



DNDS

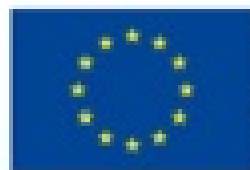
Developing New Distribution Skills



Deliverable 3.3

Literature teaching material

Service / Product, public, EN



Lifelong
Learning

DL 3.3 Literature Teaching Material

Service / Product

Provider	Year of Publication	Title	Authors	Journal	Area 1 - 6						Key words
					Area 1 - Introductory microeconomics - strategic analysis of the environment	Area 2 - 2. Mobility commodity/service	Area 3 - 3. MARKETING COMMUNICATIONS AND SOCIAL MEDIA	Area 4 - 4. Supply chain management AND CHANNEL MANAGEMENT	Area 5 - 5. SALES AND SALES COMMUNICATION	Area 6 - Finance	
UNIVPM	1996	Understanding supply chain improvement	Bernard Burnes, Steve New	European Journal of Purchasing & Supply Management				X			partnership, automotive, supply chain
UNIVPM	1997	Building a Supplier-Customer Relationship Using Joint New Product Development	James M. Comer, B. J. Zinger	Industrial Marketing Management				X			Supplier-Customer Relationship
UNIVPM	1997	Developing buyer-supplier relationships in the automobile industry. A study of Jaguar and Nippondenso	Farooq Ali, Gareth Smith and Jim Saker	European Journal of Purchasing & Supply Management				X			relationships, automobile industry, buyer-supplier partnership
UNIVPM	1997	The effect of EDI on market channel relationships in retailing	Leo R. Vijayasathy, Daniel Robey	Information & Management				X			market channel relationships
UNIVPM	1998	Dealer satisfaction and its significance with regard to the relationship between authorized car dealers and manufacturers/importers	Wolfgang Meing	Der Markt				X			DealerSatisfaction, DealerSatisfaction Index, Significance of Dealer Satisfaction
UNIVPM	1998	The Conceptualization and Measurement of Suppliers' Reputation Display in Asymmetric Marketing Relationships	DEBI PRASAD MISHRA	Journal of Market Focused Management			X				marketing relationship
UNIVPM	2000	Customer Satisfaction & Brand Loyalty nell'industria automobilistica - due concetti poco sfruttati	Giuseppe Volpato					X			customer satisfaction
UNIVPM	2000	INFORMATION TECHNOLOGY AND AUTOMOBILE DISTRIBUTION: A COMPARATIVE STUDY OF JAPAN AND THE UNITED STATES	Masataka MORITA, Kiyohiko G. NISHIMURA						X		IT, auto distribution
UNIVPM	2000	INTERNET CAR RETAILING	Fiona Scott Morton, Florian Zettelmeyer, Jorge Silva Risso				X				car retailing, internet
UNIVPM	2000	The Natural Link between Sales and Service. An investigation for the Competition Directorate-General of the European Commission					X				sales, services
UNIVPM	2001	Consumer preferences for existing and potential sales and servicing alternatives in automotive distribution of new cars	Dr. Rainer P. Lademann	Competition Policy Newsletter				X			sales, distribution
UNIVPM	2001	Risk sharing in the supplier relationship: new evidence from the Japanese automotive industry	Hiroyuki Okumuro	Journal of Economic Behavior & Organization				X			Risk sharing; Supplier relationship; Subcontracting; Automotive industry
UNIVPM	2001	Isolating Mechanisms: Can Managers Protect Rent Generating, Knowledge Based Assets?	Bill Norton				X				renting
UNIVPM	2001	Quality management practices and their relationship to buyer's supplier ratings: a study in the Korean automotive industry	Seungwook Park, Janet L. Hartley, Darryl Wilson	Journal of Operations Management				X			Quality, Supplier management; Purchasing; Empirical research
UNIVPM	2001	Car Distribution in Europe Between Vertical Agreements and Customer Satisfaction	Leonardo Buzzavo, Giuseppe Volpato				X				distribution, customer satisfaction
UNIVPM	2002	Can Distribution Channels Explain Differences in Marketing and Sales Performance Measurement Systems?	HELENE LONING, MADELEINE RESSON	European Management Journal			X				Marketing Performance Measurement and Management, Market Mechanism
UNIVPM	2002	Demand chain management: an integrative approach in automotive retailing	Peter Hines, Riccardo Sini, Monica Bartolini	Journal of Operations Management				X			Accounting/operations; Case study research; Interdisciplinary; Marketing/ops
UNIVPM	2003	Testing the conflict-performance assumption in business-to-business relationships	Margarida Duarte, Gary Davies	Industrial Marketing Management					X		Conflict; Performance; Marketing channel; Relationship
UNIVPM	2003	Antecedents and consequences of relationship intention: Implications for transaction and relationship marketing	V. Kumara, Timothy R. Bohling, Rajendra N. Laddac	Industrial Marketing Management			X				Relationship intention; Transactional intention; Relationship marketing; Trans
UNIVPM	2003	AUTOMOTIVE DISTRIBUTION BETWEEN GLOBALISATION AND LOCAL CONTEXTS: THE ROLE OF DEALER GROUPS IN EUROPE	Leonardo BUZZAVO				X				distribution
UNIVPM	2004	The Regional Nature of the World's Automotive Sector	ALAN M. RUGMAN, SIMON COLLINSON	European Management Journal			X				Regional, Intra-regional, Automotive, Globalization
UNIVPM	2004	Supplier logistics performance measurement: Indications from study in the automotive industry	J. Schmitz, K.W. Platts	International Journal of Production Economics				X			Supplier evaluation; Performance measurement; Inter-organisational control
UNIVPM	2004	Dealer Collaboration: Transforming the Value Chain through integration and relationships	Jukka Sairamesh, Mitch Cohen, Maroun Touna, Dharna Padala, Rakesh Mohan					X			relationship
UNIVPM	2004	AN ANALYSIS OF POST-BLOCK EXEMPTION COMPETITIVE AND STRATEGIC OPTIONS IN THE UK AUTO INDUSTRY	D. Adebajun				X				CBA, Auto Industry, Block Exemption
UNIVPM	2004	Controlling sales force turnover costs through optimal recruiting and training policies	Ren e Y. Darmon	European Journal of Operational Research					X		Marketing; Sales force turnover; Salesperson recruitment; Sales force training
