

## **Publicazioni / Publications**

### **Editoriali / Editorials**

1. Gaiardelli, P., Martinez, V. and Cavalieri, S., 2015. Editorial of the Special Issue "The strategic transition to services: a dominant logic perspective and its implications for operations". *Production Planning and Control*, Vol. 26, No. 14, pp. 1165-1170. ISSN (online): 1366-1371. ISSN (printed) 0953-7287. DOI 10.1080/09537287.2015.1033498.

### **Libri / Books**

1. Gaiardelli, P., Songini, L., 2018. *Modelli di business, servizi e performance nel settore del veicolo pesante*, Egea: Milano. p. 220. ISBN 978-88-238-4601-2

### **Articoli pubblicati su riviste scientifiche internazionali**

#### **Papers published in academic Journals**

1. Tortorella, G.L., Cauchick-Miguel P. and Gaiardelli, P. 2019. Hoshin Kanri and A3: a proposal for integrating variability into the policy deployment process, *The TQM Journal*, Vol. 31, No. 2, pp. 118-135. DOI: 10.1108/TQM-06-2018-0076
2. Tortorella, G. L., Fettermann D.C. Piñeres, A. and Gaiardelli, P. 2019. The moderating effect of JIT on the relationship between socio-technical practices and the performance of quality and workers' health, *Human Factors and Ergonomics in Manufacturing*, 29: pp. 210-223. DOI: 10.1002/hfm.20776.
3. Resta, B., Gaiardelli, P. and Dotti, S. 2019. Exploring the role of human factor in Lean Management, *International Journal of Lean Six Sigma*, Vol 10, No. 1, pp. 339-366. DOI: <https://doi.org/10.1108/IJLSS-08-2017-0094>.
4. Cavalieri, S., Dovere, E., Fasanotti, L. and Gaiardelli, P. 2018. An artificial immune intelligent maintenance system for distributed industrial environments, *Proceedings of the Institution of Mechanical Engineers, Part O: Journal of Risk and Reliability* 232(4), 401-414. DOI: 10.1177/1748006X18769208.
5. Ardolino, M., Rapaccini, M., Sacconi, N., Gaiardelli, P., Crespi, G. and Ruggeri C., 2018. The role of digital technologies for the service transformation of industrial companies, "Service Transformation in Industrial Companies" Special Issue of the *International Journal of Production Research*, Vol 56, No. 6, pp. 2116-2132. DOI: 10.1080/00207543.2017.1324224.
6. Resta, B., Gaiardelli, P., Cavalieri, S. and Dotti, S., 2017. Enhancing the Design and Management of the Product-Service System (PSS) Supply Chain: An Application to the Automotive Sector, *Service Science*, Vol. 9, No. 4, December, pp. 302-314. DOI: 10.1287/serv.2017.0193.
7. Resta, B., Dotti, S., Gaiardelli, P. and Boffelli, A., 2017. How Lean manufacturing affects the creation of sustainable value: an integrated model, Special Issue in "Lean & Green", *International Journal of Automation Technology*, Vol. 11, No. 4, pp. 542-551. DOI: 10.20965/ijat.2017.p0542
8. Resta, B., Gaiardelli, P., Pinto, R. and Dotti, S., 2016. Enhancing environmental management in the textile sector: an O-LCA approach, *Journal of Cleaner Production*, Vol. 135, pp. 620-632. ISSN (print): 0959-6526. DOI 10.1016/j.jclepro.2016.06.135.
9. Andreini, D., Salo, J., Wendelin, R., Pezzotta, G. and Gaiardelli, P., 2015. From a service-dominant logic to a good-dominant logic: consequences in buyer-seller relationship in a corporate bank?, Special Issue of *IMP Journal "Managing in Uncertainty"*, Vol. 9, No. 3, pp. 250-266. ISSN (online): 0809-7259. DOI 10.1108/IMP-07-2015-0034.
10. Resta, B. Powell, D.J., Gaiardelli, P. and Dotti, S., 2015. Towards a framework for lean product-oriented product service systems, *CIRP Journal of Manufacturing Science and Technology*, Vol. 9, pp. 12-22. ISSN (online): 1755-5817. DOI 10.1016/j.cirpj.2015.01.008.
11. Gaiardelli, P., Resta, B., Martinez, V., Pinto, R. and Albores, P., 2014. A classification model for product-service offerings, *Journal of Cleaner Production*, Vol. 66, pp. 507-519. ISSN (print): 0959-6526. DOI 10.1016/j.jclepro.2013.11.032.

