## REF 2014: Research outputs (REF2) (sorted by title)

## 19 – Business and Management Studies

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A conceptualization of the determinants of small business Website adoption: Setting the research agenda. International Small Business Journal, 26 (3). pp. 351-389. [Journal article]

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<u>A grounded theory research approach to building and testing TQM theory in operations management.</u> Omega The International Journal of Management Science, 36 (5). pp. 825-837. [Journal article]

<u>A new era of consumer marketing? An application of co-creational marketing to the music industry.</u> European Journal of Marketing, 47 (11/12). pp. 1859-1889. [Journal article]

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An exploration of multinational enterprise knowledge resources and foreign subsidiary performance Journal of World Business. 48 (1). pp. 30-38. [Journal article]

<u>An exploration of small business Website optimization: Enablers, influencers and an assessment approach.</u> International Small Business Journal, 29 (5). pp. 534-561. [Journal article]

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<u>Collaborative knowledge sharing in Composite New Product Development: An aerospace study.</u> Technovation, 28 (5). pp. 245-256. [Journal article]

<u>Collaborative supply chain practices and performance: exploring the key role of information quality.</u> Supply Chain Management: An International Journal, 15 (6). pp. 463-473. [Journal article]

<u>Creating outsourced shared services arrangements: Lessons from the public sector.</u> European Management Journal, 29 (6). pp. 448-461. [Journal article]

<u>Critical factors underpinning the e-crm activities of SMEs.</u> Journal of Marketing Management, 27 (5/6). pp. 503-529. [Journal article]

<u>Customer loyalty: an empirical study.</u> European Journal of Marketing, 42 (9/10). pp. 1084-1094. [Journal article]

<u>Developing a conceptual model of lead performance measurement and benchmarking.</u> International Journal of Operations & Production Management, 28 (12). pp. 1153-1185. [Journal article]

<u>Developing a model of innovation implementation for UK SMEs: A path analysis and explanatory case</u> <u>analysis.</u> International Small Business Journal, 28 (3). pp. 195-214. [Journal article]

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<u>Digital loyalty card 'big data' and small business marketing: Formal versus informal or complementary?</u> International Small Business Journal . [Journal article]

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