

# VU Research Portal

## **A patient is not a car**

van Grinsven, M.

2017

### **document version**

Publisher's PDF, also known as Version of record

[Link to publication in VU Research Portal](#)

### **citation for published version (APA)**

van Grinsven, M. (2017). *A patient is not a car: Lean in healthcare: Studying agency in the translation of management concepts*. ABRI.

### **General rights**

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal ?

### **Take down policy**

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

### **E-mail address:**

[vuresearchportal.ub@vu.nl](mailto:vuresearchportal.ub@vu.nl)

## REFERENCES

- Ainsworth, S. and Hardy, C. (2004a). Critical discourse analysis and identity: Why bother? *Critical Discourse Studies*, 1(2), 225–259.
- Ainsworth, S. and Hardy, C. (2004b). Discourse and identities. In G. David, C. Hardy, C. Oswick and L. L. Putman (Eds.), *The Sage Handbook of Organizational Discourse* (pp. 153–174). SAGE Publications Ltd.
- Akrich, M., Callon, M., Latour, B. and Monaghan, A. (2002a). The key to success in innovation part I: The art of interessement. *International Journal of Innovation Management*, 6(2), 187–206.
- Akrich, M., Callon, M., Latour, B. and Monaghan, A. (2002b). The key to success in innovation part II: The art of choosing good spokespersons. *International Journal of Innovation Management*, 6(2), 207–225.
- Allen, T. J. and Cohen, S. I. (1969). Information flow in research and development laboratories. *Administrative Science Quarterly*, 14(1), 12.
- Allen, T. J., Tushman, M. L. and Lee, D. M. (1979). Technology transfer as a function of position in the spectrum from research through development to technical services. *Academy of Management Journal*, 22(4), 694–708.
- Altheide, D. L. (2000). Identity and the definition of the situation in a mass-mediated context. *Symbolic Interaction*, 23(1), 1–27.
- Alvesson, M. and Kärreman, D. (2007). Constructing mystery: Empirical matters in theory development. *Academy of Management Review*, 32(4), 1265–1281.
- Alvesson, M., Lee Ashcraft, K. and Thomas, R. (2008). Identity matters: Reflections on the construction of identity scholarship in organization studies. *Organization*, 15(1), 5–28.
- Alvesson, M. and Robertson, M. (2016). Money matters: Teflonic identity manoeuvring in the investment banking sector. *Organization Studies*, 37(1), 7–34.
- Alvesson, M. and Sandberg, J. (2011). Generating research questions through problematization. *Academy of Management Review*, 36(2), 247–271.
- Alvesson, M. and Willmott, H. (2002). Identity regulation as organizational control: Producing the appropriate individual. *Journal of Management Studies*, 39(5), 619–644.

- Amis, J. M. and Aïssaoui, R. (2013). Readiness for change: An institutional perspective. *Journal of Change Management*, 13(1), 69–95.
- Ancona, D. G. and Caldwell, D. F. (1992). Bridging the boundary: External activity and performance in organizational teams. *Administrative Science Quarterly*, 37(4), 634.
- Ansari, S. M., Fiss, P. C. and Zajac, E. J. (2010). Made to fit: How practices vary as they diffuse. *Academy of Management Review*, 35(1), 67–92.
- Ansari, S., Reinecke, J. and Spaan, A. (2014). How are practices made to vary? Managing practice adaptation in a multinational corporation. *Organization Studies*, 35(9), 1313–1341.
- Ashforth, B. E. and Mael, F. (1989). Social identity theory and the organization. *Academy of Management Review*, 14(1), 20–39.
- Baker, W. E. and Obstfeld, D. (1999). Social capital by design: Structures, strategies, and institutional context. In R. T. A. J. Leenders and S. M. Gabbay (Eds.), *Corporate Social Capital and Liability* (pp. 88–105). Boston, MA: Springer US.
- Balogun, J. (2003). From blaming the middle to harnessing its potential: creating change intermediaries. *British Journal of Management*, 14(1), 69–83.
- Balogun, J. and Johnson, G. (2004). Organizational restructuring and middle manager sensemaking. *Academy of Management Journal*, 47(4), 523–549.
- Balogun, J., and Johnson, G. (2005). From intended strategies to unintended outcomes: The impact of change recipient sensemaking. *Organization Studies*, 26(11), 1573–1601.
- Balogun, J., Gleadle, P., Hailey, V. H. and Willmott, H. (2005). Managing change across boundaries: boundary-shaking practices. *British Journal of Management*, 16(4), 261–278.
- Bar-Ilan, J. (2010). Citations to the “Introduction to informetrics” indexed by WOS, Scopus and Google Scholar. *Scientometrics*, 82(3), 495–506.
- Barley, S. R. (1986). Technology as an occasion for structuring: evidence from observations of ct scanners and the social order of radiology departments. *Administrative Science Quarterly*, 31(1), 78.
- Bartel, C. A. and Garud, R. (2003). Narrative knowledge in action: Adaptive abduction as a mechanism for knowledge creation and exchange in organizations. In M. Easterby-Smith and M. A. Lyles (Eds.), *The Blackwell handbook of organizational learning and knowledge management* (pp. 324–342). Oxford, UK: Blackwell Publishing Ltd.

- Barter, C. and Renold, E. (1999). The use of vignettes in qualitative research. *Social Research Update*, 25(9), 1–6.
- Battilana, J. and D'Aunno, T. (2009). Institutional work and the paradox of embedded agency. In T. B. Lawrence, R. Suddaby and B. Leca (Eds.), *Institutional Work* (pp. 31–58). Cambridge: Cambridge University Press.
- Battilana, J., Leca, B. and Boxenbaum, E. (2009). How actors change institutions: towards a theory of institutional entrepreneurship. *Academy of Management Annals*, 3(1), 65–107.
- Beck, T. E. and Plowman, D. A. (2009). Experiencing rare and unusual events richly: The role of middle managers in animating and guiding organizational interpretation. *Organization Science*, 20(5), 909–924.
- Beech, N. (2008). On the nature of dialogic identity work. *Organization*, 15(1), 51–74.
- Beech, N. (2011). Liminality and the practices of identity reconstruction. *Human Relations*, 64(2), 285–302.
- Benders, J., Nijholt, J. and Heusinkveld, S. (2006). Using print media indicators in management fashion research. *Quality and Quantity*, 41(6), 815–829.
- Benders, J., Van Grinsven, M. and Heusinkveld, S. (2014). Tussen verbeteren en continu verbeteren. In M. Rouppe van der Voort and J. Benders (Eds.), *Verder met Lean in de zorg* (pp. 25–35). Amsterdam: Boom uitgevers.
- Benders, J. and Veen, K. V. (2001). What's in a fashion? Interpretative viability and management fashions. *Organization*, 8(1), 33–53.
- Benders, J. and Verlaar, S. (2003). Lifting parts: putting conceptual insights into practice. *International Journal of Operations and Production Management*, 23(7), 757–774.
- Berends, H., and Lammers, I. (2010). Explaining discontinuity in organizational learning: A process analysis. *Organization Studies*, 31(8), 1045–1068.
- Berger, P. L. and Luckmann, T. (1967). *The social construction of reality: A treatise in the sociology of knowledge*. Garden City, NY: Anchor Books Doubleday.
- Birkinshaw, J., Hamel, G. and Mol, M. J. (2008). Management Innovation. *Academy of Management Review*, 33(4), 825–845.
- Birkinshaw, J., Healey, M. P., Suddaby, R. and Weber, K. (2014). Debating the future of management research. *Journal of Management Studies*, 51(1), 38–55.