UNIVPM	2005	Monti and Market Dynamics: The Strategy of a National Car Importer	SIMON KOOLEN, YVETTE TAMINIAU, COEN FABER	European Management Journal			X				Highly dynamic markets, RBV, Monti, Deregulation in the European automot
UNIVPM	2005	At the receiving end of supply network intervention: The view from an automotive first tier supplier	Thomas Johnsena, David Ford	Journal of Purchasing & Supply Management				X			Supply networks; Intervention; Product development; Innovation
UNIVPM	2005	L'investimento pubblicitario in Italia nel settore automotive: nuove tendenze, implicazioni teoriche e manageriali	Giuseppe Volpato, Andrea Stocchetti	Mercati e Competitivita							
UNIVPM	2005	RAPPORTI TRA CASE AUTOMOBILISTICHE E RETI DI DEALER: UNA INDAGINE EMPIRICA	Leonardo Buzzavo, Claudio Pizzi	Mercati e Competitivita				X			automobile, distribution, dealer, network, commercialisation
UNIVPM	2005	Trade Marketing and Vertical Restraints: The Case of Automotive Distribution in Italy	Leonardo Buzzavo, Claudio Pizzi						X		marketing
UNIVPM	2006	A relationship-management assessment tool: Questioning, identifying, and prioritizing critical aspects of customer relationships	Adam Lindgreen, Roger Palmer, Zoelle Vanhamme, Joost Wouters	Industrial Marketing Management				X			Customer-relationship management; CRM; Relationships; Transactions; Asset
UNIVPM	2006	Multi-brand distribution and access to repair networks under Motor Vehicle Block Exemption Regulation 1400/2002: the experience of the BMW and General Motors cases	Kevin Coates, Thomas Delsenhofer, Jean Huby	Competition Policy Newsletter				X			Antitrust, Merger Control, State aid control
UNIVPM	2006	Training retail sales personnel in transition economies: Applying a model of customer-oriented communication	Maaja Vadi, Maive Suurja	Journal of Retailing and Consumer Services			X				Retail sales in transition economies, Sales communication; Training salespers
UNIVPM	2007	The effects of influence strategies on dealer satisfaction and performance in Taiwan's motor industry	Chi-Shian Lai	Industrial Marketing Management					X		Influence strategies; Economic satisfaction; Social satisfaction; Dealer perfor
UNIVPM	2007	Configuring the after-sales service supply chain: A multiple case study	N. Saccania, P. Johanssonb, M. Perona	International Journal of Production Economics					X		After-sales service; Supply chain configuration; Durable consumer goods; Cas
UNIVPM	2007	La rete commerciale come leva strategica nel rilancio sul mercato: Fiat Automobiles Network Development	Iveta Merilova	MICRO & MACRO MARKETING				X	X		dealership
UNIVPM	2007	How to built top-performing auto dealerships	Carlos F. Caicedo, Mark D. Mitchke, Jon Vander Ark	The McKinsey Quarterly					X		
UNIVPM	2007	Understanding brand and dealer retention in the new car market: The moderating role of brand tier	Peter C. Verhoef, Fred Langrak, Bas Donkers	Journal of Retailing				X			Brand loyalty; Dealer loyalty; Brand-dealer fit; Brand tiers
UNIVPM	2007	Manufacturer perceptions of the consequences of task and emotional conflict within domestic channels of distribution	Gregory M. Rose Jr., Aviv Shoham, Stern Neill, Ayalla Ruvin	Journal of Business Research					X		Channels; Distribution; Conflict; Performance
UNIVPM	2007	Performance measurement of the after-sales service network: Evidence from the automotive industry	Dario Galanetti, Nicola Sacconi, Lucrezza Songini	Computers in Industry			X				X
UNIVPM	2008	Relationship stability, trust and relational risk in marketing channels: Evidence from China	Yi Liu a, Yuan Li, Lei Tao, Ying Wang	Industrial Marketing Management			X				X
UNIVPM	2008	The Moderator Effect of Communication in Marketing Channels of Distribution: The Case of Car's Industry in Canada	Jean-Pierre Lévy Mangin, Tamás Kóczyay, Christian Calmés	International Advances in Economic Research				X			Communication, Dependence, Power, Cooperation, Conflict, Satisfaction, Lat
UNIVPM	2008	Automotive Supply Chain and Logistics Management	N. Sathikarnmarual						X		Automotive Industry, Supply Chain, Management, Lean Manufacturing, and T
UNIVPM	2008	Exploring the relationship of perceived automotive salesperson attributes, customer satisfaction and intentions to automotive service department patronage: The moderating role of customer gender	William K. Darleya, Denise J. Luethegab, Ashish Thattac	Journal of Retailing and Consumer Services			X	X	X	X	Service patronage; Salespersons; Customer satisfaction behavior; Gender diff
UNIVPM	2008	MANAGING RELATIONSHIP IN DISTRIBUTION NETWORKS: EVIDENCE FROM THE AUTOMOTIVE MARKET	Giancarlo Nadin						X		Trust, Relationship Management, Car distribution, Automotive
UNIVPM	2008	Understanding the role of the dealers and the distribution channel for passenger cars in the automotive industry in Europe and India	Jishi Gupta						X		Car distribution; Premium brand; Volume brand; Automobile industry; Indust
UNIVPM	2008	Distribution strategies for volume and premium brands in highly competitive consumer markets	Anders Parment	Journal of Retailing and Consumer Services					X		Sales; Training; Global; Development; Sales training; Selling
UNIVPM	2008	Global sales training: In search of antecedent, mediating, and consequence variables	Ashraf M. Attia, Earl D. Honeycutt Jr., M. Asri Jantan	Industrial Marketing Management					X		Sales; Training; Global; Development; Sales training; Selling
UNIVPM	2008	Sales trainer roles, competencies, skills, and behaviors: A case study	Joe M. Ricks Jr., Jacqueline A. Williams, William A. Weeks	Industrial Marketing Management					X		Sales trainer; Sales training; Competency model; Skill development
UNIVPM	2009	Competing Retailers and Inventory: An Empirical Investigation of General Motors' Dealerships in Isolated U.S. Markets	Marcelo Olivares, Gérard P. Cachon	MANAGEMENT SCIENCE					X		Inventory competition; empirical; entry; supply chain management; automot
