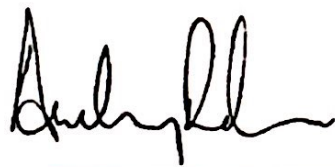


The TQM Journal

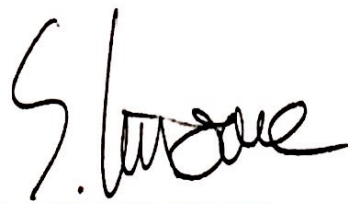
2014 Highly Commended Paper Award

is awarded to **Dr Angelos Pantouvakis**

for the paper **The interrelationship between service features, job satisfaction and customer satisfaction: Evidence from the transport sector**



Tony Roche
Publishing Director
Emerald Group Publishing Limited



Simon Linacre
Head of the Emerald Literati Network
Emerald Group Publishing Limited

