

MMBA 520 / CMSP 804

Operations and Supply Chain Management

View Online



Elias, Arun A., Robert Y. Cavana, and Laurie S. Jackson. 'Stakeholder Analysis for R&D Project Management'. *R and D Management* 32, no. 4 (September 2002): 301–10.
<https://doi.org/10.1111/1467-9310.00262>.

Fitzsimmons, James A., and Mona J. Fitzsimmons. 'Case: 100 Yen Sushi House'. In *Service Management: Operations, Strategy, and Information Technology*, 5th ed. Boston: McGraw-Hill/Irwin, 2006.

'Guru Interview: Robert Camp', n.d.
http://www.emeraldgroupublishing.com/learning/management_thinking/interviews/pdf/camp.pdf.

Jacobs, F. Robert, Richard B. Chase, and Rhonda R. Lummus. 'Case: Hank Kolb, Director of Quality Assurance'. In *Operations and Supply Chain Management*, 13th ed., Global ed. Vol. The McGraw-Hill/Irwin series. New York: McGraw-Hill Irwin, 2011.

Sterman, John. 'Causal Loop Diagrams'. In *Business Dynamics: Systems Thinking and Modeling for a Complex World*. Boston: Irwin/McGraw-Hill, 2000.