Index

Accenture 341
accounting firms (Big 4) 60–79
  client relationships 67–9, 72–8
  and differentiation 66–7
  and Enron scandal 63–5
  and Lehman’s collapse 65–6
  services 61–2, 71–2
  and commoditisation 60–79
Acemoglu, D. 174
advanced business services see professional business services
agent-based modelling 54–5
agglomeration 37, 39, 227–30
  creative industries 355, 356
  producer services, China 396–8
aggregate complexity 352
Albert, S. 248
Alvstam, C.G. 37
Amazon 130
ameliorative innovation 99
Anand, N. 308
Apple Inc 141, 142, 345, 423–4
application economy 142
Apte, U.M. 172, 173, 174, 175, 177, 180, 188, 201
architectural firms, globalization 235
Arnould, E. 207
Arthur Anderson 64, 65
Asia
  cultural and creative industries 350, 360–65
  service sector 43–4
asset based logistics providers 339
assimilationist perspective 90–91
Ateljevic, J. 381
attribute-based approach to satisfaction 118
audit services 61–2, 71–2
Autor, D.H. 174
Bade, D.J. 342
BAE Systems 12–13
Bagchi-Sen, S. 232
Ball, D.A. 261
bank data on business activity 151–61
  and policy-related questions 161–6
Barclays Bank
  business survival data 157–9, 165
  New Firm Panel dataset 154–7, 165–6
  small business data 152–3
Barnett, D. 6
Barras, R. 91
Barrell, R. 32
barriers to globalization of services 270–73
Bask, A.H. 340
Bassanini, A. 32
Baumol, W.J. 8, 89, 201
Baumol model of unbalanced growth 89
Baumol’s disease 130
BBA Small Business Survey 151–2
Beard, M. 418, 422
Beinhocker, E.D. 352
Bell, D. 5, 418
Bensemann, J. 378
Berger, P. 426
Berglund, M. 339, 340
Berman, E. 174
Beyers, W.B. 38–9, 40, 417
Bhagwati, J.N. 268
Big 4 accounting firms see accounting firms
Bitner, M.J. 113
Blake, A. 377
Bluewater Shopping Centre, UK 3
board room interlinkages 426
Bobbit, L.M. 115
Bolivia, water system privatization 272–3
Bolton Committee 167
born global firms 234–5, 279, 295–6
Bosworth, B.P. 28
Boulding, W. 121
Bowden, J.L.H. 110
Bowersox, D.J. 334
Boynton, A. 251
BPS see business and professional services
Bradley, K. 248
Brady, M.K. 121
Braudel, F. 7
Brodie, R.J. 111
Brotton, J. 418–19
Bryson, J.R. 11, 36, 38, 317, 325, 327
business activity, UK 146–67
  Barclays Bank data 152–61
  BBA survey 151–2
  business survival 157–61, 164–6
  comparison with US 163–4
  GEM survey 150–51
  number of businesses 148, 161–2
  official data 147–9
business closures 152–3, 156–7
business models 137–41
business and professional services (BPS) 317–21
emergence 7
management control 321–6
business, professional and technical services 192–3
trade data 195, 196
business registers, UK 148–9
business service strategy, and location 40–41
business services 129–43
business models 137–41
and division of labour 132–6
and economic geography 35–45
and productivity 130–32
business survival, UK 157–61, 164–6
Campos-Soria, J.A. 378
capitalist production system 316–18
capturing value 139–40
Castells, M. 317, 418, 420
Castle, L. 261
CCIs (cultural and creative industries) 349–65
CCJQ (creative industry clusters), Singapore 363
Cetindamer, D. 32
Chadwick, M. 284, 291
Chambers, John 247
Chang, T.C. 361
Chapman, C. 228
Chase, R.B. 201
Cheng, D.Z. 396
China, producer services 392–411
Choi, M. 173, 201
Chow, G.C. 410
Cisco 247
cities and business location 228–9
China 396–8
Clark, K.B. 98
Clarke, P. 344–5
Clarke, T. 431
classification of services 36–7
Clegg, S.R. 426
client account management 324–6
client-driven product innovation 304–7
client relationships 77–8, 324–6
client retention 325
client teams 73–6, 303
collapse change concerns and tourism 385–7
CLM (Council of Logistics Management) 335
closure data, UK 152–3, 156–7, 159
clustering, creative industries 355, 356
co-production 88
Coad, A. 165
Coase, R. 133
Cole, W. 6
collaboration
and logistics services 335–6
management of 247, 249–51
collusive power 431
commoditisation 60–79
company culture 428–30
compensation see pay
complexity economics 352
composite modelling of service systems 55
computational models 54–5
Connect and Develop programme 129
constitution phase, paradigm development 211–12
consulting services 62, 94
customer behaviour 105–23
pre-purchase stage 107–10
service encounters 110–15
customer delight 116–17
customer engagement 110–11
customer satisfaction 116–22
customer consumption
post-encounter stage 116–19
pre-purchase stage 107–10
of producer service knowledge 431
service encounter stage 110–15
three-stage model 105–23
contractual relationships, BPS 322–4
cornered across sectors 199
convergent knowledge 427
Cook, Tim 345
cookbook knowledge 426–8
corporate culture 428–30
Corrado, C. 30
Corus 344
Council of Logistics Management (CLM) 335
Council of Supply Chain Management Professionals (CSCMP) 336
Coxhead, I. 378
creative compliance 311
creative industries 349–65
definitions 350–51
creative industry clusters, Singapore 363
creative quarters 356
creative systems 351–6, 351–65
Marseille 358–60
Montreal 357–8
Shanghai 362–3
Singapore 360–61
creative talent, management 242–54
credence attributes 110
credit turnover 155
cronin, J.J. 121
cross-border activity 260–66
see also globalization
CSCMP (Council of Supply Chain Management Professionals) 336
Cuadrado, J.R. 283
Culliton, J.W. 334

