

Fix me a glitch

Citation for published version (APA):

Cotta, D. (2018). *Fix me a glitch: an empirical investigation of glitch mitigation and inter-functional transactive memory systems in engineer-to-order manufacturing*. [Doctoral Thesis, Maastricht University]. Datawyse / Universitaire Pers Maastricht. <https://doi.org/10.26481/dis.20181025dc>

Document status and date:

Published: 01/01/2018

DOI:

[10.26481/dis.20181025dc](https://doi.org/10.26481/dis.20181025dc)

Document Version:

Publisher's PDF, also known as Version of record

Please check the document version of this publication:

- A submitted manuscript is the version of the article upon submission and before peer-review. There can be important differences between the submitted version and the official published version of record. People interested in the research are advised to contact the author for the final version of the publication, or visit the DOI to the publisher's website.
- The final author version and the galley proof are versions of the publication after peer review.
- The final published version features the final layout of the paper including the volume, issue and page numbers.

[Link to publication](#)

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.

If the publication is distributed under the terms of Article 25fa of the Dutch Copyright Act, indicated by the "Taverne" license above, please follow below link for the End User Agreement:

www.umlib.nl/taverne-license

Take down policy

If you believe that this document breaches copyright please contact us at:

repository@maastrichtuniversity.nl

providing details and we will investigate your claim.

Fix Me A Glitch

An empirical investigation of glitch mitigation and inter-functional transactive memory systems in engineer-to-order manufacturing

By Diogo Cotta

1. If ETO manufacturers are ill-equipped to deal with operational glitches their customers might come to suffer them in the form of quality failures. (Chapter 2)
2. Having employees with knowledge of “who knows what” in the firm helps ETO manufacturers to better address the challenges posed by operational glitches. (Chapter 2)
3. ETO manufacturers can design and implement firm-wide policies that foster the development of inter-functional transactive memory systems. (Chapter 3)
4. The personal characteristics of managers heading the Manufacturing Department have an important influence on the level of development of inter-functional glitch mitigation transactive memory systems. (Chapter 3)
5. Inter-functional relationships are not easier to manage than inter-firm relationships.
6. Helping organizations to become better at coordination is one of the fundamental tasks of management scholarship.
7. A good manager formalizes processes; a great manager identifies processes that can never be formalized.
8. Education systems must cultivate a comprehensive set of collaboration skills.
9. I suppose it is tempting, if the only tool you have is a hammer, to treat everything as if it were a nail. (*Abraham Maslow*)
10. Relying on nothing but scientific knowledge to produce an engineering solution is to invite frustration at best and failure at worst. (*Henry Petroski*)
11. Knowledge is in the end based on acknowledgement. (*Ludwig Wittgenstein*)