

# Index

---

- absolute advantage theories 35
- accountability
- accountancy sector 199–205
- accounting rates 222–3, 249
- acquisitions, *see* mergers and acquisitions
- Actor-Network Theory (ANT) 177
- adaptation 146–8
- added value 42
- advertising services 34, 41, 128, 146–7, 283
  - agencies 29
  - campaigns 6
  - on-line 32
  - regulation 223
- AEG 183
- agriculture 61, 237–8
- air and water pollution 207
- air transport 226–7, 243, 265, 275
  - cargo 255–6
  - state aid 284–5
- air transport review 249
- airline catering 227
- airports 286
- Alexander, N. 155, 156, 170
- alliances 50, 157, 160, 165, 176
- Amin, A. 3
- AMP (advertising-related services) 128
- Anderson, E. and Gatignon, H. 159
- Annan, Kofi 213
- antenna dishes 283
- Application Service Providers 223
- applied liberalisation 262
- arbitrage 276
- Arbos, J. 170
- Asia 91
- ASME (American Society of Mechanical Engineers) 181, 183
- asset management industry 255
- assets 48
- asylum seekers 218
- audio-visual services 223, 266
- Australian service sector 5
- Austria 278
- Axford, B. 2
- Bailly, A. et al. 46
- balance of payments (BOP) 31, 116–17, 267
- Baltic States 167
- banking services 8, 32, 37, 39–40, 154, 173, 242, 265, 270, 278, 281
- Baumol, W. J. 31
- BBC 185
- Bedaux, Charles Eugene 185
- Belgium 5, 283
- Bell Laboratories 186
- best practice manuals 176
- Bethlehem Steel Works 181, 184
- BITs (bilateral investment treaties) 216
- Bloomfield, B. P. and Best, A. 177
- bonds 5
- Bosch 183
- bound liberalisation 262
- BPTS (business, professional and technical services) 122–4, 126–9
- branch plants/offices 138, 140
- brand loyalty 156
- Brandeis, Louis D. 184
- brands 36, 42–3, 47–50, 52, 156, 165
- Brazil 257
- broad reciprocity 216
- broadcasting 223
- brokerage 146–7
- bureaucracy 169
- bureaucratisation 159
- business media 176, 188
- business services 5–6, 28–9, 30, 81, 87, 89, 94, 97–100, 232
  - advanced 28, 32, 33
  - EU 122–4, 126–9
  - globalisation 39–41
  - Haute-Garonne companies survey 134–48
  - internationalisation indicators 102–4

- business services (*cont.*):  
  M & A activities 270, 271, 273  
  R & D 31  
  United States 255
- buying groups 274
- Cable and Wireless Plc 37
- cabotage 227, 255
- Callon, M. 177
- Canada 5, 81, 195
- Cardiff European Council 289
- Central Europe 167
- child morality 228
- China 91, 175
- chronocyclograph 182
- civil aviation 207, 226–7, 243, 256, 275
- claims settlements 283
- cleaning services 6
- client-supplier relationship 34
- client trust 42
- coercive isomorphism 178
- Coffey, W. J. and Polèse, M. 46
- commercial intelligence services 146–7
- commercial services 151–72
- commodities, *see* goods
- communication services 10, 28, 47, 89, 92, 94, 99–100, 102–4, 232
- communications 37  
  improvements in 1, 4  
  problems constraining internationalisation 169  
  used by service providers 142
- comparative advantage 35, 68, 136–7
- competition  
  external economic 4  
  laws 219  
  liberalisation of service markets 10, 20–2  
  maritime transport 227  
  pro-competitive reforms 20  
  Single Market programme 274–6, 284  
  telecommunications 223
- competitive advantage 154–6, 179
- competitiveness 19, 31, 35, 136–7
- computer literacy 259
- computer services 6, 29, 32, 33, 41, 87, 92, 146–7, 232, 269, 281
- consortia 274
- construction services 223–4, 232, 240, 260, 269, 272
- consultancy services 45  
  environmental issues 224  
  human resources 146–7  
  on-line 32  
  technical 146–7, *see also* management consultancy
- consumer goods 276
- consumer protection 281, 283
- consumers 42, 241  
  behaviour patterns 52  
  Engel's law 75  
  freedom of choice 209–10  
  global production system 63–4  
  market liberalisation benefits 193  
  regulated professions and 220  
  utilisation 68
- consumption patterns 52
- container trade 227
- contestability 261
- continuous improvement 176, 185–7
- contractual rules 283
- corporate leadership 168
- corruption 159
- cost internationalisation 35
- courier firms 222
- creativity, service-inspired 19
- cross-border trade 44, 140–2, 259, 260, 263  
  competition 274–5  
  distribution services 248  
  EU 267–8  
  financial services 242  
  freedom of establishment 280–1  
  infrastructure access 284–6  
  mergers and acquisitions 270–1, 273, 274  
  Single Market programme 266
- Crozier, General William 184
- CSI (Coalition of Service Industries) 251–6
- CTS (Council for Trade in Services) 215
- cultural diversity 34
- cultural problems 169
- cultural services 226, 232
- currency control 169
- currency exchanges 5
- customers 49–50, 141–2, *see also* consumers
- Czech Republic 167