cultural and creative industries (CCIs) 349–65
cultural cycle 354
culture, and globalization of services 271
Culture Montreal 358

Curtis, T. 201
customer experience see experience
customer relationship marketing 210
customer satisfaction 116–19
  modelling 119–22

Dabholkar, P.A. 115
Dahlstrand, A.L. 32
Daniels, P.W. 5, 11, 39, 43–4, 392, 394
Davis, F.W. 335
Davis, P. 32
Deane, P. 6, 7
decentralized management of creative talent 247–8
decision-making, pre-purchase stage 107
Deloitte 60–72
demand for services, impact of proximity 40
deregulation 31
destination marketing 383–4
Destination Marketing Organizations (DMOs) 384
developing countries, and tourism 376–8
Dicken, P. 431
differentiation
  and Big 4 66–7
  and client relationships 77–8
  and innovation in services 92–4
  and location 40–41
disaggregation of services 174
  US economy 175–7
discovery phase, paradigm development 211
divergent knowledge 427
division of labour 7–8, 132–6
DMOs (Destination Marketing Organizations) 384
Doorne, S. 381
Dougherty, D. 250
Dream Society, The 215
Drucker, Peter 334
dual information economy 420
dynamic capabilities 242
earnings see pay
Eatwell, J. 424
economic contribution
  producer services, China 393–6
  tourism 376–9
economic development, and tourism 376–8
economic geography 35–45, 417–18
economic integration 259
economic subsystem and cultural industries 354–5
economic theory
  and division of labour 132–6
  and product market deregulation 31
  and productivity 8
  and value of business services 142
Efthyvoulou, G. 32
Ekinsmyth, C. 229
electronic recommendation agents 109
embeddedness 37
emerging markets, service sector 43–4
emissions, and tourism 385–7
employee mobility, and KIBS firms 237
employee retention, business and professional services 319–21, 322–4
employment
  information sector 173–4, 180–84
  in services 2, 6, 9
employment contracts 322–4, 327
Empson, L. 228
Enron scandal 63–5
Enterprise Directorate, Department for Business Innovation and Skills 148
entrepreneurial activity, UK 161–4
entrepreneurial managers 251–3
entrepreneurial theory of the firm 135–6
environmental sustainability 83–101
Ernst & Young 60–72
EU KLEMS database 22–3
European Union
  service sectors growth and productivity 21–33
Services Directive 31
exit data, UK 152–3, 156–7, 159
expectancy–disconfirmation paradigm 116–17
experience 110, 205–19
  definition 206–7
  as independent phenomenon 209–10, 214–16
experience economy 208–10, 215–18
Experience Economy, The 215
expertise 308, 317, 426–8
experts 244–6
  international recruitment 292
  managing and organising 246–51
exploitation activities 307
exploration activities 307
exports 42, 188–98, 284–7
KIBS firms 291
see also trade in services
extended labour process 7–8
externalization 36–7
Handbook of service business

