

# Referencing in the Harvard style

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# Introduction

Referencing the work of others is a fundamental skill that you will be required to use during your studies at Henley Business School. This document provides you with an in-depth guide on how to cite and reference the work of others in your own writing. It provides an overview of the rationale behind referencing in academic writing before looking closely at the Harvard style referencing system. Unless advised otherwise, you will be expected to use the Harvard style in your assignments and other work at Henley so you should ensure you understand the why, what and how of referencing.

This guide is in four sections:

1. Referencing in academic writing
2. In-text citations using the Harvard style
3. Constructing a reference list using the Harvard style
4. Citing and referencing different source types in the Harvard style

If you have not already done so, you should read the Quick start guide to academic referencing (LA-AR1) first as it will give you a broad overview of the topic and help you understand key aspects of referencing. Use this document to deepen your understanding of the topic as required.

# Section 1 Referencing in academic writing

Before getting onto the technical details of how to reference it is important to understand why referencing is important and the role of a referencing system.

## Why reference?

An important element of academic writing is the development of an evidence-based argument. In your own writing you will be expected to engage with, and to use, existing theories, models and concepts as well as the results of prior research and published sources of data or information relating to your subject. In developing your ideas and argument regarding a topic, you will therefore be drawing upon the existing body of knowledge in the subject under investigation. Whenever you draw upon the work of others, whether indirectly or through a direct quotation or extract from their work, you must acknowledge this clearly in the form of a citation within your text and by including details of the sources you have cited in a reference list at the end of your work.

It is important to cite references clearly and accurately in your work in order to:

- enable readers to trace your source material, and allow them to evaluate your interpretation of those ideas
- illustrate your ability to evaluate critically the existing literature about a topic
- demonstrate that you can use other peoples' work to illustrate a point or support an argument
- provide evidence of the breadth and depth of your reading and your research

## Poor academic practice and plagiarism

Failure to reference correctly can be seen as poor academic practice or even plagiarism. The University of Reading defines plagiarism as follows:

Plagiarism is the fraudulent representation of another's work as one's own. This applies whatever the source of the material (for example, a published source, the web, or the work of another student), whether the material is copied word for word or paraphrased, and whatever the extent of the material used.

(University of Reading, 2016)<sup>1</sup>

You should be aware that plagiarism is an offence even if committed unintentionally, as lack of awareness is not deemed to be an adequate excuse given the guidance provided to you. Accurate and thorough referencing plays a key role in avoiding the risk of unintentional plagiarism.

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<sup>1</sup> University of Reading (2016). *Academic misconduct*. Available from [www.reading.ac.uk/exa-misconduct.aspx](http://www.reading.ac.uk/exa-misconduct.aspx) [Accessed 5 Sep 2017].

Both poor academic practice and plagiarism can lead to disciplinary action, which may result in the loss of marks, including a mark of zero, or even disqualification from the University.

For further information on plagiarism, you should refer to your programme handbook.

## What needs to be referenced?

**Whenever the theories, ideas, concepts, data or information are not your own original work, you must provide details of the original source through accurate citing and referencing.**

Examples include:

- direct quotations from another source
- paraphrased text that you have rewritten and synthesised but is based on someone else's work and ideas
- statistics, data or other information derived from other studies
- theories and ideas derived from other authors
- interpretations of events or evidence derived from other sources
- facts that are not common knowledge and that must be supported by evidence

## What is a referencing system?

A referencing system provides:

- rules on how to refer to the work of others in your own text; this is called 'citing'
- rules on how to format a reference list showing full details of all the sources you have cited; this ensures a reader knows where they can be found

**The key idea is that the information contained in the citation allows the reader to find details of the original source in the reference list. Your citing and referencing must therefore be both accurate and complete. Using a standardised referencing system allows you to do this in an efficient and consistent way.**

## The Harvard style

Although there are many differences in detail, there are two main approaches to citing and referencing other peoples' work within your own material. These are (a) numeric systems and (b) author-date systems. Numeric systems, as their name suggests, involve inserting numbers into the text, which are linked to a numbered reference list. Author-date systems use the author(s) surname(s) and the date of publication to cite a source. The full details of all cited sources are then collected together in alphabetical order in a reference list placed at the end of the main body of the text.

The Harvard style is an author-date system and Henley Business School uses it for referencing in all research work, publications, assignments, projects, dissertations and theses. Unless told otherwise, you should use the Harvard style during your studies at Henley.

If you are producing work for another institution or for submission to a publisher, you should make sure you understand their referencing requirements, which may be different.

You should be aware that there is no single standardised version of the Harvard style and there are many variations in points of detail (such as punctuation) as you will see when you start to compare the different styles used in practice at different institutions and on various websites. The examples given in our guides can be used for your referencing at Henley. Above all, it is important to be consistent in the way you cite and reference in your own work.

## Getting started

Good referencing starts before you start writing. When reading and researching for an assignment or carrying out a literature review you should keep an accurate record of the sources you consult while preparing your work. You should catalogue or organise a system for capturing the following information: **author(s), date, title, publication details, place of publication and publisher, journal title, volume, issue and page numbers (for journal articles), URL and date of access (for online sources).**

If you take verbatim notes from your sources (e.g. by cutting and pasting), make sure that you record that it is a direct quotation in your notes. This can help you avoid accidental word-for-word reproduction of the original material in your own work. Keep a record of the page numbers of any verbatim notes because whenever you quote directly from a reference source you must provide the page number(s) in your citation.

## Citing and referencing as you write

Do not wait until you have finished your assignment before you start citing and referencing; insert citations as you write and build up your reference list as you go. Keep everything up to date as you edit and check everything before final submission.

## Bibliographic software

There are several specialist bibliographic software packages available to help you with referencing. These typically consist of a database for storing and managing details of all your references along with an interface with word-processing software (such as Microsoft Word) that allows you to cite as you write and then to generate your reference list automatically in an appropriate format. In addition, many bibliographic software programs can import reference data directly from online databases, which can further ease the referencing task.

An example of a fully featured commercial bibliographic software is EndNote (<http://endnote.com/>). Access is also possible to the web version of EndNote for University of Reading students; the link below gives you more information:  
[www.reading.ac.uk/library/finding-info/endnote/lib-endnote.aspx](http://www.reading.ac.uk/library/finding-info/endnote/lib-endnote.aspx)

There are also some free bibliographic software programs available online including Zotero ([www.zotero.org](http://www.zotero.org)) and Mendeley ([www.mendeley.com](http://www.mendeley.com)). Mendeley can also support the management of large numbers of pdf files.