- Bloomfield, B. P. and Vurdubakis, T. (1994). Boundary disputes: Negotiating the boundary between the technical and the social in the development of it systems. *Information Technology and People*, 7(1), 9–24.
- Boiral, O. (2003). ISO 9000: Outside the iron cage. *Organization Science*, 14(6), 720–737.
- Boxenbaum, E. and Battilana, J. (2005). Importation as innovation: Transposing managerial practices across fields. *Strategic Organization*, 3(4), 355–383.
- Boxenbaum, E. and Strandgaard Pedersen, J. (2009). Scandinavian institutionalism – a case of institutional work. In T. B. Lawrence, R. Suddaby and B. Leca (Eds.), *Institutional Work* (pp. 178–204). Cambridge: Cambridge University Press.
- Brandao de Souza, L. (2009). Trends and approaches in Lean healthcare. *Leadership in Health Services*, 22(2), 121–139.
- Brown, A. D. (2014). Identities and identity work in organizations. *International Journal of Management Reviews*, 17(1), 20–40.
- Brown, S. D. (2002). Michel Serres: Science, translation and the logic of the parasite. *Theory, Culture and Society*, 19(3), 1–27.
- Bruner, J. S. (1961). The act of discovery. *Harvard Educational Review*, 31(1), 21–32.
- Burgess, N. and Radnor, Z. (2013). Evaluating Lean in healthcare. *International Journal of Health Care Quality Assurance*, 26(3), 220–235.
- Burt, R. S. (2000). The network structure of social capital. *Research in Organizational Behavior*, 22, 345–423.
- Burt, R. S. (2004). Structural holes and good ideas. *American Journal of Sociology*, 110(2), 349–399.
- Burt, R. S. (2012). Network-related personality and the agency question: Multirole evidence from a virtual world. *American Journal of Sociology*, 118(3), 543–591.
- Cabantous, L. and Gond, J.-P. (2011). Rational decision making as performative praxis: Explaining rationality's éternel retour. *Organization Science*, 22(3), 573–586.
- Caldwell, R. (2005). Things fall apart? Discourses on agency and change in organizations. *Human Relations*, 58(1), 83–114.
- Callero, P. L. (2003). The sociology of the self. *Annual Review of Sociology*, 115–133.
- Callon, M. (1984). Some elements of a sociology of translation: Domestication of the scallops and the fishermen of St Brieuc Bay. *The Sociological Review*, 32(1), 196–233.

- Canato, A., Ravasi, D. and Phillips, N. (2013). Coerced practice implementation in cases of low cultural fit: Cultural change and practice adaptation during the implementation of Six Sigma at 3M. *Academy of Management Journal*, 56(6), 1724–1753.
- Cerulo, K. A. (1997). Identity construction: New issues, new directions. *Annual Review of Sociology*, 23(1), 385–409.
- Clark, T. A. R. (2004). The fashion of management fashion: A surge too far? *Organization*, 11(2), 297–306.
- Clark, T. and Salaman, G. (1998). Telling tales: Management gurus' narratives and the construction of managerial identity. *Journal of Management Studies*, 35(2), 137–161.
- Cohen, W. M. and Levinthal, D. A. (1990). Absorptive capacity: A new perspective on learning and innovation. *Administrative Science Quarterly*, 35(1), 128–125.
- Collins-Dogruel, J. (2012). Tertius iungens brokerage and transnational intersectoral cooperation. *Organization Studies*, 33(8), 989–1014.
- Collinson, D. (1994). Strategies of resistance: Power, knowledge and subjectivity in the workplace. In J. Jernier, D. Knights and W. Nord (Eds.), *Resistance and power in organization* (pp. 25–68). London: Routledge.
- Collinson, D. L. (2003). Identities and insecurities: Selves at work. *Organization*, 10(3), 527–547.
- Corbett-Etchevers, I. and Mounoud, E. (2011). A narrative framework for management ideas: Disclosing the plots of knowledge management in a multinational company. *Management Learning*, 42(2), 165–181.
- Cornelissen, J. and Durand, R. (2012). More than just novelty: Conceptual blending and causality. *Academy of Management Review*, 37(1), 152–154.
- Cornelissen, J. P. and Durand, R. (2014). Moving forward: Developing theoretical contributions in management studies: theoretical contributions in management studies. *Journal of Management Studies*, 51(6), 995–1022.
- Costas, J. and Fleming, P. (2009). Beyond dis-identification: A discursive approach to self-alienation in contemporary organizations. *Human Relations*, 62(3), 353–378.
- Creed, W. D., Scully, M. A. and Austin, J. R. (2002). Clothes make the person? The tailoring of legitimating accounts and the social construction of identity. *Organization Science*, 13(5), 475–496.

- Creed, W. E. D., DeJordy, R. and Lok, J. (2010). Being the change: Resolving institutional contradiction through identity work. *Academy of Management Journal*, 53(6), 1336–1364.
- Cross, R. L. and Parker, A. (2004). *The hidden power of social networks: Understanding how work really gets done in organizations*. Harvard Business Review Press.
- Crossley, M. L. (2000). Narrative psychology, trauma and the study of self/identity. *Theory and Psychology*, 10(4), 527–546.
- Crucini, C. and Kipping, M. (2001). Management consultancies as global change agents? Evidence from Italy. *Journal of Organizational Change Management*, 14(6), 570–589.
- Currie, G., Lockett, A., Finn, R., Martin, G. and Waring, J. (2012). Institutional work to maintain professional power: Recreating the model of medical professionalism. *Organization Studies*, 33(7), 937–962.
- Currie, G. and Procter, S. J. (2005). The antecedents of middle managers' strategic contribution: The case of a professional bureaucracy. *Journal of Management Studies*, 42(7), 1325–1356.
- Czarniawska, B. and Joerges, B. (1996). Travels of ideas. In B. Czarniawska and G. Sevón (Eds.), *Translating organizational change* (pp. 13–48). Berlin: Walter de Gruyter.
- Czarniawska, B. and Panozzo, F. (2008). Preface: Trends and fashions in management studies. *International Studies of Management and Organization*, 38(1), 3–12.
- Czarniawska, B. and Sevón, G. (Eds.). (1996). *Translating organizational change*. Berlin: Walter de Gruyter.
- Czarniawska-Joerges, B. and Sevón, G. (2005). *Global ideas: how ideas, objects and practices travel in a global economy* (Vol. 13). Copenhagen Business School Press.
- Dacin, M. T., Goodstein, J., and Scott, W. R. (2002). Institutional theory and institutional change: Introduction to the special research forum. *Academy of Management Journal*, 45(1), 45–56.
- Damanpour, F. (1991). Organizational innovation: A meta-analysis of effects of determinants and moderators. *Academy of Management Journal*, 34(3), 555–590.
- Davenport, T. H. and Prusak, L. (1998). *Working knowledge: How organizations manage what they know*. Harvard Business Press.
- David, R. J. and Strang, D. (2006). When fashion is fleeting: Transitory collective beliefs and the dynamics of TQM consulting. *Academy of Management Journal*, 49(2), 215–233.
- Davis, G. F. and Marquis, C. (2005). Prospects for organization theory in the early twenty-first century: Institutional fields and mechanisms. *Organization Science*, 16(4), 332–343.