UNIVPM	2009	Building trust in US-Japanese business relationships: Mediating role of cultural sensitivity	Ritu Lohia a, Daniel C. Bello, Constance Elise Porter	Industrial Marketing Management			X				Japan; Trust; Cultural sensitivity; Business-to-business marketing
UNIVPM	2009	Choice of ownership mode in joint ventures: An event history analysis from the automotive industry	M. Berk Talay, S. Tamer Cavusgil	Industrial Marketing Management			X				Joint ventures; Entry mode; OLI framework; Event history analysis; Automot
UNIVPM	2009	Do buyer cooperative actions matter under relational stress? Evidence from Japanese and U.S. assemblers in the U.S. automotive industry	Chun Zhang, John W. Henke Jr., David A. Griffith	Journal of Operations Management					X		Cooperative strategies; Supply chain, Relational stress, Social exchange theo
UNIVPM	2010	Integration of automotive services and technology strategies	Erik Juelling, Melke Torney, Christoph Hiermann, Klaus Droeder	CIRP Journal of Manufacturing Science and Technology			X				Service engineering; Technology roadmapping; Automotive after sales; Techn
UNIVPM	2010	Closing the Deal: GM's Marketing Dilemma and its Franchised Dealers, 1921-41	Sally Clarke	Business History					X		
UNIVPM	2010	L'evoluzione e le strategie di marketing del dealer nel settore automotive: il caso dell'azienda Alfa	Roberto Grandinetti, Lorenzo Servino				X				
UNIVPM	2010	Managing supplier-retailer relationships: From institutional and task environment perspectives	Xingyao Ren, Sejo Oh, Jungkil Noh	Industrial Marketing Management					X		Task environment perspective, Institutional environment perspective, Chan
UNIVPM	2010	QUALITY SERVICES IMPROVEMENT OF CAR MARKET DEALERS	Jaroslav JAMBOR, Josef MAJERIK	Proceedings in Manufacturing Systems			X				Quality, Quality Management system, Service, Customer, Internal and Extern
UNIVPM	2011	Roles, role performance, and radical innovation competences	Vicky Story, Lisa O'Malley, Susan Hart	Industrial Marketing Management			X				Radical innovation, Role performance, Networks, Competences
UNIVPM	2011	A Comparative Study to Determine Customer's Satisfaction from After Sales Services in the Automotive Industries	Amin Asadollahi, Aghar Ashfar Jahanshahi, Khaled Nawawer	Asian Journal of Business Management Studies				X			Customer's satisfaction, After sale services, Services quality, Customers exp
UNIVPM	2011	Globalization in the automobile industry: how supplier-dealer relationship could be effectively managed?	Nor Azila, M.N., Selvan, P.A., Zolkafli, H.						X		Relationship satisfaction, car dealership, sales support, delivery support
UNIVPM	2011	The effects of supplier-to-buyer identification on operational performance—An empirical investigation of inter-organizational identification in automotive relationships	Daniela Costena, Thomas Gruenb, Marion Peyinghaus	Journal of Operations Management					X		Operations strategy, Social identity theory, Buyer-supplier relationships, Tru
UNIVPM	2011	How channels evolve: A historical explanation	Nigel Bateson, Louise Yeung	Industrial Marketing Management					X		Distribution channels; Conflict; Merger; History; Narrative events
UNIVPM	2011	The origins of power in buyer-seller relationships	Joanne Meehan, Gillian H. Wright	Industrial Marketing Management					X		Power, Buyer-seller relationships, Self-perceived power, Countervailing pow
UNIVPM	2011	Retail Store Workforce Scheduling by Expected Operating Income Maximization	Nicolas Chapados, Marc Joliveau, Louis-Martin Rousseau						X	X	Shift Scheduling, Statistical Forecasting, Retail, Constraint Programming,
UNIVPM	2012	Investigating along tail in retail vehicle sales	Philip GBrazazona, BartMacCarthy	Omega				X			Automobile industry, Forecasting, Production planningandcontrol, Simulat
UNIVPM	2014	Competing for Value Creation and Value Appropriation: Dealer Strategy in Automotive Industry Architectures	Leonardo Buzzavo	Proceedings of the INTERNATIONAL CONFERENCE OF THE DNS PROJECT - Seeking Dealership Excellence Through Research And Training, ISBN 978-88-907795-9-6					X	X	dealership
UNIVPM	2014	Improving customer satisfaction in automotive industry: the role of dealers in the after sales service	Ilenia Confente, Ivan Russo	Proceedings of the INTERNATIONAL CONFERENCE OF THE DNS PROJECT - Seeking Dealership Excellence Through Research And Training, ISBN 978-88-907795-9-6				X			customer satisfaction
UNIVPM	2014	The Ford Store Experience in Italy	Claudio Camba	Proceedings of the INTERNATIONAL CONFERENCE OF THE DNS PROJECT - Seeking Dealership Excellence Through Research And Training, ISBN 978-88-907795-9-6		X					dealership
UNIVPM	2014	Deazione e sviluppo della fiducia nelle relazioni fra fornitore e distributore in contesti di canale organizzato: esperienze nel settore automobilistico	GIANCARLO NADIN								
UNIVPM	2014	Designing eLearning that Bridges the Digital Divide: A Case Study of Training Automotive Service Personnel Through eLearning	Anand A. Nair, Rajeev Balakrishnan, Vinay Varma				X				services
UNIVPM	2014	Il controllo di gestione in una concessionaria di automobili. Le aree di business, le criticità, gli strumenti di controllo per una azienda del settore	Marina Bormioli, Giampaolo Calori					X			
UNIVPM	2014	The Concurrent Role of Professional Training and Operations Management: Evidence from the After-Sales Services Information Systems Architecture in the Automotive Sector	Nouha Taif, Giuseppina Passante				X		X		after sales, IT,
UNIVPM	2014	COMMUNICATIONS EFFECTS ON TRUST AND CONFLICT MANAGEMENT IN DISTRIBUTION NETWORKS: THE CASE OF AUTOMOTIVE INDUSTRY	GIANCARLO NADIN					X			Trust, Relationship Management, Car distribution, Buying process.
