# Bo Edvardsson

List of Publications by Year
in descending order

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|---|---|---|---|
| 129 papers | 10,133 citations | 36203<br>51 h-index | 35952<br>97 g-index |
| 134 all docs | 134 docs citations | 134 times ranked | 4779 citing authors |

| # | Article | IF | Citations |
|---|---------|-----|-----------|
| 1 | Expanding understanding of service exchange and value co-creation: a social construction approach. Journal of the Academy of Marketing Science, 2011, 39, 327-339. | 7.2 | 1,027 |
| 2 | Key Concepts for New Service Development. Service Industries Journal, 1996, 16, 140-164. | 5.0 | 557 |
| 3 | Service portraits in service research: a critical review. Journal of Service Management, 2005, 16, 107-121. | 2.2 | 533 |
| 4 | A customerâ€dominant logic of service. Journal of Service Management, 2010, 21, 531-548. | 4.4 | 504 |
| 5 | New service development: learning from and with customers. Journal of Service Management, 2004, 15, 479-498. | 2.2 | 396 |
| 6 | Value in use through service experience. Managing Service Quality, 2008, 18, 112-126. | 2.4 | 349 |
| 7 | The effects of satisfaction and loyalty on profits and growth: Products versus services. Total Quality Management and Business Excellence, 2000, 11, 917-927. | 0.6 | 248 |
| 8 | Match or Mismatch: Strategy-Structure Configurations in the Service Business of Manufacturing Companies. Journal of Service Research, 2010, 13, 198-215. | 7.8 | 248 |
| 9 | Innovation in service ecosystemsâ€"Breaking, making, and maintaining institutionalized rules of resource integration. Journal of Business Research, 2016, 69, 2964-2971. | 5.8 | 240 |
| 10 | Cocreating Customer Value Through Hyperreality in the Prepurchase Service Experience. Journal of Service Research, 2005, 8, 149-161. | 7.8 | 224 |
| 11 | Service quality: beyond cognitive assessment. Managing Service Quality, 2005, 15, 127-131. | 2.4 | 195 |
| 12 | Service Breakdowns: A Study of Critical Incidents in an Airline. Journal of Service Management, 1992, 3, 17-29. | 2.2 | 189 |
| 13 | Institutional logics matter when coordinating resource integration. Marketing Theory, 2014, 14, 291-309. | 1.7 | 181 |
| 14 | Critical incident techniques. Journal of Service Management, 2001, 12, 251-268. | 2.2 | 177 |
| 15 | Customer integration within service developmentâ€"A review of methods and an analysis of insitu and exsitu contributions. Technovation, 2012, 32, 419-429. | 4.2 | 173 |
| 16 | Frequency of negative critical incidents and satisfaction with public transport services. I. Journal of Retailing and Consumer Services, 2001, 8, 95-104. | 5.3 | 171 |
| 17 | Quality in new service development: Key concepts and a frame of reference. International Journal of Production Economics, 1997, 52, 31-46. | 5.1 | 156 |
| 18 | Coâ€creation in Radical Service Innovation: A Systematic Analysis of Microlevel Processes. Journal of Product Innovation Management, 2012, 29, 935-951. | 5.2 | 153 |

