Bo Edvardsson

List of Publications by Year
in descending order

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

#	Article	IF	Citations
1	Money for Nothing: The Impact of Compensation on Customers' Bad-Mouthing in Service Recovery Encounters. Marketing Letters, 2023, 34, 69-82.	1.9	5
2	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
3	Crisis behaviors as drivers of value co-creation transformation. International Journal of Quality and Service Sciences, 2022, 14, 1-15.	1.4	1
4	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
5	Service Management: Evolution, Current Challenges, and Opportunities. , 2022, , 35-51.		1
6	Defining and Framing Service Management. , 2022, , 19-33.		1
7	Customer experiences in crisis situations: An agency-structure perspective. Marketing Theory, 2022, 22, 539-562.	1.7	2
8	Service Ecosystem Design: Propositions, Process Model, and Future Research Agenda. Journal of Service Research, 2021, 24, 168-186.	7.8	132
9	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
10	Institutional change and routine dynamics in service ecosystems. Journal of Services Marketing, 2020, 34, 575-586.	1.7	13
11	The institutional turn in service research: taking stock and moving ahead. Journal of Services Marketing, 2020, 34, 373-387.	1.7	22
12	The role of intellectual capital in fostering SD-Orientation and firm performance. Journal of Intellectual Capital, 2020, 22, 57-75.	3.1	13
13	Moving Toward Collaborative Service Recovery: A Multiactor Orientation. Service Science, 2019, 11, 201-212.	0.9	15
14	Exploring Customers' Experiences of Service Co-Recovery. Service Science, 2019, 11, 189-200.	0.9	4
15	Alignment of resources, actors and contexts for value creation. International Journal of Quality and Service Sciences, 2019, 11, 424-438.	1.4	14
16	Cross-country differences in new service development. Journal of Service Management, 2019, 30, 186-208.	4.4	8
17	Reshaping mental models – enabling innovation through service design. Journal of Service Management, 2019, 30, 75-104.	4.4	58
18	Conceptualizing resource integration as an embedded process: Matching, resourcing and valuing. Marketing Theory, 2019, 19, 65-84.	1.7	58

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19	Customer roles from a self-service system perspective. International Journal of Quality and Service Sciences, 2018, 10, 196-210.	1.4	9
20	A scaling up framework for innovative service ecosystems: lessons from Eataly and KidZania. Journal of Service Management, 2018, 29, 146-175.	4.4	32
21	Motivation: The missing driver for theorizing about resource integration. Marketing Theory, 2018, 18, 493-519.	1.7	42
22	Examining how context change foster service innovation. Journal of Service Management, 2018, 29, 932-955.	4.4	38
23	Does one size fit all? New service development across different types of services. Journal of Service Management, 2017, 28, 329-347.	4.4	29
24	Determinants of services co-creation with business customers. Journal of Services Marketing, 2017, 31, 85-103.	1.7	29
25	A systems perspective on markets â€" Toward a research agenda. Journal of Business Research, 2017, 79, 260-268.	5.8	126
26	Conceptualizing Resource Integration to Advance Service Innovation. , 2017, , 237-259.		7
27	Innovation in service ecosystems. Journal of Service Management, 2016, 27, 619-651.	4.4	48
28	Innovation in service ecosystemsâ€"Breaking, making, and maintaining institutionalized rules of resource integration. Journal of Business Research, 2016, 69, 2964-2971.	5.8	240
29	The role of social platforms in transforming service ecosystems. Journal of Business Research, 2016, 69, 1933-1938.	5.8	46
30	Value proposition test-driving for service innovation: how frontline employees innovate value propositions. Journal of Service Theory and Practice, 2016, 26, .	1.9	38
31	Linking service design to value creation and service research. Journal of Service Management, 2016, 27, 21-29.	4.4	90
32	Transforming from the goods to the service-dominant logic. Marketing Theory, 2016, 16, 101-121.	1.7	34
33	Invited Commentary â€" Relative or absolute measures and metrics: That is the question?. Global Economics and Management Review, 2015, 20, 26-27.	0.4	0
34	Cocreating the Arab Spring. Journal of Service Research, 2015, 18, 250-264.	7.8	73
35	Design for Value Co-Creation: Exploring Synergies Between Design for Service and Service Logic. Service Science, 2014, 6, 106-121.	0.9	127
36	Recovering service failure through resource integration. Service Industries Journal, 2014, 34, 1253-1271.	5.0	40