UNIVPM	2014	The Evolution of Competition in the Automotive Industry	Giancarlo Nadin					X			Communication, Trust, Relationship and Channel Management, Car distribut
UNIVPM	2014	Creating a new distribution network through the hypermarket experience: The DR Motor case study	Matthias Holweg	Proceedings of the INTERNATIONAL CONFERENCE OF THE DNS PROJECT - Seeking Dealership Excellence Through Research And Training, ISBN 978-88-907795-9-6							competition in automotive industry
UGD	2014	From Market to Commitment: A New Inter-firm Relationship in the North American Automotive Supply Chain	Andrea Perna, Valerio Temperini, Gian Luca Gregori	American Journal of Business					X		distribution network
UGD	2000	Regional follows global: strategy mixes in the world automotive industry	Richard Senter Jr., Michael S. Flynn	European Management Journal					X	X	automotive industry, automotive supply chain, inter-firm relationships, suppl
UGD	2000	The Competitive Effects of Advertising in the US Automobile Industry, 1970-94	Erik Schlie, George Yip	International Journal of the Economics of Business			X		X		regional strategy, global strategy, automobile, automotive industry study
UGD	2001	Cowboys or Cowards: Why are Internet Car Prices Lower?	Matthias Greuner, David Kamerschen, Peter Klein	Yale School of Management Working Papers with number ysm241			X	X			price discrimination, selection, e-commerce, auto retailing, automobile mark
UGD	2001	Integration and Responsiveness: Marketing Strategies of Japanese and European Automobile Manufacturers	Florian Zettelmeyer, Fiona Scott Morton, Jorge Silva Risso	Journal of International Marketing				X	X		marketing strategy, internet, car dealers
UGD	2002	Managing information flows in supplier-customer relationships: issues, methods and emerging problems	Andreas F. Grein, C. Samuel Craig, and Hirokazu Takada	MPRA (The Munich Personal RePEc Archive) paper with number 30476			X		X		supply chain management, ICT, strategic integration, automotive industry, au
UGD	2003	A new way to sell cars	Andreas F. Grein, C. Samuel Craig, and Hirokazu Takada	The McKinsey Quarterly					X		automotive industry, automotive supply chain, ICT, competitive analysis
UGD	2003	The integration of the automobile supply chain: new competitive forms and ICT	Erik Bohman, Joachim H. Rosenbergl, Peter Stenbrik	MPRA (The Munich Personal RePEc Archive) paper with number 31576			X		X		value chain, social media, promotion
UGD	2004	New Products, Sales Promotions, and Firm Value: The Case of the Automobile Industry	Leonardo Buzzavo, Andrea Stocchetti, Giuseppe Volpato	Journal of Marketing, October 2004				X			automotive industry, transformations, car makers, car technology
UGD	2005	Quo Vadis, Automotive Industry? A Vision of Possible Industry Transformations	Markus Seidel, Christoph H. Loch, Satjiv Chahal	European Management Journal			X	X		X	selective and exclusive distribution, competition, car market
UGD	2006	Liberalizing A Distribution System: The European Car Market	Randy Brenkers, Frank Verboven	Journal of the European Economic Association			X				buyer-supplier relationships, inter-organizational conflict, automotive indust
UGD	2006	Management of buyer-supplier conflict: The case of the Turkish automotive industry	M. Kamil Koza, S. Nazli Wasti, Ayca Kuman	Journal of Business Research				X			car industry, product policy, car marketing
UGD	2006	Product-line variety and innovation along product life-cycle in car market: are carmakers' policies really effective?	Andrea Stocchetti, Giuseppe Volpato	MPRA (The Munich Personal RePEc Archive) paper with number 29312			X	X		X	automobile industry, supply chain
UGD	2006	The supplier industry in transition - the new geography of auto production	Thomas H. Klier, James M. Rubenstein	Chicago Fed Letter					X		electronic commerce, automotive e-commerce, automobile industry, ICT
UGD	2007	Role of electronic commerce tools in European automobile trade	Sambandam Saravanan, Vijayakumar Hamsapriya, Sahadevan Vijayakumar	World Review of Entrepreneurship, Management and Sustainable Development			X	X			internet, automotive market, information sources
UGD	2007	Internatad e rynek motoryzacyjny	Nicholas, L.	Gemius Report							spending patterns
UGD	2007	Who Buys What: Identifying international spending patterns.	Euromonitor								
UGD	2008	Managing product life-cycle in the auto industry: evaluating carmakers effectiveness	Andrea Stocchetti, Giuseppe Volpato	MPRA (The Munich Personal RePEc Archive) paper with number 29381			X				X
UGD	2008	Stock Control in Automotive Industry with Simulation Utilization	Petra Vagnerová	Contemporary Economics					X		product life cycle, automotive industry, product policy, competitive analys
UGD	2008	Why world automobile industry may move to Asia Pacific zone: the case of India's automobile industry	Hyun-Sook Lee, Beverlee B. Anderson	World Review of Entrepreneurship, Management and Sustainable Development			X				supply chain management, simulation, automotive, logistics
UGD	2008	Addressing the What and How of Online Services: Positioning Supporting-Services Functionality and Service Quality for Business-to-Consumer Success	Ronald T. Cenfetelli, Izak Benbasat, Sameh Al-Natour	Information Systems Research			X			X	Indian automotive industry, relocation analysis, economic growth, low-price