12. Pinto, R. and Gaiardelli, P., 2013. Setting forecasting model parameters using unconstrained direct search methods: An Empirical Evaluation, *Expert Systems with Applications*, Vol. 40, No. 13, pp. 5331-5340. ISSN (print): 0957-4174. DOI 10.1016/j.eswa.2013.03.044.
13. Pezzotta, G., Cavalieri, S. and Gaiardelli, P., 2012. A spiral process model to engineer a product service system: An explorative analysis through case studies, *CIRP Journal of Manufacturing Science and Technology*, Vol. 5, No. 3, pp. 214-225. ISSN (print): 1755-5817. DOI 10.1016/j.cirpj.2012.07.008.
14. Resta, B., Gaiardelli, P. and Pezzotta, G., 2009. Sustainability in the auto repair Industry: a life cycle assessment application, *International Journal on Product Lifecycle Management (IJPLM)*, Vol. 4, No. 1/2/3, pp. 146-165. ISSN (electronic): 1743-5129 - ISSN (print): 1743-5110. DOI 10.1504/IJPLM.2009.031671.
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17. Gaiardelli, P., Sacconi, N. and Songini, L., 2007. Performance measurement of the after-sales service network - Evidences from the automotive industry, *Computers in Industry*, Vol. 58, No. 7, pp. 698-708. ISSN (print): 0166-3615. DOI 10.1016/j.compind.2007.05.008.
18. Gaiardelli, P., Sacconi, N. and Songini, L., 2007. Performance measurement systems in the after-sales service: an integrated framework, *International Journal of Business Performance Measurement*, Vol. 9, No.2, pp. 145-171. ISSN (electronic): 1741-5039 - ISSN (print): 1368-4892. DOI 10.1504/IJBPM.2007.011860.
19. Sacconi, N., Songini, L. and Gaiardelli, P., 2006. The role and performance measurement of after-sales in the durable consumer goods industries: an empirical study, *International Journal of Productivity and Performance Management*, Vol. 55, No. 3/4, pp. 259 - 283. ISSN (print): 1741-0401. DOI 10.1108/17410400610653228.
20. Cavalieri, S. and Gaiardelli, P., 1998. Hybrid genetic algorithms for a multiple-objective scheduling problem, *Journal of Intelligent Manufacturing*, Vol. 9, No. 4, pp. 361-367, August 1998, Kluwer Academic Publishers, UK. ISSN (electronic): 1572-8145 - ISSN (print): 0956-5515. DOI 10.1023/A:1008935027685.

***Articoli pubblicati su Atti di conferenze scientifiche nazionali e internazionali***

***Papers published in the Proceedings of national and international conferences***

1. Jarrahi, F., Manenti, A., Tortorella G.L. and Gaiardelli, P. 2019. Facing the challenges of the future through the synergetic adoption of Industry 4.0 and lean manufacturing. *Proceedings of the XVI Summer School Francesco Turco "AUGMENTED KNOWLEDGE: A new era of industrial systems engineering"*, Brescia, September 11-13.
2. Tortorella, G.L., Cauchick-Miguel P. and Gaiardelli, P. 2019. Incorporating decision-making process variability into Hoshin Kanri and A3. *Proceedings of the 16th INFORMS Computing Society Conference*, January 6-8, 2019, Knoxville, Tennessee, USA.
3. Romero, D., Gaiardelli, P., Pezzotta, G. and Cavalieri, S. 2019. The Impact of Digital Technologies on Services Characteristics: Towards Digital Servitization. *Proceedings of the 2018 APMS Conference "The path to Smart Production Management Systems"*, 1-5 September 2019, Austin, Texas (USA).
4. Invernizzi, D., Gaiardelli, P., Arica, E. and Powell, D.J. 2019. MES Implementation: Critical Success Factors and Organizational Readiness Model. *Proceedings of the 2018 APMS Conference "The path to Smart Production Management Systems"*, 1-5 September 2019, Austin, Texas (USA).