Microsoft Word has a built-in referencing capability, which can be useful, although it lacks many of the features that make specialist bibliographic software so powerful. A guide for its use in Microsoft Word 2013 can be found at:  
[www.reading.ac.uk/internal/its/training/aims/its-wordadv2013.aspx%20](http://www.reading.ac.uk/internal/its/training/aims/its-wordadv2013.aspx%20)



## Key points to note

Once you get used to referencing it becomes second nature. In the meantime, pay particular attention to the following points.

- Cite and reference as you go; do not leave everything until the end.
- Do not use numbered referencing or number your reference list: the Harvard style is an author–date system.
- Footnotes and endnotes are not used for referencing in the Harvard system. (If a footnote or endnote is required for other purposes and needs to include a citation, the normal rules of citing and referencing are followed. As a general rule, however, you should avoid using footnotes or endnotes in your assignments.)
- All sources cited in your text must appear in the reference list.
- Regardless of how many times a specific source is cited, it only appears once in the reference list.

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## Section 2 In-text citations using the Harvard style

Academic referencing involves two key steps: citing the work of others in your text and constructing a reference list of all the sources you have cited. This section looks at how to cite the work of others in different situations.

### Citing in the text

In the Harvard style, an in-text citation comprises two elements: the author(s) surname(s) and the publication date of the source. There are two conventions that you can follow when citing other authors in your text. Below are examples of these two styles:

A number of customer service and cost factors where e-business can have an impact on the supply chain have been identified (Chopra and Meindl, 2009).

Or:

Chopra and Meindl (2009) identify a number of customer service and cost factors where e-business can have an impact on the supply chain.

In the first example, the citation entirely is enclosed in brackets and is provided as the evidence to support the statement or as the source of the idea or data. In the second example, the authors are being identified or named as proposing the idea. Only the publication date is included in the brackets; the authors' names form part of the sentence itself. This style tends to put more emphasis on the authors being cited, which can be very useful if you want to put more stress on the original authors' contribution. This can be particularly relevant if you want to contrast the views of different authors. Different phrases can be used when citing in this way, for example:

Turner (2017) argues that/proposes that/suggests that/states that...

According to Turner (2017)...

Both conventions can be used in a document; for any particular citation, select the style that is most appropriate.

Note that in neither example above are these direct quotations of the original authors' words; instead they paraphrase what was written in the original work.

### Direct quotations

If you are making a verbatim quotation from another source you must still provide appropriate reference details and include the page number from which the quotation is taken. You must also show that it is a direct quotation through the way you lay out the material. Quotations should be given word for word and, of course, accurately.

A short quotation of less than 20 words, a single sentence or less than three lines, can be incorporated in the body of the text in single quotation marks. For example:

Learning involves 'reflection, theorizing, experiencing and action' (Taylor and Thorpe, 2004: 204).

Or:

Taylor and Thorpe (2004: 204) argue that learning involves 'reflection, theorizing, experiencing and action'.

The ': 204' after the date in the citation shows that the quotation is taken from page 204 of the cited work.

Longer quotations of three or more lines are set out separately, usually indented from the left and right margins. A smaller font size can also be used. Do not use quotation marks. Start the quotation on a new line leaving one blank line before you begin it. The citation appears below the quotation, usually on the right-hand side, and includes the page number from which the quotation was taken, for example:

The most striking set of activities and achievements common to the operating-level entrepreneurs we studied were those related to their taking the initiative to create and pursue new business opportunities

(Bartlett and Ghoshal, 1997: 97)

A page number must always be given for a direct quotation or for tables, figures, diagrams or similar material taken from a source. If no page number is available (e.g. for an e-book), include a chapter or section heading to allow the reader to locate the original material.

(Note that conventions for showing page numbers can vary; sometimes ', p.' is used after the date rather than a colon (:), e.g. (Bartlett and Ghoshal, 1997, p. 97). As always, be consistent in the style that you use.)

## When to use direct quotations

Your assignment should be written mainly in your own words, so you should not rely too heavily on direct quotations. Short quotations, however, can be particularly useful to present a definition or a particularly useful expression or turn of phrase that captures the essence of what the original author was saying. Longer quotations are more commonly used when you need to make a detailed analysis of the text concerned. In the majority of assignments, they should be used sparingly if at all.

## Editing quotations

Sometimes it may be necessary to edit a quotation.

- Use ellipses (...) to indicate where you have omitted words from the quotation.
- Use square brackets [ ] to enclose words that you have added. Retain the spelling conventions exactly as given in the quotation – so if American English spelling is used do not anglicise it.

If you do edit a quotation, ensure that you do not misrepresent the meaning of the original source.

## Italics and emphasis in quotations

If the original quotation includes italics (or other emphasis such as underling or bold text) you should indicate this in your citation, for example: (Smith, 2013: 56, *emphasis in original*).

If you add the emphasis, this should also be made clear, for example: (Jones, 2017: 76–7, *emphasis added*).

## Formatting the citation

The author–date format is the standard citation format used in the Harvard style. This section discusses how this is used in practice under different situations.

### Works with one author

Include the author's surname and the date of publication, for example: Alvesson (2002) or (Alvesson, 2002).

You must add the page number to the citation for direct quotations but you do not include the page number in the reference list.

Where you are citing an author of a particular chapter within an edited book containing several authors, you cite the author of the chapter concerned in the text citation. In the reference list you include the chapter author alphabetically (rather than the editor). See Section 4 for more details on how to cite and reference edited books.

### Works with two authors

Include both authors' surnames before the date, for example: Casson and Godley (2010) or (Casson and Godley, 2010).

### Works with three or more authors

If the work has three or more authors, you should include only the first author in the citation and add 'et al.' (short for et alia, meaning 'and others'), for example: Atkinson et al. (2000) or (Atkinson et al., 2000).

Within the reference list all the authors should be listed.

**Note** that in some variants of the Harvard style, if there are three authors all names are included in the citation and et al. is used only for four or more authors. The method used here economises on word count without loss of clarity. If you are submitting to a journal or other publication, ensure you understand and conform to their requirements.

### Works with no author

Where you are citing material or information from a publication that does not provide the original author, you should use the publishing organisation/institution, e.g. (Ministry of Defence, 2017), (Gartner, 2015) or (Tesco, 2016), or the publication title, e.g. (*Business Week*, 2013). If these details are not available, use Anon. (i.e. anonymous), e.g. (Anon., 1745).