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| 19 | Analysis, planning, improvisation and control in the development of new services. Journal of Service Management, 1995, 6, 24-35. | 2.2 | 150 |
| 20 | Service Ecosystem Design: Propositions, Process Model, and Future Research Agenda. Journal of Service Research, 2021, 24, 168-186. | 7.8 | 132 |
| 21 | Drivers of customers' service experiences: a study in the restaurant industry. Managing Service Quality, 2010, 20, 236-258. | 2.4 | 129 |
| 22 | Design for Value Co-Creation: Exploring Synergies Between Design for Service and Service Logic. Service Science, 2014, 6, 106-121. | 0.9 | 127 |
| 23 | A systems perspective on markets â€" Toward a research agenda. Journal of Business Research, 2017, 79, 260-268. | 5.8 | 126 |
| 24 | A new conceptualization of service innovation grounded in Sâ€D logic and service systems. International Journal of Quality and Service Sciences, 2013, 5, 19-31. | 1.4 | 123 |
| 25 | Initiation of business relationships in service-dominant settings. Industrial Marketing Management, 2008, 37, 339-350. | 3.7 | 113 |
| 26 | The impact of service orientation in corporate culture on business performance in manufacturing companies. Journal of Service Management, 2010, 21, 237-259. | 4.4 | 98 |
| 27 | Linking service design to value creation and service research. Journal of Service Management, 2016, 27, 21-29. | 4.4 | 90 |
| 28 | Is a critical incident critical for a customer relationship?. Managing Service Quality, 2000, 10, 82-91. | 2.4 | 84 |
| 29 | Measuring service experience: Applying the satisfaction with travel scale in public transport. Journal of Retailing and Consumer Services, 2012, 19, 413-418. | 5.3 | 82 |
| 30 | Customer needing: a challenge for the seller offering. Journal of Business and Industrial Marketing, 2012, 27, 132-141. | 1.8 | 81 |
| 31 | Show you care: initiating co-creation in service recovery. Journal of Service Management, 2014, 25, 369-387. | 4.4 | 75 |
| 32 | Cocreating the Arab Spring. Journal of Service Research, 2015, 18, 250-264. | 7.8 | 73 |
| 33 | A capability perspective on service business development in small and medium-sized suppliers. Scandinavian Journal of Management, 2012, 28, 321-339. | 1.0 | 71 |
| 34 | A Critical Incident Approach to Examining the Effects of Service Failures on Customer Relationships. Journal of Travel Research, 1996, 35, 35-40. | 5.8 | 70 |
| 35 | Design dimensions of experience rooms for service test drives. Managing Service Quality, 2010, 20, 312-327. | 2.4 | 70 |
| 36 | Customer focused service development in practice â€" A case study at Scandinavian Airlines System (SAS). Journal of Service Management, 1999, 10, 344-358. | 2.2 | 69 |

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| 37 | 'The IKEA Saga': How Service Culture Drives Service Strategy. Service Industries Journal, 2002, 22, 153-186. | 5.0 | 69 |
| 38 | Internationalisation in Service Companies. Service Industries Journal, 1993, 13, 80-97. | 5.0 | 68 |
| 39 | Does service‐dominant design result in a better service system?. Journal of Service Management, 2011, 22, 540-556. | 4.4 | 68 |
| 40 | Values‐based service quality for sustainable business. Managing Service Quality, 2007, 17, 385-403. | 2.4 | 65 |
| 41 | The service excellence and innovation model: Lessons from IKEA and other service frontiers. Total Quality Management and Business Excellence, 2011, 22, 535-551. | 2.4 | 65 |
| 42 | Exploring the role of the service environment in forming customer's service experience. International Journal of Quality and Service Sciences, 2011, 3, 110-124. | 1.4 | 65 |
| 43 | Having a strategy for new service development – does it really matter?. Journal of Service Management, 2013, 24, 25-44. | 4.4 | 65 |
| 44 | Internal Service Quality and the Psychosocial Work Environment: An Empirical Analysis of Conceptual Interrelatedness. Service Industries Journal, 1997, 17, 252-263. | 5.0 | 60 |
| 45 | Causes of customer dissatisfaction –studies of public transport by the critical‐incident method. Managing Service Quality, 1998, 8, 189-197. | 2.4 | 60 |
| 46 | Service quality improvement. Managing Service Quality, 1998, 8, 142-149. | 2.4 | 58 |
| 47 | E‐government and service orientation: gaps between theory and practice. International Journal of Public Sector Management, 2008, 21, 74-92. | 1.2 | 58 |
| 48 | Service Systems as a Foundation for Resource Integration and Value Co-Creation. Review of Marketing Research, 2012, , 79-126. | 0.2 | 58 |
| 49 | Reshaping mental models – enabling innovation through service design. Journal of Service Management, 2019, 30, 75-104. | 4.4 | 58 |
| 50 | Conceptualizing resource integration as an embedded process: Matching, resourcing and valuing. Marketing Theory, 2019, 19, 65-84. | 1.7 | 58 |
| 51 | Service Quality in Customer Relationships:. Service Industries Journal, 1988, 8, 427-445. | 5.0 | 56 |
| 52 | Customer experience from a self-service system perspective. Journal of Service Management, 2014, 25, 677-698. | 4.4 | 54 |
| 53 | A content analysis of complaints and compliments. Managing Service Quality, 2003, 13, 20-26. | 2.4 | 53 |
| 54 | Service business development in small and medium capital goods manufacturing companies. Managing Service Quality, 2010, 20, 123-139. | 2.4 | 53 |

