

Measuring Business Excellence

Invitation for the Special Issue

Remastered, Reinvented, and Reimagined: Evolving and Merging Paths to Performance Measurement and Management

Introduction

Contemporary and – almost certainly – future modes of performance measurement and management owe much to the contributions of acknowledged masters: Shigeo Shingo (Shingo and Dillon, 1989; Shingo, 1992), Tomas Bata (Bata, 1992; Rybka, 2013), W. Edwards Deming (Deming, 1986,1993), Joseph M. Juran (1964, 1986, 1992) and numerous others. These and other voices have influenced the content, intent, and direction of well-known approaches to holistic enterprise performance measurement and management that include the principles and models that support the Shingo Prize, European Quality Award, America’s Malcolm Baldrige National Quality Award, the Balanced Scorecard (Kaplan and Norton, 1996), the Performance Prism (Adams and Neely, 2000; Neely et al., 2001) and other more recent developments.

In near parallel enterprises have become morally, ethically, and legally obliged to address social and environmental responsibilities and challenges, many of which are global in scope. In response we have seen the rise of specialized innovation and design approaches such as biomimicry (Benyus, 1997) and cradle-to-cradle design (McDonough and Braungart, 2002a). Equally, now familiar complementary performance measurement and management philosophies and systems aimed at producing social, environmental, and economic triple bottom line performance and impacts (Elkington, 1997) emerged. These include – logically enough – triple top line strategy and design (McDonough and Braungart, 2002b) along with the Global Reporting Initiative (Brown et al., 2009), United Nations Global Compact (Rasche et al., 2013), ISO 14000 (Petros Sebhata and Enquist, 2007), and ISO 26000 (Castka and Balzarova, 2007).

As such it may be noted that performance measurement and management systems evolve in holistic directions wherein the enterprise must of necessity concurrently and integratively address economic, social, environmental, and innovation performance and impact along with performance and impact in other areas of importance more specific to the enterprise. This has in led to development of hybrid approaches that include, for example, the Sustainability Balanced Scorecard (Figge et al., 2002) and Sustainable Enterprise Excellence (Edgeman, 2013; Edgeman and Eskildsen, 2014).

We have seen in particular that successful lasting positive change is most commonly driven by strong, principle-driven enterprise culture. To echo former IBM turnaround CEO, Lou Gerstner, “Culture isn’t just one aspect of the game. It is the game.” (Gerstner, 2002).

Although full convergence of the management philosophies of the masters, business and performance excellence models, economic and social sustainability, and innovation is immature at best, a trend toward such convergence is apparent. Along with principles-drive cultural transformation, performance management and measurement are a critical red threads running through these.

Types of papers to be published

While all relevant manuscripts will be considered, the special issue is particularly interested in high quality papers in the following areas:

1. *Disaster followed by disaster recovery and lessons learned* tomes and other applications oriented case studies are valued.
2. Integrative contributions incorporating principles-driven enterprise culture and practice are especially welcome.
3. Papers providing new insights into the works of the “masters”, with real and potential impact on contemporary or future enterprise performance measurement and management practice.
4. Remastered, reimagined, or reinvented enterprise performance management and measurement models and systems that explicitly address economic, social, political, and environmental trends.
5. Theoretical or empirical papers synthesizing enterprise culture, innovation, and triple bottom line oriented performance measurement and management practices that are explicitly linked to or integrated with principles and practices of the masters.

The special issue encourages a variety of submissions, including theoretical, empirical and analytical studies, and high quality case studies. Practitioner contributions detailing company cultural transformation and journeys into lean, six sigma, Shingo principle-driven, or other performance and impact oriented approaches to enterprise excellence are of special interest. Empirical work with no practical or managerial implication will not be considered for publication in this special issue.

All usual manuscript publication guidelines associated with *Measuring Business Excellence* apply, including word count, reference, and formatting guidelines.

Deadlines, Submission and Review Process

To ensure that the special issue obtains the best mix of theory and practice, a multistage review process will be implemented. In the first stage, this special issue will work in conjunction with the 2016 PMA Conference, to be held in Edinburgh, Scotland, although authors will have the option of submitting papers directly.

All papers submitted for this conference will be reviewed and the most promising and interesting papers will be invited for submission for the special issue. Papers submitted directly will be considered alongside this process. Following this event, such papers as the special issue editors deem suitable will be subject to the normal thorough double-blind review process employed by *Measuring Business Excellence*.

Publication of the special issue is planned for 2017. Original submissions are due by 1st September 2016, and must be made using the **Measuring Business Excellence** ScholarOne submission system here:

<http://mc.manuscriptcentral.com/mbex>

Please also visit the author guidelines for the journal here:

http://www.emeraldgrouppublishing.com/products/journals/author_guidelines.htm?id=mbe

Authors should indicate that they would like their submission to be considered for the special issue on “*Remastered, Reinvented, and Reimagined: Evolving and Merging Paths to Performance Measurement and Management*”. This will appear in the relevant drop-down menu on page four of the submission process. Authors of papers invited to be revised and resubmitted will be expected to work within a tight timeframe to meet the special issue’s publication deadline.

Special Issue Editorial Team

The proposed special issue will be edited by three researchers who are recognized as scholars in this field:

Rick Edgeman, Utah State University: Shingo Institute Research Director and Clinical Professor of Management. He also serves as Professor of Quality Management in the Division of Quality Sciences at Uppsala University (Sweden), Professor of Sustainability & Enterprise Performance in the Interdisciplinary Center for Organizational Architecture at Aarhus University (Denmark), and Visiting Professor in the EMBA program at Università della Svizzera Italiana (Switzerland). He has authored well-over 100 journal articles across the fields of quality management, six sigma, sustainability, innovation, reliability, leadership and governance, and applied statistics. In 2000 the American Society for Quality

identified him as one of “21 Voices of Quality for the 21st Century”, one of only six academics globally included. He is a former editor of *Measuring Business Excellence* and has guest edited special issues of several other journals.

Mike Bourne, Cranfield University: Professor of Business Performance, Director of the Centre for Business Performance and Chair of the PMA (the international association of academics and practitioners interested in the field of performance measurement and management). After gaining his PhD from Cambridge in 2001, Mike has worked primarily in the field of strategic performance management and he has some 10 papers in *IJOPM*, the vast majority of which are on the subject of performance measurement and management. He has coauthored 11 books and much of his work has been translated into Spanish and Portuguese. He sits on the interface between academic study and practice and travels widely as a keynote speaker at Industrial conferences and events. Mike is a Chartered Engineer and a Chartered Management Accountant. He is Co-Chairing the PMA 2016 conference in Edinburgh.

Umit Bititci, Herriot-Watt University: Professor of Business Performance and Director of Corporate and Executive Relations at the Heriot Watt University, School of Management , Edinburgh, UK. He has a blend of industrial and academic experience that spans across 35 years. For the past 25 years his academic career has been focused upon understanding what makes high-performing companies different. He has worked with an international portfolio of companies and public sector organisations. He has led several international research and development projects with a research portfolio c.£20m. He has published c.200 papers and he regularly appears at international conferences and workshops as guest/keynote speaker. He is a Chartered Engineer, a Chartered Manager, a Fellow of the Royal Society of Arts as well as a Fellow of the Institute of Operations Management. He is hosting and Co-Chairing the PMA2016 conference in Edinburgh

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