

Yutaka Yamauchi

KYOTO UNIVERSITY GRADUATE SCHOOL OF MANAGEMENT
YOSHIDA-HONMACHI, SAKYO-KU, KYOTO 606-8501 JAPAN
TEL +81 (75) 753-3536

yamauchi.yutaka.3r@kyoto-u.ac.jp
<http://yamauchi.net>

August 15, 2024

Current Position

Professor at Graduate School of Management, Kyoto University.

OTHER APPOINTMENTS

Director, Kyoto University Aesthetic Strategy Consortium (industry consortium)

Director, Kyoto Creative Assemblage (creativity program for working professionals, sponsored by Ministry of Education, Culture, Sports, Science and Technology)

<https://assemblage.kyoto>

Professor, Kyoto University Graduate School of Economics

Program Member, Kyoto University Design School

Organizing Committee, Design Innovation Consortium

Representative-at-Large, Organization and Management Theory (OMT) Division, Academy of Management, 2020-2023

Academic Association for Organizational Science, International Committee, Sept, 2019-present

Past Appointments

Fellow, Institute on Asian Consumer Insight (ACI), Nanyang Technological University, Singapore, November, 2015-July, 2018

Board member, Society for Serviceology, April, 2014-June, 2018

Researcher, Palo Alto Research Center (PARC), Xerox, April 1, 2017-June 30, 2019

Visiting Scholar, Department of Management, Politics, and Philosophy, Copenhagen Business School, August, 2016-November, 2016

Education

PH.D. IN MANAGEMENT, UCLA ANDERSON SCHOOL 2000/9-2006/12

Dissertation Title: Knowing and Not Knowing in Work Practices: Three Ethnographic Studies

Degree granted on December 15, 2006

MASTER IN INFORMATICS, GRADUATE SCHOOL OF INFORMATICS, KYOTO UNIVERSITY, JAPAN 1998/4-2000/3

Thesis Title: Innovations in Open-Source Software Development: Electronic Media Stifle and Foster Innovations

Department of Social Informatics (Computer Science)

BACHELOR OF ENGINEERING FACULTY OF ENGINEERING, KYOTO UNIVERSITY, JAPAN 1994/4-1998/3

Thesis Title: Market-Based QoS Control for Desktop Conference Systems

Department of Information Science (Computer Science)

Work Experience

KYOTO UNIVERSITY, GRADUATE SCHOOL OF MANAGEMENT, KYOTO JAPAN 2015/4-2021/3

Associate Professor

KYOTO UNIVERSITY, GRADUATE SCHOOL OF MANAGEMENT, KYOTO JAPAN 2010/9-2015/3

Senior Lecturer (assistant professor)

PALO ALTO RESEARCH CENTER, PALO ALTO, CA 2007-2010/8

Member of Research Staff II; Computing Science Laboratory, Workscapes and Organizations Area

PALO ALTO RESEARCH CENTER, PALO ALTO, CA 2004/6-2004/8

Intern; Systems and Practices Laboratory, Scientific and Engineering Reasoning Area

PALO ALTO RESEARCH CENTER, PALO ALTO, CA 2003/6-2003/9

Intern; Systems and Practices Laboratory, Scientific and Engineering Reasoning Area

PALO ALTO RESEARCH CENTER, PALO ALTO, CA 2002/6-2002/9

Intern; Systems and Practices Laboratory, Scientific and Engineering Reasoning Area

PALO ALTO RESEARCH CENTER, PALO ALTO, CA 2001/6-2001/9

Intern; Systems and Practices Laboratory, Scientific and Engineering Reasoning Area

UNIVERSITY OF CALIFORNIA, LOS ANGELES, LOS ANGELES, CA 2003/9-2004/6

Teaching Assistant; MBA Statistics, MBA Computers for Managers (financial calculation and simulation in Excel), Entrepreneurship in Science and Technology.