UGD	2008	Trust in Buyer-Supplier Relations: The Case of the Turkish Automotive Industry	Syed Nazli Wasti and Syeda Arzu Wasti	Journal of International Business Studies, Vol. 39, No. 1 (Jan. - Feb., 2008), pp. 118-131							e-business; online customer service; supporting services functionality; suppor
UGD	2008	Delight by Design: The Role of Hedonic Versus Utilitarian Benefits.	Chitturi R., Raghunathan R., Mahajan V.	Journal of Marketing, Volume 72, Issue 3, pp. 48-63.							buyer-supplier relations; automotive industry; Turkey; developing coun
UGD	2009	COMPETITIVENESS AND STRATEGY FOR AUTOMOBILE INDUSTRY IN EUROPE	Nicola Iac	Annals of the University of Petrosani - Economics							

UGD	2010	Principles Of Tam in Automotive Industry	Nicoleta Isac	Romanian Economic Business Review	X						X	management, total quality management, automotive industry
UGD	2010	Female Car Shoppers: The Pulse Powers the Pedal	unknown	AutoTrader.com								women, buying behavior, automotive
UGD	2010	Influence: How Women's Soaring Economic Power Will Transform Our World For The Better	Dychtwald, M., Larson, C.	Hyperion Books	X							women, buying power
UGD	2011	An empirical analysis of supply chain risk management in the German automotive industry	Jörn-Henrik Thun, Daniel Hoening	International Journal of Production Economics		X					X	supply chain management, risk management, automotive industry, empirical
UGD	2011	Automotive Industry Solutions in Response to European Legislative Emission Regulation Challenge	Máté Zöldy	Science - Future of Lithuania	X	X						EU legislation, automotive industry, vehicle, engine, alternative fuels
UGD	2011	Competition and dealership agglomeration in new car markets	Ellen Sewell	Applied Economics Letters					X	X		competition, supply chain management, automotive industry
UGD	2011	Competition and Trust: Evidence from German Car Manufacturers	Leonardo Felli, Johannes Koenen, Konrad O Stahl	CEPR (Centre for Economic Policy Research) Discussion Papers with number 8265		X			X			trust, hold-up problem, competition, specific investment, suppliers, carmanu
UGD	2011	Global value chains in the automotive industry: an enhanced role for developing countries?	Timothy J. Sturgeon, Johannes Van Biesebroeck	International Journal of Technological Learning, Innovation and Development	X				X		X	economic crisis, outsourcing, global suppliers, automobile industry
UGD	2011	Kompleksowa ocena zagrożenia środowiska przez eksploatację pojazdów samochodowych (Comprehensive evaluation of environmental threats due to maintenance of motor vehicles)	Zdzisław Chlopek, Jakub Lasocki	Archiwum Motoryzacji		X						alternative fuels, pollutant emissions, automotive
UGD	2011	R&D Importance in Improving Automobile Trading Market	Aurelija Mickonyte, Borisas Melnikas	Business, Management and Education	X	X						scientific research, international automobile trading, automobile production
UGD	2011	The start of a second automobile revolution: corporate strategies and public policies	Michel Freysenet	Journal of Industrial and Business Economics	X	X					X	Automobile, second automobile revolution, national growth modes, profit st
UGD	2011	What matters in a price negotiation: Evidence from the U.S. auto retailing industry	Fiona Scott Morton, Jorge Silva Risso, Florian Zettelmeyer	Quantitative Marketing and Economics		X		X				consumer characteristics, auto industry, information and product quality, sta
UGD	2011	DEALERZY SAMOCHODÓW Raport medialny 2010	unknown	Press Service Report					X			media-mix, car dealers, social media
UGD	2011	Car dealers use social media to drive traffic	Jefferson Graham	USA Today					X			social media, sales
UGD	2011	Marketing skierowany do kobiet	Pawlikowska, K	Kobieta i biznes: akademicko-gospodarcze forum	X				X			women, marketing, segmentation
UGD	2012	An Empirical Research on Supplier Relationship Management in Automotive Industry	Narges Imamipour, Mehdi Rahimi, Nasrin Akhondi	International Journal of Business and Management					X			supply chain management, supplier relationship management,
UGD	2012	Automotive Industry Dashboard - July 2012	Polk	https://www.polk.com/knowledge/reports/automotive_industry_dashboard_july_2012	X							automotive industry trends
UGD	2012	Automotive industry: Europe slows down, the world drives on	Euler Hermes	http://www.eulerhermes.de/de/dokumente/charts-automotive-20120921.pdf	X							automotive industry trends
UGD	2012	Branża motoryzacyjna - Raport 2012	Polski Związek Przemysłu Motoryzacyjnego	http://www.pzpm.org.pl/Rynek-motoryzacyjny/Raport/Raport-Branzy-Motoryzacyjnej-2012	X							automotive industry trends
UGD	2012	CARS 21 High Level Group on the Competitiveness and Sustainable Growth of the Automotive Industry in the European Union Final Report 2012	European Commission	http://ec.europa.eu/enterprise/sectors/automotive/files/cars-21-final-report-2012_en.pdf	X							automotive industry trends
UGD	2012	Economic Performance of Indian Automotive Industry: An Econometric Appraisal	Sarbajita Ray	Business Intelligence Journal	X						X	liberalization, capacity utilization, automobile, industry
