Contributors

Lauren Andres is Lecturer in Spatial Planning at the University of Birmingham, UK. Her fields of interest include: the policies and governance process of urban and economic regeneration and broadly the understanding of the role of (temporary) creative uses and intermediaries in shaping spaces and making places. She is also interested in assessing the forms of persistent resilience of groups of individuals and communities in a context of disturbances and pressures.

Uday Apte is Professor of Operations Management at the Graduate School of Business and Public Policy, Naval Postgraduate School (NPS), Monterey, CA, USA. Before joining NPS, Uday taught at the Wharton School, University of Pennsylvania, Philadelphia, and at the Cox School of Business, Southern Methodist University, Dallas, TX. His research interests include managing service operations, supply chain management, technology management, and globalisation of information-intensive services.

John R. Bryson is Professor of Enterprise and Competitiveness at Birmingham Business School and Adjunct Professor of Enterprise and Economic Geography in the School of Geography, Earth and Environmental Sciences, University of Birmingham, UK. His research interests include understanding the growth and dynamics of knowledge-intensive service firms, innovation and services, the interactions between services and manufacturing, the competitiveness of manufacturing in high cost locations, design and manufacturing, price and non-price sources of competitiveness, and infrastructure business models. He was elected a Fellow of the Academy of Social Sciences in 2009.

Caroline Chapain is a Lecturer in the Department of Management at Birmingham Business School, University of Birmingham, UK. Her research interests include: creative industries and creative cities and regions; economic restructuring, especially plant closures and redundancies; local and regional economic development; and quantitative and qualitative research methodologies.

Alex Coad is Senior Research Fellow at the Science Policy Research Unit (SPRU), University of Sussex, UK and External Associate Professor at Aalborg University (Denmark), Associate Fellow at the RATIO Institute (Stockholm, Sweden) and Associated Researcher at HUI (Stockholm). His research interests are focused on firm performance, entrepreneurship, business strategy and industrial dynamics.

Peter W. Daniels is Emeritus Professor of Geography at the University of Birmingham, UK. He has held a number of fellowships and visiting positions at universities in Australia, the United States, Hong Kong and Italy. A past-President of the European Research Network on Services and Space, his research interests include the growth of service industries and their role in economic and urban development. He has published journal papers as well as a number of single-authored and co-edited books on the rise of service industries, especially advanced services, in the UK, Europe, North America and the Asia-Pacific, and their role in globalisation and international trade.
Faridah Djellal is Professor of Economics and Dean of the Faculty of Economics and Social Sciences at the University Lille 1, France. Her research interests focus on performance, productivity in services, research and development, innovation in services, relationship innovation in employment and services, services innovation and economic geography, and innovation and public–private partnerships.

Michael Ehret is Reader in Technology Management at Nottingham Trent University, UK and Visiting Professor at Universitaet Rostock, Germany. His research focuses on business and technology marketing. He has published in leading academic journals, including the Journal of Marketing and Industrial Marketing Management.

Julian Frankish is Head of Business Economics and Research for Barclays Business Banking, UK. His role at Barclays involves detailed research into all aspects of the UK small business market.

Faïz Gallouj is Professor of Economics at University Lille 1, France. His research interests focus on the economics of innovation, the economics of services, and innovation and services. He has also worked extensively on productivity and performance in services. He is editor of many books on services, including The Handbook of Innovation and Services (Edward Elgar) and Measuring and Improving Productivity in Services (Edward Elgar).

Royston Greenwood is Telus Professor of Strategic Management at the Alberta School of Business, University of Alberta, Canada. His research interests include the dynamics of organisation change, managing professional service firms, and new business ventures.

C. Michael Hall is Professor in Marketing in the Department of Management, University of Canterbury, New Zealand. He has longstanding teaching, publication and research interests in tourism, regional development and social/green marketing, with particular emphasis on issues of place branding and marketing as well as conservation and environmental change, event management and marketing, and the use of tourism as an economic development and conservation mechanism. He is the author and editor of over 40 books as well as over 250 journal articles and book chapters.

Steve Hollis was former Midlands (UK) Chairman of KPMG. His early career focused on the audit of global companies before he qualified as a chartered tax practitioner and then specialised in corporate restructuring, along with all aspects of mergers and acquisitions. He has served on KPMG’s boards for the UK, Europe and EMA and was appointed to chair the firm’s Midlands practice in 2010. Steve has served on the Industrial Development Advisory Board, Sport England, and the Greater Birmingham and Solihull Local Enterprise Partnership.

