

List of Publications and Research Activities

of

Richard C. Geibel

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Cologne, Germany
19. September 2023

1. Conferences

Geibel, Richard C.:

Local Area Networks - Auswahl, Einsatz und organisatorische Gestaltungsmöglichkeiten. Fachseminar des "BIFOA, Betriebswirtschaftliches Institut für Organisation und Automation an der Universität zu Köln", Cologne, December 1988.

Geibel, Richard C.; Löbbecke, Claudia:

Technological Support for group decision making - Group Decision Support Systems. First Conference of the EURO Working Group on Decision Support Systems, INSEAD, Fontainebleau, 9.-13. July 1990.

Geibel, Richard C.:

Structure, Components and Experiences with the Group Decision Support System RiC. First Specialized Conference on Decision Support Systems, International Federation of Operations Research Societies (IFORS), Bruges, Belgium, 26.-29. March 1991.

Geibel, Richard C.:

A Framework for Group Decision Support Systems. Second Meeting of the European Special Interest Group on GDSS, Brussels, Belgium, 5.-6. November 1992.

Geibel, Richard C.:

WEWIS II – A Client/Server Project using new Technology. 7th Euro Conference on Decision Support Systems, Groupware, Multimedia and Electronic Commerce, International Federation of Operations Research Societies (IFORS), Bruges, Belgium, 24.-27. March 1997.

Geibel, Richard C.:

WEISIS – A Decision Support System for the German Ministry of Defense. 7th Euro Conference on Decision Support Systems, Groupware, Multimedia and Electronic Commerce, International Federation of Operations Research Societies (IFORS), Bruges, Belgium, 24.-27. March 1997.

Geibel, Richard C.:

Multi-Channel-Vertrieb: Koordination der Absatzwege und technische Umsetzung. 7. IIR Versicherungs-Trend-Tage, Insure-IT, Chancen und Möglichkeiten für die Neuausrichtung der IT in der Assekuranz. Cologne, 21.-23. January 2003.

Geibel, Richard C.:

Online Analysis of Entrepreneurship Activity at German Universities. 13th Annual Interdisciplinary Entrepreneurship Conference, Leipzig, 28.-30. September 2009.

Askari, Hossein; Geibel, Richard C.:

Opportunity Recognition as an Entrepreneurial Task. 2nd Annual International Conference on Innovation & Entrepreneurship (IE 2012), Singapore, 23.-24. July 2012.

Chengappa, Lohithaksha; Geibel, Richard C.:

What European Incubators can learn from their American Counterparts. An Analysis of the critical success factors for a startup incubator. 3rd Annual International Conference on Innovation & Entrepreneurship (IE 2013), Singapore, 22.-23. July 2013.

Askari, Hossein; Geibel, Richard C.:

Results of a Opportunity Recognition Analysis as an Entrepreneurial Task. 3rd Annual International Conference on Innovation & Entrepreneurship (IE 2013), Singapore, 22.-23. July 2013.

Geibel, Richard C.; Askari, Hossein; Heinzl Joachim:

How do certain Factors affect the Fear of Failure in Entrepreneurship? Regional comparison of the Factors that drive the Fear of taking the Risks of starting a Business. 4th Annual International Conference on Business Strategy (IE 2014), Singapore, 21.-22. July 2014.

Manickam, Meghana; Geibel, Richard C.:

The startup ecosystems in Germany and in the USA. Explorative comparison of the startup environments. 5th Annual International Conference on Innovation & Entrepreneurship (IE 2015), Singapore, 14.-15. December 2015.

Manickam, Meghana; Geibel, Richard C.:

Analysis of startup ecosystems in Germany and in the USA. Explorative comparison of the startup environments. 2016 International Conference on Leadership, Innovation, and Entrepreneurship (ICLIE 2016), Dubai, 20.-22. April 2016.

Maier, Lisa; Sandner, Philipp; Geibel, Richard C.:

Characterizing business angels and investigating the impact of their human capital on startup success. 6th Annual International Conference on Innovation & Entrepreneurship (IE 2016), Singapore, 12.-13. December 2016.