- De Treville, S. and Antonakis, J. (2006). Could lean production job design be intrinsically motivating? Contextual, configurational, and levels-of-analysis issues. *Journal of Operations Management*, 24(2), 99–123.
- Denis, J.-L., Langley, A. and Rouleau, L. (2007). Strategizing in pluralistic contexts: Rethinking theoretical frames. *Human Relations*, 60(1), 179–215.
- Dickie, V. A. (2003). Establishing worker identity: A study of people in craft work. *American Journal of Occupational Therapy*, 57(3), 250–261.
- DiMaggio, P. J., Powell, W. W. and others. (1991). *The new institutionalism in organizational analysis* (Vol. 17). University of Chicago Press Chicago, IL.
- Dimaggio, P. and Powell, W. (1983). The iron cage revisited: Institutional isomorphism and collective rationality in organizational fields. *American Sociological Review*, 48(2), 147–160.
- Doorewaard, H. and Van Bijsterveld, M. (2001). The osmosis of ideas: An analysis of the integrated approach to it management from a translation theory perspective. *Organization*, 8(1), 55–76.
- Down, S. and Reveley, J. (2009). Between narration and interaction: Situating first-line supervisor identity work. *Human Relations*, 62(3), 379–401.
- Dunne, J. (1995). Beyond sovereignty and deconstruction: The storied self. *Philosophy and Social Criticism*, 21(5–6), 137–157.
- Dutton, J. E., Ashford, S. J., O’Neill, R. M. and Lawrence, K. A. (2001). Moves that matter: issue selling and organizational change. *Academy of Management Journal*, 44(4), 716–736.
- Eaton, M. and Phillips, S. (2008). *Sustaining lean healthcare programmes: A practical survival guide*. Ecademy Press.
- Edmondson, A. C. and McManus, S. E. (2007). Methodological fit in management field research. *Academy of Management Review*, 32(4), 1246–1264.
- Ellis, N. and Ybema, S. (2010). Marketing identities: Shifting circles of identification in inter-organizational relationships. *Organization Studies*, 31(3), 279–305.
- Emirbayer, M. and Mische, A. (1998). What Is agency? *American Journal of Sociology*, 103(4), 962–1023.
- Engwall, L. and Kipping, M. (2004). Introduction: the dissemination of management knowledge. *Management Learning*, 35, 243–253.



- Etzioni, A. (1964). *Modern organizations. Foundations of modern sociology series*. Prentice-Hall, Englewood Cliffs, NJ.
- Fauré, B. and Rouleau, L. (2011). The strategic competence of accountants and middle managers in budget making. *Accounting, Organizations and Society*, 36(3), 167–182.
- Ferlie, E., Fitzgerald, L., Wood, M. and Hawkins, C. (2005). The nonspread of innovations: the mediating role of professionals. *Academy of Management Journal*, 48(1), 117–134.
- Fernandez-Mateo, I. (2007). Who pays the price of brokerage? Transferring constraint through price setting in the staffing sector. *American Sociological Review*, 72(2), 291–317.
- Fincham, R. (2002). The agent's agent: Power, knowledge, and uncertainty in management consultancy. *International Studies of Management and Organization*, 32(4), 67–86.
- Fine, B. A., Golden, B., Hannam, R. and Morra, D. (2009). Leading lean: a Canadian healthcare leader's guide. *Healthcare Quarterly*, 12(3), 32–41.
- Fiss, P. C. (2011). Building better causal theories: A fuzzy set approach to typologies in organization research. *Academy of Management Journal*, 54(2), 393–420.
- Fiss, P. C., Kennedy, M. T. and Davis, G. F. (2012). How golden parachutes unfolded: Diffusion and variation of a controversial practice. *Organization Science*, 23(4), 1077–1099.
- Fleming, L. and Waguespack, D. M. (2007). Brokerage, boundary spanning, and leadership in open innovation communities. *Organization Science*, 18(2), 165–180.
- Fleming, P. and Spicer, A. (2003). Working at a cynical distance: Implications for power, subjectivity and resistance. *Organization*, 10(1), 157–179.
- Frandsen, F. and Johansen, W. (2011). Rhetoric, climate change, and corporate identity management. *Management Communication Quarterly*, 25(3), 511–530.
- Frandsen, S. (2012). Organizational image, identification, and cynical distance: Prestigious professionals in a low-prestige organization. *Management Communication Quarterly*, 26(3), 351–376.
- Frenkel, M. (2005). The politics of translation: How state-level political relations affect the cross-national travel of management ideas. *Organization*, 12(2), 275–301.
- Frenkel, M. (2008). The Americanization of the antimanagerialist alternative in Israel: How foreign experts retheorized and disarmed workers' participation in management, 1950-1970. *International Studies of Management and Organization*, 38(4), 17–37.