Andrew Jones is Professor and Dean of the School of Arts and Social Sciences at City University London, UK. He is an inter-disciplinary social scientist with a background as an economic geographer. His research interests include: how the activities of organisations relate to the on-going development of a globalised economy; the nature of global knowledge management and the way in which local contexts and places shape competitiveness; and how the globalisation of financial and business services is caught up in the rise and development of emerging economies, especially in Asia.
Uday Karmarkar is Distinguished Professor in Decisions, Operations and Technology Management and L.A. Times Chair in Technology and Strategy in the School of Management, UCLA Anderson, USA. He is the founder and Director of UCLA Anderson’s Business and Information Technologies Project (BIT), which studies the impact of new online information and communication technologies on business practices worldwide. His research interests are in information-intensive industries, competitive analysis, intelligent management systems, and operations and technology strategy for manufacturing and service firms. He has published over 70 articles and research papers.

Cheryl A. Kieliszewski is a research scientist at IBM Research, Almaden, San Jose, USA. She has over 15 years of research and applied human factors engineering experience, has been the technical assistant to the Almaden vice-president and lab director, managed a team focused on the design and implementation of advanced analytics for improved business intelligence and, most recently, is part of a team creating a platform to couple heterogeneous models through data exchange and is the client experience architect for the Accelerated Discovery Lab. Dr Kieliszewski is co-editor of the Handbook of Service Science.

Paul P. Maglio is a research scientist and manager at IBM Research, Almaden, San Jose, USA. He is currently working on a system to compose loosely coupled heterogeneous models and simulations to inform health and health policy decisions. Since joining IBM Research, he has worked on programmable Web intermediaries, attentive user interfaces, multimodal human–computer interaction, human aspects of autonomic computing, and service science. He is currently an Associate Adjunct Professor at UC Merced, USA, where he teaches cognitive science and service science.

Robert Mason is Senior Lecturer in Logistics at Cardiff Business School, UK. His research interests centre on the optimisation of supply chain system processes, which includes topics such as the integration of transport/logistics into national and international supply networks, the management of inter-organisational relationships (vertical and horizontal) and the organisation of enterprise to deliver customer value.

Timothy Morris is Professor of Management Studies at Saïd Business School, University of Oxford, UK. He is a founding member of the Novak Druce Centre for Professional Service Firms and a project director in Oxford University’s Centre for Corporate Reputation. His research and teaching activities focus on the growing, and increasingly important, field of professional service firms.

Hiranya Nath is Professor of Economics at Sam Houston State University, USA. His primary research interests are in monetary economics and macroeconomic time series analysis, with specific interests in disaggregate price behaviour and information economics.

Mary O’Mahony is Professor of Applied Economics at King’s College London, UK. Her research interests include measuring and explaining international differences in productivity, technology and growth; human capital formation and its impacts on productivity; and measuring performance in public services, including health and education. She joined King’s in May 2013 and was previously Professor at Birmingham Business School, University of Birmingham, UK. She is currently a Visiting Fellow at the National Institute of Economic and Social Research, London, UK.
Andrew Potter is Reader in Transport and Logistics at Cardiff Business School, University of Cardiff, UK. His research interests lie in how transport can be more effectively integrated within supply chains, through process-, people- and technology-based approaches. This has often involved translating manufacturing-orientated frameworks into a logistics operating environment.

Joanne Roberts is Professor in Arts and Cultural Management at Winchester School of Art, University of Southampton, UK. She gained her doctorate at the Centre for Urban and Regional Development Studies, Newcastle University, UK, and she has held academic posts at Durham University, Newcastle University and Northumbria University, UK. Her areas of expertise include international business, innovation, and knowledge production and transfer.

Richard Roberts has worked for Barclays since 1984, first, briefly as an industrial economist but mainly as a specialist on small and medium-sized enterprises (SMEs). For many years he led the Business Economics Team within Barclays. This team considers all aspects of the SME customer base. Between 2001 and 2012, he was Chief Economist, Barclays UK Retail Banking activities.

Luis Rubalcaba is Professor in Economics in the Department of Applied Economics, University of Alcalá, Spain and Visiting Professor at VTT Technical Research Centre, Finland. His research interests focus on understanding the economics of service firms and employment, service trade and internationalisation, service innovation, business and professional service firms, public services, and regional policy and services.