UGD	2012	Factors leading to a barrier to entry? Evidence from automobiles	Luara Nasrki, Frank Verboven	CEPR (Centre for Economic Policy Research) Discussion Papers with number 8762		X			X		X	automotive industry, exclusive dealing, foreclosure, vertical restraints
UGD	2012	Forbes Insight Forecasts 'Toys' Outlook for Luxury Car Market	By Auto Remarketing Staff	Auto Remarketing					X		X	luxury brands, customer satisfaction, loyalty, digital media, brand satisfaction
UGD	2012	Global Auto Report	Carlos Gomes, Scotiabank	http://www.gbm.scotiabank.com/English/bns_econ/bns_auto.pdf	X							automotive industry trends
UGD	2012	In what sequence are information sources consulted by involved consumers? The case of automobile pre-purchase search	Frank J. Van Rijsseover, Carolina Castaldi, Martin J. Dijst	Journal of Retailing and Consumer Services		X						use of information sources, a sequence of search, automobiles, pre-purchase s
UGD	2012	Is it better for salespeople to have the highest customer orientation or a strong fit with their group's customer orientation? Findings from automobile dealerships	Aaron D. Arndt, Kiran Karande	Journal of Retailing and Consumer Services		X			X		X	automobile, dealership, customer orientation, person-group fit
UGD	2012	MARKETING STRATEGIES FOR SMALL CAR SEGMENT IN INDIA	Govind P. Shinde, Kumardatt A. Ganjre	Review of Research		X			X			car market, competitive price, automobile sector, supply chain, market trend
UGD	2012	MUTATIONS OF AUTOMOBILE INDUSTRY IN THE EUROPEAN UNION IN THE WORLD CRISIS CONDITIONS	Mircea Alexandru Raduteanu	Management & Marketing	X				X			globalization, automakers, crisis, automotive sector
UGD	2012	Performance Measurements, Critical Facts vs Business Growth - Exemplification on Automotive Industry	Ilinca Hotaran, Andreea Ileana Zamfir	Economia - Seria Management		X					X	performance, measurements, processes, automotive industry
UGD	2012	Perspektywy przemysłu motoryzacyjnego w Europie	Wojciech Łysak, Zespół Ekspertów Klubu Jagiellońskiego	http://ekspert.kj.org.pl/wp-content/uploads/2012/08/v43.pdf	X							performance, measurements, processes, automotive industry
UGD	2012	Raport: Czy nadszedł czas, by wrzucić wyższy bieg?	Deloitte	http://www.deloitte.com/view/pl_PL/pl/branza/Motoryzacja/b3f65a0d28835310VgnVCM1000001a56f00aRCRD.htm	X							
UGD	2012	Raport: Polski rynek motoryzacyjny. Ocena otoczenia gospodarczego	Deloitte	http://www.deloitte.com/view/pl_PL/pl/branza/Motoryzacja/5849c1d2b47310VgnVCM2000001b56f00aRCRD.htm	X							
UGD	2012	Seller-Buyer Ethnic Matches: The Case Of Car Transactions At Two North American Auto Dealerships	Hirotoshiji Journal of Economics	ACEA		X					X	Price discrimination, seller-buyer matches, car transaction, social network
UGD	2012	The Automobile Industry Pocket Guide 2012	ACEA	http://www.acea.be/images/uploads/files/ACEA_POCKET_GUIDE_2012_UPDATED.pdf	X							automotive industry trends
UGD	2012	The Impact of Online and Offline Information Sources on Automobile Choice Behavior	Gauri Kulkarni, Brian T. Ratchford, P.K. Kannan	Journal of Interactive Marketing		X		X				Automobile, information search, search channels, choice behavior
UGD	2012	What affects customer success when bargaining for a new car? Some empirical evidence	Ofer H. Azar	The Journal of Socio-Economics		X			X			car dealers, bargaining, negotiations, automobile industry, consumer behavi
UGD	2012	Who's Killing The Electric Car? The Consumer, That's Who.	Dan Bigman	Forbes					X			hybrid cars
UGD	2012	Working capital management in the automotive industry: Financial value chain analysis	Lotta Lind, Mia Pirttilä, Sari Viskari, Florian Schupp, Timo Käri	Journal of Purchasing and Supply Management							X	working capital management, cash conversion cycle, value chain,automotive
UGD	2012	Brandwatch Report Automotive	unknown	Brandwatch Report					X			brand value, automotive, mobile, social media
UGD	2012	From Social Media to Social Product Development: The Impact of Social Media on Co-Creation of Innovation	Frank Piller, Alexander Vossen and Christoph Ihl	Die Unternehmung, Vol. 65, No. 1, 2012					X			Open innovation, co-creation, social media, social product development
UGD	2012	Car Market and Buying Behavior - A Study of Consumer Perception.	Mlonga, M., Chaudhary, B. & Tripathi S.	International Journal of Research in Management, Economics and Commerce	X					X		automotive market, buying behavior
UGD	2013	Automotive Industry Analysis 2013 - Cost & Trends	Michael Liu, FrimbiWeb.com	http://www.frimbiweb.com/industry-reports/automotive-franchise-industry-report	X							automotive, sales, promotions, social media
UGD	2013	How to Create Automotive Advertising that Sells	Jimmy Vee & Travis Miller	Dealer Marketing Magazine		X			X			positioning
UGD	2013	McGrath City Hyundai's Profitable Online Marketing Strategy	AJ LeBlanc	Dealer Marketing Magazine		X						marketing strategy, website visibility, strategy effectiveness
UGD	2013	The Relationship Building Technologies Your Dealership Needs Now	Shaun Weissman	Dealer Marketing Magazine		X						dealership
UGD	2013	Trendy w globalnej branży motoryzacyjnej i ich skutki dla Polski	KPMG	http://www.kpmg.com/PL/pl/issuesAndInsights/ArticlesPublications/Documents/2012/Raport-KPMG-Trendy-w-globalnej-branzymotoryzacyjnej-i-ich-skutki-dla-Polski.pdf	X							competition, quality
