

Tore Strandvik

List of Publications by Year in descending order

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Version: 2024-02-01

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 | Viewpoint: applying pragmatism to stimulate service research and practice – a European perspective. Journal of Services Marketing, 2022, 36, 467-475. | 1.7 | 2 |
| 2 | User-defined ecosystems in health and social care. Journal of Services Marketing, 2022, 36, 41-56. | 1.7 | 4 |
| 3 | To be or not to be corporate heritage oriented? A study of managers'™ corporate heritage mindsets. European Management Journal, 2021, , . | 3.1 | 1 |
| 4 | Reframing service innovation: COVID-19 as a catalyst for imposed service innovation. Journal of Service Management, 2020, 32, 101-112. | 4.4 | 148 |
| 5 | Revealing business customers'™ hidden value formation in service. Journal of Business and Industrial Marketing, 2019, 34, 1145-1159. | 1.8 | 9 |
| 6 | Mental models of customer ownership in the executive board: A case study in the pension insurance sector. Journal of Co-operative Organization and Management, 2018, 6, 1-10. | 0.9 | 11 |
| 7 | –One of these days, things are going to change!–How do you make sense of market disruption?. Business Horizons, 2018, 61, 477-486. | 3.4 | 16 |
| 8 | Reflections on customers'™ primary role in markets. European Management Journal, 2018, 36, 1-11. | 3.1 | 57 |
| 9 | Digitalization challenging institutional logics. Journal of Service Theory and Practice, 2017, 27, 219-236. | 1.9 | 20 |
| 10 | Emotional strategizing in service innovation. Management Decision, 2016, 54, 270-287. | 2.2 | 8 |
| 11 | Customer-dominant logic: foundations and implications. Journal of Services Marketing, 2015, 29, 472-484. | 1.7 | 208 |
| 12 | Ethical consumers' brand avoidance. Journal of Product and Brand Management, 2014, 23, 114-120. | 2.6 | 35 |
| 13 | The mental footprint of marketing in the boardroom. Journal of Service Management, 2014, 25, 241-252. | 4.4 | 35 |
| 14 | Discovering the unfolding of service innovations. Journal of Business and Industrial Marketing, 2014, 29, 143-150. | 1.8 | 11 |
| 15 | Negative critical waves in business relationships: an extension of the critical incident perspective. Journal of Business and Industrial Marketing, 2014, 29, 284-294. | 1.8 | 15 |
| 16 | Customer dominant value formation in service. European Business Review, 2013, 25, 104-123. | 1.9 | 246 |
| 17 | Ethical consumers' brand avoidance. Journal of Product and Brand Management, 2013, 22, 484-490. | 2.6 | 42 |
| 18 | Customer needing: a challenge for the seller offering. Journal of Business and Industrial Marketing, 2012, 27, 132-141. | 1.8 | 81 |

| # | ARTICLE | IF | CITATIONS |
|----|---|-----|-----------|
| 19 | Invisible communication: a challenge to established marketing communication. <i>European Business Review</i> , 2012, 24, 120-133. | 1.9 | 14 |
| 20 | Mapping the "roots" of the consumer's image in use of companies. <i>Journal of Product and Brand Management</i> , 2010, 19, 423-431. | 2.6 | 12 |
| 21 | A customer-dominant logic of service. <i>Journal of Service Management</i> , 2010, 21, 531-548. | 4.4 | 504 |
| 22 | Corporate brand evolution: corporate brand images evolving in consumers' everyday life. <i>European Business Review</i> , 2010, 22, 276-286. | 1.9 | 40 |
| 23 | Monitoring value in use of e-service. <i>Journal of Service Management</i> , 2009, 20, 33-51. | 4.4 | 57 |
| 24 | Critical times in business relationships. <i>European Business Review</i> , 2009, 21, 326-343. | 1.9 | 25 |
| 25 | Initiation of business relationships in service-dominant settings. <i>Industrial Marketing Management</i> , 2008, 37, 339-350. | 3.7 | 113 |
| 26 | How to diagnose business-to-business relationships by mapping negative incidents. <i>Journal of Marketing Management</i> , 2008, 24, 361-381. | 1.2 | 8 |
| 27 | Consumer responsiveness to mobile marketing. <i>International Journal of Mobile Communications</i> , 2007, 5, 603. | 0.2 | 71 |
| 28 | From prescription to description: a critique and reorientation of service culture. <i>Managing Service Quality</i> , 2005, 15, 230-244. | 2.4 | 21 |
| 29 | Exploring and Managing Negative Incidents in Business Relationships. <i>Journal of Customer Behavior</i> , 2005, 4, 227-250. | 0.0 | 5 |
| 30 | Stress in business relationships. <i>Journal of Business and Industrial Marketing</i> , 2005, 20, 12-22. | 1.8 | 72 |
| 31 | Communication as an element of service value. <i>Journal of Service Management</i> , 2005, 16, 186-198. | 2.2 | 41 |
| 32 | 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 |
| 33 | Is a critical incident critical for a customer relationship?. <i>Managing Service Quality</i> , 2000, 10, 82-91. | 2.4 | 84 |
| 34 | Perception configurations in business relationships. <i>Management Decision</i> , 1999, 37, 686-696. | 2.2 | 24 |
| 35 | Criticality of Critical Incidents in Customer Relationships. , 1999, , 89-110. | | 4 |
| 36 | Emotions in service satisfaction. <i>Journal of Service Management</i> , 1997, 8, 148-169. | 2.2 | 483 |

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|----|---|-----|-----------|
| 37 | A Comparison of Episode Performance and Relationship Performance for a Discrete Service. , 1995, , 111-139. | | 25 |
| 38 | The nature of customer relationships in services. Advances in Services Marketing and Management, 1995, , xxiii-xxiv. | 0.3 | 76 |
| 39 | The nature of customer relationships in services. Advances in Services Marketing and Management, 1995, , 141-167. | 0.3 | 161 |
| 40 | Managing Customer Relationships for Profit: The Dynamics of Relationship Quality. Journal of Service Management, 1994, 5, 21-38. | 2.2 | 875 |
| 41 | Estimating Zones of Tolerance in Perceived Service Quality and Perceived Service Value. Journal of Service Management, 1993, 4, 6-28. | 2.2 | 168 |