- Daniels, P. W. 36  
 Dawson, J. A. 151, 169  
 de-industrialisation 7, 29–30  
 delivery modes 140–5, 146–8, 165  
 delocalisation 31, 67–8  
 demand related services 35  
 Deming, W. E. 176, 186–7  
 Denmark 5, 161, 165, 167  
 deregulation 153, 155, 198, 226  
 design services 33  
 developed-non-developed trading 46  
 developing countries 7, 21, 198  
     financial services restrictions 242  
     GATS 240  
     GATS 2000 257–63  
     importance of services in 231  
     service providers 244  
     telecoms 223  
     WTO 211  
 Dicken, P. 156, 157  
 DiMaggio, P. J. and Powell, W. W. 178  
 discrimination 233, 241–2, 261  
 dispute settlement 201, 208, 212, 287–8  
 distance reduction 28  
 distribution services 5, 39–40, 63, 92,  
     224, 232, 240, 270, 272  
     freedom of establishment 281  
     mergers and acquisitions 273  
     SMP boost for services 278  
     vertigal integration 274  
 distributors' brands 48–9  
 diversity 10, 34  
 division of labour 37  
 domestic markets 37  
 domestic regulation 217, 236, 241,  
     245–6  
 driving licences 196  
 Dunning, J. H. 35, 38, 154, 156, 158  
  
 e-commerce services 5, 228, 248,  
     252–3, 259, 290  
 e-commerce work programme 249  
 Eastern Europe 165, 167  
 Eastern Rate Case 184  
 economic geography 31, 176, 188  
 economic integration 288–9  
 economic theory 58, 63, 70, 72, 74, 75  
 economics 151, 210  
 economies of scale 37, 74, 159, 163,  
     239, 270, 271  
 economies of scope 156, 159  
 education  
     developing countries 261  
     production of professional expertise  
       178  
     regulated professions 221  
 education services 195, 196, 197, 232  
 Edvardsson, B. et al. 154, 157  
 efficiency 180, 184, 185–7  
 eclectic paradigm 154–5  
 electronic commerce, *see* e-commerce  
     services  
 electronics industry 32  
 Emergency Safeguard Measures 218–19  
 employees 1, 10–11, 38, 44, 113, 253,  
     260, 261  
 employment 1–3, 5, 30, 278–9  
 EMU 270, 271  
 encryption 228  
 'end of geography' myth 2, 3  
 energy services 232, 240, 256  
 Engel's law 75  
 engineering services 32, 33, 223–4, 260  
 entrepreneurial risk 66  
 ENTs (Economic Needs Tests) 218  
 environmental protection 207  
 environmental services 224, 232, 240  
 equilibrium price system 64–5, 70,  
     75–6  
 equity 210, 212  
 establishment brands 52  
 ethics 210–11, 221  
 EU (European Union) 9  
     balance of payments 116, 117  
     compared with US service globalisa-  
       tion 90–3  
     FDI 83  
     foreign subsidiaries in financial sector  
       242  
     franchises 51  
     international trade 82, 86–7  
     internationalisation service index  
       100–4  
     maritime trade 243  
     mutual recognition of equivalence  
       209  
     natural persons temporary movement  
       244  
     public services policy 247–8  
     regulated professions 221

