

# Publications

Name / Title	Dirk Klimkeit / Prof. Dr.
<b>I. Monographs / Edited Volumes</b>	
2021	(ed. with K Thirumaran & Chun Meng Tang) <i>Service Excellence in Tourism and Hospitality: Insights from Asia</i> , Cham: Springer Nature
2018	(ed. with K Thirumaran) <i>Management of Shared Service Centers in Asia: Examples from Malaysia and Singapore</i> , München: GRIN Publishers
2012	<i>Global Integration and Management of Professional Service Firms</i> , Doctoral Thesis, Leuphana University Lüneburg
<b>II. Journal Articles</b>	
2022	(with Lars Christophers) „Global Business Services als Transformationstreiber: Eine Fallstudie der heutigen Möglichkeiten von Shared Services“, <i>Der Betriebswirt</i> 1(2022): 13-26
	(with Markus Reihlen) “No longer second-class citizens: Redefining organizational identity as a response to digitalization in accounting shared services”, <i>Journal of Professions and Organization</i> , 9(1), February 2022: 115-138
2020	“Das neue Aufbrechen funktionaler Silos: Cross-funktionale Integration und Kollaboration in Global Business Services Organisationen“, <i>IM+io Best &amp; Next Practices aus Digitalisierung   Management   Wissenschaft</i> , 2020(3): 92-95
2019	“Der Change-Prozess bei der funktionalen Integration: Die Einführung des Global Business Services-Modells“, <i>OrganisationsEntwicklung</i> , 2019(4): 102-103
	“Shared Services weltweit integriert: Ergebnisse einer Studie zur Implementierung des Global Business Services-Modells in der Praxis“, <i>Der Betriebswirt</i> , 2019(2): 24-28
	“Global Business Services“, <i>Intelligent Sourcing</i> , Summer 2019: 26-37
2016	(with Markus Reihlen) “Local Responses to Global Integration in a Transnational Professional Service Firm“, <i>Journal of Professions and Organization</i> , 3: 39-61
2013	(with Markus Reihlen) “Organizational Practice Transfer within a Transnational Professional Service Firm: The Role of Leadership and Control“, <i>International Journal of Human Resource Management</i> 27(8): 850-875
	“Organizational context and collaboration on international projects: The case of a professional service firm“, <i>International Journal of Project Management</i> , 31: 366-377

## Publications

- 2009 „Beyond Cultural Due Diligence. Sechs Fehler im Umgang mit Kultur in Mergers & Acquisitions und wie man sie vermeidet“, *Mergers & Acquisitions Review* 5/2009 (für den Deutschen Journalistenpreis Private Equity und M&A 2009 nominiert)
- 2004 „Wo fließt denn das Wissen? Beiträge der Ethnologie zum Wissensmanagement“, *Wissensmanagement. Das Magazin für Führungskräfte*, 4 (2004)

### IV. Contributions to Edited Volumes

- 2021 “Introduction: Service Excellence in Asian Tourism and Hospitality” (with K Thirumaran & Chun Meng Tang), in: K Thirumaran, Dirk Klimkeit & Chun Meng Tang (Eds.) *Service Excellence in Tourism and Hospitality: Insights from Asia*, Cham: Springer Nature
- “Conclusion: The Future of Service Excellence in Asia” (with K Thirumaran & Chun Meng Tang), in: K Thirumaran, Dirk Klimkeit & Chun Meng Tang (Eds.) *Service Excellence in Tourism and Hospitality: Insights from Asia*, Cham: Springer Nature
- “Measuring Customer Delight in Tourism and Hospitality Operations: Findings from Singapore and Malaysia” (with Gabriela Maier Tolic & Alexander Dingeldey), in: K Thirumaran, Dirk Klimkeit & Chun Meng Tang (Eds.) *Service Excellence in Tourism and Hospitality: Insights from Asia*, Cham: Springer Nature
- 2018 „Introduction“ (with K Thirumaran), in: Dirk Klimkeit & K Thirumaran *Management of Shared Service Centers in Asia: Examples from Malaysia and Singapore*, München: GRIN Publishers
- „Conclusion“ (with K Thirumaran), in: Dirk Klimkeit & K Thirumaran *Management of Shared Service Centers in Asia: Examples from Malaysia and Singapore*, München: GRIN Publishers

### V. Contributions to Conference Proceedings

- 2009 „Wissensmanagement in turbulenten Zeiten – Rückbesinnung auf die strategische Ausrichtung“ in: Bentele et al. *11. Kongress zum IT-gestützten Wissensmanagement*. Berlin
- 2008 „Herausforderung Mitarbeiterfluktuation und Wissenstransfer jung-alt in einer Professional Service Firm“ in: Bentele et al. *10. Kongress zum Einsatz von Wissensmanagement in Wirtschaft und Verwaltung*, Berlin
- 2005 “Networks, Forms of Exchange and Motivations – Insights from Social Anthropology for the Issue of Knowledge Sharing” in: Althoff et al. *Professional Knowledge Management, Third Biennial Conference WM 2005*, Berlin

## Publications

### VI. Discussion Papers / Internet Publications

- 2019 “How Companies are Implementing the Global Business Services (GBS) Target Operating Model: Good Practices Identified in an Exploratory Study in Asia and Europe”, in: EY (2019) How can Global Business Services drive value across continents? Findings from research in Global Business Services operations, [https://consulting.ey.com/wp-content/uploads/sites/3/2019/05/Prof-Klimkeit-Study\\_Compressed.pdf](https://consulting.ey.com/wp-content/uploads/sites/3/2019/05/Prof-Klimkeit-Study_Compressed.pdf) (accessed 10.10.2019)
- 2012 “Global Integration and Management of Professional Service Firms: a Review of the Literature and Suggestions for Future Research”, Discussion Paper #8, Otto Group Chair of Strategic Management, Leuphana University, Lüneburg