- Frenkel, M. and Shenhav, Y. (2003). From Americanization to colonization: The diffusion of productivity models revisited. *Organization Studies*, 24(9), 1537–1561.
- Frenkel, M. and Shenhav, Y. (2006). From binarism back to hybridity: A postcolonial reading of management and organization studies. *Organization Studies*, 27(6), 855–876.
- Gergen, K. J. and Gergen, M. M. (1997). Narratives of the self. In L. P. Hinchman and Hinchman (Eds.), *Memory, identity, community: The idea of narrative in the human sciences* (pp. 161–184). Albany, NY: State University of New York Press.
- Gibbons, M., Limoges, C., Nowotny, H., Schwartzman, S., Scott, P. and Trow, M. (1994). *The new production of knowledge: The dynamics of science and research in contemporary societies*. London ; Thousand Oaks, Calif. SAGE Publications.
- Giddens, A. (1991). *Modernity and self-identity: Self and society in the late modern age*. Stanford University Press.
- Gill, M. J. (2015). Elite identity and status anxiety: An interpretative phenomenological analysis of management consultants. *Organization*, 22(3), 306–325.
- Giroux, H. (2006). “It was such a handy term”: Management fashions and pragmatic ambiguity. *Journal of Management Studies*, 43(6), 1227–1260.
- Goffman, E. (1959). *The presentation of self in everyday life*. Garden City, NY: Doubleday Anchor.
- Goffman, E. (1961). *Encounters: Two studies in the sociology of interaction*. Indianapolis: Bobbs-Merrill.
- Gond, J.-P. and Boxenbaum, E. (2013). The glocalization of responsible investment: Contextualization work in France and Quebec. *Journal of Business Ethics*, 115(4), 707–721.
- Gondo, M. B. and Amis, J. M. (2013). Variations in practice adoption: The roles of conscious reflection and discourse. *Academy of Management Review*, 38(2), 229–247.
- Graban, M. (2008). *Lean hospitals: improving quality, patient safety, and employee satisfaction*. CRC.
- Graban, M. (2011). *Lean hospitals: Improving quality, patient safety, and employee engagement*. CRC.
- Gray, B., Purdy, J. M. and Ansari, S. (2015). From interactions to institutions: Microprocesses of framing and mechanisms for the structuring of institutional fields. *Academy of Management Review*, 40(1), 115–143.

- Green, S. E., Li, Y., and Nohria, N. (2009). Suspended in self-spun webs of significance: A rhetorical model of institutionalization and institutionally embedded agency. *Academy of Management Journal*, 52(1), 11–36.
- Greenhalgh, T. and Peacock, R. (2005). Effectiveness and efficiency of search methods in systematic reviews of complex evidence: audit of primary sources. *BMJ*, 331(7524), 1064–1065.
- Greenwood, R., Oliver, C., Suddaby, R. and Sahlin-Andersson, K. (2008). *The Sage handbook of organizational institutionalism*. London: Sage Publications.
- Gross, C., Heusinkveld, S. and Clark, T. (2015). The active audience? Gurus, management ideas and consumer variability. *British Journal of Management*, 26(2), 273–291.
- Guillén, M. F. (1994). *Models of management: Work, authority, and organization in a comparative perspective*. University of Chicago Press.
- Harding, N. (2007). On Lacan and the ‘becoming-ness’ of organizations/selves. *Organization Studies*, 28(11), 1761–1773.
- Hardy, C. and Maguire, S. (2010). Discourse, field-configuring events, and change in organizations and institutional fields: Narratives of DDT and the Stockholm convention. *Academy of Management Journal*, 53(6), 1365–1392.
- Hargadon, A. and Sutton, R. I. (1997). Technology brokering and innovation in a product development firm. *Administrative Science Quarterly*, 42(4), 716.
- Heugens, P. P. and Lander, M. W. (2009). Structure! Agency!(and other quarrels): A meta-analysis of institutional theories of organization. *Academy of Management Journal*, 52(1), 61–85.
- Heusinkveld, S., Sturdy, A. and Werr, A. (2011). The co-consumption of management ideas and practices. *Management Learning*, 42(2), 139–147.
- Heusinkveld, S. and Visscher, K. (2012). Practice what you preach: How consultants frame management concepts as enacted practice. *Scandinavian Journal of Management*, 28(4), 285–297.
- Hirsch, P. M. and Levin, D. Z. (1999). Umbrella advocates versus validity police: A life-cycle model. *Organization Science*, 10(2), 199–212.

- Hirsch, P. M. and Lounsbury, M. (1997). Putting the organization back into organization theory: Action, change, and the “new” institutionalism. *Journal of Management Inquiry*, 6(1), 79–88.
- Holweg, M. (2007). The genealogy of lean production. *Journal of Operations Management*, 25(2), 420–437.
- Howard, J. A. (2000). Social psychology of identities. *Annual Review of Sociology*, 26(1), 367–393.
- Howard-Grenville, J. A. (2005). The persistence of flexible organizational routines: The role of agency and organizational context. *Organization Science*, 16(6), 618–636.
- Huising, R. (2016). From adapting practices to inhabiting ideas: How managers restructure work across organizations. In L. E. Cohen, M. D. Burton and M. Lounsbury (Eds.), *Research in the Sociology of Organizations* (Vol. 47, pp. 383–413). Emerald Group Publishing Limited.
- Ibarra, H. (1999). Provisional selves: Experimenting with image and identity in professional adaptation. *Administrative Science Quarterly*, 44(4), 764–791.
- Ibarra, H. and Barbulescu, R. (2010). Identity as narrative: Prevalence, effectiveness, and consequences of narrative identity work in macro work role transitions. *Academy of Management Review*, 35(1), 135–154.
- Ibarra, H., Kilduff, M. and Tsai, W. (2005). Zooming in and out: Connecting individuals and collectivities at the frontiers of organizational network research. *Organization Science*, 16(4), 359–371.
- Inman, R. R. (1999). Are you implementing a pull system by putting the cart before the horse? *Production and Inventory Management Journal*, 40(2), 67.
- Jackson, B. G. (1996). Re-engineering the sense of self: the manager and the management guru. *Journal of Management Studies*, 33(5), 571–590.
- Janssen, M. and Ulbrich, F. (2010). Adopting shared services in a public-sector organization. *Transforming Government: People, Process and Policy*, 4(3), 249–265.
- Johnson, B. and Hagström, B. (2005). The translation perspective as an alternative to the policy diffusion paradigm: The case of the Swedish methadone maintenance treatment. *Journal of Social Policy*, 34, 365.
- Kagan, J. (1958). The concept of identification. *Psychological Review*, 65(5), 296–305.