UNIVERSITY OF CALIFORNIA, LOS ANGELES, LOS ANGELES, CA 2000/9-2003/6

Research Assistant

XEROX RESEARCH CENTER EUROPE, GRENOBLE, FRANCE 2000/6-2000/8

Intern

XEROX RESEARCH CENTER EUROPE, GRENOBLE, FRANCE 1999/6-1999/8

Intern

NOMURA RESEARCH INSTITUTE, YOKOHAMA, JAPAN 1998/8

Intern

Publications

BOOKS IN JAPANESE

Sakai, S., Kogiso, T., Yamauchi, Y., Nasu, K., Kawakami, H., & Kamikawa, R. (2019). *Kyoto University Wacky Lectures* (in Japanese).

酒井敏, 小木曾哲, 山内裕, 那須耕介, 川上浩司, 神川龍馬. (2019/4/19). 『京大変人講座: 常識を飛び越えると、何かが見えてくる』, 三笠書房.

Yamauchi, Y., Hiramoto, T., & Sugiman, T. (2017). *Organization and Community Design*. Kyoritsu (in Japanese).

山内裕, 平本毅 & 杉万俊夫. (2017年10月20日刊行). 『組織・コミュニティデザイン』(京都大学デザインスクール・テキストシリーズ). 共立出版.

Yamauchi, Y. (2015). *Services as Struggles: Research on Customer Interactions*. Chuokeizaisha (in Japanese).

山内裕. (2015年3月24日刊行) 『「闘争」としてのサービス—顧客インタラクションの研究』中央経済社.

Kobayashi, K., Hara, Y., & Yamauchi, Y. (Eds.) (2014). *Japanese Creative Services: Scientific Examination of Omotenashi/Hospitality*. (in Japanese). Nihonhyoronsha.

小林潔司, 原良憲, 山内裕. (2014). 『日本型クリエイティブ・サービスの時代 「おもてなし」 への科学的接近』日本評論社.

JOURNAL PUBLICATIONS

Yamauchi, Y. & Hjorth, D. (online first). Tradition, entrepreneurship, and innovation: The craft of Japanese fine dining. *Strategic Entrepreneurship Journal*.

Holt, R. & Yamauchi, Y. (2023). Ethics, tradition and temporality in craft work: the case of Japanese Mingei.

Journal of Business Ethics, 188(4), 827–843. <https://psycnet.apa.org/doi/10.1007/s10551-023-05500-2>

Yamauchi, Y. & Hiramoto, T. (forthcoming). Performative Achievement of Routine Recognizability: An Analysis

of Order Taking Routines at Sushi Bars. *Journal of Management Studies*. <https://doi.org/10.1111/joms.12555>

Yamauchi, Y. & Hiramoto, T. (2016). Reflexivity of routines: An ethnomethodological investigation of initial service encounters at sushi bars in Tokyo. *Organization Studies*, 37(10), 1473-1499.

<https://doi.org/10.1177/0170840616634125>

Yamauchi, Y. (2015). Reflexive Organizing for Knowledge Sharing: An Ethnomethodological Study of Service

Technicians. *Journal of Management Studies*, 52(6), 742-765. <https://doi.org/10.1111/joms.12136>

Yamauchi, Y. (2014). User Knowledge Transformation through Design: A Historical Materialism Perspective. *Information and Organization*, 24(4), 270–290. <https://doi.org/10.1016/j.infoandorg.2014.10.002>

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Friedland, B., & Yamauchi, Y. (2011). Putting More Human in Human-Centered Practices: Reflexive Design

Thinking. *Interactions*. March-April, 66-71. <https://doi.org/10.1145/1925820.1925835>

Yamauchi, Y., & Swanson, E. B. (2010). Local assimilation of an enterprise system: Situated learning by means

of familiarity pockets. *Information and Organization*, 20(3-4), 187-206.

<https://doi.org/10.1016/j.infoandorg.2010.09.002>

Jordan, B., & Yamauchi, Y. (2008). Beyond the University: Teaching Ethnographic Methods in the Corporation.

Anthropology News, 49(6).

Jean-Francois Coget, Yutaka Yamauchi & Michael Suman (2002). The Internet, Social Networks and Loneliness.

IT & Society, 1(1), 180-201.

