

MMBA 520 / CMSP 804

Operations and Supply Chain Management

View Online



Elias, A. A., Cavana, R. Y., & Jackson, L. S. (2002). Stakeholder analysis for R&D project management. *R and D Management*, 32(4), 301-310.
<https://doi.org/10.1111/1467-9310.00262>

Fitzsimmons, J. A., & Fitzsimmons, M. J. (2006). Case: 100 Yen Sushi House. In *Service management: operations, strategy, and information technology* (5th ed). McGraw-Hill/Irwin.

Guru interview: Robert Camp. (n.d.).
http://www.emeraldgroupublishing.com/learning/management_thinking/interviews/pdf/camp.pdf

Jacobs, F. R., Chase, R. B., & Lummus, R. R. (2011). Case: Hank Kolb, Director of Quality Assurance. In *Operations and supply chain management: Vol. The McGraw-Hill/Irwin series* (13th ed., global ed). McGraw-Hill Irwin.

Sterman, J. (2000). Causal loop diagrams. In *Business dynamics: systems thinking and modeling for a complex world*. Irwin/McGraw-Hill.