

Tore Strandvik

List of Publications by Year in descending order

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41
papers

4,083
citations

304368

22
h-index

301761

39
g-index

43
all docs

43
docs citations

43
times ranked

2241
citing authors

#	ARTICLE	IF	CITATIONS
1	Managing Customer Relationships for Profit: The Dynamics of Relationship Quality. <i>Journal of Service Management</i> , 1994, 5, 21-38.	2.2	875
2	A customerâ€™dominant logic of service. <i>Journal of Service Management</i> , 2010, 21, 531-548.	4.4	504
3	Emotions in service satisfaction. <i>Journal of Service Management</i> , 1997, 8, 148-169.	2.2	483
4	The effects of satisfaction and loyalty on profits and growth: Products versus services. <i>Total Quality Management and Business Excellence</i> , 2000, 11, 917-927.	0.6	248
5	Customer dominant value formation in service. <i>European Business Review</i> , 2013, 25, 104-123.	1.9	246
6	Customer-dominant logic: foundations and implications. <i>Journal of Services Marketing</i> , 2015, 29, 472-484.	1.7	208
7	Estimating Zones of Tolerance in Perceived Service Quality and Perceived Service Value. <i>Journal of Service Management</i> , 1993, 4, 6-28.	2.2	168
8	The nature of customer relationships in services. <i>Advances in Services Marketing and Management</i> , 1995, , 141-167.	0.3	161
9	Reframing service innovation: COVID-19 as a catalyst for imposed service innovation. <i>Journal of Service Management</i> , 2020, 32, 101-112.	4.4	148
10	Initiation of business relationships in service-dominant settings. <i>Industrial Marketing Management</i> , 2008, 37, 339-350.	3.7	113
11	Is a critical incident critical for a customer relationship?. <i>Managing Service Quality</i> , 2000, 10, 82-91.	2.4	84
12	Customer needing: a challenge for the seller offering. <i>Journal of Business and Industrial Marketing</i> , 2012, 27, 132-141.	1.8	81
13	The nature of customer relationships in services. <i>Advances in Services Marketing and Management</i> , 1995, , xxiii-xxiv.	0.3	76
14	Stress in business relationships. <i>Journal of Business and Industrial Marketing</i> , 2005, 20, 12-22.	1.8	72
15	Consumer responsiveness to mobile marketing. <i>International Journal of Mobile Communications</i> , 2007, 5, 603.	0.2	71
16	Monitoring valueâ€™inâ€™use of eâ€™service. <i>Journal of Service Management</i> , 2009, 20, 33-51.	4.4	57
17	Reflections on customersâ€™ primary role in markets. <i>European Management Journal</i> , 2018, 36, 1-11.	3.1	57
18	Ethical consumers' brand avoidance. <i>Journal of Product and Brand Management</i> , 2013, 22, 484-490.	2.6	42

#	ARTICLE	IF	CITATIONS
19	Communication as an element of service value. <i>Journal of Service Management</i> , 2005, 16, 186-198.	2.2	41
20	Corporate brand evolution: corporate brand images evolving in consumers' everyday life. <i>European Business Review</i> , 2010, 22, 276-286.	1.9	40
21	Ethical consumers' brand avoidance. <i>Journal of Product and Brand Management</i> , 2014, 23, 114-120.	2.6	35
22	The mental footprint of marketing in the boardroom. <i>Journal of Service Management</i> , 2014, 25, 241-252.	4.4	35
23	Critical times in business relationships. <i>European Business Review</i> , 2009, 21, 326-343.	1.9	25
24	A Comparison of Episode Performance and Relationship Performance for a Discrete Service. , 1995, , 111-139.		25
25	Perception configurations in business relationships. <i>Management Decision</i> , 1999, 37, 686-696.	2.2	24
26	From prescription to description: a critique and reorientation of service culture. <i>Managing Service Quality</i> , 2005, 15, 230-244.	2.4	21
27	Digitalization challenging institutional logics. <i>Journal of Service Theory and Practice</i> , 2017, 27, 219-236.	1.9	20
28	“One of these days, things are going to change!” How do you make sense of market disruption?. <i>Business Horizons</i> , 2018, 61, 477-486.	3.4	16
29	Negative critical waves in business relationships: an extension of the critical incident perspective. <i>Journal of Business and Industrial Marketing</i> , 2014, 29, 284-294.	1.8	15
30	Invisible communication: a challenge to established marketing communication. <i>European Business Review</i> , 2012, 24, 120-133.	1.9	14
31	Mapping the “roots” of the consumer's image “use of companies. <i>Journal of Product and Brand Management</i> , 2010, 19, 423-431.	2.6	12
32	Discovering the unfolding of service innovations. <i>Journal of Business and Industrial Marketing</i> , 2014, 29, 143-150.	1.8	11
33	Mental models of customer ownership in the executive board: A case study in the pension insurance sector. <i>Journal of Co-operative Organization and Management</i> , 2018, 6, 1-10.	0.9	11
34	Revealing business customers’ hidden value formation in service. <i>Journal of Business and Industrial Marketing</i> , 2019, 34, 1145-1159.	1.8	9
35	How to diagnose business-to-business relationships by mapping negative incidents. <i>Journal of Marketing Management</i> , 2008, 24, 361-381.	1.2	8
36	Emotional strategizing in service innovation. <i>Management Decision</i> , 2016, 54, 270-287.	2.2	8

#	ARTICLE	IF	CITATIONS
37	Exploring and Managing Negative Incidents in Business Relationships. Journal of Customer Behavior, 2005, 4, 227-250.	0.0	5
38	Criticality of Critical Incidents in Customer Relationships. , 1999, , 89-110.		4
39	User-defined ecosystems in health and social care. Journal of Services Marketing, 2022, 36, 41-56.	1.7	4
40	Viewpoint: applying pragmatism to stimulate service research and practice – a European perspective. Journal of Services Marketing, 2022, 36, 467-475.	1.7	2
41	To be or not to be corporate heritage oriented? A study of managers'™ corporate heritage mindsets. European Management Journal, 2021, , .	3.1	1