F-35 Joint Strike Fighter 13
face-to-face interaction 228, 236
FDI see foreign investment
Fernandes, J.C. 120
financial crisis
and globalization of services 267
impact on outputs and labour productivity 28–30, 32–3
financial incentives see pay
financial services
trade data 195
see also accounting firms (Big 4)
Findlay, C. 261
Fischer, B. 251
Five-Year Plans, China 407–8
Florida, R. 356
foreign investment 264, 287
China 401–4
and KIBS 291
fourth party logistics (4PL) 339, 341–4
Foxconn Technology Group 423–4
Francesco di Marco Datini 422
franchising 264–5, 291–2
Francois, J. 175
Frankish, J. 165, 166
Fraser, J.A. 318
Frey, R. B. 174
Freund, C. 269
From Tin Soldiers to Russian Dolls: Creating Added Value Through Services 10–11
Fuchs, V.R. 8

Gadrey, J. 84, 85, 89, 94
Galbraith, J.K. 8
Galloj, F. 94, 95
Gardner, Heidi 73
Gatenby, R. 73
GATS 260, 268, 272, 297
GATT 259, 260, 268
GEM UK survey 150–51, 163–4
gender segregation in tourism employment 378
General Agreement on Tariffs and Trade 259, 260, 268
General Agreement on Tariffs and Trade 259, 260, 268
geographies of firm location 227–30
gender segregation in tourism employment 378
Gershon, J. 5
Gerstner, Lou 129
Giddens, A. 258
Gill, J. 427, 428, 433
Gilly, M.C. 113
Gilmore, J. 215, 218
Gimeno, J. 155
global financial crisis see financial crisis
global shift (first and second) 327
global socialization 236–7
globalization 257–9
and producer service growth, China 398–407
and tourism 374
see also internationalization
globalization sceptics 258
barriers to 270–74
drivers 266–70
geographical factors 231–3
modes of international activities 283–91
paths to international markets 294–5
see also internationalization of services
Glückler, J. 228, 236
GNP, US, and information services 175
golden handcuffs 322
goods and services convergence 87–8
Govers, E. 4
Grabher, G. 229
green characteristics of services 83–9
green innovation 89–101
Greenfield, H.I. 5
greenhouse gas emissions, and tourism 385–7
Greenwood, R. 306
Griffiths, M.A. 113
Grönroos, C. 105
gross value added (GVA), and BPS firms 319
growth
EU service sectors 21–33
growth accounting 23
Gu, X. 362
Guillen, M.F. 427–8
GVA (gross value added), and BPS firms 319
Hall, C.M. 378, 380, 381–2
Hall, S. 236
halo effect in satisfaction measurement 120
Harrington, J.W. 39
Hartley, J. 350
Hays Specialist Recruitment 323–4
Healey, P. 349–50, 352
Held, D. 258, 267
Helkkula, A. 207
Henderson, R.M. 98
Herfindahl index, producer services, China 396
Hesmonhalgh, D. 350
Higgs, P. 354
Hill, T.P. 417
Hirst, P. 258
Hitt, M.A. 245
Ho, M. 28
Hoekman, B. 175
Hofer, C.W. 425
Hong Kong, creative industries 351
hours worked, EU and US 29
Huczynski, A.A. 427
Hulten, C. 30
Hutton, T.A. 394
hybrid production systems 10, 14
hyperglobalists 258
IBM 129–30, 138
ICT
capital investment 187–8
and productivity 28, 174–5
and service science 53
and tangibility of services 88
IDBR (Inter-Departmental Business Register) 148–9, 164–5
Illeris, S. 5
ILO (International Labour Organization), and self-employment data 147
imperial phase, paradigm development 212
'Implementing Opinion on Several Policy Measures for Accelerating the Development of the Service Industry' 408
imports see trade in services incentives 322
see also pay
incremental innovation 99–100
indirect internationalization, KIBS sector 292
individuals-processing services, innovations 93
industrial classification 14
China 394
industrialization 86–7, 90–91
information 317
