Servitizing manufacturers: The impact of service complexity and contractual and relational capabilities - DTU Orbit (30/03/2019)

Servitizing manufacturers: The impact of service complexity and contractual and relational capabilities

Processes of servitization will lead providers to change their service delivery structures but they also need to transform broader organisational attributes including contractual and relational capabilities. Based on case studies in the European healthcare sector, we investigate the influence of increasing levels of service complexity on this transformation. Our findings are potentially counter-intuitive; suggesting that contractual capabilities do not increase with service complexity. Instead, we observed increased levels of relational capabilities; manifest in the visibility of the provider on the customer site, the number of 'non-requested' site visits and increasingly informal information exchange.

General information
State: Published
Organisations: Department of Management Engineering, Production and Service Management, Engineering Systems Group, University of Bath
Contributors: Kreye, M., Roehrich, J. K., Lewis, M. A.
Number of pages: 14
Pages: 1233-1246
Publication date: 2015
Peer-reviewed: Yes

Publication information
Journal: Production Planning & Control
Volume: 26
Issue number: 14-15
ISSN (Print): 0953-7287
Ratings:
BFI (2019): BFI-level 2
Web of Science (2019): Indexed yes
BFI (2018): BFI-level 2
Web of Science (2018): Indexed yes
BFI (2017): BFI-level 1
Scopus rating (2017): CiteScore 2.84 SJR 1.256 SNIP 1.281
Web of Science (2017): Impact factor 2.33
Web of Science (2017): Indexed yes
BFI (2016): BFI-level 1
Scopus rating (2016): CiteScore 2.45 SJR 1.109 SNIP 1.313
Web of Science (2016): Impact factor 2.369
Web of Science (2016): Indexed yes
BFI (2015): BFI-level 1
Scopus rating (2015): CiteScore 2.23 SJR 1.237 SNIP 1.3
Web of Science (2015): Impact factor 1.532
Web of Science (2015): Indexed yes
BFI (2014): BFI-level 1
Scopus rating (2014): CiteScore 1.95 SJR 0.994 SNIP 1.326
Web of Science (2014): Impact factor 1.466
Web of Science (2014): Indexed yes
BFI (2013): BFI-level 1
Scopus rating (2013): CiteScore 1.29 SJR 0.638 SNIP 1.086
Web of Science (2013): Impact factor 0.991
ISI indexed (2013): ISI indexed yes
BFI (2012): BFI-level 1
Scopus rating (2012): CiteScore 1.21 SJR 0.655 SNIP 0.887
Web of Science (2012): Impact factor 0.6
ISI indexed (2012): ISI indexed yes
BFI (2011): BFI-level 1
Scopus rating (2011): CiteScore 0.87 SJR 0.534 SNIP 0.634
Web of Science (2011): Impact factor 0.725