Ensure that whatever you use in the citation matches what is used in the reference list.

## Same author(s), but different works

If you are citing different works published by the same author these are distinguished from one another by their publication date. They are then listed in the reference list in publication date order.

If you are citing different works by the same author(s) at the same point in the text, these should be cited as (Foucault, 1970, 1980, 1991).

## Same author(s), different works but same year

If you are citing different works published in the same year by the same author, you distinguish between them by adding a lower case letter after the year, e.g. 1993a, 1993b, etc. In the text these should be cited as, for example, (Hayes, 1993a) and (Hayes, 1993b) if cited in different places or as (Hayes, 1993a, 1993b) if cited in the same location.

Within the reference list, add a, b, c, etc. after the date (e.g. 1993a, 1993b, etc.) and list them in the order that they are cited in your text.

## Citing dates of publication

The date of publication always comes after the author's name for all references. The publication date should be the actual date of the edition and not the reprint date. In printed books, the date is usually to be found on the page after the title page, and it is often described as the copyright date. In printed reports, the publication date is sometimes located at the end of the document or on the back cover.

Impressions and reprints signify the reprinting of a book because the previous print run has sold out. They should not be confused with new editions as the content is the same and page numbers have not changed. Therefore there is no need to note impressions or reprints in your reference list, and the date you record should be the publication date, not the reprint date.

If the work has appeared in multiple editions, always use the latest edition given in the imprints page.

## Works with no date

If there is no date given, use (undated) or (n.d.). If the date is uncertain include either a question mark, e.g. (1976?) or use ca. (circa = 'about'), e.g. (ca. 2003). Whatever you choose, be consistent.

Ensure that whatever you use in the citation matches what is used in the reference list.

## Citing several sources in one place

If a number of different sources are essentially saying the same thing or agree on a particular issue, you can include all the different authors in one string of citations, separated by a semi-colon (;). For example:

Research suggests that the majority of change initiatives fail to achieve their objectives (Strebel, 1996; Quirke, 2000; Senge et al., 2001).

**Note** that in this example the citations are listed in chronological date order, i.e. earliest first, although some versions of the Harvard style list them alphabetically. Be consistent throughout, whichever system you choose. Full details of each citation are then given in the reference list at the end of the work, ordered alphabetically in the normal way.

## Citing a source more than once

If you need to cite a source more than once, simply repeat the normal citation in full in the main text as required.

Note that expressions such as *ibid* (short for *ibidem* = the same place) and *op cit* (short for *opero citato* = 'in the work cited') are *not* used in the Harvard style.

**Remember that a specific source should only appear once in the reference list regardless of how many times it is cited in the main text.**

## Citing a source cited by someone else

You may on occasion read about the work of others, not in the original but via another source such as a book or article by a different author. **You should always try to read the original source if possible** but if you cannot do so and still want to refer to the material, you should use the phrase 'cited in' followed by the details of the text where you found it. Below are examples of in-text citation of a work by Drucker cited in a book by Torrington and Hall:

... (Drucker, 1970 cited in Torrington and Hall, 1998: 116)

Or:

According to Drucker (1970, cited in Torrington and Hall, 1998: 116)...

In the reference list: provide details of the Torrington and Hall book, not the publication by Drucker as you have not actually seen it.

The general rule is that your reference list should only include works you have read.

## Referencing tables and figures

It is important to label tables and figures correctly and cite the source of the information if relevant. Tables should be given a brief, but clear, explanatory title, normally placed above the table, and should be numbered. If the table has been taken from another publication you need to cite the source, including page number, at the foot of the table, e.g. (Davenport and Short, 1990: 56). If you have made any adjustments from the original this can also be indicated, for example: (adapted from Davenport and Short, 1990: 56). In either case the full reference details of the original source are given in the reference list.

Graphics other than tables are normally called figures. Accordingly a figure may be a chart, graph, photograph, drawing or any other illustration. Figures should be numbered and be given a short explanatory title or caption, normally placed above the figure. The source should be cited and referenced, including page number, as for tables.

## Abbreviations in citing and referencing

It is advisable to use abbreviations sparingly in referencing but they may be useful for long, frequently repeated terms. However, bear in mind that excessive use of abbreviations can reduce the readability of a piece of work. Other than in the reference list/bibliography, where abbreviations are not recommended, you need to decide whether to spell out the given term in full each time or to spell it out initially and then abbreviate it thereafter. You should always use the expression in full, followed by the abbreviation, when first mentioning the term. For example:

As a consequence of the 2008 economic downturn the Global Entrepreneurship Monitor (GEM) UK 2009 report (GEM, 2010) presents some interesting evidence about the state of entrepreneurship in the UK and its benchmarks with other G7 and G20 countries. The GEM report also notes that there are regional variations within the UK.

The full name (i.e. Global Entrepreneurship Monitor) rather than the abbreviation is used in the reference list.

## Practical tips

It is good practice to cite as you write to avoid missing out citations and to save time at the end. Make sure you include all the necessary information (e.g. page numbers) and that you create your reference list in parallel if referencing manually. If you are using bibliographic software make sure you know how to edit in-text citations (e.g. how to add page numbers).

## Section 3 Constructing a reference list in the Harvard style

Alongside citing the works of others in your text, you will need to include a reference list, giving details of the works cited. This section looks at how to construct a reference list in the Harvard style.

### About the reference list

The reference list is a full list of all the sources you have cited in your text.

It is normally placed at the end of the main text, starting on a new page before any appendices.

### Order of references in the reference list

References should be arranged in alphabetical order according to the first author's surname (or publication title/publishing institution if no author can be identified). For example:

Aaltonen, K. and Sivonen, R. (2009). Response strategies to stakeholder pressures in global projects. *International Journal of Project Management*, 27(2), 131–41.

Foucault, M. (1970). *The Order of Things*. London: Tavistock.

Foucault, M. (1991). *Discipline and Punish: The Birth of the Prison*. London: Penguin.

Granovetter, M. (2005). The impact of social structure on economic outcomes. *Journal of Economic Perspectives*, 19(1), 33–50.

PMI (2013a). *The Standard for Portfolio Management*, 3rd edn. Newtown Square, PA: Project Management Institute.

PMI (2013b). *The Standard for Program Management*, 3rd edn. Newtown Square, PA: Project Management Institute.

Schroeder, J. and Salzer-Mörling, M. (eds.) (2006). *Brand Culture*. London: Routledge.