information based logistics providers (4PL) 339, 341–4
information economy, US 171–200
employment 173–4, 180–84
growth 175–80
ICT investment 187–8
international trade 188–98
measurement 172–3
information-intensive services, US 170–200
information-processing services, innovations 93–4
information search, consumers 108–9
information technology see ICT
informational capitalism 317, 420–22
innovation
green and sustainable 89–100
internally driven 307–9
professional service firms 301, 304–9
retail services 3
tourism firms 383
typology 94
Institute of British Geographers 417–18
insurance, trade data 195–6
intangibility of services 85–9
and environmental sustainability 85–8
integration, economic 259
integration perspective, innovation in services 95–100
integrative model of service encounters 111–12
intellectual property rights 270, 306
intelligent enterprises 136
Inter-Departmental Business Register (IDBR) 148
interactivity, and tangibility of services 88–9
internally driven process innovation 307–9
International Labour Organization (ILO), and self-employment data 147
international trade see trade in services
internationalization see also globalization
internationalization index 288–9
internationalization of service production 261–2
internationalization of services 41–2, 260–66, 278–98
KIBS firms 278–9, 291–8
see also globalization of services
Internet
and globalization of services 269
as source of information 108–9
interpersonal relationships 236
see also client relationships
intra-firm trade 265–6
investment
in ICT 187–8
intangible 30
see also foreign investment
Ions, Mark 323–4
Japanese kaizen philosophy 429–30
Jensen, R. 215, 218
jobs see employment
Jones, A. 236
Jorgenson, D.W. 23, 28
Jovanovic, B. 155
Juleff-Tranter, L.E. 38
Juncundus 422
kaizen 429–30
Kaldor, N. 424
Karmarkar, U.S. 174, 200
Keeble, D. 38, 228, 417
Kipping, M. 232
Kirzner, I.M. 135
knowledge 317
supplied by producer service companies 426–8
knowledge acquisition 423, 424–6
knowledge commodification 433
knowledge creation 243–4
knowledge creators 244–6
management 246–51
knowledge-intensive business services (KIBS) 231–8, 278–9, 291–8
knowledge-intensive capitalism 420–22
knowledge-intensive services innovation 94
research agenda 417–33
knowledge leaders 251–3
KPMG 60–72
client service framework 73–6
Krishnan, M.S. 174
Kuh, T. 205, 216
Kumar, P. 119

labour
and service business localization 229
see also employment
Labour Force Survey 147
labour market deregulation, impact on productivity 32
labour productivity growth 24–30
Lages, L.F. 120
Lancasterian analysis 85, 95
Lanz, R. 265–6
Lash, S. 420
law firms, and innovation 309–10
leadership 251–3
see also management
Lee, E.-J. 115
Legal Process Outsourcers 310
Lehman Brothers collapse 65–6
Lesky, C. 326
Lever, W.H. 421–2
leverage 303–4, 311
Levitt, T. 87
Levy, D.L. 262
Levy, F. 318
Lewis, H.T. 334
Lewis, R. 5
licensing, KIBS sector 292
light-touch management 247–9
Lin, G.C.S. 44
Lindahl, D.P. 40
Lindsay, V.J. 261
LinkedIn 323–4
literati 245
local partnerships 234
localization of services 37, 39, 227
location of services 37–41, 227–30
logistics 333–46
evolution 334–6
fourth party logistics 341–4
service providers 338–9
strategic significance 336–7
and supply chain 340–41
Logistics Performance Index 337
London, history of service industry 6–7
Lotka, A.J. 244–5
Lovelock, C. 113
low-contact service encounters 114–15
LPOs (Legal Process Outsourcers) 310
Luckmann, T. 426
Lummu, R.R. 334
Lundvall, B.-Å. 38
Lyotard, J.F. 433