- EU (European Union) (*cont.*):  
 services 85, 86–8, 111–14, 119–29,  
 231, 232, 266  
 Single Market Programme 265–88  
 trade 38
- euro currency 270
- European Commission 289  
 GATS 2000 237, 238–9  
 interconnection charges 287  
 mutual recognition principle 283–4
- European Court of Justice 212
- European Economy* (2000) 46
- expertise 179
- exports 82, 85, 86, 91  
 EU services 111–14, 118–29, 119–29  
 markets 261  
 Scandinavian 161–2, 167  
 stage approach 36–7
- extra-EU trade 38
- fair access charges 287
- FDI (Foreign Direct Investment) 9, 38,  
 42, 44–6, 80, 82–5, 87–8, 90  
 developing countries 259  
 EU-US comparison 91–2  
 European services 101–4  
 globalisation in services 268  
 mergers and acquisitions 46–7  
 Scandinavia 161
- Fernández, T. 46
- financial capital 168
- financial services 63, 87, 89, 92, 94,  
 99–100, 254, 263, 269  
 cross-border activities 281  
 GATS 224–5, 239, 242–3  
 internationalisation indicators 102–4  
 mutual recognition principle 283  
 SMP 278  
 state aid 284–5
- Financial Services Directive 126
- Financial Stability Forum 225
- finished manufactured products 161
- Finland 161
- fish 161
- Fladmoe-Lindquist, K. 51
- Fogel, Professor Robert W. 58–9
- Fontagné, L. 45
- Fordism 176, 179, 180, 181, 188
- foreign affiliates 9, 19, 46, 51, 80–1,  
 141, 208, 216, 255
- foreign exchange rates 169
- Fourastié, J. 30
- France  
 business-to-business service interna-  
 tionalisation survey 134–48  
 GATS 195  
 service sector 5  
 service trade and investment 95–100  
 Taylorism 185
- franchises 19, 51–2, 143, 145, 157, 165
- fraud 159, 165
- freedom of establishment 280–2
- Gantt, Henry Lawrence 182, 183
- GATS (General Agreement on Trade in  
 Services) 8, 9, 20–1, 44, 134,  
 139–40  
 coverage of 232–4  
 governmental services 193–201  
 impact on major sectors 220–8  
 international law 206–9  
 legitimacy issues 209–13  
 provenance of principles and rules  
 214–19  
 standard and specific obligations for  
 WTO members 233–4  
 unfinished horizontal rules 235–7
- GATS (General Agreement on Trade in  
 Services) 2000  
 developing countries 257–63  
 domestic regulation 245–6  
 e-commerce 248  
 important service sectors covered by  
 240–3  
 preparation for 237–40  
 public services 246–8  
 reasons for new round of negotiations  
 234–7  
 temporary movement of service  
 providers 244–5, 253
- GATT (General Agreement on Tariffs  
 and Trade) 20, 21, 68–9, 212, 214,  
 215, 216, 258
- GDP (Gross Domestic Product) 4, 119  
 distribution services sector 241  
 intra-EU services trade 268  
 liberalisation of services and 252  
 services in EU 231, 277
- General Equilibrium Theory 64
- geography 2, 3, 10, 160