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37	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
38	Show you care: initiating co-creation in service recovery. Journal of Service Management, 2014, 25, 369-387.	4.4	75
39	The road back to relevance. Journal of Service Management, 2014, 25, 166-170.	4.4	14
40	Institutional logics matter when coordinating resource integration. Marketing Theory, 2014, 14, 291-309.	1.7	181
41	Customer experience from a self-service system perspective. Journal of Service Management, 2014, 25, 677-698.	4.4	54
42	Understanding new service development and service innovation through innovation modes. Journal of Business and Industrial Marketing, 2014, 29, 123-131.	1.8	47
43	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
44	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
45	Service-Dominant Logic and Service Science as Lenses for Service Productivity. Management for Professionals, 2014, , 73-91.	0.3	1
46	Striking the Right Balance: How to Design, Implement, and Operationalize Customer Experience Management Programs. , 2014, , 69-89.		0
47	Having a strategy for new service development â€“ does it really matter?. Journal of Service Management, 2013, 24, 25-44.	4.4	65
48	Why is serviceâ€•dominant logic based service system better?. International Journal of Quality and Service Sciences, 2013, 5, 171-190.	1.4	22
49	A new conceptualization of service innovation grounded in Sâ€Ð logic and service systems. International Journal of Quality and Service Sciences, 2013, 5, 19-31.	1.4	123
50	Role of resource integration in adoption of medical tourism service. International Journal of Quality and Service Sciences, 2013, 5, 321-336.	1.4	7
51	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
52	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
53	Managing the innovation co-creation challenge. Organizational Dynamics, 2012, 41, 281-290.	1.6	27
54	My Customers Are in My Blind Spot. Journal of Service Research, 2012, 15, 150-165.	7.8	10

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55	Customer needing: a challenge for the seller offering. Journal of Business and Industrial Marketing, 2012, 27, 132-141.	1.8	81
56	Service Business Development in Small- to Medium-Sized Equipment Manufacturers. Journal of Business-to-Business Marketing, 2012, 19, 33-66.	0.8	45
57	Service Systems as a Foundation for Resource Integration and Value Co-Creation. Review of Marketing Research, 2012, , 79-126.	0.2	58
58	Coâ€creation in Radical Service Innovation: A Systematic Analysis of Microlevel Processes. Journal of Product Innovation Management, 2012, 29, 935-951.	5.2	153
59	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
60	A capability perspective on service business development in small and medium-sized suppliers. Scandinavian Journal of Management, 2012, 28, 321-339.	1.0	71
61	Exploring internal mechanisms forming customer servicescape experiences. Journal of Service Management, 2012, 23, 677-695.	4.4	46
62	Values Resonance Drives Sustainable Customer Value: Lessons from IKEA. , 2012, , 249-269.		0
63	How is a Service Based on Service-dominant Design Superior to Goods-dominant Design?. , 2011, , .		0
64	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
65	Does serviceâ€dominant design result in a better service system?. Journal of Service Management, 2011, 22, 540-556.	4.4	68
66	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
67	Internal Service: Drivers of (dis)Satisfaction in the Chinese Context. , 2011, , .		0
68	Value Co-Creation and Value-in-Context: Understanding the Influence of Duality of Structures. , 2011, , .		1
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	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
71	Complex service recovery processes: how to avoid triple deviation. Managing Service Quality, 2011, 21, 331-349.	2.4	35
72	Paradigms in service research. Journal of Service Management, 2011, 22, 560-585.	4.4	50

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73	The Internationalization Process in Service Companies. , 2011, , 15-34.		0
74	A DIPconstruct 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
75	Improving the prerequisites for customer satisfaction and performance. International Journal of Quality and Service Sciences, 2010, 2, 239-258.	1.4	10
76	Design dimensions of experience rooms for service test drives. Managing Service Quality, 2010, 20, 312-327.	2.4	70
77	Match or Mismatch: Strategy-Structure Configurations in the Service Business of Manufacturing Companies. Journal of Service Research, 2010, 13, 198-215.	7.8	248
78	Service business development in small and medium capital goods manufacturing companies. Managing Service Quality, 2010, 20, 123-139.	2.4	53
79	Mapping the â€œrootsâ€•of the consumer's imageâ€inuse of companies. Journal of Product and Brand Management, 2010, 19, 423-431.	2.6	12
80	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
81	A customerâ€dominant logic of service. Journal of Service Management, 2010, 21, 531-548.	4.4	504
82	Drivers of customers' service experiences: a study in the restaurant industry. Managing Service Quality, 2010, 20, 236-258.	2.4	129
83	Service Innovation and Customer Co-development. Service Science: Research and Innovations in the Service Economy, 2010, , 561-577.	1.1	43
84	Emotions and stability in telecomâ€customer relationships. Journal of Service Management, 2009, 20, 192-208.	4.4	34
85	The role of competence in initiating the transition from products to service. Managing Service Quality, 2009, 19, 493-510.	2.4	24
86	Degree of service-orientation in the pulp and paper industry. International Journal of Services, Technology and Management, 2009, 11, 24.	0.1	16
87	Critical times in business relationships. European Business Review, 2009, 21, 326-343.	1.9	25
88	Initiation of business relationships in service-dominant settings. Industrial Marketing Management, 2008, 37, 339-350.	3.7	113
89	Corporate Social Responsibility for Charity or for Service Business?. Asian Journal on Quality, 2008, 9, 55-67.	0.5	17
90	Eâ€government and service orientation: gaps between theory and practice. International Journal of Public Sector Management, 2008, 21, 74-92.	1.2	58