- Kantola, A. and Seeck, H. (2011). Dissemination of management into politics: Michael Porter and the political uses of management consulting. *Management Learning*, 42(1), 25–47.
- Katz, D. and Kahn, R. L. (1978). *The social psychology of organizations* (2d ed). New York: Wiley.
- Kelemen, M. (2000). Too much or too little ambiguity: The language of total quality management. *Journal of Management Studies*, 37(4), 483–498.
- Kellogg, K. C. (2009). Operating room: Relational spaces and microinstitutional change in surgery. *American Journal of Sociology*, 115(3), 657–711.
- Kellogg, K. C. (2014). Brokerage professions and implementing reform in an age of experts. *American Sociological Review*, 79(5), 912–941.
- Kelman, H. C. (1958). Compliance, identification, and internalization: Three processes of attitude change. *Journal of Conflict Resolution*, 2(1), 51–60.
- Kennedy, M. T. and Fiss, P. C. (2009). Institutionalization, framing, and diffusion: The logic of TQM adoption and implementation decisions among US hospitals. *Academy of Management Journal*, 52(5), 897–918.
- Kirkpatrick, I., Bullinger, B., Lega, F. and Dent, M. (2013). The translation of hospital management models in European health systems: A framework for comparison: translation of hospital management models. *British Journal of Management*, 24, 48–61.
- Knights, D. and Clarke, C. A. (2014). It's a bittersweet symphony, this life: Fragile academic selves and insecure identities at work. *Organization Studies*, 35(3), 335–357.
- Knights, D. and McCabe, D. (1998). “What happens when the phone goes wild?”: staff, stress and spaces for escape in a BPR telephone banking work regime. *Journal of Management Studies*, 35(2), 163–194.
- Kostova, T. and Roth, K. (2002). Adoption of an organizational practice by subsidiaries of multinational corporations: Institutional and relational effects. *Academy of Management Journal*, 45(1), 215–233.
- Kostova, T. and Roth, K. (2003). Social capital in multinational corporations and a micro-macro model of its formation. *Academy of Management Review*, 28(2), 297–317.
- Kraatz, M. S. and Block, E. S. (2008). Organizational implications of institutional pluralism. In *The SAGE Handbook of Organizational Institutionalism* (pp. 243–275). London: SAGE Publications Ltd.

- Kreiner, G. E., Hollensbe, E. C. and Sheep, M. L. (2006). Where is the “me” among the “we”? Identity work and the search for optimal balance. *Academy of Management Journal*, 49(5), 1031–1057.
- Kuhn, T. and Nelson, N. (2002). Reengineering identity: A case study of multiplicity and duality in organizational identification. *Management Communication Quarterly*, 16(1), 5–38.
- Lægread, P. (2007). Organization theory – the Scandinavian way. *Nordiske Organisasjonsstudier*, 9(1), 77–82.
- Lam, A. (2005). *Organizational Innovation*. (J. Fagerberg, D. Mowery and R. R. Nelson, Eds.). The Oxford Handbook of Innovation.
- Larson, G. S. and Pepper, G. L. (2003). Strategies for managing multiple organizational identifications a case of competing identities. *Management Communication Quarterly*, 16(4), 528–557.
- Latour, B. (1986). The powers of association. In J. Law (Ed.), *Power, Action, and Belief: A new Sociology of Knowledge?* London: Routledge.
- Latour, B. (1987). *Science in action: how to follow scientists and engineers through society*. Open University Press, Milton Keynes.
- Latour, B. (1993). *The pasteurization of France*. Harvard University Press.
- Latour, B. (1999). On recalling ANT. *The Sociological Review*, 47(S1), 15–25.
- Latour, B. (2005). *Reassembling the social: An introduction to actor-network-theory*. Oxford University Press.
- Law, J. (Ed.). (1986). *Power, action and belief. A new sociology of knowledge?* London: Routledge and Kegan.
- Law, J. (1991). Introduction: monsters, machines and sociotechnical relations. In J. Law (Ed.), *A Sociology of Monsters: Essays on Power, Technology and Domination*. London: Routledge.
- Lawrence, T. B. and Suddaby, R. (2006). Institutions and Institutional Work. In *The SAGE Handbook of Organization Studies* (pp. 215–254). London: SAGE Publications Ltd.
- Lawrence, T. B., Suddaby, R. and Leca, B. (2009). *Institutional work: Actors and agency in institutional studies of organizations*. Cambridge university press.
- Lawrence, T., Suddaby, R. and Leca, B. (2011). Institutional work: Refocusing institutional studies of organization. *Journal of Management Inquiry*, 20(1), 52–58.

- Lervik, J. E. and Lunnan, R. (2004). Contrasting perspectives on the diffusion of management knowledge performance management in a Norwegian multinational. *Management Learning*, 35(3), 287–302.
- Leseure, M. J., Bauer, J., Birdi, K., Neely, A. and Denyer, D. (2004). Adoption of promising practices: a systematic review of the evidence. *International Journal of Management Reviews*, 5(3–4), 169–190.
- Lingo, E. L. and O’Mahony, S. (2010). Nexus work: Brokerage on creative projects. *Administrative Science Quarterly*, 55(1), 47–81.
- Linstead, A. and Thomas, R. (2002). “What do you want from me?” A poststructuralist feminist reading of middle managers’ identities. *Culture and Organization*, 8(1), 1–20.
- Lok, J. (2010). Institutional logics as identity projects. *Academy of Management Journal*, 53(6), 1305–1335.
- Lounsbury, M. (2008). Institutional rationality and practice variation: New directions in the institutional analysis of practice. *Accounting, Organizations and Society*, 33(4), 349–361.
- Love, E. G. and Cebon, P. (2008). Meanings on multiple levels: The influence of field-level and organizational-level meaning systems on diffusion. *Journal of Management Studies*, 45(2), 239–267.
- Lozeau, D., Langley, A. and Denis, J.-L. (2002). The corruption of managerial techniques by organizations. *Human Relations*, 55(5), 537–564.
- Lutgen-Sandvik, P. (2008). Intensive remedial identity work: Responses to workplace bullying trauma and stigmatization. *Organization*, 15(1), 97–119.
- Lyytinen, K., Newman, M. and Al-Muharfi, A.-R. A. (2009). Institutionalizing enterprise resource planning in the Saudi steel industry: a punctuated socio-technical analysis. *Journal of Information Technology*, 24(4), 286–304.
- Maguire, S., Hardy, C. and Lawrence, T. B. (2004). Institutional entrepreneurship in emerging fields: HIV/AIDS treatment advocacy in Canada. *Academy of Management Journal*, 47(5), 657–679.
- Mantere, S. (2008). Role expectations and middle manager strategic agency. *Journal of Management Studies*, 45(2), 294–316.
- McCabe, D. (2011). Opening Pandora’s box: The unintended consequences of Stephen Covey’s effectiveness movement. *Management Learning*, 42(2), 183–197.