### Points to note:

- If an author has more than one publication cited, these should be listed in date order in the reference list, with the earliest publication coming first.
- If an author has more than one publication in the same year, add a, b, c, etc. after the date (e.g. 2013a, 2013b, etc.) and list them in the order that they are cited in your text.
- Regardless of the type of source (e.g. book, journal article, etc.) all your references should be in a single list.



- All sources cited in your text must appear in the reference list, except for those you have shown as being cited by a third party and have not read yourself. (See Section 2 for more details.)
- Regardless of how many times you have cited a source in the text, it only appears once in the reference list.
- The Harvard style is an author–date system – so the reference list is not numbered.

## Formatting your references

The information to be given for entries in the reference list varies according to the type of source (e.g. book, journal article, etc.). Section 4 gives examples of the most widely used source types at Henley.

## Reference list or bibliography?

In some cases, in addition to your reference list, you may be asked to provide a short bibliography. A bibliography is a list of all materials consulted in your research but not necessarily cited in your text. It represents the full library of sources used to prepare your final work. It provides a full list of all the sources you have consulted including those that you have not directly cited in your text. Set these out in the same way as the cited references. A bibliography can appear at the end of your work, after the reference list, if you feel that it is relevant to do so. **In general, however, a bibliography is not required.** If in doubt, check with your subject tutor or supervisor.

## Practical tips

If you are creating your reference list manually, do not wait until you have finished writing your document. Instead, add to the reference list each time you cite a new source. Similarly, remove a reference if it is no longer needed. Building and maintaining the reference list as you write can reduce errors and save time at the end of the writing process. Note that Microsoft Word offers a 'Sort' command (in the 'Paragraph' group of the 'Home' tab), which can help you sort the list into alphabetical order.

If you are using bibliographic software (see Section 1), the software should generate the reference list in the appropriate format either as you write or on demand.

## Section 4 Citing and referencing different source types in the Harvard style

Different source types (books, journals, etc.) require slightly different details to be captured in the reference list. This section looks at a wide range of commonly used source types and shows how to cite and reference them in the Harvard style.

### Coverage

The source types covered in this section include:

- journal articles (print and electronic)
- books and e-books
- conference papers
- working papers
- government and other organisational publications
- reference books, including dictionaries and encyclopaedia
- theses and dissertations
- information from the internet
- audio-visual resources
- newspaper and magazine articles
- study guides and lecture handouts
- unpublished documents and personal communications

**Note** that inclusion of a source type in this guide does not indicate its suitability as a source for an academic assignment.

### Journal articles

Journal articles are one of the most important source types in academic writing so ensure you know how to reference them correctly and capture the necessary reference information during your reading.

## Articles in printed journals

In-text citation	In reference list
(Surname, year)	Author surname, initials (year). Article title. <i>Journal title</i> , Volume(issue number), pages.
(Granovetter, 2005)	Granovetter, M. (2005). The impact of social structure on economic outcomes. <i>Journal of Economic Perspectives</i> , 19(1), 33–50.

**Note** that the journal title is italicised (or underlined) and capital letters are used for the first letter of any nouns, verbs, adjectives and adverbs. If American English spelling is used in a title, do not anglicise it in the reference list. Only the first word of the article title has an initial capital, except for proper nouns.

The page range for the whole article is given after the issue number. (Not all journals have issue numbers in which case put the page range after the volume number.)

If there are **two authors**, both authors' names are used in the citation and in the reference list.

In-text citation	In reference list
(Alvesson and Karreman, 2005)	Alvesson, M. and Karreman, D. (2000). Varieties of discourse: on the study of organizations through discourse analysis. <i>Human Relations</i> , 53(9), 1125–49.

If there are **three or more authors**, the name of the first one followed by 'et al.' is used in the citation and all names are included in the reference list.

In-text citation	In reference list
(Lane et al., 2016)	Lane, D. C., Munro, E. and Husemann, E. (2016). Blending systems thinking approaches for organisational analysis: reviewing child protection in England. <i>European Journal of Operational Research</i> , 251(2), 613–23.

## Articles in electronic journals

**Where you have downloaded a pdf of an article from a journal that exists in hard copy you should enter the citation and reference in the same style as for a print journal article.**

Some journals, however, are solely available via the Web. When referencing an article from an e-journal that is only available online you should include the Uniform Resource Locator (URL) and date accessed, using the following format.

In-text citation	In reference list
(Atkinson, 2005)	Atkinson, M. (2005). The development of an evaluation framework for partnership working. <i>Electronic Journal of Business Research Methods</i> , 3(1), 1–10. Available from <a href="http://www.ejbrm.com/vol3/v3-i1/v3-i1-art1-abstract.htm">www.ejbrm.com/vol3/v3-i1/v3-i1-art1-abstract.htm</a> [Accessed 1 Mar 2006].

If the article has a digital object identifier (DOI) number, put this in place of the URL, after 'doi:'.

In-text citation	In reference list
(DeRisi et al., 2003)	DeRisi, S., Kennison, R. and Twyman, N. (2003). Editorial: the what and whys of DOIs. <i>PLoS Biology</i> , 1(2), 57. doi: 10.1371/journal.pbio.0000057 [Accessed 1 Mar 2006].

Alternatively, you can create a weblink using the DOI prefixed by <http://dx.doi.org/> as in the following example:

In-text citation	In reference list
(Bunge, 2004)	Bunge, M. (2004). How does it work? The search for explanatory mechanisms. <i>Philosophy of the Social Sciences</i> , 34(2): 182–210. Available from <a href="http://dx.doi.org/10.1177/0048393103262550">http://dx.doi.org/10.1177/0048393103262550</a> [Accessed 12 Jun 2015].

## Books

Books are another important source type. The information you need for referencing is usually to be found on the front and back of the 'title page', which is normally one of the first two or three pages of the book. The back of the title page (also called the copyright, imprint or biblio page) typically contains the copyright statement and details of publisher, publication date, edition and place published.

### Books (single author)

In-text citation	In reference list
(Surname, year)	Author surname, initials (year) <i>Title: Subtitle</i> , edition number. Place of publication: publisher.
(Achinstein, 2001)	Achinstein, P. (2001). <i>The Book of Evidence: Beginners Guide</i> . Oxford: Oxford University Press.

