

MMBA 520 / CMSP 804

Operations and Supply Chain Management

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@article{Elias_Cavana_Jackson_2002, title={Stakeholder analysis for R&D project management}, volume={32}, DOI={10.1111/1467-9310.00262}, number={4}, journal={R and D Management}, author={Elias, Arun A. and Cavana, Robert Y. and Jackson, Laurie S.}, year={2002}, month={Sep}, pages={301-310} }

@inbook{Fitzsimmons_Fitzsimmons_2006, address={Boston}, edition={5th ed}, title={Case: 100 Yen Sushi House}, booktitle={Service management: operations, strategy, and information technology}, publisher={McGraw-Hill/Irwin}, author={Fitzsimmons, James A. and Fitzsimmons, Mona J.}, year={2006} }

@inbook{Jacobs_Chase_Lummus_2011, address={New York}, edition={13th ed., global ed}, title={Case: Hank Kolb, Director of Quality Assurance}, volume={The McGraw-Hill/Irwin series}, booktitle={Operations and supply chain management}, publisher={McGraw-Hill Irwin}, author={Jacobs, F. Robert and Chase, Richard B. and Lummus, Rhonda R.}, year={2011} }

@inbook{Sterman_2000, address={Boston}, title={Causal loop diagrams}, booktitle={Business dynamics: systems thinking and modeling for a complex world}, publisher={Irwin/McGraw-Hill}, author={Sterman, John}, year={2000} }

@misc{Guru interview: Robert Camp, url={http://www.emeraldgroupublishing.com/learning/management_thinking/interviews/pdf/camp.pdf} }