- McCann, L., Hassard, J. S., Granter, E. and Hyde, P. J. (2015). Casting the lean spell: The promotion, dilution and erosion of lean management in the NHS. *Human Relations*, 68(10), 1557–1577.
- McMaster, T., Mumford, E., Swanson, E. B., Warboys, B. and Wastell, D. (Eds.). (1997). *Facilitating technology transfer through partnership*. Boston, MA: Springer US.
- Meier, M. (2011). Knowledge management in strategic alliances: a review of empirical evidence. *International Journal of Management Reviews*, 13(1), 1–23.
- Mica, A. (2011). How non-linear is the linear model of innovation? Treatment of consequences in diffusion and translation models. In A. Mica, A. Peisert and J. Winczorek (Eds.), *Sociology and the unintended: Robert Merton revisited* (pp. 355–370). Frankfurt am Main: Peter Lang.
- Mica, A. (2013). From diffusion to translation and back. Disembedding-re-embedding and re-invention in sociological studies of diffusion. *Polish Sociological Review*, 1(181), 3–19.
- Miles, M. B. and Huberman, A. M. (1994). *Qualitative data analysis: A sourcebook*. Beverly Hills: Sage Publications.
- Mizruchi, M. S. and Fein, L. C. (1999). The social construction of organizational knowledge: A study of the uses of coercive, mimetic, and normative isomorphism. *Administrative Science Quarterly*, 44(4), 653–683.
- Morris, T. and Lancaster, Z. (2006). Translating management ideas. *Organization Studies*, 27(2), 207–233.
- Mueller, F. and Carter, C. (2005). The scripting of total quality management within its organizational biography. *Organization Studies*, 26(2), 221–247.
- Munir, K. A. (2005). The social construction of events: A study of institutional change in the photographic field. *Organization Studies*, 26(1), 93–112.
- Munir, K. A. and Phillips, N. (2005). The birth of the “kodak moment”: Institutional entrepreneurship and the adoption of new technologies. *Organization Studies*, 26(11), 1665–1687.
- Nicolai, A. T. and Dautwiz, J. M. (2010). Fuzziness in action: what consequences has the linguistic ambiguity of the core competence concept for organizational usage? Fuzziness in action. *British Journal of Management*, 21(4), 874–888.
- Nicolini, D. (2010). Medical innovation as a process of translation: a case from the field of telemedicine. *British Journal of Management*, 21(4), 1011–1026.



- Nielsen, J., Mathiassen, L. and Newell, S. (2014). Theorization and translation in information technology institutionalization: Evidence from Danish home care. *MIS Quarterly*, 38(1), 165–186.
- Obstfeld, D. (2005). Social networks, the tertius iungens orientation, and involvement in innovation. *Administrative Science Quarterly*, 50(1), 100–130.
- Ohno, T. (1988). *Toyota production system: beyond large-scale production*. CRC Press.
- Okhuysen, G. and Bonardi, J.-P. (2011). The challenges of building theory by combining lenses. *Academy of Management Review*, 36(1), 6–11.
- O'Mahoney, J. (2016). Archetypes of translation: Recommendations for dialogue. *International Journal of Management Reviews*, 18(3), 333–350.
- O'Mahoney, J., Heusinkveld, S. and Wright, C. (2013). Commodifying the commodifiers: the impact of procurement on management knowledge. *Journal of Management Studies*, 50(2), 204–235.
- O'Reilly, C. A. and Chatman, J. (1986). Organizational commitment and psychological attachment: The effects of compliance, identification, and internalization on prosocial behavior. *Journal of Applied Psychology*, 71(3), 492–499.
- Özen, Ş. and Berkman, Ü. (2007). Cross-national reconstruction of managerial practices: TQM in Turkey. *Organization Studies*, 28(6), 825–851.
- Palmer, D. A. and Biggart, N. W. (2002). Organizational institutions. In J. A. C. Baum (Ed.), *Companion to Organization* (pp. 259–280). Oxford: Blackwell.
- Parker, M. (1995). Working together, working apart: management culture in a manufacturing firm. *The Sociological Review*, 43(3), 518–547.
- Parush, T. (2008). From “management ideology” to “management fashion”: A comparative analysis of two key concepts in the sociology of management knowledge. *International Studies of Management and Organization*, 38(1), 48–70.
- Perkmann, M. and Spicer, A. (2008). How are management fashions institutionalized? The role of institutional work. *Human Relations*, 61(6), 811–844.
- Peterson, R. A. (1979). Revitalizing the culture concept. *Annual Review of Sociology*, 5(1), 137–166.
- Petriglieri, G. and Petriglieri, J. L. (2010). Identity workspaces: The case of business schools. *Academy of Management Learning and Education*, 9(1), 44–60.

- Phillips, N. and Hardy, C. (2002). *Discourse analysis: Investigating processes of social construction* (Vol. 50). Sage Publications.
- Powell, W. W. and Colyvas, J. A. (2008). Microfoundations of institutional theory. In *The SAGE Handbook of Organizational Institutionalism* (pp. 276–298). London: SAGE Publications Ltd.
- Powell, W. W., Packalen, K. and Whittington, K. (2012). Organizational and institutional genesis: The emergence of high-tech clusters in the life sciences. In Padgett and W. W. Powell (Eds.), *The emergence of organizations and markets* (Vol. 434, pp. 434–465). Princeton, NJ: Princeton University Press.
- Pratt, M. G. (2000). The good, the bad, and the ambivalent: Managing identification among Amway distributors. *Administrative Science Quarterly*, 45(3), 456.
- Radaelli, G. and Sitton-Kent, L. (2016). Middle managers and the translation of new ideas in organizations: A review of micro-practices and contingencies. *International Journal of Management Reviews*, 18(3), 311–332.
- Radnor, Z. J., Holweg, M. and Waring, J. (2012). Lean in healthcare: the unfilled promise? *Social Science and Medicine*, 74(3), 364–371.
- Rafaeli, A. and Sutton, R. I. (1987). Expression of emotion as part of the work role. *Academy of Management Review*, 12(1), 23–37.
- Ravasi, D. and Canato, A. (2013). How do I know who you think you are? A review of research methods on organizational identity. *International Journal of Management Reviews*, 15(2), 185–204.
- Reay, T., Chreim, S., Golden-Biddle, K., Goodrick, E., Williams, B. E., Casebeer, A., ... Hinings, C. (2013). Transforming new ideas into practice: an activity based perspective on the institutionalization of practices. *Journal of Management Studies*, 50(6), 963–990.
- Reay, T., Golden-Biddle, K. and Germann, K. (2006). Legitimizing a new role: Small wins and microprocesses of change. *Academy of Management Journal*, 49(5), 977–998.
- Rocha, R. S. and Granerud, L. (2011). The search for legitimacy and organizational change: The agency of subordinated actors. *Scandinavian Journal of Management*, 27(3), 261–272.
- Rogers, E. M. (1983). *Diffusion of innovations* (3rd ed.). New York: Free Press.
- Rossem, A. V. and Veen, K. V. (2011). Managers' awareness of fashionable management concepts: An empirical study. *European Management Journal*, 29(3), 206–216.