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91	Effects of eâ€government on service design as perceived by employees. Managing Service Quality, 2008, 18, 457-478.	2.4	28
92	Value in use through service experience. Managing Service Quality, 2008, 18, 112-126.	2.4	349
93	Customerâ€support service in the relationship perspective. Managing Service Quality, 2008, 18, 87-107.	2.4	18
94	Services Science with a Focus on Academia and Company Collaboration. , 2008, , 137-147.		0
95	Valuesâ€based service quality for sustainable business. Managing Service Quality, 2007, 17, 385-403.	2.4	65
96	Success Factors in New Service Development and Value Creation through Services. , 2007, , 165-183.		16
97	Service Quality Grounded in Customer Experiences, Affect and Relationships. , 2007, , 271-285.		0
98	Quality improvement in governmental services. The TQM Journal, 2006, 18, 7-21.	0.9	16
99	Defining relationship quality for customerâ€driven business development. Journal of Service Management, 2006, 17, 207-223.	2.2	24
100	Valuesâ€based service brands: narratives from IKEA. Managing Service Quality, 2006, 16, 230-246.	2.4	44
101	Challenges in New Service Development and Value Creation through Service. , 2006, , 23-34.		1
102	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
103	Service quality: beyond cognitive assessment. Managing Service Quality, 2005, 15, 127-131.	2.4	195
104	The role of customer clubs in recent telecom relationships. Journal of Service Management, 2005, 16, 436-454.	2.2	28
105	Service portraits in service research: a critical review. Journal of Service Management, 2005, 16, 107-121.	2.2	533
106	Cocreating Customer Value Through Hyperreality in the Prepurchase Service Experience. Journal of Service Research, 2005, 8, 149-161.	7.8	224
107	New service development: learning from and with customers. Journal of Service Management, 2004, 15, 479-498.	2.2	396
108	Customer clubs in a relationship perspective: a telecom case. Managing Service Quality, 2004, 14, 157-168.	2.4	25

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109	A commentary on developing work and quality improvement strategies I. AI and Society, 2003, 17, 181-183.	3.1	0
110	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
111	Innovation and TQM in Swedish higher education institutions â€" possibilities and pitfalls. The TQM Journal, 2003, 15, 99-107.	0.9	37
112	A content analysis of complaints and compliments. Managing Service Quality, 2003, 13, 20-26.	2.4	53
113	'The IKEA Saga': How Service Culture Drives Service Strategy. Service Industries Journal, 2002, 22, 153-186.	5.0	69
114	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
115	Critical incident techniques. Journal of Service Management, 2001, 12, 251-268.	2.2	177
116	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
117	Is a critical incident critical for a customer relationship?. Managing Service Quality, 2000, 10, 82-91.	2.4	84
118	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
119	Causes of customer dissatisfaction â€•studies of public transport by the criticalâ€incident method. Managing Service Quality, 1998, 8, 189-197.	2.4	60
120	Service quality improvement. Managing Service Quality, 1998, 8, 142-149.	2.4	58
121	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
122	Internal Service Quality and the Psychosocial Work Environment: An Empirical Analysis of Conceptual Interrelatedness. Service Industries Journal, 1997, 17, 252-263.	5.0	60
123	Quality in new service development: Key concepts and a frame of reference. International Journal of Production Economics, 1997, 52, 31-46.	5.1	156
124	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
125	Key Concepts for New Service Development. Service Industries Journal, 1996, 16, 140-164.	5.0	557
126	Analysis, planning, improvisation and control in the development of new services. Journal of Service Management, 1995, 6, 24-35.	2.2	150

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127	Internationalisation in Service Companies. Service Industries Journal, 1993, 13, 80-97.	5.0	68
128	Service Breakdowns: A Study of Critical Incidents in an Airline. Journal of Service Management, 1992, 3, 17-29.	2.2	189
129	Service Quality in Customer Relationships:. Service Industries Journal, 1988, 8, 427-445.	5.0	56