**Note** that you should distinguish the title of the book by using italics (or underlining it) and capital letters are used for the first letter of any nouns, verbs, adjectives and adverbs. If American English spelling is used in a title, do not anglicise it in the reference list. Whichever type of formatting you use, be consistent, i.e. use the same style throughout your entire list.

## Books (two authors)

Both authors' names are used in the citation and in the references:

In-text citation	In reference list
(Alvesson and Deetz, 2000)	Alvesson, M. and Deetz, S. (2000). <i>Doing Critical Management Research</i> . London: Sage.

## Books (three or more authors)

If there are three or more authors, the surname of the first author followed by 'et al.' is used in the citation and all authors' surnames are included in the reference list.

In-text citation	In reference list
(Slack et al., 2013)	Slack, N., Brandon-Jones, A. and Johnston, R. (2013). <i>Operations Management</i> , 7th edn. Harlow: Prentice Hall.

## Books (same author(s), same year but different works)

In-text citation	In reference list
(Hayes, 1993a), (Hayes, 1993b) Or: (Hayes, 1993a, 1993b) if cited in the same place in the text	Hayes, N. (1993a). <i>A First Course in Psychology</i> , 3rd edn. Walton-on-Thames: Nelson.  Hayes, N. (1993b). <i>Psychology: An Introduction</i> , 2nd edn. Harlow: Longman.

In the reference list the books should be listed in the order in which they are cited in your text.

## Books (same author(s), but different years)

In-text citation	In reference list
(Quirke, 1996), (Quirke, 2000) Or: (Quirke, 1996, 2000) if cited in the same place in the text	Quirke, B. (1996). <i>Communicating Corporate Change</i> . Maidenhead: McGraw-Hill.  Quirke, B. (2000). <i>Making the Connection</i> . Aldershot: Gower.

**Note** that in the reference list both books are listed separately in the usual format in order of publication date.

## Books (edited book)

Include (ed.) or (eds.) after the last name in the reference list but not in the in-text citation.

In-text citation	In reference list
(Schroeder and Salzer-Mörling, 2006)	Schroeder, J. and Salzer-Mörling, M. (eds.) (2006). <i>Brand Culture</i> . London: Routledge.

## Books (chapter in a multi-author edited book)

If citing a particular chapter in a multi-author edited book or reader:

In-text citation	In reference list
(Müller, 2012)	Müller, R. (2012). Project governance. In: Morris, P. W., Pinto, J. K. and Söderlund, J. (eds.) <i>The Oxford Handbook of Project Management</i> . Oxford: Oxford University Press, pp. 297–320.

Only the first word of the chapter title has an initial capital, except for proper nouns. The page range of the chapters is given after the name of the publisher, prefaced by 'pp.'.

## Books with more than one edition

Where different editions of a book exist, the edition details (e.g. 3rd edn.) are included in the reference list after the title unless it is the first edition, which you do not need to state. For example:

In-text citation	In reference list
(Slack et al., 2013)	Slack, N., Brandon-Jones, A. and Johnston, R. (2013). <i>Operations Management</i> , 7th edn. Harlow: Prentice Hall.

You should always use the date and number of the latest edition mentioned on the imprints page, which gives the publishing details.

## Books within a series

If the publication is within a series that is well known this can be included in brackets after the title. For example:

In-text citation	In reference list
(Baker, 2010)	Baker, R. P. (2010). <i>The Trade Lifecycle: Behind the Scenes of the Trading Process</i> (Wiley Finance Series). Chichester: John Wiley and Sons.

## Books (online and e-books)

e-Books that are facsimiles of paper editions can be referenced as ordinary paper books if all details are available, adding [e-book] after the book title. For example:

In-text citation	In reference list
(Gudmundsson, 2007)	Gudmundsson, B. (2007). <i>The British Army on the Western Front 1916</i> . [e-book] Botley: Osprey Publishing

If the book is only available online it can be referenced in a similar way to other online sources, adding [Online] after the title as in the following example:

In-text citation	In reference list
(Marshall, 1920)	Marshall, A. (1920). <i>Principles of Economics</i> , 8th edn. [Online] London: Macmillan and Co. Available from <a href="http://www.econlib.org/library/Marshall/marP.html">www.econlib.org/library/Marshall/marP.html</a> [Accessed 15 Sep 2013].

If an online or e-book does not have page numbers, use the section or chapter heading in citations instead of page numbers if using direct quotes.

## Conference papers

The basic format for a conference paper entry in the reference list is:

In-text citation	In reference list
(Surname, year)	Author (year of publication). Title of contribution. <i>In</i> : editor(s) of conference proceedings (if applicable) <i>Title of conference proceedings</i> , place and date of conference. Place of publication: publisher, page range of paper.

For conference papers published in conference proceedings:

In-text citation	In reference list
(Smith, 1992)	Smith, P. (1992). Exploring network dynamics. <i>In</i> : R. Salle, R. Spencer and J.-P. Valla (eds.) <i>Business networks in an international context: recent research developments: Volume 1: Proceedings of the 8th IMP Conference</i> , Lyon, France, 3–5 Sep 1992. Lyon: Lyon Graduate School of Business, pp. 353–67.

The whole conference proceedings would be:

In-text citation	In reference list
(Salle et al., 1992)	Salle, R., Spencer, R. and Valla, J.-P. (eds.) (1992). <i>Business networks in an international context: recent research developments: Volume 1: Proceedings of the 8th IMP Conference</i> , Lyon, France, 3–5 Sep 1992. Lyon: Lyon Graduate School of Business.

For papers not published in conference proceedings:

In-text citation	In reference list
(Spinks, 2007)	Spinks, N. (2007). Process governance: moving OM beyond planning and control. Paper presented at <i>18th Annual Conference of the Production and Operations Management Society</i> . Dallas, TX, 4–7 May 2007.

## Working papers

In general, working papers can follow the format for print books but adding details of the working paper series if known. (Being consistent throughout your reference list is the most important thing.) For example:

In-text citation	In reference list
(Julius and Print, 2009)	Julius, A. and Print, C. F. (2009). <i>The changing role of the finance function in UK companies</i> . Henley Working Paper 0901. Henley-on-Thames: Henley Business School.