Ma, L.J.C. 393
Machin, S. 174
Machlup, F. 172
MacKenzie, S.B. 120
MacPherson, A. 419
Maister, D.H. 321, 325, 326
management
business and professional service firms 321–6
entrepreneurial managers 251–3
of experts and creative talent 242, 246–51
and knowledge creation 243–4
management cybernetics 10
managers
entrepreneurial 251–3
inter-firm movement 424–5
Mandrodt, K.B. 335
Mangal, V. 200
manufacturing and services 9–13
research agenda 422–6
March, J.G. 307
Marino, G. 341–2
market economy, growth and productivity in services 24–8
market liberalization, and producer services, China 398–407
market services 25–8
Markusen, A. 40
Marseille, creative system 358–60, 363–5
Marshall, A. 37
Marshall, J.N. 36, 39
Martin, J. 251
Martin, R. 352
Marx, K. 422
Mason, R.O. 174, 180
materials-processing services 92
Maude, A. 5
McCull-Kennedy, J.R. 113
McGirt, E. 247
McGuickin, R.H. 28
McKinsey 28
McLean, A. 431
measuring business activity 146–67
Index 445

meta-model of business paradigms 211–13
Metcalf, J.S. 95, 98
Metters, R. 262
MFN (Most Favoured Nation) principle 268
MFP (multi-factor productivity growth) 25, 28
Miroudot, S. 265–6
mission ready management solutions (MRMS) 12
Mithas, S. 174
Mittal, V. 119
MNCs (multinational corporations) 230–31, 258–9, 265
modelling service systems 54–5
models
  model of satisfaction and behavioural intentions 119–22
  three-stage model of service consumption 105–19
Montreal, creative system 357–8, 363–5
Moretti, E. 2–3
Morgan, K. 228–9
Morgan, N. 383
Most Favoured Nation (MFN) principle 268
Moulaert, F. 394
MRMS (mission ready management solutions) 12
Mueller, J.K. 342
multi-attribute models 109–10
multi-factor productivity growth 25, 28
multinational corporations (MNC) 230–31, 258–9, 265
Murphy, P.R. 339
Naastepad, C.W.M. 32
Nachum, H.K. 173, 174, 175, 188
National Council of Physical Distribution Management (NCPDM) 334
National Innovation Systems 38
NCPDM (National Council of Physical Distribution Management) 334
Nelson, R. 247, 249
neoliberal economics, and globalization 259
network based logistics providers 339
networks
  and logistics 336, 339
  tourism industry 380–81
new firms characteristics 157–61
Nicolas, E. 94
non-official business data sources 149–52
non-ownership value 142–3
non-progressive services 8
Nonaka, I. 243, 250
numerati 245
Nunziata, L. 32
occupational segregation, tourism services 378
O’Connor, K. 44
OECD
  on globalization 258
  information economy measurement 173
O’Farrell, P. 40, 232
Office for National Statistics, self-employment data 147
offshoring 262, 292, 310
Ogilvy, D. 1
Ohmae, K. 258
Oliver, R.L. 116, 118, 120
Olshavsky, R.W. 120
O’Mahoney, M. 22
ONS (Office for National Statistics), self-employment data 147
Ooi, C.-S. 361
organization of service business 225–38
organizational culture, research agenda 428–30
organizational diversification 230–35
organizational knowledge-processing services, innovations 94
organizational support, and innovation 308
Origo, I. 422
Osberg, L. 173
output, service sector 24–8
  impact of financial crisis 28–30
outsourcing logistics provision 338–9
overdraft use by new firms 160–61
overseas partnerships 234
Page, S. 380
Palmer, G. 426
paradoxical power 431
Parker, S.C. 147
partial industrialization, tourism 379–80
partnerships 70, 302–3
  overseas 234
paths to internationalization 294–5
Pavitt, K. 91
pay
  creative talent 246
  information-intensive services, US 180–84
Pegatron 424
Penrose, E. 134
performance in market economy 24–5
Perrow, C. 419
personal sources of information 108
Pike, S. 384
Pinches, S. 6
Pine, J. 215, 218
Pixar studios 247–8
planning system and cultural industries 352–4, 355–6
Poist, R.F. 339
policy, China, and producer services 407–9
Pompeii 418, 422
Porat, M.U. 170, 172–3, 175
Porter, M.E. 37, 40
Portugali, J. 352
post-encounter stage, service consumption model 116–19
poverty reduction, and tourism 376–8
Power, D. 40
power relationships 431
pre-purchase stage, service consumption model 107–10
Price, L. 207
privatization
and globalization of services 267
water system, Bolivia 272–3
Proctor & Gamble 129, 138
producer services 5
China 392–411
research agenda 417–33
product market deregulation 31
productivity 24–8
impact of financial crisis 32–3
professional business services 35–45
location 39–41
professional service firms 301–4
and innovation 301–12, 304–12
progressive services 8
property rights theory 133–4