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| 55 | Paradigms in service research. Journal of Service Management, 2011, 22, 560-585. | 4.4 | 50 |
| 56 | Innovation in service ecosystems. Journal of Service Management, 2016, 27, 619-651. | 4.4 | 48 |
| 57 | Perceived Service Quality Attributes in Public Transport: Inferences from Complaints and Negative Critical Incidents. Journal of Public Transportation, 1998, 2, 67-89. | 0.3 | 48 |
| 58 | Understanding new service development and service innovation through innovation modes. Journal of Business and Industrial Marketing, 2014, 29, 123-131. | 1.8 | 47 |
| 59 | Exploring internal mechanisms forming customer servicescape experiences. Journal of Service Management, 2012, 23, 677-695. | 4.4 | 46 |
| 60 | The role of social platforms in transforming service ecosystems. Journal of Business Research, 2016, 69, 1933-1938. | 5.8 | 46 |
| 61 | Service Business Development in Small- to Medium-Sized Equipment Manufacturers. Journal of Business-to-Business Marketing, 2012, 19, 33-66. | 0.8 | 45 |
| 62 | Valuesâ€based service brands: narratives from IKEA. Managing Service Quality, 2006, 16, 230-246. | 2.4 | 44 |
| 63 | Service Innovation and Customer Co-development. Service Science: Research and Innovations in the Service Economy, 2010, , 561-577. | 1.1 | 43 |
| 64 | Motivation: The missing driver for theorizing about resource integration. Marketing Theory, 2018, 18, 493-519. | 1.7 | 42 |
| 65 | Recovering service failure through resource integration. Service Industries Journal, 2014, 34, 1253-1271. | 5.0 | 40 |
| 66 | Value proposition test-driving for service innovation: how frontline employees innovate value propositions. Journal of Service Theory and Practice, 2016, 26, . | 1.9 | 38 |
| 67 | Examining how context change foster service innovation. Journal of Service Management, 2018, 29, 932-955. | 4.4 | 38 |
| 68 | Innovation and TQM in Swedish higher education institutions â€" possibilities and pitfalls. The TQM Journal, 2003, 15, 99-107. | 0.9 | 37 |
| 69 | A SOS construct of negative emotions in customers' service experience (CSE) and service recovery by firms (SRF). Journal of Services Marketing, 2011, 25, 323-335. | 1.7 | 37 |
| 70 | Complex service recovery processes: how to avoid triple deviation. Managing Service Quality, 2011, 21, 331-349. | 2.4 | 35 |
| 71 | Emotions and stability in telecomâ€customer relationships. Journal of Service Management, 2009, 20, 192-208. | 4.4 | 34 |
| 72 | Transforming from the goods to the service-dominant logic. Marketing Theory, 2016, 16, 101-121. | 1.7 | 34 |

