  
  
 Yamada, T., 396  
 Young, R.R., 62  
 Young, S.T., 275