Meyerhoff, Felix; Geibel, Richard C.:

Innovation within Companies – the Best Insurance Policy for Digitalization. 7th Annual International Conference on Innovation & Entrepreneurship (IE 2017), Singapore, 27.-28. November 2017.

Geibel, Richard C.; Feng, Zhiyao; Kracht, Robin:

Characterizing business angels – international expanded study. Fourth Entrepreneurial Finance Conference (4th EntFin in cooperation with FGF), Trier, 2.-3. July 2019.

Geibel, Richard C.:

User Experience – From tradition to Innovation. Key Note Speech im Rahmen der „Jahrestagung der Chamber of Commerce and Metiers“ in Luxemburg am 12. May 2022

Geibel, Richard C.:

New Retail - The Future of Shopping. Vortrag im Rahmen des „E-Commerce Day: Trendforscher trifft Trendsetter“ von Peek & Cloppenburg (P&C) in Düsseldorf am 22. September 2022

Geibel, Richard C.:

Vortrag und Podiumsdiskussion im Rahmen des Implus-Forums “Paketaufkommen, Wachstum und soziale Verantwortung“, Stuttgart, 4. October 2022

Geibel, Richard C.; Kracht, Robin:

Social commerce – origin and meaning. International Scientific-Practical Conference (ISPC 2021), “Digital Management in Covid 19 Pandemic and Post-pandemic times”, Online Conference, 12. November 2021.

Arnold, Ulrich; Geibel, Richard C.:

The potential of a large IT service company for digitization in the German healthcare market. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Barreira, Christin; Geibel, Richard C.:

The development and deployment of a digital customer loyalty program in two shopping centers. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Geibel, Richard C.; Schulze, Madeleine:

Payment Infrastructure and Embedded Finance in German-speaking Countries. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022

vom Scheidt, Marcus; Hering, Vanessa; Gablowski, Stefan; Geibel, Richard C.:

The transformation process of an IT service provider in the health insurance sector. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Studener, Florian; Geibel, Richard C.:

The importance of intelligent OCR software in a digital loyalty program. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Palaniappan, Thaarun; Geibel, Richard C.:

Blockchain Technology: Its Application in the Financial Sector and Cryptonomics. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Neu, Christoph; Geibel, Richard C.:

Exploring Opportunities for the Enhancement of International Academic Collaboration. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Schoop, Simon; Geibel, Richard C.:

The influence of digitalization in the field of continuing education at the chambers of commerce and industry. 2nd International Scientific-Practical Conference (ISPC 2022), “Digital Management - Chances and Challenges of Technology”, Online Conference, 4. November 2022.

Geibel, Richard C.:

Wie kann Online-Shopping für Endkunden nachhaltiger gestaltet werden? Vortrag im Rahmen der Community „Nachhaltige Digitalisierung“ des Bundesministerium für Umwelt und Verbraucher (BMUV) am 24. November 2022.

2. Proceedings

Askari, Hossein; Geibel, Richard C.:

Opportunity Recognition as an Entrepreneurial Task, In: Proceedings 2nd Annual International Conference on Innovation & Entrepreneurship (IE 2012), Vol. 2, No. 1, Singapore, 2012, p. 18-21.

Chengappa, Lohithaksha; Geibel, Richard C.:

What European Incubators can learn from their American Counterparts. An Analysis of the critical success factors for a startup incubator. In: Proceedings 3rd Annual International Conference on Innovation & Entrepreneurship (IE 2013), Vol. 3, No. 1, Singapore, 2013, p. 42-45.

Askari, Hossein; Geibel, Richard C.:

Results of a Opportunity Recognition Analysis as an Entrepreneurial Task. In: Proceedings 3rd Annual International Conference on Innovation & Entrepreneurship (IE 2013), Singapore, 2013, p. 54-58.