- economic 31, 176, 188
- Scientific Management 180
- Germany
  - changing structure of economy 62, 63
  - foreign affiliates 81
  - Scientific Management 183
  - service trade and investment 95–100
  - services boosting manufacturing 29
- Gilbreth, Frank Bunker 182, 183
- Gilbreth, Lillian 182
- globalisation 4–6, 28–41, 79–85, 100–4,
  - see also* internationalisation
- glocalisation 3
- Goldman Sachs 29
- goods 86–7, 116–17, 276
- governments
  - civil aviation 226
  - domestic regulation 245–6
  - entry terms 218
  - environmental consultancy 224
  - GATS 193–4, 195–8, 211
  - guaranteed formal work 72–3
  - health care 225
  - insurability 66–7
  - multilateral trade negotiations 209–10
  - procurement 236–7
  - regulated professions 221
- grandfather rights 286
- Greece 278, 283
- greenfield FDI 44, 45, 46, 80, 90
- ground handling 227
- growth paradox 29–30
- guaranteed formal work 72–3
  
- H-O-S model 36
- Haber, S. 184
- Harvard Business School 187
- Harvey, David 2
- Haute-Garonne business-to-business
  - service internationalisation survey 134–48
- health and safety 223
- health care services 195, 196, 197–8, 225–6, 232
- health issues 207
- Hein, Pete 60
- Held, D. 3
- high speed steel work 181, 183
- higher education 247, 255
- Hirsch, S. 45
  
- Hollander, S. C. 157
- hospitals 197, 247
- hotel services 39–40, 48, 49, 51, 81, 87, 89, 92, 94, 102–4, 226, 269, 272
- human resources 34, 36, 165, 168
  - consultancy 146–7
  - flows of 42
  - management 188
- human rights 207
- hypermarkets 224
  
- IATA Traffic Conferences 226
- ICT (information and computer technology) 111, 113, 169, 255, 259
- idea flows 42
- IKEA 166, 167
- ILO 207
- IMF (International Monetary Fund) 4, 7, 207, 225
- immigration 218, 224
- imports 82, 85, 86, 91, 112, 167
- Incandela, D. et al. 154
- incentive schemes 180
- identity and control 171
- India 257
- industrial espionage 175
- Industrial Revolution 7, 61, 65, 68, 71, 72, 74
- information services 87
- information technology, *see* ICT
- infrastructure access 284–6
- Institute for International Economics 252
- Institute of Mechanical Engineers 183
- insurability, notion of 66–7
- insurance 37, 39–40, 65, 242, 265, 272
- inter-firm trade 46
- interconnection rates 287
- Internal Market 289–90
- internalisation advantages 156–7
- international calls 222
- international law 206–9, 212
- international organisations 207
- International Road Federation 226
- International Road Union 226
- international standards 218, 224
- international trade 6, 9–10, 19, 42, 82, 86–7, 207
- International Union of Railways 226

- internationalisation  
 delivery modes 140–8, 165  
 effect on services 33–8  
 European service index of 100–4  
 factors that promote or deter 167–9  
 IMF definition of 4  
 increasing complexity of 1–2  
 motivation 38, 138, 157, 163–4, 167, 170  
 organisational strategies 164–5  
 Scandinavian commercial services study 163–71  
 services promotion of 28–33
- Internet 1, 4, 6, 8, 31–3, 169, 228
- Internet Service Providers 223
- interpreting services 146–7
- Interstate Commerce Commission 184
- intra-EU services trade 38, 267–8, 272, 281
- intra-firm trade 34, 46–7
- intuitive learning 185–6
- investment-orientated services 42
- investment-trade study 95
- investments 7, 38, 45–6, 68, 161, 216, 257, *see also* FDI
- IPF (international flows of productive factors) 44
- Ireland 82, 167, 278, 281
- isomorphism 178–9
- Italy 95–100
- Itochu 37
- ITU (International Telegraph Union) 222
- Iwata, Yoshiki 185
- Japan 91, 185–6  
 EU exports to 120, 122, 123, 125  
 foreign affiliates 81  
 service trade and investment 95–100
- job security 195
- joint ventures 143, 144, 157, 165
- Joynson, Sid 185–6
- justice 246
- Kacker, M. 170
- kaizan* 185–7
- Karsenty, G. 70
- Knight, Frank 65
- knowledge services 36, 175–87
- Kobrin, S. J. 157
- Krupp 183
- labour 212  
 costs 7  
 division of 37  
 mobility 10–11, 38, 44, 113, 253, 260, 261  
 recruitment 33  
 skilled 35
- LAMP (legal and related services) 128
- land transport 243
- language construction 179
- language problems 169
- Laujalainen, R. 170
- law 206–9, 212
- lawyers 6
- lean production 186
- learning economy/region 157
- leasing 65
- legal services 40–1, 128, 255
- leisure services 10, 32
- Leo, P.-Y., and Phillipe, J. 42
- Li, J. and Guisinger, S. 38
- liberalisation 35, 38, 90, 153, 211, 239, 286  
 developing countries 258, 261–3  
 distribution services 224  
 multilateral 227  
 progressive 217  
 service markets 10, 20–2  
 telecommunications 254  
 trade unions 227, *see also* GATS
- licensing 165, 203–4, 286–7
- limits and boundaries 59–61
- Lindahl, D. P. and Beyers, W. B. 137
- linguistic services 10, 28
- Lisbon European Council 280, 290
- Littler, C. R. 182
- loans 5
- localisation 10, 35, 36
- location-specific advantages 154, 158–9
- locational advantages 166–7
- logistics sector 136, 278
- Long, Olivier 211
- Lowe 183
- Lucretius 59–60
- Luxembourg 5, 281
- macroeconomics 20, 74, 136
- maintenance 63
- Mallampally, P. and Zimny, Z. 84, 85

