

David's Early Work (1975-1987)

By David H. Maister

BOOKS

1. **Owner Operator: Independent Trucker**, Lexington, MA: Lexington Books, D.C. Heath and Company, 1975 (with D.D. Wyckoff).
2. **The Motor Carrier Industry**, Lexington, MA: Lexington Books, D.C. Heath and Company, 1977 (with D.D. Wyckoff) (plus Instructor's Manual).
3. **The Domestic Airline Industry**, Lexington, MA: Lexington Books, D.C. Heath and Company, 1977 (with D.D. Wyckoff) (plus Instructor's Manual).
4. **The Management of Owner Operator Fleets**, Lexington, MA: Lexington Books, D.C. Heath and Company, 1980.
5. **Cases in Operations Management: Analysis and Action**, Homewood, Illinois: R.D. Irwin, Inc., 1982 (with Sasser, et al) (plus Instructor's Manual).
6. **Cases in Operations Management: Strategy and Structure**, Homewood, Illinois: R.D. Irwin, Inc., 1982 (with Sasser, et al) (plus Instructor's Manual).
7. **Success Strategies for the Design Professional**, New York, N.Y.: McGraw-Hill, 1987 (with Coxe, et. al.)

ARTICLES

1. "The Role of the Owner Operator in U.S. Freight Transportation", *Logistics and Transportation Review*, volume II, number 1, (1975), pages 31-48, (with D.D. Wyckoff).
2. "Expanding the Role of Transportation Studies in Business Schools: an Example", *Proceedings, Joint TRF-CTRF meeting*, Toronto, November 1975.
3. "Centralization of Inventories and the 'Square Root Law'", *International Journal of Physical Distribution*, volume 6, no. 3, 1976, pages 124-134.
4. "Regulation and the Level of Trucking Rates in Canada", *Proceedings of the Workshop on Motor Carrier Economic Regulation*, April 7-9, 1977, Washington, D.C., National Research Council, 1977.
5. "Organizing for Physical Distribution", (Monograph), *International Journal of Physical Distribution*, volume 8, number 3, 1977.
6. "The U.S. Owner-Operator Trucker: A Transportation Policy Based on Personal Bankruptcy", *Proceedings of the Eighteenth Annual Meeting of the Transportation Research Forum*, volume XVIII, no. 1, 1977, pages 291-297 (with D.D. Wyckoff).

7. "Truck Traffic Flows in Canada", *Logistics and Transportation Review*, volume 14, number 2, pp. 165-192.
8. "Regulation and Change in the Canadian Grain Industry", in W. Stanbury (ed.), **Papers on Regulation in Canada**, Montreal: Institute for Research in Public Administration, 1978.
9. "Regulation and the Level of Trucking Rates in Canada: Additional Evidence", *Transport Journal*, Winter 1978, pp. 49-62.
10. "Motor Carrier Use of Owner Operators: Efficiency or Exploitation?", *Proceedings of the Twentieth Annual Meeting of the Transportation Research Forum*, volume XX, no. 3, 1979, pp. 447-455.
11. "Alternative Approaches to the Evaluation of Physical Distribution Activities: Preferences of Executives in Canadian Firms", *Transportation Journal*, vol. 18, no. 4 (Summer 1979), pp. 64-71, (with R.D. Anderson and R.E. Jerman).
12. "Analysis of Matheson Foods" in P. Gilmour and J. Miller (eds.) Perspectives in Materials Management, *International Journal of Physical Distribution and Materials Management*, volume 9, no. 8 (1979), pp. 400-405.
13. "Managing Facilitator Services", *Sloan Management Review*, volume 23, no. 4, (Summer 1982), (with C. Lovelock).
16. "Production Operations Management: An Agenda for the 80's", *Decision Sciences*, Winter 1981, (with J.G. Miller, et. al.).
17. "Managing Service Enterprises in the 80's", in **The Service Economy**, (ed: E.E. Scheving), KCG Productions, Inc., (1982).
18. "Preparing for Class", in J. Dyer and R. Shapiro, **Management Science/Operations Research: Cases and Readings**, Instructor's Manual, New York: John Wiley & Sons, 1982.
20. "Current Research in Service Operations Management," in C.A. Voss (ed.), **Current Research in Production/Operations Management**, London: London Business School, 1983.
21. "Beyond Garbage-Can Decision Making", *The American Lawyer*, (December 1983), pp. 6-7.
28. "99 Questions: A Management Workbook Designed to Pull Your Firm Together - or Smash it to Smithereens", *The American Lawyer*, (November 1984), (76-page pull-out supplement).
29. "Consulting as a Career," **Management Consulting '84**, Consulting Club HBS, pp. 95-97.
31. "The Psychology of Waiting Lines", in J.A. Czepiel, M.R. Solomon, and C.F. Suprenant (eds.), **The Service Encounter**, Lexington, MA: Lexington Books, 1985, pp. 113-124.
34. "Managing Professional Services Organizations: A Roundtable," Touche Ross & Co., 1985 (with J.E. Seitz, et. al.)
35. "Firm Management", *Public Relations Journal* (August 1985) pp. 15-18.
36. "Lessons in Client-Loving," *Architectural Technology*, Fall 1985, pp. 47-49.
37. "Charting Your Course: Master Strategies for Organizing and Managing Architectural Firms",

Architectural Technology, (May/June 1986), pp. 52-58, (with W. Coxe et al.)

RESEARCH REPORTS

1. "Productivity in the Motor Carrier Industry", prepared for National Commission on Productivity, 1975.
2. "The Owner Operator in Canada: An Interim Report", prepared for Canadian Council of Motor Transport Administrators, 1977 (with W. Behrenbrach).
3. "Regulation and the Structure of Trucking Rates in Canada", prepared for Canadian Anti-Inflation Board, 1978.

CASE STUDIES

(Published by Harvard Business School Publishing)

1. Air Canada (9-674-016)
2. An Overview of the U.S. Freight Transportation Industries (9-674-017)
3. The Domestic Air Cargo Industry (9-674-018)
4. Howard Systems, Inc. (9-674-019)
5. Flying Tiger Lines (9-674-025)
6. Federal Express (A) (9-674-093)
7. Federal Express (B) (9-674-094)
8. The Owner Operator (9-674-111)
9. The Boston Globe (9-675-063)
10. Ropax, Inc. (8-675-064)
11. Perlis Truckstop (9-675-077)

12. Milwaukee Merchant (9-675-144)
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15. Impact of Deregulation on Motor Transportation Financing (9-680-023)
16. Note on the Management of Queues (9-680-053)
17. Levinson Realty, Inc. (9-680-093)
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32. Bennett, Strang and Farris (9-684-027)

33. Wilson, Webb, Coxe and Wheatley (9-584-004)
34. Baldwin, Balfour and McDonald (9-684-062)
35. Summer, Gibb and Buckholtz (9-684-063)
36. Blanchflower, White and Greaves (9-684-077)
37. The General Counsel's In-Box (9-485-165)

TEACHING NOTES FOR CASE STUDIES

(Published by Harvard Business School Publishing)

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5. Hewitt Associates (5-682-015)
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9. Harvey Plant (5-679-122)
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11. Architect's Collaborative (5-581-070)
12. McDonald's/Burger King (5-681-070)
13. Garber Travel Service (5-681-097)



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