JOURNAL PUBLICATIONS IN JAPANESE

- 山内裕・鉄川弘樹・平山照峰 (2023) 「ソニー—CMOS イメージセンサーの開発」『一橋ビジネスレビュー』71 巻 2 号, 106-118.
- 山内裕・鉄川弘樹・平山照峰 (2023) 「大企業における両利きの実践：ソニーにおける CMOS イメージセンサーの開発事例」『研究 技術 計画』37 巻 4 号, 391-403. https://doi.org/10.20801/jsrpm.37.4_391
- 鉄川弘樹・山内裕 (2020) 「アジャンスマンとしての研究開発マネジメント：太陽光発電技術と細胞検出技術の事例分析」『組織科学』54(1), 60-73. https://doi.org/10.11207/soshikikagaku.54.1_60
- 平本毅, 山内裕. (2019). 認識実践の再特定化: 透析治療場面のエスノメソロジー研究, 組織科学, 52(3), 61-72. https://doi.org/10.11207/soshikikagaku.52.4_61
- 平本毅, 山内裕. (2018). 鮎屋の注文場面における「時間」への意味付与の会話分析, 社会言語科学, 21(1). 平本毅, 山内 裕. (2017). 相互行為としてのクリーニング—クリーニング店の接客場面の会話分析, 日本語学, 36(4), 18-30.
- 平本毅 & 山内裕. (2017). サービスエンカウンターにおける店員の「気づき」の会話分析, 質的心理学研究, 16, 79-98.
- 山内裕 & 佐藤那央. (2017). ユーザー〈脱〉中心サービスデザイン, サービスロジック, Vol. 4 No. 1 (10-15).
- 山内裕, 佐藤那央. (2016). サービスデザイン再考— 相互主観性からの視座 —. マーケティングジャーナル, 35(3), 64-74. 査読無
- 山内裕, 平本毅, 泉博子, 張承姫. (2015). ルーチンの達成における説明可能性: クリーニング店のオプション提案の会話分析. 組織科学, 49(2), 53-65. 査読有 https://doi.org/10.11207/soshikikagaku.49.2_53
- 平本毅, 山内裕, 北野清晃. (2014). 言語と情報への会話分析によるアプローチ: ハンバーガー店の調査から. 日本情報経営学会誌, 35(1), 19-32. 査読無
- 山内裕, 平本毅. (2014). 闘いとしてのサービス—顧客インタラクションのエスノメソロジー研究—. 組織学大会論文集, 3(2), 41-46. 査読無
- 山内 裕, 参加型デザインとその新しい展開, システム/制御/情報, vol. 56, no 2, pp.57-64, 2012. 査読無
- Hirofumi Yamaki, Yutaka Yamauchi, Toru Ishida (1999). Market-Based Application QoS Control: Implementation Tradeoffs. *Information Processing Society of Japan Journal*, 40(1), 142-149. (in Japanese)

BOOK CAHPTERS

- Yamauchi, Y. & K. Kado. (2023). Paper (KAMI), In Simon Denny, Timon Beyes, Robin Holt, Claus Pias, and Bettina Steinbrügge (Eds.), *Proof of Stake: Technological Claims*, Milan, Lenz Press, 157-162.
- Yamauchi, Y., Hiramoto, T., & Sato, N. (2020). The Intersubjective Valuation of Service. In T. Shimmura, T. Nonaka, & S. Kunieda (Eds.), *Service Engineering for Gastronomic Sciences: An Interdisciplinary Approach for Food Study* (pp. 135-154). Springer.
- Yamauchi, Y. (2018). Service as Intersubjective Struggle, In Maglio, P. P., Kieliszewski, C. A., Spohrer, J. C., Lyons, K., Patricio, L. & Sawatani, Y. (Eds.). *Handbook of service science, Volume II*. New York: Springer, pp. 811-837.
- Suzuki, S. & Yamauchi, Y. (2018). The Dynamic Context of Service Exchange: Rethinking Service Context from a Performativity Lens. In Vargo, S. L. & Lusch, R. F. Eds. *SAGE Handbook of Service-Dominant Logic*, Sage.
- Holt, R., & Yamauchi, Y. (2018). Craft, Design and Nostalgia in Modern Japan—The Case of Sushi. In E. Bell, G. Mangia, S. Taylor, & M. L. Toraldo, *The Organization of Craft Work Identities, Meanings and Materiality*. Routledge, London.
- Yamauchi, Y. (2017). Culture as a new frontier of business: a study of service provider—customer interactions at Sushi Bars in Tokyo, In T. Nakako ed., *Japanese Management in Evolution*, Routledge, London, pp. 193-210.
- Yamauchi, Y. & Hiramoto, T. (2014). Negotiating Selves in Initial Service Encounters: Conversation Analysis of Sushi Restaurant. *Serviceology for Services*. Springer, 347-353.
- Yamauchi, Y. (2012). Participatory Design. In T. Ishida (Ed.), *Field Informatics*. Springer. 123-138.
- Yamauchi, Y. (2011). Transforming Information System Design: Enabling Users to Design. In M. H. Szymanski & J. Whalen (Eds.), *Making Work Visible: Ethnographically Grounded Case Studies of Work Practice*. New York: Cambridge University Press. 299-311.