## Government and other organisational publications

Reports and other publications produced by national governments, organisations such as the United Nations, Organisation for Economic Co-operation and Development (OECD), European Union as well as other non-governmental organisations and institutions frequently have no identifiable author. In such cases, unless the publication indicates otherwise, reference the publishing institution as the author; this is usually the agency or department producing the document (the details of which are usually found on the inside cover). For example:



In-text citation	In reference list
(OECD, 2004)	OECD (2004). <i>OECD principles of corporate governance</i> . Paris: Organisation for Economic Co-operation and Development.
(Department for Transport, 2011)	Department for Transport (2011). <i>Cycle to work scheme implementation guidance</i> . Available from <a href="http://www.dft.gov.uk/pgr/sustainable/cycling/cycletoworkguidance/pdf/518054/">www.dft.gov.uk/pgr/sustainable/cycling/cycletoworkguidance/pdf/518054/</a> [Accessed 3 May 2011].
(Tesco, 2016)	Tesco (2016). <i>Serving shoppers a little better every day. Annual report and financial statements 2016</i> . Welwyn Garden City: Tesco PLC.

Documents from different government departments are sometimes published by a single publishing agency. In such cases reference the issuing department as the author, unless otherwise stated.

Sometimes there may be no author or publishing institution listed. Your only option then is to reference the title of your information source along with the year it was published. For example:

In-text citation	In reference list
(Health Promotion Success Stories, 1998)	Health Promotion Success Stories (1998). [no publication details given]

**Note** that if a reference is missing essential bibliographical material, it is acceptable to inform the reader of this.

## Reference books

Familiar reference books can be referred to by their title if no editor or compiler can be found. For example:

In-text citation	In reference list
(Social Services Yearbook, 1999)	Social Services Yearbook (1999). London: Pitman.

Dictionaries and encyclopaedias that have no named authors can be referred to using the publisher and date. For example:

In-text citation	In reference list
(Oxford, 1996)	Oxford (1998). <i>Concise Oxford Dictionary</i> , 9th edn. Oxford: Oxford University Press.

**Note that general encyclopaedias (including Wikipedia) must be treated with great caution as source material in academic work. They can be very useful for initial exploration of a topic but are not generally regarded as credible academic sources.**

## Theses and dissertations

It is acceptable to cite the work of another student who has completed a thesis or dissertation. You need to provide details of the level of degree etc., and awarding institution in the final reference list.

In-text citation	In reference list
(Stride, 2009)	Stride, H. (2009). <i>The relationship between values and commitment: a study of supporters and staff in the charity sector</i> . PhD thesis, Henley Business School, University of Reading.

## Information from the internet

It is important to give the date the information was retrieved from the internet as well as its location on the web by indicating the URL, since documents and site addresses change frequently. Below are some examples of online referencing.

### General

To refer to a specific page or section of a website, take the information from the webpage itself or the associated homepage – use the title bar and the credits at the bottom of the page and your own date of accessing the page.

In-text citation	In reference list
(Surname/organisation, year)	Author/organisation (year) <i>Title</i> . Available from URL of site [Accessed date].
(Australian Broadcasting Corporation, 2007)	Australian Broadcasting Corporation (2007). <i>Interview with Semco's business guru</i> . Available from <a href="http://www.abc.net.au/7.30/content/2007/s1864738.htm">www.abc.net.au/7.30/content/2007/s1864738.htm</a> [Accessed 22 Jul 2011].
(PMI, 2011)	PMI (2011). <i>Project governance</i> . Available from <a href="http://www.pmi.org">www.pmi.org</a> [Accessed 20 Sep 2011].
(Shane, 2009)	Shane, S. (2009). <i>Global award for entrepreneurship research 2009 award winner</i> . Available from <a href="http://www.e-award.org/web/2009_Scott_A_Shane.aspx">www.e-award.org/web/2009_Scott_A_Shane.aspx</a> [Accessed 23 Jun 2011].
(Lev, undated)	Lev, B. (undated). <i>Fundamental information and securities values: a survey of research and practice concerning the value drivers of equities</i> . Available from <a href="http://pages.stern.nyu.edu/~blev/docs/ANewExecutiveSeminar.pdf">http://pages.stern.nyu.edu/~blev/docs/ANewExecutiveSeminar.pdf</a> [Accessed 10 Jan 2011].

## Notes

- If no author is credited then ascribe authorship to the smallest identifiable unit within the publishing organisation.
- Some webpages include two dates, one for when the page was established and another for when it was 'last modified' – always use the most recent date for your reference. If the date is not obvious, it may be at the foot of the page under copyright.
- If no date is given then write 'undated' or 'n.d.'.
- The URL of the page, sometimes known as its 'web address', is what you will normally see in the 'location bar' at the top of your screen when viewing the document with your browser. Do not change the case of the characters.

**Downloaded articles:** many organisations allow you to download key documents such as reports and policies. In most cases these documents will come with information on author, date, title and publisher, and often include page numbers, and should therefore be referenced as a normal hard-copy document, along with the date accessed and the URL.

To refer to a general website in the text (but not a specific page/document) it is sufficient to give the URL address in the text. No entry is needed in the reference list.

In-text citation	In reference list
(www.mmc.com)	No entry needed

## Blogs

Blogs follow the general guidelines for online sources but include details of the blog from which the blog entry was taken. For example:

In-text citation	In reference list
(Surname, year)	Author (year). Title of blog entry. <i>Blog title [Blog]</i> Blog posting date. Available from URL of site [Accessed date].
(Lariviere, 2017)	Lariviere, M. (2017). UPS and using contracts to share the risk of building new capacity. <i>The Operations Room [Blog]</i> 9 May. Available from <a href="https://operationsroom.wordpress.com/2017/05/09/ups-and-using-contracts-to-share-the-risk-of-building-new-capacity/#more-5750">https://operationsroom.wordpress.com/2017/05/09/ups-and-using-contracts-to-share-the-risk-of-building-new-capacity/#more-5750</a> [Accessed 24 Aug 2017].

## Podcasts

In-text citation	In reference list
(Surname, year)	Author/presenter (year). Title of podcast. <i>Title of internet site [Podcast]</i> date. Available from URL of site [Accessed date].
(Gawande, 2014)	Gawande, A. (2014). Why do doctors fail? <i>The Reith Lectures [Podcast]</i> 29 Nov. Available from <a href="http://www.bbc.co.uk/programmes/b04bsgvm">www.bbc.co.uk/programmes/b04bsgvm</a> [Accessed 24 Aug 2017].

