The SAGE Encyclopedia of

Quality and the Service Economy

Edited by

Su Mi Dahlgaard-Park *Lund University*



Los Armeies | London | New Delhi Singapore | Washington DC | Boston

Contents

Volume 1

List of Entries	vii
Reader's Guide	xi
About the Editor	xvii
Contributors	xviii
Introduction	xxv

Entries

A	1	I	295
В	27	J	335
C	55	K	343
D	141	L	363
E	167	M	383
F	233	N	435
G	251	O	451
Н	277		

Volume 2

List of Entr	ies v	ii			
Reader's Gu	iide .	xi			
Entries					
487	T	79			

P	487	T	799
Q	531	V	831
R	643	W	859
S	661	Z	863

Bibliography 869
Index 925

List of Entries

Accreditation of Conformity Assessment

Activities

Action Research

Actor-Network Theory

Advertising

Affinity Diagram

Attractive Quality and Service Creation

Balanced Scorecard

Benchmarking

Blog

Brand Equity

Brand Management

Brand Value

Branding Destination

Business Ethics

Business-to-Business Relationships

Business-to-Customer Relationships

Capacity Management

Cause and Effect Analysis Community of Learning

Competence Development and Management

Complaint Management

Conflict Management

Conjoint Analysis

Consumer Needs

Consumerism, Green

Consumption Emotions

Control Chart

Cooperativism

Corporate Governance

Corporate Social Responsibility

Cost Leadership Strategy

Crisis Communication

Critical Incident Technique

Critical Management Studies

Cross-Functional Management

Cultural Tourism

Customer Expectations

Customer Focus

Customer Perception and Experience

Customer Relationship Lifecycle

Customer Relationship Management

Customer Satisfaction Management

in the Public Sector

Customer Satisfaction, Retention, and Loyalty

Define, Measure, Analyze, Improve, and Control

(DMAIC) Process

Delphi Method

Deming Prize

Deming's 14 Points

Destination Marketing

Dialogue Methods, Dialogic Gathering, and

Dialogic Learning

Diversity Management

Dubai Model for Government Services

E-Business Models

Educational Leadership

EFOM Excellence Model

Electronic Word of Mouth

Emotional Dissonance

Emotional Engineering and Design.

See Kansei Engineering

Emotional Intelligence

Emotional Labor

Emotional Resonance

Employee Involvement

Empowerment

Entrepreneurship

viii List of Entries

E-Service Quality

Excellence Characteristics

Experience Economy

Experiencescape

Experiential Learning Models

Experiments, Design of

Extreme Tourism

Fashion Industry

Film Tourism and Literature Tourism

Fishbone Diagram

Flowcharts

Focus Group

Food Service Quality and Safety Management

Gap Model

Global Mobility

Globalization

Glocalization

Google

Green Growth

Group and Organizational Processes

Health Care Service and Quality

Hoshin Planning

Hospitality Service and Quality

Human Resource Management and Quality

Management

Human Resources in the Hospitality Industry

Information Technologies and Management

Innovation, Systems of

Innovation in Networks

Innovation Management

Intangibility, Heterogeneity, Inseparability, and

Perishability (IHIP)

Intellectual Capital

Intercultural Management

ISO 9000 Series

Job Design and Job Characteristics Theory

Just-in-Time

Kaizen

Kansei Engineering

KJ Method. See Affinity Diagram

Knowledge Economy Knowledge Management

Leadership

Leadership for Quality

Lean Philosophy and Methods

Lean Six Sigma Concepts and Methods

Lifestyle Entrepreneurship and

Commercial Home

Malcolm Baldrige National Quality Award

Management and Leadership

Management System Standards

Managerial Competencies and Skills

Marketing, Interactive

Marketing Communication

Marketing Strategy

Mass Customization

McDonaldization

M-Commerce

Mindfulness

Moment of Truth

Motivation, Intrinsic and Extrinsic

Mystery Shopping

Narrative for Service Research and Management

Networks, Business

New Public Management

Nongovernmental Organization (NGO)

Online Community

Online Consumer Behavior

Organizational Communication

Organizational Culture

Organizational Hologram

Organizational Image and Identity

Organizational Psychology

Organizational Reputation

Outsourcing

Pareto Analysis

Personal Branding

Personal Leadership

Place Marketing

Plan, Do, Check, Act (PDCA) Cycle

Poka-Yoke

Policy Deployment. See Hoshin Planning

Process Management Product Development

Professional Service Organization

Prosumer and Prosumption

Public Administration and Management

Public Organization
Public Relations
Public Service

Quality, Definitions

Quality and Service Awards, China Quality and Service Awards, Korea Quality and Service Awards, Poland Quality and Service Awards, Russia Quality and Service Awards, Sweden Quality and Service Awards, Taiwan

Quality and Service Awards, United Kingdom

Quality and Service Excellence Awards in the

Public Sector Quality Assurance

Quality Circles and Autonomous Teams

Quality Cost Quality Culture

Quality Function Deployment (QFD) Quality Improvement and Innovation

Quality in Higher Education

Quality in Primary and Secondary Education

Quality Indicators

Quality Management System

Quality Management System, Auditing

Quality Movement, Evolution of

Quality of Life

Quality of Working Life

Quality Tools Quality Trilogy

Relationship Management

Repeat Purchase

Retail Organizations and Management

Revenue Management Risk Management Robust Design

Scatter Diagram Self-Assessment Self-Service Technology

Service Blueprint

Service Delivery System and Service Providers

Service Design and Development

Service Economy Service Encounters Service Experience Service Guarantees

Service Improvement and Innovation

Service Leadership
Service Management
Service Package
Service Process
Service Productivity
Service Quality, Definition

Service Recovery Service Science Service Systems

Services, Characteristics and Definitions

Services Marketing Triangle

Servicification Serviscape Servitization

SERVQUAL (Service Quality)

Shopping Behavior

Six Sigma, Framework and

Methodology

Statistical Process Control

Strategic Alliances

Strategic Change Management Strategic Communication Strategic Human Resource

Development

Strategic Quality Management Supply Chain Quality Management

Sustainable Development

System of Profound Knowledge

Teamwork: High-Impact Teams
Technology Acceptance Model (TAM)
TKJ Technique. See Affinity Diagram
Total Quality Management (TQM)

Toyota Production System

Training, Education, and Development

of Staff

x List of Entries

Transformational Leadership TRIZ for Quality and Service Development

Value Chain
Value Co-Creation
Value Creation
Value-Based Management and
Value-Based Leadership
Value-in-Use

Values-Driven Organizations Voice of the Customer (VoC)

Wikipedia
Word of Mouth
Workers' Participation. *See* Employee
Involvement

Zero Defects