proprietary knowledge protection, and globalization of services 270–71
prosumption 210
proximity to clients 38, 40
publishing services, internationalization 262
PwC 60–72
Qualcomm 140
quality of service 121–2
Quinn, J.B. 136
Rackham, Neil 77, 78
radical innovation 99
rail network development, China 411
recipe knowledge 426–8
recombinative innovation 100
recruitment, BPS 322–3
Reenen, J.V. 174
Reeves, Rosser 1
regional integration, and globalization of services 267–8
regulations
and globalization of services 271–2
and productivity 31–2
Reich, R. 245, 427
relational planning complexity 352
relationship capitalism 38
relationships 77–8
rental paradigm 52
reputation, BPS firms 320–21
research agenda for knowledge-intensive services 417–33
resource-based view 134–5
retail services, innovations 3
retention of employees 319–21, 322–4
Reynolds, Paul 150
Riddle, D.I. 4
Rolls-Royce 12, 138, 139
Rose, E.L. 261
Rovio 141
royalties and license fees, trade data 192, 193–5
Rubalcaba, L. 283
Rusher, K. 381–2
Rusten, G. 38
Safe to Bold Model 78–9
Sako, M. 310
Salaman, G. 431
Saviotti, P.P. 95, 98
Sayer, A. 422
Schein, E. 426–7
Schement, J.R. 201
Schmidt, C. 251
Schoenberger, E. 425
Schreyer, P. 23
Schulze, G. 215
Schutz, A. 426
scientific study of service 49–56
SCM (supply chain management), and logistics 335–6
search attributes 109–10
seasonality, tourism services 379
sectoral employment, information-intensive services, US 184
self-employment data 147, 164
self-service 86–7, 115, 269
and consumer satisfaction 120
Sen, J. 232
service
definition 4–5
definitions 49–50
as value cocreation 49–51
service activities 5
service-based business models 137–41
service blueprinting 52–3
service business
and global economy 235–7
growth 1–3
history 6–7
location 227–30
organization 225–38
service consumption model 105–23
service delivery model 72–7
service-dominant logic 50–51, 52, 53
service economy, sustainability 84–9
service encounter stage, service consumption model 110–15
service experience 52–3, 205–19
service offers, evaluation 109–10
service quality 121–2
service research and economic geography 35–45
service satisfaction model 119–22
service science 49–56
service scripts 114
service value 121
services
and globalization 260–74, 280–83
and productivity 8
servicescapes 112–13
servitisation 10
servuction model 111–12
Seven-Eleven Japan 244
'Several Opinions on Accelerating Development in the Service Industry' 408
Shanghai, creative system 362–3, 363–5
Sharpe, C.A. 41
Shostack, G.L. 87
Sichel, D. 30
Siddall, Frank 421
Simpson, J.A. 334
Singapore
creative industries definition 351
creative system 360–61, 363–5
Singh, J. 118
skills
knowledge creation 244–6
social skills 325
Skjøtt-Larsen, T. 339
small and medium-sized enterprises 148
born globals 234–5
information-poor 420
tourism firms 381–3
Small Business Survey (BBA) 151–2
Smets, M. 306
Smith, Adam 4, 85
Snape, R.H. 272
social innovation 92
social networking sites 323–4
social networks 236
social-servicescape model 113
social skills 325
social stock of knowledge 426
socialized agency 308
Solow, R. 23
Sørensen, F. 215
spatial clustering, creative industries 355, 356
Spiegelman, M. 28
Spreng, R.A. 120
start-ups
Barclays Bank dataset 154–61
characteristics 157
definition 154
Stehr, N. 417, 420
Stiroh, K.J. 28
stock markets 7
Storm, S. 32
Storper, M. 229
Ström, P. 39
structural changes, and information services growth 175–80
Suddaby, R. 306
Sundbo, J. 215, 261
Sunley, P. 352
Sunlight soap 421
supply chains, and logistics 335–6, 340–41
survival, new businesses 157–61, 164–6
sustainability
service economy 83–9
tourism 385–7
sustainable competences 98
sustainable innovation 89–101
symbolic-analytic services 427
system dynamics models 55
systems concept 335
Takeuchi, H. 250
tangibility of services 85–9
taxation services 62
Taylor, F.W. 421
teams, creative 249–51
technology
and globalization of services 268–9, 273
and service growth 3
and tangibility of services 86
see also ICT
Teece, D.J. 252
third party logistics 339, 340–41
Thompson, G. 258
Thompson, W.P. 421
Thrane, C. 378
three stage model of service consumption 105–19
Thrift, N. 431
Timmer, M.P. 22
TMTs (top management teams) 252–3
TNCs (transnational corporations) 230–31, 258–9, 265
Tombs, A. 113
top management teams (TMTs) 252–3
total cost concept 334
TotalCare (Rolls-Royce) 139
tourism 371–87
definitions 371–3

