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**Project title:** Pathways towards Servitization: A trans-national study of Organisational Transformation

The following files have been archived:

| File name   | File description (Short description of content, sample size, format, any linking between different types of data, i.e. survey and interviews/focus groups)   |
|---|--|
| Interview Agenda - Servitization transformation.docx  | Interview questionnaire, which consists of some general questions, and those related to decision making processes, supply chain and ecosystem practices, and benefits and issues of servitization.                         |
| Master data table - Servitization transformation.docx | Detailed anonymised data gathered through the interviews, categorised against the servitization transformation model.  |
| Figures - Servitization transformation.docx           | Research process followed to collect and analysed data and the proposed servitization transformation model.  |
| Findings - Servitization transformation.docx          | Detailed empirical findings related to the transformation roadmap.   |
| Organisational Boundaries.xlsx                        | Empirical findings on how servitization impact organisational boundaries (related to power, competency, and identity boundaries), and what management actions companies make to minimise/address the challenge it creates. |
| working paper.docx                                    | The working paper explaining how servitization disrupts long-established internal and external boundaries of product-focused manufacturers and investigates the root causes of servitization challenges.                   |
| Ecosystem and Servitization Study Brief.docx          | The study brief that looks at servitization from a collaborative ecosystem lens  |
| Working paper.docx                                    | The working paper that investigates how the social and technical subsystems of a platform ecosystem change and interact in the servitization context.  |

## Publications:

- Baines, T., Ziaee Bigdeli, A., Sousa, R., & Schroeder, A. (2020). Framing the servitization transformation process: A model to understand and facilitate the servitization journey. *International Journal of Production Economics*, 221, 107463.
- Schroeder, A., Naik, P., Ziaee Bigdeli, A., and Baines, T. (2020) Digitally Enabled Advanced Services: A Socio-technical Perspective on the Role of the Internet of Things (IoT) *International Journal of Operations & Production Management*. Vol. 40, No. 7/8, pp. 1243-1268.
- (2021 – in press) Kapoor, K., Ziaee Bigdeli, A., Schroeder, A., and Baines, T. A Platform Ecosystem View of Servitization in Manufacturing. *Technovation*.
- (2021 – Under review) Ziaee Bigdeli, A., Kapoor, K., Schroeder, A., Omidvar, O., and Baines, T. (2021). The Root Causes of Servitization Challenges: An Organisational Boundary's Perspective. *International Journal of Operations and Production Management*.
- Ziaee Bigdeli, A., and Baines, T. (2020). Advanced Services: A New Dominant Logic for Manufacturers. *In Academy of Management Proceedings*. Briarcliff Manor, NY 10510: Academy of Management.
- Kapoor, K., Ziaee Bigdeli, A., Schroeder, A., and Baines, T. (2020). A Platform Ecosystem View of Servitization in Manufacturing. *In Academy of Management Proceedings*. Briarcliff Manor, NY 10510: Academy of Management.
- Schroeder, A., Naik, P., Ziaee Bigdeli, A., and Baines, T. (2020). A Socio-Technical Perspective on the Internet of Things: The Case of Advanced Services. *In Academy of Management Proceedings*. Briarcliff Manor, NY 10510: Academy of Management.
- Naik, P., Schroeder, A., Kapoor, K., Ziaee Bigdeli, A., and Baines, T. (2019) Behind the Scenes of Digital Servitization: Actualizing IOT-Enabled Affordances, *Proceedings of the 79th Academy of Management Annual Meeting*, Boston, United States.
- Andrews, D., Beltagui, A., Ziaee Bigdeli, A., Baines, T. (2019) The Stakeholder's Journey: Employing the Hero's Journey to Analyse and Generate Organizational Myths, *Proceedings of the 79th Academy of Management Annual Meeting*, Boston, United States.
- Ziaee Bigdeli, A., Dmitrijeva, J., Schroeder, A., Baines, T. (2018) Servitization in Manufacturing: a Business Model Perspective, *Proceedings of the 25th EurOMA Conference*, Budapest, Hungary.
- Garcia Martin, P., Schroeder, A., Ziaee Bigdeli, A., and Baines, T. (2018) Servitization business value: An ego-network perspective, *Proceedings of the 25th EurOMA Conference*, Budapest, Hungary.
- Schroeder, A. and Ziaee Bigdeli, A., (2018) Capturing the Benefits of Digitalization and Service Innovation: A Business Network Perspective, *Proceedings of the 78th Academy of Management Annual Meeting*, Chicago, United States.
- Dmitrijeva, J., Ziaee Bigdeli, A., Schroeder, A., Baines, T. (2018) Contextualising servitization – the shaping of the organisational transformation, *Proceedings of the 25th EurOMA Conference*, Budapest, Hungary.