## Online video

In-text citation	In reference list
(Surname, year)	Author/presenter/contributor (year). Title of video. <i>Title of series (if applicable)</i> [Video]. Available from URL of site [Accessed date].
(King, 2014)	King, N. (2014). Descriptive and interpretive coding [Video]. Available from <a href="http://onlineqda.hud.ac.uk/_REQUALLO/FR/Template_Analysis/Analytic+Descript_coding.php">http://onlineqda.hud.ac.uk/_REQUALLO/FR/Template_Analysis/Analytic+Descript_coding.php</a> [Accessed 24 Aug 2017].

## Audio-visual resources

Use the material accompanying the resource to obtain the author or originator, year, publication and publisher details. Include the medium type in square brackets after the title (or after the year if there is no title). For example:

In-text citation	In reference list
(Greene, 2011)	Greene, B. (2011). The Fabric of the Cosmos [DVD]. Boston, MA: Nova.

## TV/radio programmes and films

The title, date and channel should be given wherever possible for TV/radio programmes.

In-text citation	In reference list
(BBC2, 2011)	BBC2 (2011). <i>Made in Britain</i> , 22 Jul.

Films should be listed alphabetically by title and should include the name of the director(s), date of release and production company. For example:

In-text citation	In reference list
( <i>Chicken Run</i> , 2000)	<i>Chicken Run</i> (2000). Animated film. Directed by P. Lord and N. Park. Bristol: Aardman Animations.

## Newspaper and magazine articles

Articles from newspapers or magazines can be cited in the same format as for journals, although you need to include the exact date of publication.

If an author's name is mentioned, cite as usual:

In-text citation	In reference list
(Treanor, 2011)	Treanor, J. (2011). UBS raises trading losses to \$2.3bn. <i>The Guardian</i> , 19 Sep.

If no author's name is given then refer to the publication name only:

In-text citation	In reference list
( <i>Independent</i> , 1999)	<i>Independent</i> (1999). Market leaders pick their market leader: who's just the job in recruitment? <i>The Independent</i> 8 Dec.

If the newspaper is online, include [online], the URL and access date as for other online sources after the publication date.

## Study guides and lecture handouts

In general **you are strongly encouraged to consult the original sources such as journal articles, etc. rather than simply cite course materials or lecture handouts**. If you do need to do so, however, and the course material you are using is referring to the work of other authors, ensure you follow the guidance given earlier on citing a source cited by someone else.

If you cite a Henley study guide for a module, treat this as a book using the author's name if given or Henley (or Henley Business School) as the publishing institution if not.

If you cite material from lecture handouts/notes:

In-text citation	In reference list
(Spinks, 2015)	Spinks, N. (2015). <i>Capacity management</i> . Lecture notes, Managing Process and Systems (MNM1MPS), Henley Business School, Henley-on-Thames on 2 Feb 2015.

Note the information in brackets after the module title (MNM1MPS) is the course code.

## Unpublished documents and personal communications

If you cite a document, such as an internal report, that is unpublished you should include the details you have available and indicate that it is unpublished. For example:

In-text citation	In reference list
(Big Company, 2016)	Big Company (2016). <i>Future strategic direction</i> . Unpublished report. London: Big Company PLC.

If you are referring to a communication to you in person, cite the full name of the person in the text followed by (personal communication). There would be no entry in the reference list. If you do refer to such a communication, ensure you have permission to do so.

## Research interviews

If you have conducted primary research interviews as part of your project, these would not normally be referenced using the Harvard system. Instead, relevant details of data collection are given in the main text. If in doubt, consult your supervisor or subject tutor.

## Works in press

If a paper or book has been submitted for publication and has been accepted but not yet published use (in press) in place of the publication year, otherwise reference in the same way as a published document. If known, the further details can be added in brackets at the end of the reference, e.g. (Accepted for publication May 2018)

## Missing information

- If author information is not available, you should use the publishing organisation/institution, e.g. (Ministry of Defence, 2017), (Gartner, 2015) or (Tesco, 2016) or the publication title, e.g. (*Business Week*, 2013). If these details are not available, use Anon. (i.e. anonymous), e.g. (Anon., 1745).
- If there is no date given, use (undated) or (n.d.). If the date is uncertain include either a question mark, e.g. (1976?) or use ca. (circa = 'about'), e.g. (ca. 2003). Whatever you choose, be consistent.
- If no place of publication is available, use s.l. (sine loco = no place)
- If no publisher name is available, you can use s.n. (sine nomine = no name)

Ensure that you are consistent in your approach and that information in the reference matches the information in the citation.

## Appendix Summary of key source types

Source type	In-text citation	In reference list
Journal article (print – one author)	(Granovetter, 2005)	Granovetter, M. (2005). The impact of social structure on economic outcomes. <i>Journal of Economic Perspectives</i> , 19(1), 33–50.
Journal article (print – two authors)	(Alvesson and Karreman, 2005)	Alvesson, M. and Karreman, D. (2000). Varieties of discourse: on the study of organizations through discourse analysis. <i>Human Relations</i> , 53(9), 1125–49.
Journal article (print – three or more authors)	(Lane et al., 2016)	Lane, D. C., Munro, E. and Husemann, E. (2016). Blending systems thinking approaches for organisational analysis: reviewing child protection in England. <i>European Journal of Operational Research</i> , 251(2), 613–23.
Journal article (online – URL)	(Atkinson, 2005)	Atkinson, M. (2005). The development of an evaluation framework for partnership working. <i>Electronic Journal of Business Research Methods</i> , 3(1), 1–10. Available from <a href="http://www.ejbrm.com/vol3/v3-i1/v3-i1-art1-abstract.htm">www.ejbrm.com/vol3/v3-i1/v3-i1-art1-abstract.htm</a> [Accessed 1 Mar 2006].
Journal article (online – DOI)	(DeRisi et al., 2003)	DeRisi, S., Kennison, R. and Twyman, N. (2003). Editorial: the what and whys of DOIs. <i>PLoS Biology</i> , 1(2), 57. doi: 10.1371/journal.pbio.0000057 [Accessed 1 Mar 2006].
Journal article (online – DOI weblink)	(Bunge, 2004)	Bunge, M. (2004). How does it work? The search for explanatory mechanisms. <i>Philosophy of the Social Sciences</i> , 34(2): 182–210. Available from <a href="http://dx.doi.org/10.1177/0048393103262550">http://dx.doi.org/10.1177/0048393103262550</a> [Accessed 12 Jun 2015].
Book (single author)	(Achinstein, 2001)	Achinstein, P. (2001). <i>The Book of Evidence</i> . Oxford: Oxford University Press.
Book (two authors)	(Alvesson and Deetz, 2000)	Alvesson, M. and Deetz, S. (2000). <i>Doing Critical Management Research</i> . London: Sage.
Book (three or more authors)	(Slack et al., 2013)	Slack, N., Brandon-Jones, A. and Johnston, R. (2013). <i>Operations Management</i> , 7th edn. Harlow: Prentice Hall.
Book (same author, same year)	(Hayes, 1993a), (Hayes, 1993b)	Hayes, N. (1993a). <i>A First Course in Psychology</i> , 3rd edn. Walton-on-Thames: Nelson. Hayes, N. (1993b). <i>Psychology: An Introduction</i> , 2nd edn. Harlow: Longman.