Geibel, Richard C.; Askari, Hossein; Heinzl Joachim:

How do certain Factors affect the Fear of Failure in Entrepreneurship? Regional comparison of the Factors that drive the Fear of taking the Risks of starting a Business. In: Proceedings 4th Annual International Conference on Business Strategy (IE 2014), Singapore, 21.-22. July 2014, p. 48-50.

Manickam, Meghana; Geibel, Richard C.:

The startup ecosystems in Germany and in the USA. Explorative comparison of the startup environments. In: Proceedings 5th Annual International Conference on Innovation & Entrepreneurship (IE 2015), Singapore, 14.-15. December 2015, p. 64-70.

Manickam, Meghana; Geibel, Richard C.:

Analysis of startup ecosystems in Germany and in the USA. Explorative comparison of the startup environments. In: Proceedings 2016 International Conference on Leadership, Innovation, and Entrepreneurship (ICLIE 2016), Dubai, 20.-22. April 2016.

Maier, Lisa; Sandner, Philipp; Geibel, Richard C.:

Characterizing business angels and investigating the impact of their human capital on startup success. In: Proceedings 6th Annual International Conference on Innovation & Entrepreneurship (IE 2016), Singapore, 12.-13. December 2016, p. 64-70.

Meyerhoff, Felix; Geibel, Richard C.:

Innovation within Companies – the Best Insurance Policy for Digitalization. In: Proceedings 7th Annual International Conference on Innovation & Entrepreneurship (IE 2017), Singapore, 27.-28. November 2017, p. 129-134.

Geibel, Richard C.; Kracht, Robin:

Social commerce – origin and meaning. In: Proceedings 1st International Scientific-Practical Conference (ISPC 2021), “Digital Management in Covid 19 Pandemic and Post-pandemic times”, 4. November 2021, Springer 2023, p. 52-67.

3. Journals

Chengappa, Lohithaksha; Geibel, Richard C.:

What European Incubators can learn from their American Counterparts. An Analysis of the critical success factors for a startup incubator. In: Journal of Tourism and Hospitality Management. Vol. 2, No. 1, January 2014, p. 40-47.

Geibel, Richard C.; Askari, Hossein; Heinzel Joachim:

The Fear of Failure in Entrepreneurship. Regional comparison of the Factors that drive the Fear of taking the Risks of starting a Business. In: GSTF International Journal on Business Review (GBR), Vol. 3, No. 4, 2014 (Print ISSN: 2010-4804, E-periodical: 2251-2888).

Manickam, Meghana; Geibel, Richard C.:

Comparison of selected startup ecosystems in Germany and in the USA. Explorative analysis of the startup Environments, In: GSTF International Journal on Business Review (GBR), Vol. 4, No. 3, 2015 (Print ISSN: 2010-4804, E-periodical: 2251-2888).

Sandner, Philipp G.; Dufter, Christa; Geibel, Richard C.:

Does Venture Capital Investment Lead to a Change in Start-Ups' Intellectual Property Strategies? In: American Journal of Industrial and Business Management, Vol. 6, No. 12, 2016, p. 1146-1173, DOI: 10.4236/ajibm.2016.612107.

Geibel, Richard C.; van der Vegt, Anne; Özüak, Orhan; Askari, Hossein:

"Analysis of the distribution of metabolic types (meta-types) in the European population and their association with Demographic data", International Journal of Current Research, Vol. 9, Issue 11, 2017, 60257-60262.

Geibel, Richard C.; Yang, Jaida:

Extended study on characterizing business angels and their impact on start-up success. In: GSTF Journal on Business Review (GBR), Vol. 5, No. 1, 2017 (Print ISSN: 2010-4804, E-periodical: 2251-2888).

Geibel, Richard C.; Feng, Zhiyao; Kracht, Robin

Characterizing Business Angels – International Expanded Study. In: International Journal of Research in Business Studies and Management (USA), Vol. 6, Issue 12, 2019 (Print ISSN: 2394-5923, E-periodical: 2394-5931).

