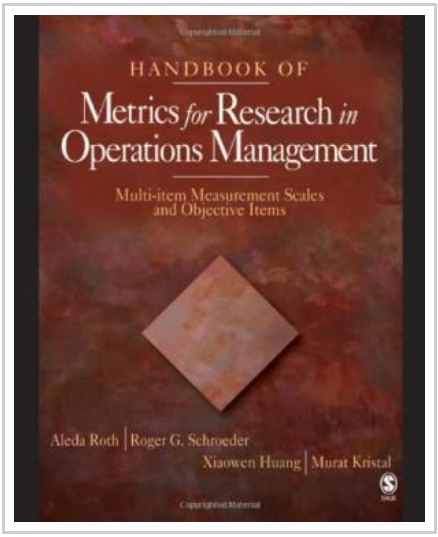


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Handbook of Metrics for Research in Operations Management: Multi-Item Measurement Scales and Objective Items (Hardback)

By Aleda V. Roth, Roger G. Schroeder, Xiaowen Huang

SAGE Publications Inc, United States, 2007. Hardback. Book Condition: New. New.. 236 x 190 mm. Language: English . Brand New Book. The Handbook of Metrics for Research in Operations Management is a compilation of multi-item scales and objective items that can be used to construct surveys and questionnaires in Operations Management. Such surveys can be sent to manufacturing or service managers to collect empirical data on their operations for research purposes. The metrics can be used to measure constructs such as Total Quality Management, Just-In-Time manufacturing, Operations Strategy, Technology Management, Supply Chain Management, performance of operations and related concepts. Each article is summarized in a standard format consisting of the following elements:Citation: The citation for the article being summarized.Scale Listing: A list of the questions (items) included in each of the scales tested in the article.Construct Description: A description of the meaning of the scales, the literature used and grounding of the constructs. A further description of the items can also be included.Measurement Description: How the measurement was done. Whether the scales were grouped into factors and what format was used (e.g. Likert) for the scaling of the questions.Development: What process was used to develop the scales including pre-testing, split...

Reviews

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