- management consultancy 19, 28, 31, 34, 40, 43, 135, 175–87  
 neo-Taylorism 185  
 sociology of knowledge 177–9  
 world market for 175
- management gurus 180, 184, 185
- managers, local 38
- mandated agenda 237
- Mann, Catherine L. 252, 254
- manufacturing industries 7, 8, 9, 29, 37, 87, 90  
 developing international markets 138  
 economic theory and 74  
 internationalisation indicators 101, 102, 103–4  
 intra-EU FDI flows 269  
 services and 266  
 state aid 285  
 strategic management 36  
 variation 186
- maritime transport 227, 243
- market  
 asymmetries 30–1  
 contestability 261  
 creation 278  
 integration 286, 288–9  
 performance 276–8  
 saturation 137, 155, 164, 169–70  
 segmentation 165  
 structure 46, 113, 274–6
- market access  
 commitments 234, 240  
 domestic regulation 236  
 e-commerce 248  
 GATS Article on 215–16  
 negotiations 238
- market research 6, 29, 41
- marketing 29
- Marrakech's Annex on 'Movement of Natural Persons' 244
- Marshall, Alfred 60
- media  
 advertisement regulation 223  
 business 176, 188  
 comment on GATS 193  
 created fashion 180  
 platform for Taylor's views 184
- medical services 255
- mergers and acquisitions (M & A) 4, 9, 19, 20, 29, 38, 80, 84, 88–9, 90
- EU-US comparison 91–2, 94
- European services 101–4
- existing brands 49–50
- FDI 44–7
- Scandinavia 162, 164
- Single Market policies and 269–73
- UK and German legal firms 128–9
- Mexico 263
- MFN (Most-Favoured Nation) principle 195, 197, 214, 215, 216, 217, 233, 239, 243, 249
- Midvale Steel Company 184
- migrant workers 218, 224
- mimetic isomorphism 178
- Mitsui & Co. 37
- mobile services 222, 286
- monopolies 21, 196, 221–2, 287
- MRAs (mutual recognition agreements) 221
- multi-cultural learning 158
- multilateral agreements 4
- multilingual employees 1
- multinational companies 7, 9, 134, 187
- mutual recognition principle 282–4, 290
- Nadworny, M. J. 182
- NAFTA (North American Free Trade Agreement) 260, 263
- National Health Service 197
- national treatment 214, 234, 236, 248
- nationalisation 42
- 'natural persons,' *see* workers
- natural sciences 75
- Nelson, D. 182
- Netherlands 5, 95–100
- networks 19, 20, 29, 43, 50–2, 143–5, 157, 160, 165
- New Corporation 37
- New Economy 5, 8, 19, 31–3, *see also* Internet
- niche markets 155, 159, 163
- Nicolaidis, K. 42
- Nilsson, J.-E. 154
- Nissho Iwai 37
- non-discrimination principles 211, 214, 217, 261, 287
- non-macroeconomic variables 35
- non-monetized and non-monetarized activities 59
- normative isomorphism 178–9