UGD	2013	Why Haven't Chinese Cars Come to USA?	Jean Holliday	Forbes							X	online presence, social media, promotion
UGD	2013	Lesson for dealers: ignore online critics at your peril.	Barkholz, David	Automotive News, 9/16/2013								affectional commitment; Brand relationships; Social media; Emotion
UGD	2013	DEVELOPING AFFECTIVE BRAND COMMITMENT THROUGH SOCIAL MEDIA	Anna M. Turti, Karen H. Smith, Elyria Kemp	Journal of Electronic Commerce Research, VOL 14, NO 3, 2013		X						consumer psychology, consumption patterns
UGD	2013	Pleasure principles: A review of research on hedonic consumption.	Alba J.W., Williams E.F.	Journal of Consumer Psychology, Volume 23, Issue 1, pp. 2-18.		X						segmentation, women, automotive market
UGD	2013	2013 - The Year of the Woman Car Buyer: Capture This Powerful & Ever-Growing Segment	Fleming, A.	www.automarketing.com					X			
UGD	2014	Sales crisis: How to connect with existing and prospect customers?	Joanna Pietrzak, Marcin Skurczyński	Proceedings of the INTERNATIONAL CONFERENCE OF THE DNDS PROJECT - Seeking Dealership Excellence Through Research And Training, ISBN 978-88-907795-9-6							X	sales
UGD	2014	New Media in Marketing Communications of Automotive Dealers on Polish Market	Anna Fornalska, Marcin Skurczyński	Proceedings of the INTERNATIONAL CONFERENCE OF THE DNDS PROJECT - Seeking Dealership Excellence Through Research And Training, ISBN 978-88-907795-9-6		X						new media
UGD	2014	Increasing role of a female customer on the automotive market	Magdalena Wyszomirska-Góra, Anna Fornalska-Skurczyńska			X					X	sales
UGD	2014	TURNING SOCIAL FEEDS INTO BUSINESS LEADS THE IMPACT OF SOCIAL MARKETING ON TODAY'S AUTOMOTIVE ECOSYSTEM	unknown	CMO Council					X			social media, business leads, automotive
UGD	2014	DEALERZY SAMOCHODÓW NA FACEBOOKU	M. Szczupak, M. Borkowski, A. Scibor	Press Service Report					X			facebook, car dealers, social media
UGD	2014	L2 Digital IQ Index AUTO	unknown	L2 Inc. Report					X			internet, social media, media-mix, promotion
UGD	2014	Self-promotion, social media help sell cars.	Lafraju, Jamie	Automotive News, 8/4/2014, Vol.88 Issue 6632, p16-16		X				X		automotive, sales, promotions, social media
UGD	2014	Car brands missing out by not using social media as sales tool	Vizart, Sarah	Marketing Week (Online Edition), 3/4/2014, p11-11		X						social media, sales
UGD	2014	Analysis on how the empowerment of women is transforming the auto industry	Frost, Sullivan	Urban Mobility 3.0: Future of Mobility and New Mobility Business Models, London, 25th June 2014		X						women, automotive market
UGD	2014	Analysis of Research in Consumer Behavior of Automobile Passenger Car Customer	Shende, V.	International Journal of Scientific and Research Publications, Volume 4, Issue 2.		X				X		segmentation, consumer analysis, marketing
UGD		Build trust and maintain credibility through your advertising	unknown	AutoWorld Marketing					X			advertising
UGD		Communicating to today's busy consumer	unknown	AutoWorld Marketing					X			communication
UGD		It's all about the story	unknown	AutoWorld Marketing					X			PR
SAU	1970	Adaptive Behavior in Automobile Brand Choices - Discussion	May, Frederick E.	Journal of Marketing Research		X					X	behaviour
SAU	1970	Adaptive Behavior in Automobile Brand Choices - A Reply	Donald C. Morrison	Journal of Marketing Research		X					X	behaviour
SAU	1980	The Economics of Single- and Multi-Line Retail Automobile Dealerships	Mann, Thomas G.	Journal of Marketing		X						dealership
SAU	1991	Rivalry as Synergy - The Japanese Automobile Companies Export Expansion	Dominique M. Hanssens, Johny K. Johansson	Journal of International Business Studies	X							export
SAU	1992	The Effect of Product Recall Announcements on Shareholder Wealth	Wallace N. Davidson III., Dan L. Worrel	Strategic Management Journal		X					X	product recalls, shareholder wealth
SAU	1996	Best Practice in Car After-Sales Service Ford Toyota Nissan Fiat in Germany Part 1	Olajide Omotuyi Ehinlanwo, Mohamed Zairi	Business Proces Re-Engineering & Management Journal		X			X		X	after sales
SAU	1996	Best Practice in Car After-Sales Service Ford Toyota Nissan Fiat in Germany Part 2	Olajide Omotuyi Ehinlanwo, Mohamed Zairi	Business Proces Re-Engineering & Management Journal		X			X		X	after sales
SAU	1996	Perceptual differences among owners of luxury cars - Strategic marketing implications	Rosecky, Richard B.;King, Algin B.	Mid-Atlantic Journal of Business		X			X			marketing
SAU	1997	Target pricing - a marketing management tool for pricing new cars	Ogényi E. Omar	Pricing Strategy & Practice		X					X	marketing
SAU	1998	Strategic collaboration - A beneficial retail marketing strategy for car manufacturers and dealers	Ogényi E. Omar	Journal of Strategic Marketing		X						Car marketing, strategic collaboration, cooperative marketing, retail market
SAU	1999	Consumer behaviour of luxury automobiles - A comparative study	Jitkaran Anant, Karim Newman, Bal Chansarkar	Middle East WP					X			customer behaviour
SAU	2000	Product location choice and firm capabilities - Evidence from the US automobile industry	Loth Thomas, Keith Weigelt	Strategic Management Journal		X				X		firm capabilities,product differentiation,new product i