5. Romero, D., Gaiardelli, P., Powell, D.J., Wuest, T and Thüerer, M. 2019. Total Quality Management and Quality Circles in the Digital Lean Manufacturing World. Proceedings of the 2018 APMS Conference "The path to Smart Production Management Systems", 1-5 September 2019, Austin, Texas (USA).
6. Romero, D., Gaiardelli, P., Powell, D.J., Thüerer, M. and Wuest, T 2019. Cyber-Physical Waste Reduction and Elimination Strategies in the Digital Lean Manufacturing World. Proceedings of the 2018 APMS Conference "The path to Smart Production Management Systems", 1-5 September 2019, Austin, Texas (USA).
7. Perico, P., Arica, E., Powell, D.J Gaiardelli, P. MES as an Enabler of Lean Manufacturing, Proceedings of the 9th IFAC Conference on Manufacturing Modelling, Management and Control, MIM 2019, 28-30 August, Berlin, Germany.
8. Romero, D., Gaiardelli, P., Powell, D.J., Wuest, T and Thüerer, M. 2019. Rethinking Jidoka Systems under Automation & Learning Perspectives in an Emerging Digital Lean Manufacturing World, Proceedings of the 9th IFAC Conference on Manufacturing Modelling, Management and Control, MIM 2019, 28-30 August, Berlin, Germany.
9. Pezzotta, G., Dovere, E., Pirola, F. and Gaiardelli P. 2018. Using total cost of ownership to compare supplier PSS offering. Proceedings of the 13<sup>th</sup> World Congress on Engineering Asset Management (WCEAM 2018), Stavanger (Norway), 24-26 September.
10. Wiesner, S., Gaiardelli, P., Gritti, N., and Oberti, G. 2018. Maturity Models for Digitalization in Manufacturing - Applicability for SMEs. In: "Production Management for Data-Driven, Intelligent, Collaborative, and Sustainable Manufacturing", Moon, I., Lee, G. M., Park, J., Kiritsis D. and von Cieminski, G. (Eds.), IFIP Advances in Information and Communication Technology. (IFIP AICT) Series, Part I. Proceedings of the 2018 APMS Conference, 26-30 August 2018, Seoul, South Korea pp. 81-88. DOI: 10.1007/978-3-319-99707-0\_11.
11. Romero, D., Gaiardelli, P., Powell, D., Wuest, T. and Thüerer, M. 2018. Digital Lean Cyber-Physical Production Systems: The Emergence of Digital Lean Manufacturing and The Meaning of Digital Waste. In: "Production Management for Data-Driven, Intelligent, Collaborative, and Sustainable Manufacturing", Moon, I., Lee, G. M., Park, J., Kiritsis D. and von Cieminski, G. (Eds.), IFIP Advances in Information and Communication Technology. (IFIP AICT) Series, Part I. Proceedings of the 2018 APMS Conference, 26-30 August 2018, Seoul, South Korea pp. 11-20. DOI: 10.1007/978-3-319-99704-9\_2.
12. Powell, D. Romero, D., Gaiardelli, P., Cimini, C. and Cavalieri, S. 2018. Towards Digital Lean Cyber-Physical Production Systems: Industry 4.0 Technologies as Enablers of Leaner Production. In: "Production Management for Data-Driven, Intelligent, Collaborative, and Sustainable Manufacturing", Moon, I., Lee, G.M, Park, J., Kiritsis D. and von Cieminski, G. (Eds.), IFIP Advances in Information and Communication Technology. (IFIP AICT) Series, Part II. Proceedings of the 2018 APMS Conference, 26-30 August 2018, Seoul, South Korea pp. 353-359. DOI: 10.1007/978-3-319-99707-0\_44.
13. Carissimi, G., Dotti, S., Boffelli A. Gaiardelli, P. and Carrara, F. 2018. Supply chain collaboration for circular economy: a case study in the textile industry. Proceedings of the 18th World Textile Conference "Leading hedge technologies and trends in textile" (AUTEX 2018), Istanbul, 20-22 June 2018. pp. 431-436.
14. West, S., Gaiardelli, P. and Rapaccini, M. 2018. Exploring technology-driven service innovation in manufacturing firms through the lens of Service Dominant (SD) logic. In: IFAC-PapersOnLine, 51(11), 1317-1322, Proceedings of the 16th IFAC Symposium on Information Control problems in Manufacturing, Macchi, M., Monostori, L. and Pinto, R. (Eds.), Bergamo 11-13 June 2018. DOI: 10.1016/j.ifacol.2018.08.350.
15. West, S., Gaiardelli, P., Resta, B. and Kujawski D. 2018. Co-creation of value in product-service systems through transforming data into knowledge. In: IFAC-PapersOnLine, 51(11), 1323-1328, Proceedings of the 16th IFAC Symposium on Information Control problems in Manufacturing, Macchi, M., Monostori, L. and Pinto, R. (Eds.), Bergamo 11-13 June 2018 11-13 June 2018, 51(11), 1323-1328. DOI: 10.1016/j.ifacol.2018.08.349.