- Norsk Hydro's gasoline station network 165
- Nortel Networks 37
- Norway 161, 167, 168, 170–1
- Noyelle, T. J. and Dutka, A. 45
- NRAs (national regulatory authorities) 287
- NTBs (non-tariff barriers) 215
- Nusbaumer, J. 35
- Nyström, H. 156
- OECD (Organisation for Economic Cooperation and Development) 4, 5, 34, 81, 257, 260
- Ohno, Taiichi 186
- OLI model 35, 154–9
- on-line consultancy 32
- output measuring 58, 70
- outsourcing 30, 90, 176
  - environmental services 224
  - health care 225
- ownership advantages 154–6
- part-time work 73
- participatory democracy 213
- partnerships 45, 144
- patents 175
- performance 58–9, 64
  - indicators 144
  - market 276–8
  - quality 69–71
- personnel 34, 164–5, 171
  - foreign construction workers 224
  - GATS on temporary movement of 244–5, 253, 260
  - working abroad 216
- petroleum companies 167
- petroleum products 162
- piece-rate system 181
- PMI (Process Management International) 187
- Poland 167
- police services 196
- pollution 224
- population 119
- port facilities 243, 286
- Post-Fordism 179
- postal services 221–2, 232, 272
- prestige 36
- price
  - convergence 275–6
  - equilibrium 64–5, 70, 75–6
  - reductions 5
- prison services 225
- privacy issues 228
- private express courier firms 222
- private patients 197–8
- private security companies 196
- privatisation 67, 196–7
  - environmental services 224
  - postal services 221–2
  - public services 225–6
  - transport 227, 228
- proactive motivation 138, 157, 164
- problematization 177–8, 183–4
- producers 209, 241
- product cycle theory 97
- product differentiation 42
- production
  - costs 61–2, 63, 136
  - factor inputs 74
  - pre-planning 182
  - service 43
- productivity 29–30, 31, 69–71, 71–2, 274–5
- professional associations 176, 178, 180, 220
- professional qualifications 199–200, 204–5
- professional services 220–1, 232, 255
- professionalism 178
- progressive liberalisation 217
- property 35
- prosumers 63, 68, 72
- protectionism 7, 31, 76, 201
- 'prudential carve-out' 225
- public morality 208, 223
- public-private partnerships 246–7
- public services 5, 21, 194, 195, 246–8
- Punta del Este Ministerial meeting (September 1987) 257
- QRs (Quantitative Restrictions) 215
- qualifications 217
- quality
  - assurance 36
  - control 20, 34, 42, 143, 148, 186
  - management 176