SAU	2001	Impediments to consumer adoption of sustainable transportation - Alternative fuel vehicles	Michael Raymond Byrne, Michael Jay Polonsky	International Journal of Operations & Production Management		X				X		Stakeholders, Sustainable development, Transport
SAU	2001	The Relationship Between Initial Quality Perceptions and Maintenance Behavior: The Case of the Automotive Industry	Conlon, Edward; Devaraj, Sarav; Matta, Khalil F.	Management Science		X				X		Service Quality, Product Quality, Maintenance, Self-fulfilling prophecy, Auto
SAU	2001	Effects of Poor Transportation on Lean Production and Industrial Clustering - Evidence from the Indian Auto Industry	Sumila Gulyani	World Development	X						X	transportation, infrastructure, industrial performance, industrial districts, lea
SAU	2001	Achieving brand and dealer loyalty - The case of the automotive industry	Frank Huber, Andreas Herrmann	The International Review of Retail, Distribution and Customer Research		X					X	Customer satisfaction, brand loyalty, dealer loyalty, casual analysis, automot
SAU	2002	Competitive groups in the automobile industry - A compared supply-demand approach	J. Enriké Bigné,Natalia Vila Lopez	Journal of Strategic Marketing	X							Competitive groups, cognitive approach, managers viewpoint, consumers vie
SAU	2002	Assessing the economics of auto recycling activities in relation to European Union Directive on end of life vehicles	José Amaral, Paulo Ferrão	Technological Forecasting and Social Change	X	X						End-of-life vehicles, ASR automobile shredder residue, European union direct
SAU	2002	Alliances With Competitors - How to Combine and Protect Key Resources?	Pierr-Dassauge, Will Mitchell, Bernard Garrette	Creativity and Innovation Management	X					X		automotive industry trends
SAU	2002	The influence of customer scope on supplier learning and performance in the Japanese automobile industry	Hobnoska K, Dyer J H, Madhok A	Journal of International Business Studies					X			innovation, Australia; supplier relationships; product development
SAU	2002	Structural changes in the automotive industry in Australia - A review of user-producer relationships	Wendy Siemens	Int. J. of Automotive Technology and Management		X						working groups management concepts cross-national comparison diffusion a
SAU	2002	Global Management Concepts and Local Adaptations: Working Groups in the French and German Car Manufacturing Industry	Michael Woywode	IBU, University of Karlsruhe, Germany		X						TECHNICAL JOURNALS; Automotive and Transportation Systems, MANAGEME
SAU	2002	A comprehensive study of the transformation of the Brazilian automotive industry	Zilbovicius, Mauro; Marx, Roberto; Salerno, Mario Sergio	International Journal of Automotive Technology and Management		X						automotive industry trends
SAU	2003	Metamorphosis in the auto industry	Cathleen Benko and Warren McFarlan	STRATEGY & LEADERSHIP		X						automotive industry trends
SAU	2003	Foreign Technology in China's Automobile Industry - Implications for Energy, Economic Development and Environment - China Environment Series	Kelly Sims Gallagher	China Environment Series		X	X					automotive industry trends
SAU	2003	Improving Car Body Production at PSA Peugeot Citroen	Alain Patchong, Thierry Lemoine, Gilles Kern	Interfaces		X			X			Industries: automotive. Production/scheduling; applications
SAU	2003	An empirical examination of automobile lease vs finance motivational processes	Philip J. Trocchia, Sharon E. Beatty	Journal of Consumer Marketing					X		X	Consumers, Financing, Leasing, Marketing, Motivation, Motor industry
SAU	2004	Effect of product usage, satisfaction and involvement on brand switching behaviour	Asia Pacific Journal of Marketing and Logistics			X						brand value
SAU	2004	The Role of Volition in Organizational Learning - The Case of Automotive Product Recalls	Pamela R. Hanschild, Moscowen Rhee	Management Science		X						organizational learning, volition, generalism, product recalls
SAU	2004	The impact of a World Wide Web site visit on brand image in the motor vehicle and mobile telephone industries	Brigitte Müller, Jean-Louis Chandon	Journal of Marketing Communications					X			Brand image, forced WWW site visit, attitude towards the WWW site, attitude
SAU	2004	New Products, Sales Promotions, and Firm Value - The Case of the Automobile Industry	Koen Pauwels, Jorge Silva-Risso, Shuba Srinivasan, Dominique M. Hanssens	Journal of Marketing					X		X	sales
SAU	2005	The social influence of brand community: Evidence from European Car Clubs	René Algesheimer, Ural M. Dholakia & Andreas Herrmann	Journal of Marketing					X			social branding
SAU	2005	Can GM, Chrysler and VW fight back - Searching for the road marked recovery	unknown	Strategic Direction		X						Automotive industry, Sales dealerships, Change management, Budgetary con
SAU	2005	Repeat purchasing of new automobiles by older consumers - Empirical evidence and interpretations	Lambert-Pandraud, Raphaelle; Laurent, Gilles; Lapersonne, Eric	Journal of Marketing					X			sales
SAU	2005	Quo Vadis, Automotive Industry - A Vision of Possible Industry Transformations	Markus Seidel, Christoph H. Loch, Satjiv Chahal	European Management Journal								Automotive industry, industry transformations; Car makers; Car technology,
SAU												