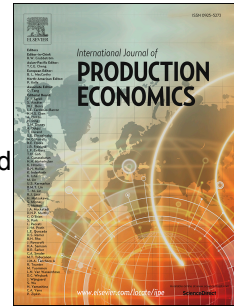


Accepted Manuscript

Leveraging selected operational improvement practices to achieve both efficiency and creativity: A multi-level study in frontline service operations

Yefei Yang, Peter K.C. Lee, T.C. Edwin Cheng



PII: S0925-5273(17)30196-2

DOI: [10.1016/j.ijpe.2017.06.023](https://doi.org/10.1016/j.ijpe.2017.06.023)

Reference: PROECO 6746

To appear in: *International Journal of Production Economics*

Received Date: 27 February 2017

Revised Date: 15 June 2017

Accepted Date: 17 June 2017

Please cite this article as: Yang, Y., Lee, P.K.C., Cheng, T.C.E., Leveraging selected operational improvement practices to achieve both efficiency and creativity: A multi-level study in frontline service operations, *International Journal of Production Economics* (2017), doi: 10.1016/j.ijpe.2017.06.023.

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

**Leveraging selected operational improvement practices to achieve both efficiency and
creativity: A multi-level study in frontline service operations**

Yefei Yang

School of Economics and Management,
Beijing Jiaotong University, Beijing, China.

yangyefei@bjtu.edu.cn

Peter K.C. Lee* (Corresponding author)

Department of Logistics and Maritime Studies, Faculty of Business,
The Hong Kong Polytechnic University, Hong Kong SAR, China.

peter.kc.lee@polyu.edu.hk

T.C. Edwin Cheng

Department of Logistics and Maritime Studies, Faculty of Business,
The Hong Kong Polytechnic University, Hong Kong SAR, China.

edwin.cheng@polyu.edu.hk

Download English Version:

<https://daneshyari.com/en/article/5078902>

Download Persian Version:

<https://daneshyari.com/article/5078902>

[Daneshyari.com](https://daneshyari.com)