- Rouleau, L. (2005). Micro-practices of strategic sensemaking and sensegiving: How middle managers interpret and sell change every day. *Journal of Management Studies*, 42(7), 1413–1441.
- Rouleau, L. and Balogun, J. (2011). Middle managers, strategic sensemaking, and discursive competence: Middle managers and strategic sensemaking. *Journal of Management Studies*, 48(5), 953–983.
- Røvik, K. A. (Ed.). (1996). Deinstitutionalization and the logic of fashion. In *Translating Organizational Change*. Berlin: Walter de Gruyter.
- Røvik, K. A. (1998). *Moderne organisasjoner. Trender i organisasjonstenkningen ved tusenårsskiftet*. Oslo/Bergen: Fagbokforlaget.
- Røvik, K. A. (2000). *Moderna organisationer - Trender inom organisationstänkandet vid millennieskiftet*. Malmö: Liber.
- Røvik, K. A. (2011). From fashion to virus: An alternative theory of organizations' handling of management ideas. *Organization Studies*, 32(5), 631–653.
- Ruble, T. L. and Thomas, K. W. (1976). Support for a two-dimensional model of conflict behavior. *Organizational Behavior and Human Performance*, 16(1), 143–155.
- Sahlin, K. and Wedlin, L. (2008). Circulating ideas: Imitation, translation and editing. In *The SAGE Handbook of Organizational Institutionalism* (pp. 218–242). London: SAGE Publications Ltd.
- Sahlin-Andersson, K. (1996). Imitating by editing success. The construction of organizational fields. In B. Czarniawska and G. Sevón (Eds.), *Translating Organizational Change*. Berlin: Walter de Gruyter.
- Sahlin-Andersson, K. and Engwall, L. (2002). *The expansion of management knowledge: Carriers, flows, and sources*. Stanford University Press.
- Saka, A. (2004). The cross-national diffusion of work systems: Translation of Japanese operations in the UK. *Organization Studies*, 25(2), 209–228.
- Sanidas, E. (2005). *Organizational innovations and economic growth*. Cheltenham: Edward Elgar.
- Schwab, D. P. (1978). *Construct validity in organizational behavior*. Graduate School of Business, University of Wisconsin-Madison.

- Scott, W. R. (1998). *Organizations: Natural, rational and open systems*. London: Prentice-Hall International.
- Selznick, P. (1949). *TVA and the grass roots: A study of politics and organization* (Vol. 3). University of California Press.
- Selznick, P. (1957). *Leadership in administration: A sociological interpretation*. New York, NY: Harper and Row.
- Seo, M.-G., and Creed, W. E. D. (2002). Institutional contradictions, praxis, and institutional change: A dialectical perspective. *Academy of Management Review*, 27(2), 222–247.
- Sergi, V. and Hallin, A. (2011). Thick performances, not just thick descriptions: the processual nature of doing qualitative research. *Qualitative Research in Organizations and Management: An International Journal*, 6(2), 191–208.
- Sewell, W. H. (1992). A theory of structure: Duality, agency, and transformation. *American Journal of Sociology*, 98(1), 1–29.
- Shenhav, Y. (1999). *Manufacturing rationality. The engineering foundations of the managerial revolution*. Oxford: Oxford University Press.
- Simmel, G. (1950). *The sociology of George Simmel*. (K. H. Wolff, Ed.). Glencoe, IL: Free Press.
- Simons, P. (n.d.). *Evaluating a lean healthcare transition in a radiotherapy clinic*. Proefschrift Universiteit Hasselt.
- Snow, D. A. and Anderson, L. (1987). Identity work among the homeless: The verbal construction and avowal of personal identities. *American Journal of Sociology*, 92(6), 1336–1371.
- Somers, M. R. (1994). The narrative constitution of identity: A relational and network approach. *Theory and Society*, 23(5), 605–649.
- Sonenshein, S. (2010). We're changing - Or are we? Untangling the role of progressive, regressive, and stability narratives during strategic change implementation. *Academy of Management Journal*, 53(3), 477–512.
- Spyridonidis, D. and Currie, G. (2016). The translational role of hybrid nurse middle managers in implementing clinical guidelines: Effect of, and upon, professional and managerial hierarchies. *British Journal of Management*, 27(4), 760–777.

- Spyridonidis, D., Currie, G., Heusinkveld, S., Strauss, K. and Sturdy, A. (2016). The translation of management knowledge: challenges, contributions and new directions. *International Journal of Management Reviews*, 18(3), 231–235.
- Star, S. L. and Griesemer, J. R. (1989). Institutional ecology, translations' and boundary objects: Amateurs and professionals in Berkeley's museum of vertebrate zoology. *Social Studies of Science*, 19(3), 387–420.
- Steadman, H. J. (1992). Boundary spanners: A key component for the effective interactions of the justice and mental health systems. *Law and Human Behavior*, 16(1), 75–87.
- Stets, J. E. and Burke, P. J. (2005). New directions in identity control theory. In *Advances in Group Processes* (Vol. 22, pp. 43–64). Bingley: Emerald (MCB UP).
- Sturdy, A. (2004). The adoption of management ideas and practices theoretical perspectives and possibilities. *Management Learning*, 35(2), 155–179.
- Sturdy, A. (2009). Popular critiques of consultancy and a politics of management learning? *Management Learning*, 40(4), 457–463.
- Sturdy, A., Brocklehurst, M., Winstanley, D. and Littlejohns, M. (2006). Management as a (self) confidence trick: management ideas, education and identity work. *Organization*, 13(6), 841–860.
- Sturdy, A., Clark, T., Fincham, R. and Handley, K. (2009). Between innovation and legitimation - boundaries and knowledge flow in management consultancy. *Organization*, 16(5), 627–653.
- Sturdy, A. and Fleming, P. (2003). Talk as technique - a critique of the words and deeds distinction in the diffusion of customer service cultures in call centres. *Journal of Management Studies*, 40(4), 753–773.
- Sturdy, A. and Gabriel, Y. (2000). Missionaries, mercenaries or car salesmen? MBA teaching in Malaysia. *Journal of Management Studies*, 37(7), 979–1002.
- Suddaby, R., Elsbach, K. D., Greenwood, R., Meyer, J. W. and Zilber, T. B. (2010). Organizations and their institutional environments - Bringing meaning, values, and culture back in: Introduction to the special research forum. *Academy of Management Journal*, 53(6), 1234–1240.
- Suddaby, R. and Greenwood, R. (2001). Colonizing knowledge: Commodification as a dynamic of jurisdictional expansion in professional service firms. *Human Relations*, 54(7), 933–953.

