

Hao Li, Yangjian Ji, Xinjian Gu, Zhigang Bao, Guoning Oi, *A universal enterprise manufacturing services maturity model: a case study in a Chinese company.*

The proposed model contains four service phases that describe the service capability development path (phase 1 = basic operational services to phase 4 = mature set of value added services). The model identifies two service levels per phase to assess the service quality. Both a building and an evaluation methodology support the model. The concepts have been tested in a Chinese manufacturing company and the case study results are presented in large details.

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Contact: [mejyj@zju.edu.cn](mailto:mejyj@zju.edu.cn)