Source type	In-text citation	In reference list
Edited book	(Schroeder and Salzer-Mörling, 2006)	Schroeder, J. and Salzer-Mörling, M. (eds.) (2006). <i>Brand Culture</i> . London: Routledge.
Chapter in edited book	(Müller, 2012)	Müller, R. (2012). Project governance. In: Morris, P. W., Pinto, J. K. and Söderlund, J. (eds.) <i>The Oxford Handbook of Project Management</i> . Oxford: Oxford University Press, pp. 297–320.
Book (2nd or later edition)	(Slack et al., 2013)	Slack, N., Brandon-Jones, A. and Johnston, R. (2013). <i>Operations Management</i> , 7th edn. Harlow: Prentice Hall.
Book (e-book)	(Gudmundsson, 2007)	Gudmundsson, B. (2007). <i>The British Army on the Western Front 1916</i> . [e-book] Botley: Osprey Publishing
Book (online)	(Marshall, 1920)	Marshall, A. (1920). <i>Principles of Economics</i> , 8th edn. [Online] London: Macmillan and Co. Available from <a href="http://www.econlib.org/library/Marshall/marP.html">www.econlib.org/library/Marshall/marP.html</a> [Accessed 15 Sep 2013].
Conference paper in conference proceedings	(Smith, 1992)	Smith, P. (1992). Exploring network dynamics. In: R. Salle, R. Spencer and J.-P. Valla (eds.) <i>Business networks in an international context: recent research developments: Volume 1: Proceedings of the 8th IMP Conference</i> , Lyon, France, 3–5 Sep 1992. Lyon: Lyon Graduate School of Business, pp. 353–67.
Conference proceedings	(Salle et al., 1992)	Salle, R., Spencer, R. and Valla, J.-P. (eds.) (1992). <i>Business networks in an international context: recent research developments: Volume 1: Proceedings of the 8th IMP Conference</i> , Lyon, France, 3–5 Sep 1992. Lyon: Lyon Graduate School of Business.
Conference paper	(Spinks, 2007)	Spinks, N. (2007). Process governance: moving OM beyond planning and control. Paper presented at 18th Annual Conference of the Production and Operations Management Society. Dallas, TX, 4–7 May 2007.
Working paper	(Julius and Print, 2009)	Julius, A. and Print, C.F. (2009). <i>The changing role of the finance function in UK companies</i> . Henley Working Paper 0901. Henley-on-Thames: Henley Business School.
Government/organisation report	(Department for Transport, 2011)	Department for Transport (2011). <i>Cycle to work scheme implementation guidance</i> . Available from <a href="http://www.dft.gov.uk/pgr/sustainable/cycling/cycletoworkguidance/pdf/518054/">www.dft.gov.uk/pgr/sustainable/cycling/cycletoworkguidance/pdf/518054/</a> [Accessed 3 May 2011].
Government/organisation report	(Tesco, 2016)	Tesco (2016). <i>Serving shoppers a little better every day. Annual report and financial statements 2016</i> . Welwyn Garden City: Tesco PLC.
Dictionary/encyclopaedia	(Oxford, 1996)	Oxford (1998). <i>Concise Oxford Dictionary</i> , 9th edn. Oxford: Oxford University Press.



Source type	In-text citation	In reference list
Masters/PhD thesis	(Stride, 2009)	Stride, H. (2009). <i>The relationship between values and commitment: a study of supporters and staff in the charity sector</i> . PhD thesis, Henley Business School, University of Reading.
Online source	(PMI, 2011)	PMI (2011). <i>Project governance</i> . Available from <a href="http://www.pmi.org">www.pmi.org</a> [Accessed 20 Sep 2011].
Blog	(Lariviere, 2017)	Lariviere, M. (2017). UPS and using contracts to share the risk of building new capacity. <i>The Operations Room</i> [Blog] 9 May. Available from <a href="https://operationsroom.wordpress.com/2017/05/09/ups-and-using-contracts-to-share-the-risk-of-building-new-capacity/#more-5750">https://operationsroom.wordpress.com/2017/05/09/ups-and-using-contracts-to-share-the-risk-of-building-new-capacity/#more-5750</a> [Accessed 24 Aug 2017].
Video (online)	(King, 2014)	King, N. (2014). Descriptive and interpretive coding [Video]. Available from <a href="http://onlineqda.hud.ac.uk/_REQUALLO/FR/Template_Analysis/Analytic+Descript_coding.php">http://onlineqda.hud.ac.uk/_REQUALLO/FR/Template_Analysis/Analytic+Descript_coding.php</a> [Accessed 24 Aug 2017].
Audio-visual material (DVD)	(Greene, 2011)	Greene, B. (2011). <i>The Fabric of the Cosmos</i> [DVD]. Boston, MA: Nova
Television or radio programme	(BBC2, 2011)	BBC2 (2011). <i>Made in Britain</i> , 22 Jul.
Film	( <i>Chicken Run</i> , 2000)	<i>Chicken Run</i> (2000). Animated film. Directed by P. Lord and N. Park. Bristol: Aardman Animations.
Newspaper/magazine article (named author)	(Treanor, 2011)	Treanor, J. (2011). UBS raises trading losses to \$2.3bn. <i>The Guardian</i> , 19 Sep.
Newspaper/magazine article (no named author)	( <i>Independent</i> , 1999)	<i>Independent</i> (1999). Market leaders pick their market leader: who's just the job in recruitment? <i>The Independent</i> 8 Dec.
Lecture notes	(Spinks, 2015)	Spinks, N. (2015). <i>Capacity management</i> . Lecture notes, Managing Process and Systems (MNM1MPS), Henley Business School, Henley-on-Thames on 2 Feb 2015.
Unpublished company report	(Big Company, 2016)	Big Company (2016). <i>Future strategic direction</i> . Unpublished report. London: Big Company PLC.

For more details, see main text.