

Reading list for Sustainable Quality Management (SMMY31), 7,5 credits.

The reading list was approved by the Board of the Department of Service Studies 2024-05-22.

The reading list is valid from 2024-05-22.

- Boulter, Louise, Bendell, Tony & Dahlgaard, Jens .J. (2013). Total quality beyond North America: A comparative analysis of the performance of European Excellence Award winners, *International Journal of Operations & Production Management*, Vol. 33 (2), p.197-215.
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- Cameron, Kim S. & Barnett, Carole, K. (2000). Organization Quality as a Cultural Variable - An Empirical Investigation of Quality Cultures in Cole, R.E. & Scott, R. (ed.), (2000). *The Quality Movement & Organization Theory*, Sage, p. 271-294.
- Dahlgaard-Park, Su Mi. (ed.), (2015). *Encyclopedia of Quality and the Service Economy*, SAGE
- Dahlgaard-Park, Su Mi. (2013). Seven-S Framework, in: Kessler, E.H. (ed.), *Encyclopedia of Management Theory*, Sage.
- Dahlgaard-Park, Su Mi. (1999). The evolution patterns of quality management: Some reflections on the quality movement. *Total Quality Management*, 10 (4&5), p. 473–480.
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- Dahlgaard-Park, Su Mi. (red.) (2006). Special Issue: Transformation and consistency in the quality movement. *The TQM Magazine*, 18 (3). Doi: 10.1108/tqmm.2006.10618caa.001
- Dahlgaard-Park, Su Mi. (2012). Core values – the entrance to human satisfaction and commitment, *Total Quality Management & Business Excellence*, 23 (2), p. 125-140. Doi: 10.1080/14783363.2012.655067
- Dahlgaard, Su Mi. (2011), The quality movement: where are you going?, *Total Quality Management & Business Excellence*, 22 (5), p. 493-516. Doi: 10.1080/14783363.2011.578481
- Dahlgaard, Su Mi & Dahlgaard, Jens J. (2010). Organizational learnability and innovability: A system for assessing, diagnosing and improving innovations, *International Journal of Quality and Service Sciences*, Vol. 2 (2), p. 153-174. Doi: 10.1108/17566691011057339
- Dahlgaard-Park, Su Mi & Dahlgaard, Jens J. (2007). Excellence – 25 years evolution, *Int. Journal of Management History*, Vol. 13 (4), p. 371-393. Doi: 10.1108/17511340710819606
- Dean, James W. & Bowen, David E. (1994). Management theory and total quality: Improving research and practice through theory development. *The Academy of Management Review*, 19(3), p. 392–418. Doi: 10.5465/AMR.1994.9412271803
- Hamada, Tomoko. (2000). Quality as a Cultural Concept – Messages and Metamessages (2000) in Cole, R.E. & Scott, R. (ed.) (2000). *The Quality Movement & Organization Theory*, Sage, p. 295-312.
- Hackman, J. Richard & Wageman, Ruth. (1995). Total Quality Management - Empirical, Conceptual and Practical Issues, *Administrative Science Quarterly*, Vol. 40, p. 309-342.
- Hellsten, Ulrika & Klefsjö, Bengt. (2000). TQM as a management system consisting of values, techniques and tools. *The TQM Magazine*, 12(4), p. 238–244. Doi: doi.org/10.1108/09544780010325822
- Mann, Robin., Adebajo, Dotun., Laosirihongthong, Tritos & Punnakitikashem, Prattana. (2011). Awareness and impact of business excellence in Asia. *Total Quality Management & Business Excellence*, 22 (11), p. 1237–1258. Doi.org/10.1080/14783363.2011.624772
- Lawler, EE III (1994). Total Quality Management and employee involvement: Are they compatible? *Academy of Management Perspectives*, Vol. 8 (1), p. 68-76. Doi.org/10.5465/ame.1994.9411302396
- Winter, Sidney. (1994). Organizing for Continuous Improvement – Evolutionary Theory Meets the Quality Revolution, in Cole, R.E. & Scott, R. (ed.) (2000). *The Quality Movement & Organization Theory*, Sage, p. 49-64.

Weick, Karl. (2000). Quality Improvement – A Sensemaking Perspective, in Cole, R.E & Scott, R. ed. (2000). *The Quality Movement & Organization Theory*, Sage, p. 155-172.

Total amount of pages: Approx. 600