16. Jarrahi, F., Pezzotta, G., Cimini C. and Gaiardelli P. 2017. Smart service strategies in Industry 4.0: a proposal of a Readiness Assessment Methodology, In Proceedings of The Spring Servitization Conference 2017 "Internationalisation through Servitization", West, S., Gebauer, H and Baines T. (Eds.), pp. 232-240, Lucerne University of Applied Sciences and Arts, 15-17 May, Lucerne (Switzerland). ISBN 978-1-85449-418-4.
17. Mora, E., Gaiardelli P., Resta, B. and Powell D.J., 2017. Exploiting Lean Benefits Through Smart Manufacturing: A Comprehensive Perspective, In: "The path to intelligent, collaborative and sustainable manufacturing", Lödding, H., Riedel, R., Thoben, K.-D., von Cieminski, G. and Kiritsis D. (Eds.), IFIP Advances in Information and Communication Technology. (IFIP AICT) Series, Part I. Proceedings of the 2017 APMS Conference, 3-7 September 2017, Hamburg, Germany pp. 127-134. DOI: 10.1007/978-3-319-66923-6\_15
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19. Paslauski, C.A., Gazal de Alencastro, C., Ayala, N.F., Gaiardelli, P., Pezzotta, G. and Frank, A.G., 2017. Services Extending Products: a comparative analysis in emerging and developed countries, Proceedings of the 9<sup>th</sup> CIRP IPSS Conference "Circular Perspectives on Product/Service-Systems", 19-21 June, Copenhagen (Denmark).
20. Resta, B., Giudici V., Cavalieri S., Solvang W.D., Dotti, S. and Gaiardelli, P., 2017. Strategic Operations Management in Healthcare: a reference model for Cardiac Rehabilitation, In: Cappanera P., Li J., Matta A., Sahin E., Vandaele N., Visintin F. (Eds) Health Care Systems Engineering. ICHCSE 2017. Springer Proceedings in Mathematics & Statistics, Springer, Cham Vol. 210, pp. 37-47. . DOI 10.1007/978-3-319-66146-9\_4
21. Ciarapica, F.E., De Sanctis, I., Resta, B., Dotti, S. Gaiardelli, P., Bandinelli, R., Fani, V. and Rinaldi, R., 2017. Integrating sustainability in the fashion system using association rules, In: Lecture Notes in Electrical Engineering - Business Models and ICT Technologies for the Fashion Supply Chain, Vol. 413, pp. 239-248. Rinaldi, R. and Bandinelli, R. (Eds), Proceedings of the IT4Fashion 2016 Conference, Florence (Italy), 20-22 April. ISBN 978-3319485102. DOI 10.1007/978-3-319-48511-9\_20.
22. Resta, B., Dotti, S., Gaiardelli, P., Boffelli, A., 2016. Lean Manufacturing and Sustainability: an integrated view, Proceedings of APMS Conference 2016, "Production management initiatives for a sustainable world" Naas I., Vendrametto O., Reis J.M., Goncalves R.F., Silva M.T., Kiritsis D. and von Cieminski G. (Eds.), 3-7 September, Iguassu Falls, Brasil. Vol. 488, pp. 659-666. ISBN 978-85-68328-01-9. DOI: 10.1007/978-3-319-51133-7\_78
23. Gaiardelli, P., Pezzotta, G., Migliorati, R and Morgantini, M., 2016. Proposal of an unconventional method to assess polyvalence in lean organisations, Proceedings of 21<sup>st</sup> Summer School "Francesco Turco", SMART MANUFACTURING: NEW PARADIGMS FOR A SMARTER WORLD", Naples, Italy; 13-15 September 2016, Vol. 2016, pp. 65-69. ISSN 2283-8996
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- the 2<sup>nd</sup> International Conference on Serviceology (ICServ 2014), September 14-16, Keio University Yokohama, Japan. pp 567-582. ISBN: 978-4-431-55859-0. DOI 10.1007/978-4-431-55861-3\_39.
27. Ciarapica, F.E., Fani, V. Resta, B., Bandinelli, R., Dotti, S., Gaiardelli, P. and Rinaldi, R., 2015. Practices for environmental sustainability in the Italian Textile Clothing and Leather sector: preliminary results, Proceedings of 20<sup>th</sup> Summer School "Francesco Turco"; Monumental Complex of St. Chiara, Naples, Italy; 16-18 September 2015, Vol. 2015, pp. 59-66. ISSN 22838996.
  28. Resta, B., Dotti, S., Boffelli, A. and Gaiardelli, P., 2015. Environmental Management Practices for the Textile Sector, Proceedings of APMS Conference 2015 "Innovative production management towards sustainable growth". Umeda, S., Nakano, M., Mizuyama, H., Hibino, H., Kiritsis, D. and von Cieminski, G. (Eds.), 7-9 September, Tokyo (Japan). Part II, pp. 625-631. ISBN 978-3-319-22759-7. DOI: 10.1007/978-3-319-22756-6\_76.