economic significance 376–8
employment 378–9
global data 373, 375–6
globalization 374
and sustainability 385–7
tourism firms 379–83
destination marketing 383–4
Tourism Satellite Accounts 380
trade in services 41–2, 175, 264–6, 284–9
information-intensive services, US 188–98
trade liberalization, China, and producer services 398–404
transaction-specific service quality 121
transactional leaders 252
transformational leaders 252
transformationalists 258
transnational corporations (TNCs) 230–31, 258–9, 265
transnational partnerships 234
Transport Development Group (TDG plc) 344
Triplett, J.E. 28
trust equation 76–7
Tsiros, M. 119
turf 308
Tyler, R. 324

unauthorised overdrafts, as business data 155–6
unbalanced growth model 89
Unified Service Theory 52
United Kingdom
business activity 146–67
creative industries definition 351
history of service industry 6–7
United States
economy, sectoral decomposition 170–71, 175–7
growth and productivity in services 24–8
see also information economy, US
urban systems and service businesses 227–8
China 396–8
Urry, J. 420
Useem, M. 426
USP (unique selling proposition) 1

value capturing 139–40
value chains
creative industries 354
fragmentation 9–10
value cocreation 49–51
value networks 140–41

value of service 121
value proposition 138
van Ark, B. 28
Vandemerwe, S. 10–11, 284, 291
VAT register 148–9
velcro relationships 326
Venables, A.J. 229
Venn, D. 32
Verma, R. 262
Victorino, L. 114
voice-to-voice encounters 114–15

wages see pay
Wahlqvist, E. 39
Walker, R. 422
Wang, E. 407
Wang, H.B. 407
Washington Consensus 259
water system, Bolivia, privatization 272–3
Wattanakuljarus, A. 378
Wealth of Nations, The 85
Weber, A. 37
Webster, F. 422
Weick, K. 216
Weiner, B. 118, 120
Weiner, E.S.C. 334
Weinhold, D. 269
Weinstein, O. 95
Wernerfelt, B. 135
Wernerheim, M.C. 41
Whitaker, J. 174
Whittle, S. 427, 428, 433
Wiersema, M.F. 425
Wilson, A. 121
Wirtz, J. 113
Wolff, E.N. 173
Wood, P.A. 36, 39, 227
World Bank, Logistics Performance Index 337
World Trade Organization 268
and China 392–3, 398–404
Wright Mills, C. 5
WTO see World Trade Organization

Xerox 140

Yang, Y.C. 407
Yeung, H.W.C. 44

Zeithaml, V.A. 109, 121
Zheng, J. 362
zipper-type relationships 326