4. Books and book chapter

Geibel, Richard:

Simulationsmodell für den Dateitransfer zwischen Großrechnern auf der Basis des Hyperchannel/50. Forschungsbericht vom Zentralinstitut für Angewandte Mathematik der Kernforschungsanlage Jülich, Nr. 356, Juni 1966, ISSN 0343-7639.

Geibel, Richard; Gürich, Wolfgang:

A simulation model for the Hyperchannel/50. In: High Speed Local Area Networks, edited by Otto Spaniol and André Danthine. International Federation of Information Processing, IFIP, Amsterdam et al. 1987, pp. 89-98 (North-Holland).

Geibel, Richard; Gürich, Wolfgang:

Simulationsmodell für den Dateitransfer zwischen Großrechnern auf der Basis des Hyperchannel/50. Proceedings Communication in Distributed Systems 1987, edited by Nina Gerner and Otto Spaniol, Informatik Fachberichte 130, Berlin et al. 1987, pp. 617- 626 (Springer).

Geibel, Richard:

Computergestützte Gruppenarbeit. Die Förderung von Gruppen-entscheidungen durch "Group Decision Support Systems". Metzler & Poeschl, Stuttgart, 1993.

Geibel, Richard C.; Manickam, Meghana:

Analysis of Start-Up Ecosystems in Germany and in the USA. In: Benlamri, Rachid; Sparer, Michael (eds.): Leadership, Innovation and Entrepreneurship as Driving Forces of the Global Economy. Springer International Publishing, Switzerland 2017, p. 637-649.

Große Holtforth, Dominik; Geibel, Richard C.; Robin Kracht:

Schlüsselfaktoren im E-Commerce. Innovationen, Skaleneffekte, Datenorientierung und Kundenzentrierung, 2. Aufl., Springer, 2020.
<https://doi.org/10.1007/978-3-658-31959-5>

Geibel, Richard C.; Machavariani, Shalva (eds.):

Digital Management in Covid 19 Pandemic and Post-pandemic times. Proceedings of the 1st International Scientific-Practical Conference (ISPC 2021), Springer Proceedings in Business and Economics, 2023.
<https://doi.org/10.1007/978-3-031-20148-6>

Geibel, Richard C.; Machavariani, Shalva (eds.):

Digital Management – Chances and Challenges of Technology. Proceedings of the 2nd International Scientific-Practical Conference (ISPC 2022), Springer Proceedings in Business and Economics, 2023.

5. Chairman and panel member

Chairman of the session "Negotiation Support Systems" at the First Specialized Conference on Decision Support Systems of the International Federation of Operational Research Societies (IFORS), Bruges, Belgium, 26.-29. March 1991.

Chairman of the session "Management Information Systems" at the First International Meeting of the Decision Sciences Institute, Brussels, Belgium, 24.-26. June 1991.

Chairman of the session "Team Performance" at the 7th Euro Conference on Decision Support Systems, Groupware, Multimedia and Electronic Commerce of the International Federation of Operational Research Societies (IFORS), Bruges, Belgium, 24.-27. March 1997.

Chairman of three "Scientific Entrepreneurship Conferences" in Cologne in the years 2007 (with Minister Prof. Pinkwart), 2008 and 2009 (with Minister Thoben).

Chairman and Organizer of three Summer Schools for Scientific Entrepreneurship in 2008, 2009 and 2010 in Cologne.

Organizer of the 14. G-Forum – the Annual FGF e.V. Conference with more than 200 attendees in October 2010 in Cologne, Mediapark.

Panel Member at 2nd Annual International Conference on Innovation & Entrepreneurship (IE 2012), Singapore, 23.-24. July 2012.

Tagungsleitung des Fachprogramms beim „1. Cologne Business Day“ in der Hochschule Fresenius, 5. March 2013.

Session Chair at 3rd Annual International Conference on Innovation & Entrepreneurship (IE 2013), Singapore, 22.-23. July 2013.

Tagungsleitung des Fachprogramms beim „2. Cologne Business Day“ in der IHK zu Köln, 19. May 2014.