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  30. Rondini, A., Pirola, F., Gaiardelli, P. and Morgantini, M., 2015. Exploring the attitude of Bergamo's SMEs towards Servitization, Proceedings of the Spring Servitization Conference 2015 "Servitization: the theory and impact", Baines, T. and Harrison D. (Eds.), 18-20 May , Aston Business School, Birmingham (UK), pp. 296-303. ISBN: 978-1-85449-492-4.
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  32. Coppola, G., Bandinelli, R., Ciarapica, F.E., Dotti, S., Gaiardelli, P., Resta, B., and Rinaldi, R., 2014. Building sustainable supply chains in the Textile, Clothing and Leather Sectors, Proceedings of XIX Summer School Francesco Turco "A CHALLENGE FOR THE FUTURE: the role of industrial engineering in a global sustainable economy", Senigallia (AN, Italy), 12-14 September 2014. ISSN 2283-8996.
  33. Ceschin, F., Resta B., Vezzoli, C. and Gaiardelli, P., 2014. Visualising Product-Service System business models", 19<sup>th</sup> DMI: Academic Design Management Conference Design Management in an Era of Disruption, 2-4 September, London (UK), pp. 2121-2150. ISBN 978-0-615-99152-8.
  34. Resta, B., Dotti, S., Pinto, R. and Gaiardelli, P., 2014. Putting environmental sustainability into practice: a decision-making process for the textile sector, 14<sup>th</sup> AUTEX World Textile Conference, May 26<sup>th</sup> to 28<sup>th</sup> 2014, Bursa, Turkey. ISBN 978-605-63112-4-6.
  35. Barison, M., Salvador, E., Baker, A., Forte M. and Gaiardelli, P., 2014. New risk monitoring tools for the construction and erection phase of large industrial projects, In: Safety, Reliability and Risk Analysis: Beyond the Horizon, Steenbergen R.D.J.M., van Gelder P.H.A.J.M., Miraglia S. and A.C.W.M. Vrouwenvelder (Eds), Proceedings of 22<sup>nd</sup> European Safety and Reliability (ESREL 2013), 29 September - 3 October, Amsterdam, NL. pp 2365-2372. ISBN 978-1-138-00123-7 (print), ISBN 978-1-315-81559-6 (e-book). DOI 10.1201/b15938-354
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  37. Andreini, D., Salo, J., Wenderlin, R., Pezzotta, G., Gaiardelli, P., 2014. Productization in bank services: are we in a paradox?, Proceedings of The 2014 IMP Journal Seminar, 8th - 9th May, 2014, Milano.
  38. Pezzotta, G., Pinto, R., Pirola, F., Gaiardelli, P. and Cavalieri, S., 2013. A critical Evaluation and Comparison of Simulation Packages for Service Process Engineering, Proceedings of XVIII Summer School Francesco Turco "A CHALLENGE FOR THE FUTURE: the role of industrial engineering in a

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  40. Pezzotta, G., Pirola, F., Akasaka, F., Cavalieri, S., Shimomura, Y. and Gaiardelli, P., 2013. A Service Engineering framework to design and configure Product-Service Systems", Proceedings of the 11<sup>th</sup> IFAC Workshop on Intelligent Manufacturing Systems (IMS), São Paulo, Brazil, May 22-24. Vol. 11, Part 1, pp. 263-268. ISBN: 978-3-902823-33-5, ISSN: 1474-6670. DOI 10.3182/20130522-3-BR-4036.00079.
  41. Dotti, S., Gaiardelli P., Pinto, R and Resta, B., 2013. ICT functionalities in the servitization of manufacturing, IFAC Conference on Manufacturing Modelling, Management and Control, 19-21 June 2013, San Petersburg Vol. 7, No.1, pp. 2063-2068, Russia ISBN: 978-3-902823-35-9, ISSN: 1474-6670, DOI 10.3182/20130619-3-RU-3018.00504.
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  46. Resta, B. and Gaiardelli, P., 2011. Organizing for servitizing: a PSS provider's perspective", Proceedings of 4<sup>th</sup> EurOMA's International Forum on Service Operations Management (SOM), 2011, 19-20 September 2011, Florence, Italy.
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