- performance and 69–71  
     standards 50  
 quotas 215, 218
- R & D (research and development) 9,  
     31, 63, 92
- railways 184, 226, 228, 243, 286
- rationality 66, 76
- reactive motivation 38, 138, 157
- real estate 33, 87, 92, 269, 272
- reciprocity 211, 216
- recreational services 232, 270, 272
- recycling 63
- refugees 218
- regulation 113, 253
     developing countries 259
     different national 34
     domestic 217, 236, 241, 245–6
     EU 280
     fair access charges 287–8
     financial services 242–3
     freedom of establishment 281
     government services 198–201
     product 6
     reform 261–2
     telecommunications 223
- religion 223
- relocation 7, 29, 37
- reputation 36, 42–3, 179
- 'request and offer' process 216
- research 63
- restaurant services 39–40, 51, 81, 87,  
     89, 92, 94, 102–4, 226, 269, 272
- retail services 153–4, 156, 157, 158,  
     161–2, 167, 170, 171, 224, 270,  
     272, 274
- Ricupero, Rubens 211
- risk management 59, 65–7, 157
- Roberts, J. 35, 37, 42
- Rover Car Group 185, 187
- royalties 82, 159, 165
- Rubalcaba-Bermejo, L. and Gago, D. 35
- safeguard clauses 236, 263
- Salmon, W. J. and Tordjman, A. 171
- saturation hypothesis 137, 155, 164,  
     169–70
- Scandinavia 5, 163–71
- Schindler (manufacturer) 63
- science 75–6
- Scientific Management 176, 179–85
- Seagram Company 37
- seaports 227
- Seattle Ministerial WTO Conference  
     (1999) 134, 237, 249, 252–3, 260
- securities 242
- security services 6, 246
- self-employment 216
- self-service 71–2
- selling 63
- service providers 244
- services 2
     brands 47–50
     commercial 151–72
     customisation 42
     differentiation 35
     employment 278–9
     GATS impact on 219–8
     globalisation 4–6, 28–41, 79–85,  
         100–4
     growth of trading in 86–90
     Haute-Garonne companies survey  
         136–48
     insurability 64–7
     international transactions 44–7, 120
     mergers and acquisitions 269–73
     networks 50–2
     orientation perspective analysis 42
     as part of manufacturing process 62
     performance and quality 69–71
     production system and 63–4
     public 194, 195
     recent trends in world trade 114–19
     Seattle Ministerial WTO Conference  
         237–8
     Single Market programme 265–88
     standardisation 51–2
     trade and investment link 45–6
     value 74–5
     WTO members incomplete sector  
         commitment to 235
- servicisation 84, 87
- Shewhart, Walter 186
- shop floor management 181, 183
- Siemens 183
- Silicon Valley 33
- skilled workers 260
- SMEs (small and medium-sized enter-  
     prises) 34, 81
     Haute-Garonne survey 136–48

- Smith, Adam 58, 61, 74, 75  
 SMP (Single Market Programme) 113, 126, 265–88  
 social policy objectives 197  
 social sciences 75, 76  
 social services 73, 195, 225–6, 232  
 sociology of translation 177, 178  
 software 259, 281  
 sovereignty 206, 213, 247  
 specialisation processes 29  
 specialised activities 145–6  
 ‘specific’ liberalisation commitments 234  
 sporting services 232  
 staff recruitment 171  
 staff training 146–7  
 stage approach 36–7  
 standardisation 35, 36, 50, 140, 148  
 state aid 284–5  
 Stibble Simont Monahan Duhot (law firm) 209  
 strategic planning 6, 145, 154–5, 157, 176  
 subsidiaries 138, 140, 143, 144, 164, 218, 242, 244–5  
 subsidies 196, 198, 219, 236  
 Sumimoto 37  
 supply and demand 64, 70, 72  
 supply chains 29  
 supply related services 35  
 Sweden 161
- takeovers 4, 9, 19, 20, 29, 38  
 tariffs 9, 34, 214–15  
 tarriffs 38  
 taxation 254  
 Taylor, F. W. 176, 179–85  
 Taylor Society 183  
 technical assistance 146–7  
 technical engineering 135–6  
 technical services 255  
 technological  
   developments 8, 61, 181  
   revolution 32–3  
   transfers 51, 156  
 telecommunications 6, 32, 39–40, 141–2, 147, 193, 201  
   accounting rates 222–3, 249  
   developing countries 258, 259  
   GATS 232, 239, 240–1, 254  
   interconnection rates 287  
   intra-EU FDI inflows 269  
   licensing 286  
   mergers and acquisitions 272  
   Single Market programme 266, 278  
   United States 255  
 Telefónica S. A. 37  
 television 266, 283  
 terminology 179  
 tertiarisation 7, 9, 29–30, 50  
 third generation licences auction 222  
 Thomson Corporation 37  
 time-and-motion studies 180, 182, 184  
 time-space compression 2  
 TNCs (transnational companies) 2–3, 4, 7, 28–9, 35, 37–8, 90, 91, 92  
 Toffler, Alvin 63–4  
 Tokyo Round (GATT) 68  
 total factor productivity 8, 9  
 Toulouse Chamber of Trade and Industry 134  
 tour guides 226  
 tourism 10, 39–40, 44, 45, 48, 50, 97–8, 100, 224, 226, 232, 255  
 Toyota, Kiichiro 186  
 Toyota 186  
 trade 42, 44–7, 79–80, 82, 86–7  
 trade and repairs 269  
 trade associations 180  
 trade fairs 6, 10, 29, 33, 41, 50, 146–7  
 trade liberalisation, *see* liberalisation  
 trade unions 183, 184, 195, 225, 227  
 trademarks 47  
 trading routes 7, 275  
 training 19, 34, 144, 221, 261  
 transactions, international 42, 43, 44–7, 120  
 translation, sociology of 177, 178, 183–4  
 translation services 146–7  
 transparency 202–3, 215, 217, 225, 236  
 transport 4, 10, 39–40, 82, 87, 89, 92, 94, 99–100, 125, 146–7  
   access to infrastructure 286  
   balance of payments data 116–17  
   costs 28, 38  
   distance reduction 28  
   GATS 226–8, 232, 240, 243  
   GATS 2000 negotiations 243