Tagungsleitung bei der Veranstaltung „Startup - Dein Tag zu Gründen“, Konferenz im STARTPLATZ in Köln, 10. July 2014.

Session Chair at 4th Annual International Conference on Business Strategy (BS 2014), Singapore, 21.-22. July 2014.

Tagungsleitung des Fachprogramms beim „3. Cologne Business Day“ in der IHK zu Köln, 5. March 2015.

Session Chair at 5th Annual International Conference on Innovation & Entrepreneurship (IE 2015), Singapore, 14.-15. December 2015.

Tagungsleitung des Fachprogramms beim „4. Cologne Business Day“ in der IHK zu Köln, 3. March 2016.

Session Chair at 6th Annual International Conference on Innovation & Entrepreneurship (IE 2016), Singapore, 12.-13. December 2016.

Tagungsleitung des Fachprogramms beim „5. Cologne Business Day“ in der IHK zu Köln, 24. March 2017.

Conference Chairman, Editor in Chief and Key Note Speaker at 7th Annual International Conference on Innovation & Entrepreneurship (IE 2017), Singapore, 27.-28. November 2017.

Session Chair at 4th Entrepreneurial Finance Conference (EntFin), Förderkreis Gründungs-Forschung (FGF), Trier, 2.-3. July 2019.

Conference Co-Chairman and Organizer 1st International Scientific Practical Conference (ISPC 2021): “Digital Management in Covid 19 Pandemic and Post-pandemic times”. Co-Organizer and Session Chairman “E-Commerce and Digital Entrepreneurship”. Online Conference, 12. November 2021.

Conference Co-Chairman and Organizer 2nd International Scientific Practical Conference (ISPC 2022): “Digital Management – Chances and Challenges of Technology”. Co-Organizer and Session Chairman “Digital Management and Business”. Online Conference, 4. November 2022.

Conference Co-Chairman and Organizer 3rd International Scientific Practical Conference (ISPC 2023): “Digital Management to Shape the Future”. Session

Chairman "Digital Management and Business". Hybrid Conference, 24./25./26. November 2023, to be held in Tiflis, Georgia.

6. Empirical Research

Gründerstudie Wirtschaftsregion KölnBonn 2013. Status quo der Unternehmensgründungen. Empirische Untersuchung der Hochschule Fresenius sowie IHK zu Köln, Sparkasse KölnBonn, Kreissparkasse Köln, NUK Businessplan Wettbewerb, DTO Research auf der Basis von 365 beantworteten Fragebögen.

Heilpraktiker-Studie Deutschland 2023. Untersuchung über den aktuellen Status und die Zukunft der alternativen Heilberufe zusammen mit dem Bund Deutscher Heilpraktiker sowie der Gesamtkonferenz Deutscher Heilpraktiker-Verbände & Fachgesellschaften auf der Basis von 1.301 beantworteten Fragebögen.

7. Additional Research

Geibel, Richard C.:

Simulation model for the data transfer on High Speed Local Area Networks, RWTH Aachen and Forschungszentrum Jülich, FZJ (1985/1986).

Geibel, Richard C.:

Integrated sales and distribution system for the administration of customer orders for Fundia Stahl GmbH, Düsseldorf (German branch of a Swedish steel company) and Starckjohann-Telko GmbH, Hamburg (German branch of a Finnish steel company) (1985/1992).

Geibel, Richard C.:

"Spare Parts Administration Program" - Stock Control and Statistics for the Robot Division of Hitachi Europe GmbH (1988/1992).

Geibel, Richard C.:

GDSS Prototype "RiC" - Computer Supported Cooperative Work. Development at the University of Cologne for PC networks on the basis of Microsoft Windows (1990/1992).

Geibel, Richard C.:

Project management and multi project coordination for the planning and implementation of computer systems for a Bank in Leipzig (1993/1994).

Geibel, Richard C.:

Integration of voice and data networks for a Construction Company (1995/1995).

Geibel, Richard C.:

Computer Aided Software Engineering (CASE) - theoretical background and practical exercises including case studies. Development of a seminar for the "Software Industry Support Centre" (1994/1995).