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| 73 | A scaling up framework for innovative service ecosystems: lessons from Eataly and KidZania. Journal of Service Management, 2018, 29, 146-175. | 4.4 | 32 |
| 74 | Does one size fit all? New service development across different types of services. Journal of Service Management, 2017, 28, 329-347. | 4.4 | 29 |
| 75 | Determinants of services co-creation with business customers. Journal of Services Marketing, 2017, 31, 85-103. | 1.7 | 29 |
| 76 | The role of customer clubs in recent telecom relationships. Journal of Service Management, 2005, 16, 436-454. | 2.2 | 28 |
| 77 | Effects of eâ€government on service design as perceived by employees. Managing Service Quality, 2008, 18, 457-478. | 2.4 | 28 |
| 78 | Managing the innovation co-creation challenge. Organizational Dynamics, 2012, 41, 281-290. | 1.6 | 27 |
| 79 | Customer clubs in a relationship perspective: a telecom case. Managing Service Quality, 2004, 14, 157-168. | 2.4 | 25 |
| 80 | Critical times in business relationships. European Business Review, 2009, 21, 326-343. | 1.9 | 25 |
| 81 | Defining relationship quality for customerâ€driven business development. Journal of Service Management, 2006, 17, 207-223. | 2.2 | 24 |
| 82 | The role of competence in initiating the transition from products to service. Managing Service Quality, 2009, 19, 493-510. | 2.4 | 24 |
| 83 | A DIPâ€construct of perceived justice in negative service encounters and complaint handling in the Norwegian tourism industry. Managing Service Quality, 2010, 20, 26-45. | 2.4 | 24 |
| 84 | Why is serviceâ€dominant logic based service system better?. International Journal of Quality and Service Sciences, 2013, 5, 171-190. | 1.4 | 22 |
| 85 | The institutional turn in service research: taking stock and moving ahead. Journal of Services Marketing, 2020, 34, 373-387. | 1.7 | 22 |
| 86 | Customer Complaints and Switching Behaviorâ€"A Study of Relationship Dynamics in a Telecommunication Company. Journal of Relationship Marketing, 2003, 2, 43-68. | 2.8 | 20 |
| 87 | Customerâ€support service in the relationship perspective. Managing Service Quality, 2008, 18, 87-107. | 2.4 | 18 |
| 88 | Getting in with the â€œInâ€crowd: how to put marketing back on the CEO's agenda. Journal of Service Management, 2014, 25, 195-212. | 4.4 | 18 |
| 89 | Corporate Social Responsibility for Charity or for Service Business?. Asian Journal on Quality, 2008, 9, 55-67. | 0.5 | 17 |
| 90 | Quality improvement in governmental services. The TQM Journal, 2006, 18, 7-21. | 0.9 | 16 |

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| 91 | Success Factors in New Service Development and Value Creation through Services. , 2007, , 165-183. | | 16 |
| 92 | Degree of service-orientation in the pulp and paper industry. International Journal of Services, Technology and Management, 2009, 11, 24. | 0.1 | 16 |
| 93 | The physical environment as a driver of customers' service experiences at restaurants. International Journal of Quality and Service Sciences, 2012, 4, 104-119. | 1.4 | 16 |
| 94 | 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 |
| 95 | Moving Toward Collaborative Service Recovery: A Multiactor Orientation. Service Science, 2019, 11, 201-212. | 0.9 | 15 |
| 96 | The road back to relevance. Journal of Service Management, 2014, 25, 166-170. | 4.4 | 14 |
| 97 | Alignment of resources, actors and contexts for value creation. International Journal of Quality and Service Sciences, 2019, 11, 424-438. | 1.4 | 14 |
| 98 | Institutional change and routine dynamics in service ecosystems. Journal of Services Marketing, 2020, 34, 575-586. | 1.7 | 13 |
| 99 | The role of intellectual capital in fostering SD-Orientation and firm performance. Journal of Intellectual Capital, 2020, 22, 57-75. | 3.1 | 13 |
| 100 | The contextualization of human resource and quality management: a sensemaking perspective on everybody's involvement. International Journal of Human Resource Management, 2005, 16, 736-751. | 3.3 | 12 |
| 101 | Mapping the â€œrootsâ€•of the consumer's imageâ€in-â€use of companies. Journal of Product and Brand Management, 2010, 19, 423-431. | 2.6 | 12 |
| 102 | Improving the prerequisites for customer satisfaction and performance. International Journal of Quality and Service Sciences, 2010, 2, 239-258. | 1.4 | 10 |
| 103 | My Customers Are in My Blind Spot. Journal of Service Research, 2012, 15, 150-165. | 7.8 | 10 |
| 104 | Customer roles from a self-service system perspective. International Journal of Quality and Service Sciences, 2018, 10, 196-210. | 1.4 | 9 |
| 105 | New Service Development in Manufacturing Firms â€" Similarities and Differences with New Service Development and New Product Development. Journal of Applied Management and Entrepreneurship, 2014, 19, 35-49. | 0.1 | 8 |
| 106 | Cross-country differences in new service development. Journal of Service Management, 2019, 30, 186-208. | 4.4 | 8 |
| 107 | Creating harmony through a plethora of interests, resources and actors: the challenging task of orchestrating the service ecosystem. Journal of Service Theory and Practice, 2022, 32, 477-504. | 1.9 | 8 |
| 108 | Role of resource integration in adoption of medical tourism service. International Journal of Quality and Service Sciences, 2013, 5, 321-336. | 1.4 | 7 |