- insufficient WTO members
  - commitment 235
- internationalisation indicators 102–4
- intra-EU FDI inflows 269
- mergers and acquisitions 272
- networks 8
- Single Market programme 266, 275
- state aids 284–5
- travel services 48, 117, 125, 226, 232, 255
- Treadgold, A. D. 171
- Treadgold, A. D. and Davies, R. L. 155
- TRIPs (intellectual property-related issues) 257
- UK (United Kingdom) 281
  - exclusion of government services from GATS 197
  - PMI 187
  - retailers 170
  - Scientific Management 183, 185
  - service sector 5
  - service trade and investment 95–100
- UN International Civil Aviation Organisation 226
- UN (United Nations) 4, 37, 206, 207, 213
- uncertainty 76
- uncontrolled variation 186
- unemployment 183
- UNEP 207
- UNESCO 207
- United States
  - compared with EU service globalisation 90–3
  - CSI statement on service trade negotiations 251–4
  - Eastern Rate Case 184
  - EU exports to 120, 122, 123, 125
  - FDI 83–4
  - foreign affiliates 81
  - growth differentials between Europe and 31–2
  - international trade 82
  - management consultancy 175
  - New Economy 31–2, 33
  - Ordinance Department 184
  - services 5, 9, 85, 95–100, 254–6
  - Taylor's impact on capitalism in 180
- Universal Postal Union 221
- universal service obligation 223
- universities 178
- Uruguay Round (1994) 68–9, 196, 199, 215, 227, 232, 234–5, 243, 246, 258, 262, *see also* GATS
- utilisation systems 63, 64, 68
- utilities 266, 269
- value 5, 58, 70–1, 74–5
- Vandermere, S. and Chadwick, M. 42, 100
- variation, manufacturing 186
- Vernon, R. 97
- vertical integration 274
- visas 218
- vulnerability control 66–7
- waste management 63
- wealth promotion 61
- Welch, L. S. 157
- wholesale distribution 153, 156, 158, 161–2, 167, 170, 224, 270, 272, 273, 274
- Williams, D. E. 170
- WIPO 207
- women workers 73
- work permits 218
- workers 73, 218, 244, 253
- World Bank 207, 225
- world power companies 171
- world trade 4, 231–2
- WTO (World Trade Organisation) 68–9, 79, 153, 193, 194, 195, 199, 201, 207, 210, 211
  - classification of services 232
  - financial services 225
  - gaps in commitments 235
  - GATS 208–9
  - ITU and 222
  - legitimacy of 212–13
  - non-discrimination 214
  - preparations for GATS 2000 237
  - Seattle Ministerial Conference 134, 237, 249, 252–3, 254, 260
  - services negotiations 233, 234
  - standard and specific obligations 233–4
  - transfer of natural persons 253, *see also* GATS; GATT