Geibel, Richard C.:

Project, configuration, and quality management for a large Client/Server application for the Ministry of Defense (1994/1997)

Geibel, Richard C.:

Planning of a Booking System for the German Saving Banks and moderation of seminars and workshops (1996/1997)

Geibel, Richard C.:

Planning, development and implementation of a Decision Support System for the Ministry of Defense (1995/1997)

Geibel, Richard C.:

Restructuring of a booking systems for a big European Insurance Company (Software Renovation Project, 1998)

Geibel, Richard C.:

Projekt "Year 2000", Deutsche Post AG (1999)

Geibel, Richard C.:

Erfolgreich durch unternehmerisches Handeln. Vortrag im Rahmen des „1. Cologne Business Day“ in der Hochschule Fresenius am 5. März 2013.

Geibel, Richard C.:

Unternehmerisches Handeln als Erfolgsfaktor für die Selbständigkeit. Vortrag im Rahmen des „2. Cologne Business Day“ in der IHK zu Köln am 19. Mai 2014.

Geibel, Richard C.:

Entrepreneurship als unternehmerische Chance und Lebensphilosophie. Vortrag im Rahmen der Veranstaltung „Startup - Dein Tag zu Gründen“, Konferenz in Köln am 10. Juli 2014.

Geibel, Richard C.:

Startplatz - Unternehmensgründung mit Unterstützung. Die Zusammenarbeit von Hochschule Fresenius und Gründerzentrum. Vortrag im Rahmen der Reihe „WiR - Wissenschaft im Rathaus“, 5. Mai 2015, Rathaus der Stadt Köln.

8. Conferences under preparation

Geibel, Richard C.; Machavariani, Shalva (Conference committee):

3rd International Scientific Practical Conference (ISPC 2023): "Digital Management to Shape the Future". Hybrid Conference, 24./25./26. November 2023, Tiflis, Georgia.

9. Proceedings under preparation

Geibel, Richard C.; Machavariani, Shalva (eds.):

Digital Management to Shape the Future. Proceedings of the 3rd International Scientific-Practical Conference (ISPC 2023), Springer Proceedings in Business and Economics, 2024.

10. Papers under review

Arnold, Ulrich; Geibel, Richard C.:

Opportunities of Digitalization to Shape the Future in the German Healthcare Market. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management

to Shape the Future”, Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

Geibel, Richard C.; Frings, Victoria:

The future of the "State-registered CAM Practitioner" in the age of digital transformation - values, goals, perspectives. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management to Shape the Future", Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

Frings, Victoria; Geibel, Richard C.:

Social Commerce revolutionizes digital commerce. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management to Shape the Future", Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

Geibel, Richard C.; Meyer, Reinhard:

Digitalization supports Sustainability - opportunities and challenges for determining the carbon footprint. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management to Shape the Future", Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

Plätke, Ode; Geibel, Richard C.:

The Use of Artificial Intelligence for Idea Generation in the Innovating Process. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management to Shape the Future", Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

Reinking, Oliver; Geibel, Richard C.:

Data modeling for the digital management of shopping centers: the implementation of BonusMall. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management to Shape the Future", Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

Vom Scheidt, Markus; Hering, Vanessa; Geibel, Richard C.:

Digital Applications from a large IT Service Provider to improve electronic Healthcare. 3rd International Scientific-Practical Conference (ISPC 2023), "Digital Management to Shape the Future", Hybrid Conference, 24./25./26. November 2022, Tiflis, Georgia.

11. Papers under preparation

Geibel, Richard C.: Kracht, Robin:

Digital Transformation - how Products, Services and Industries will change, Cologne 2023/24.

12. Books under preparation

Geibel, Richard C.: Frings, Victoria:

Schlüsselfaktoren im E-Commerce und Social Commerce. Innovationen, Skaleneffekte, Datenorientierung und Kundenzentrierung, 3. Auflage, Springer Fachbuch, 2023/24.