## MMBA 520 / CMSP 804

Operations and Supply Chain Management



Elias, Arun A., et al. 'Stakeholder Analysis for R&D Project Management'. R and D Management, vol. 32, no. 4, Sept. 2002, pp. 301–10, https://doi.org/10.1111/1467-9310.00262.

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

Guru Interview: Robert Camp.

http://www.emeraldgrouppublishing.com/learning/management\_thinking/interviews/pdf/camp.pdf.

Jacobs, F. Robert, et al. 'Case: Hank Kolb, Director of Quality Assurance'. Operations and Supply Chain Management, 13th ed., Global ed, vol. The McGraw-Hill/Irwin series, McGraw-Hill Irwin, 2011.

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