- Sveningsson, S. and Alvesson, M. (2003). Managing managerial identities: Organizational fragmentation, discourse and identity struggle. *Human Relations*, 56(10), 1163–1193.
- Symon, G. (2008). Developing the political perspective on technological change through rhetorical analysis. *Management Communication Quarterly*, 22(1), 74–98.
- Teulier, R. and Rouleau, L. (2013). Middle managers' sensemaking and interorganizational change initiation: Translation spaces and editing practices. *Journal of Change Management*, 13(3), 308–337.
- Thornborrow, T. and Brown, A. D. (2009). Being regimented: Aspiration, discipline and identity work in the British parachute regiment. *Organization Studies*, 30(4), 355–376.
- Timmons, S., Coffey, F. and Vezyridis, P. (2014). Implementing lean methods in the Emergency Department: The role of professions and professional status. *Journal of Health Organization and Management*, 28(2), 214–228.
- Tortoriello, M. and Krackhardt, D. (2010). Activating cross-boundary knowledge: The role of Simmelian ties in the generation of innovations. *Academy of Management Journal*, 53(1), 167–181.
- Tranfield, D., Denyer, D. and Smart, P. (2003). Towards a methodology for developing evidence-informed management knowledge by means of systematic review. *British Journal of Management*, 14(3), 207–222.
- Tushman, M. L. and Scanlan, T. J. (1981). Boundary spanning individuals: their role in information transfer and their antecedents. *Academy of Management Journal*, 24(2), 289–305.
- Valsecchi, R., Wise, S., Mueller, F. and Smith, C. (2012). The practice of teamwork in health industry call centres. *Employee Relations*, 34(3), 288–305.
- Van de Ven, A. H. and Poole, M. S. (2005). Alternative approaches for studying organizational change. *Organization Studies*, 26(9), 1377–1404.
- Van Grinsven, M., Heusinkveld, S. and Benders, J. (2016). Aligning the meaning of Lean: Boundary spanning agents in the translation of management concepts. *Academy of Management Best Paper Proceedings*.
- Van Grinsven, M., Heusinkveld, S. and Cornelissen, J. (2016). Translating management concepts: Towards a typology of alternative approaches. *International Journal of Management Reviews*, 18(3), 271–289.

- Van Maanen, J., Sørensen, J. B. and Mitchell, T. R. (2007). Introduction to special topic forum: The interplay between theory and method. *The Academy of Management Review*, 32(4), 1145–1154.
- Van Rossem, A. and Van Veen, K. (2011). Managers' awareness of fashionable management concepts: An empirical study. *European Management Journal*, 29(3), 206–216.
- Van Veen, K., Bezemer, J. and Karsten, L. (2011). Diffusion, translation and the neglected role of managers in the fashion setting process: The case of MANS. *Management Learning*, 42(2), 149–164.
- Vardaman, J. M., Taylor, S. G., Allen, D. G., Gondo, M. B. and Amis, J. M. (2015). Translating intentions to behavior: The interaction of network structure and behavioral intentions in understanding employee turnover. *Organization Science*, 26(4), 1177–1191.
- Vough, H. (2012). Not all identifications are created equal: Exploring employee accounts for workgroup, organizational, and professional identification. *Organization Science*, 23(3), 778–800.
- Waeraas, A. and Nielsen, J. A. (2016). Translation theory “translated”: Three perspectives on translation in organizational research. *International Journal of Management Reviews*, 18(3), 236–270.
- Waeraas, A. and Sataøen, H. L. (2014). Trapped in conformity? Translating reputation management into practice. *Scandinavian Journal of Management*, 30(2), 242–253.
- Waldorff, S. B. (2013). Accounting for organizational innovations: Mobilizing institutional logics in translation. *Scandinavian Journal of Management*, 29(3), 219–234.
- Watson, T. J. (1994). Management “flavours of the month”: their role in managers' lives. *The International Journal of Human Resource Management*, 5(4), 893–909.
- Watson, T. J. (2008). Managing identity: Identity work, personal predicaments and structural circumstances. *Organization*, 15(1), 121–143.
- Watson, T. J. (2009). Narrative, life story and manager identity: A case study in autobiographical identity work. *Human Relations*, 62(3), 425–452.
- Webb, J. (2006). *Organisations, identities and the self*. Palgrave Macmillan.
- Weick, K. E. (1995). *Sensemaking in organizations*. Thousand Oaks: Sage Publications.
- Whetten, D. A., Felin, T. and King, B. G. (2009). The practice of theory borrowing in organizational studies: Current issues and future directions. *Journal of Management*.

- Whittle, A. and Spicer, A. (2008). Is Actor Network Theory critique? *Organization Studies*, 29(4), 611–629.
- Whittle, A., Suhomlinova, O. and Mueller, F. (2010). Funnel of interests: The discursive translation of organizational change. *The Journal of Applied Behavioral Science*, 46(1), 16–37.
- Wilhelm, H. and Bort, S. (2013). How managers talk about their consumption of popular management concepts: identity, rules and situations. *British Journal of Management*, 24(3), 428–444.
- Willmott, H. (1993). Strength is ignorance; slavery is freedom: managing culture in modern organizations. *Journal of Management Studies*, 30(4), 515–552.
- Wittgenstein, L. (1958). *Philosophical Investigations*. Oxford, UK: Blackwell.
- Wodak, R. and Fairclough, N. (2004). Critical discourse analysis. In C. Seale, D. Silverman, J. Gubrium and G. Gobo (Eds.), *Qualitative Research Practice* (pp. 197–213). London, UK: SAGE Publications.
- Womack, J. P., Jones, D. T. and Roos, D. (1990). *The machine that changed the world: the story of lean production*. New York, NY: Rawson Associates.
- Womack, J. T. and Jones, D. T. (1996). *Lean thinking: banish waste and create wealth in your corporation*. New York: Simon and Schuster.
- Womack, J. T. and Jones, D. T. (2003). *Lean thinking: banish waste and create wealth in your corporation*. New York: Free Press.
- Wooldridge, B., Schmid, T. and Floyd, S. W. (2008). The middle management perspective on strategy process: Contributions, synthesis, and future research. *Journal of Management*, 34(6), 1190–1221.
- Wright, C., Nyberg, D. and Grant, D. (2012). “Hippies on the third floor”: Climate change, narrative identity and the micro-politics of corporate environmentalism. *Organization Studies*, 33(11), 1451–1475.
- Ybema, S. (2014). The invention of transitions: History as a symbolic site for discursive struggles over organizational change. *Organization*, 21(4), 495–513.
- Ybema, S., Keenoy, T., Oswick, C., Beverungen, A., Ellis, N. and Sabelis, I. (2009). Articulating identities. *Human Relations*, 62(3), 299–322.
- Yin, R. K. (2013). *Case study research: Design and methods*. Sage publications.



- Zaheer, A., McEvily, B. and Perrone, V. (1998). Does trust matter? Exploring the effects of interorganizational and interpersonal trust on performance. *Organization Science*, 9(2), 141–159.
- Zbaracki, M. J. (1998). The rhetoric and reality of Total Quality Management. *Administrative Science Quarterly*, 43(3), 602.
- Zilber, T. B. (2006). The work of the symbolic in institutional processes: Translations of rational myths in Israeli high tech. *Academy of Management Journal*, 49(2), 281–303.
- Zucker, L. G. (1977). The role of institutionalization in cultural persistence. *American Sociological Review*, 42, 726–743.