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| 109 | Conceptualizing Resource Integration to Advance Service Innovation. , 2017, , 237-259. | | 7 |
| 110 | Justice (is not the same) for all: The role of relationship activity for post-recovery outcomes. Journal of Business Research, 2021, 134, 342-351. | 5.8 | 6 |
| 111 | Money for Nothing: The Impact of Compensation on Customers' Bad-Mouthing in Service Recovery Encounters. Marketing Letters, 2023, 34, 69-82. | 1.9 | 5 |
| 112 | How do actors coordinate for value creation? A signaling and screening perspective on resource integration. Journal of Services Marketing, 2022, 36, 18-26. | 1.7 | 5 |
| 113 | Exploring Customers' Experiences of Service Co-Recovery. Service Science, 2019, 11, 189-200. | 0.9 | 4 |
| 114 | Customer experiences in crisis situations: An agency-structure perspective. Marketing Theory, 2022, 22, 539-562. | 1.7 | 2 |
| 115 | Value Co-Creation and Value-in-Context: Understanding the Influence of Duality of Structures. , 2011, , . | | 1 |
| 116 | Challenges in New Service Development and Value Creation through Service. , 2006, , 23-34. | | 1 |
| 117 | Service-Dominant Logic and Service Science as Lenses for Service Productivity. Management for Professionals, 2014, , 73-91. | 0.3 | 1 |
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| 119 | Service Management: Evolution, Current Challenges, and Opportunities. , 2022, , 35-51. | | 1 |
| 120 | Defining and Framing Service Management. , 2022, , 19-33. | | 1 |
| 121 | A commentary on developing work and quality improvement strategies I. AI and Society, 2003, 17, 181-183. | 3.1 | 0 |
| 122 | How is a Service Based on Service-dominant Design Superior to Goods-dominant Design?. , 2011, , . | | 0 |
| 123 | Internal Service: Drivers of (dis)Satisfaction in the Chinese Context. , 2011, , . | | 0 |
| 124 | Invited Commentary – Relative or absolute measures and metrics: That is the question?. Global Economics and Management Review, 2015, 20, 26-27. | 0.4 | 0 |
| 125 | The Internationalization Process in Service Companies. , 2011, , 15-34. | | 0 |
| 126 | Values Resonance Drives Sustainable Customer Value: Lessons from IKEA. , 2012, , 249-269. | | 0 |

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| 127 | Striking the Right Balance: How to Design, Implement, and Operationalize Customer Experience Management Programs. , 2014, , 69-89. | | 0 |
| 128 | Service Quality Grounded in Customer Experiences, Affect and Relationships. , 2007, , 271-285. | | 0 |
| 129 | Services Science with a Focus on Academia and Company Collaboration. , 2008, , 137-147. | | 0 |