Michael Smets is Associate Professor in Management and Organisation Studies and a Research Fellow at Green Templeton College, Oxford, UK. He is also a member of the Novak Druce Centre for Professional Service Firms, based at Saïd Business School, Oxford, UK. His research focuses on professional service firms, and especially their internationalisation, innovation and regulation.

David J. Storey is Professor of Enterprise at the Department of Business Management and Economics, University of Sussex, UK. He has two honorary Doctorates and has been Visiting Professor at the Universities of Manchester, Reading and Durham, UK, and was an International Fellow at Sydney University, Australia in 2009. He has made major contributions to research into entrepreneurship and to understanding the economics and management of small and medium-sized enterprises. In 1998 he received the International Award for Entrepreneurship and Small Business Research from the Swedish Council, and was awarded a Wilford White Fellowship in 2008.

Patrik Ström is Associate Professor in the School of Business, Economics and Law, University of Gothenburg, Sweden and President of the European Association of Research on Services. He is an economic geographer whose research focuses on understanding the internationalisation and competitiveness of knowledge-intensive services, with a particular focus on Japanese services in Europe and Asia.

Jon Sundbo is Professor in the Department of Communication, Business and Information Technologies, Roskilde University, Denmark. He has published widely on services
and especially on innovation in services, services and the experience or performance economy, experience and management, and the management aspects of services.

David J. Teece is Director of the Tusher Center on Intellectual Capital, Professor of Business Administration and the Thomas W. Tusher Chair in Global Business at the Haas School of Business, University of California, Berkeley, USA. He is an authority on subjects including the theory of the firm and strategic management, the economics of technological change, knowledge management, technology transfer, and antitrust economics and innovation. He has held teaching and research positions at Stanford University, USA and Oxford University, UK, and has also received three honorary doctorates. According to Science Watch, he is the lead author of the most cited article in economics and business worldwide, 1995–2005. He is also one of the top 10 cited scholars in economics and business for the decade, and has been recognised by Accenture as one of the world’s top 50 business intellectuals.

Marja Toivonen is Research Professor at VTT Technical Research Centre of Finland and Adjunct Professor at Aalto University, Finland. Her research interests include service innovation, producer services, service business models, service process modelling and the development of services.

Rodoula H. Tsiotsou obtained her PhD from Florida State University, USA and is currently Assistant Professor of Marketing in the Department of Marketing and Operations Management, University of Macedonia, Greece. Her research interests include services marketing, strategic marketing, relationship marketing, brand management, nonprofit marketing, sports marketing, tourism marketing and e-marketing.

Jochen Wirtz is Professor of Marketing at the National University of Singapore (NUS), Founding Director of the dual degree UCLA–NUS Executive MBA Program (ranked number 5 globally in the Financial Times EMBA rankings in 2012), Fellow of the NUS Teaching Academy (the NUS think-tank on education matters), Associate Fellow of Executive Education at the University of Oxford, UK’s Saïd Business School, and International Fellow of the Service Research Centre at Karlstad University, Sweden. His research focuses on services marketing and his books include Services Marketing: People, Technology, Strategy (co-authored with Christopher Lovelock, 2011, 7th edition, Prentice Hall), Essentials of Services Marketing (co-authored with Chew and Lovelock, 2012, 2nd edition, Prentice Hall), and Flying High in a Competitive Industry: Secrets of the World’s Leading Airline (co-authored with Heracleous and Pangarkar, 2009, McGraw Hill).

Fiona F. Yang is Research Assistant Professor in the Department of Urban Planning and Design, University of Hong Kong, China. She holds a PhD in economic geography from the University of Hong Kong, and an MSc in human geography and a BSc in economic geography and urban planning from Sun Yat-Sen University, China. From 2007 to 2008, she was an exchange Research Fellow at the Department of Geography, Hunter College, City University of New York, USA. Her academic interests focus on the service economy, China’s urban and regional development, and Hong Kong–Guangdong economic integration.

Anthony G.O. Yeh is Head of the Department of Urban Planning and Design, Director of the Geographic Information Systems Research Centre and the Deputy Convenor of
the Contemporary China Studies Strategic Research Area, University of Hong Kong, China. His areas of research specialisation are in urban planning and development in Hong Kong, China and South East Asia, and the applications of geographic information systems in urban and regional planning. He was elected an Academician of the Chinese Academy of Sciences in 2003, Fellow of The Academy of Sciences for the Developing World in 2010, and Fellow of the Academy of Social Sciences in the UK in 2013.