

AIMing for New Services Insights FOR IMMEDIATE RELEASE – 26 MARCH 2008

The Advanced Institute of Management Research (AIM) has awarded six Fellowships on Services as part of a new initiative funded by the Economic and Social Research Council (ESRC) and the Engineering and Physical Sciences Research Council (EPSRC). The new AIM Services Fellows will be joining existing cohorts of AIM Fellows working on productivity, innovation and management practices.

Services are becoming increasingly important to the UK economy, with over 60% of the employed population working in them. The new AIM Fellows will be exploring topics such as innovation in services – the creation and pricing of new service business models, entrepreneurial behaviour in services and gender and diversity in the sector.

Professor Robin Wensley, Director of AIM comments, “we are delighted to be able to announce the six new AIM Services Fellows. They will join an extremely strong fellowship which is producing some valuable and insightful research. AIM seeks to have a significant impact on policy and practice through its research and it is essential we understand better the challenges facing service business in today’s global economy”.

The six mid-career Fellows in Services are:

Irene Ng is an Associate Professor of Marketing in the School of Business and Economics at the University of Exeter. Currently her research focuses on the pricing & revenue management of services, value-based service innovation, service capacity and B2B service contracts. Irene will be taking the position of Lead Service Fellow.

Giuliana Battisti currently Senior Lecturer in Statistics at Aston Business School is in the process of joining Nottingham University Business School as a reader in the Industrial Economics Division. Her main research interests are grounded within applied statistics/econometrics and the economic analysis of technological change with particular emphasis on the inter-temporal diffusion of innovations within and across users.

Kate Blackmon is a Lecturer in Operations Management at the Saïd Business School, University of Oxford, and a Tutorial Fellow in Management Studies at Merton College. Her research interests focus on applying qualitative research methods in researching operations, on understanding operations through the lens of organizational theory, particularly in the area of service operations.

Irena Grugulis is Professor of Employment Studies and Head of the HR/OB Teaching Group in the Bradford University School of Management. Irena has worked in both investment and retail banking. Irena’s principal research interests lie in the area of skills and human resource development, particularly in the way that organisations attempt to shape their employees and the impact and implications of this for the employees themselves. Irena is also an Associate Fellow of the ESRC research centre on Skills, Knowledge and Organisational Performance.

Kathryn Haynes is currently a lecturer in Finance and Accounting at the York Management School and a Fellow Chartered Accountant. Kathryn’s research centres on the context of accounting, drawing from a range of disciplines, including feminist, sociological, philosophical and critical perspectives. Her interests include identity and its relationship with gender; the body and embodiment within organizations; the juxtaposition of professional and personal identities; issues of governance and accountability; social and environmental accounting; and the conduct of the professions.

Martin Spring is Senior Lecturer in Operations Management at Lancaster University Management School. His research has evolved from manufacturing strategy to supply-chain management and inter-organizational relationships in more general terms. Current specific research interests include flexibility in inter-organisational networks, modularity, the purchasing and adoption of complex services such as third-party logistics and ERP, power in supply relations and the emerging concept of ‘servitization’. A Production Engineer by profession, Martin worked for several years in international manufacturing firms.

The new Fellows in Services will complement the existing AIM Fellows both in terms of their individual disciplines and increasing research coverage of relevant issues in the area of services.

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AIM Press Release



Notes for Editors

1. AIM Research is funded by the ESRC and EPSRC and was launched in November 2002. AIM's mission is to improve understanding of management's contribution to organizational performance, and thus UK well-being. AIM's more specific objectives are: (i) to conduct research that will identify actions to enhance the UK's international competitiveness; (ii) to raise the scientific quality and international standing of UK research on international competitiveness; (iii) to expand the size and capacity of the active research base for UK research on management; and (iv) to develop the engagement of that capacity with world-class research outside the UK and with practitioners as co-producers of knowledge about management and other users of research within the UK. For more information on AIM visit www.aimresearch.org
2. The ESRC is the UK's largest funding agency for research and postgraduate training relating to social and economic issues. It provides independent, high quality, relevant research to business, the public sector and Government. The ESRC's planned total expenditure in 2006/7 is £169 million. At any one time the ESRC supports over 4,000 researchers and postgraduate students in academic institutions and research policy institutes. More at www.esrcsocietytoday.ac.uk
3. The Engineering and Physical Sciences Research Council (EPSRC) is the UK's main agency for funding research in engineering and the physical sciences. The EPSRC invests more than £500 million a year in research and postgraduate training, to help the nation handle the next generation of technological change. The areas covered range from information technology to structural engineering, and mathematics to materials science. This research forms the basis for future economic development in the UK and improvements for everyone's health, lifestyle and culture. EPSRC also actively promotes public awareness of science and engineering. EPSRC works alongside other Research Councils with responsibility for other areas of research. The Research Councils work collectively on issues of common concern via Research Councils UK. Website address for more information on EPSRC: www.epsrc.ac.uk

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