

Timothy Keiningham

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4050484/publications.pdf>

Version: 2024-02-01

8
papers

322
citations

1937685
4
h-index

1588992
8
g-index

8
all docs

8
docs citations

8
times ranked

248
citing authors

#	ARTICLE	IF	CITATIONS
1	Customer experience driven business model innovation. Journal of Business Research, 2020, 116, 431-440.	10.2	140
2	The interplay of customer experience and commitment. Journal of Services Marketing, 2017, 31, 148-160.	3.0	75
3	Turning Complaining Customers into Loyal Customers: Moderators of the Complaint Handlingâ€“Customer Loyalty Relationship. Journal of Marketing, 2020, 84, 79-99.	11.3	53
4	Return on Quality at Chase Manhattan Bank. Interfaces, 1999, 29, 62-72.	1.5	34
5	Global trends in hospitality. Journal of Business Research, 2022, 142, 957-973.	10.2	8
6	Operationalizing Relative Customer Value. Journal of Creating Value, 2017, 3, 184-192.	0.9	5
7	Some Foundational Factors for Promoting Human Flourishing. Humanistic Management Journal, 2019, 4, 219-233.	1.4	4
8	Building service businesses in Africa: Introducing the business builder model. Thunderbird International Business Review, 2020, 62, 5-16.	1.8	3