BOOK CHAPTERS IN JAPANESE

- 山内裕 (2023). 「創造的経営者のデザイン思考」桑田耕太郎編『創造する経営学』(文真堂) pp. 157-179. 査読無
- 野林厚志, 宇田川妙子, 河合洋尚, 濱田信吾. (2021/1). 『世界の食文化百科事典』. 丸善出版 (担当: 味のランク付け).
- 平本 毅, 山内 裕. (2017). どんな店か、どんな客か--江戸前鮎屋の注文場面の応用会話分析, 水川喜文, 秋谷直矩, 五十嵐素子編『ワークプレースタディーズ: 働くことのエスノメソドロジー』ハーベスト社, 35-53. 査読無
- 山内裕. (2016). サービスデザイン, 石田亨編『デザイン学概論』共立出版, 109-125. 査読無
- 山内裕, 平本毅, 杉万俊夫, 松井啓之. (2016). 組織・コミュニティのデザイン, 石田亨編『デザイン学概論』共立出版, 77-90. 査読無
- 平本毅, 山内裕. (2016). 鮎屋のサービス文化と雑談. 村田和代・井出里咲子編『雑談の美学: 言語研究からの再考』ひつじ書房, pp.73-95. 査読無

CONFERENCE PROCEEDINGS

- Hara, Y., Yamauchi, Y., Yamakawa, Y., Fujisawa, J., Ohshima, H., and Tanaka, K. How Japanese Traditional "Omonpakari" Services are Delivered - A Multidisciplinary Approach. In Proceedings of Annual Service Research and Innovation Institute (SRII) Global Conference, July 2012.
- Isaacs, E., Szymanski, P., Yamauchi, Y., Glasnapp, J., and Iwamoto, K. (2012) Integrating Local and Remote Worlds Through Channel Blending. In Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW'12), 617-626.
- Yamauchi, Y. (2009). Power of Peripheral Designers: How Users Learn to Design. In *Proceedings of the 4th International Conference on Design Science Research in Information Systems and Technology*, Malvern, PA.
- Ikeya, N., Vinkhuyzen, E., Whalen, J., & Yamauchi, Y. (2007). Teaching Organizational Ethnography. In *Proceedings of the Third Annual Ethnographic Praxis in Industry Conference (EPIC)*. 270-282.
- Yamauchi, Y., Whalen, J., Ikeya, N., & Vinkhuyzen, E. (2006). The Problem of Knowledge Decoupling in Software Development Project. In *Proceedings of the International Conference on Software Engineering (ICSE2006)*, Shanghai, China. 877-880.
- Yamauchi, Y., Whalen, J., & Bobrow, D. G. (2003). Information Use of Service Technicians in Difficult Cases. In *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'03)*, Ft. Lauderdale, Florida, USA. 81-88.
- Yamauchi, Y., Yokozawa, M., Shinohara, T., & Ishida, T. (2000). Collaboration with Lean Media: how open-source software succeeds. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work*, Philadelphia, Pennsylvania, United States. 329-338.
- Hirofumi Yamaki, Yutaka Yamauchi, and Toru Ishida. (1998). Implementation Issues on Market-Based QoS Control. In *Proceedings of the International Conference on Multiagent Systems (ICMAS98)*, pp.357-364.

BOOK REVIEWS IN JAPANESE

- 山内裕. (2020). 書評 清宮徹著『組織のディスコースとコミュニケーション』組織科学, 53(4), 79-80.
- 山内裕. (2015). 書評: 南知恵子・西岡健一著『サービス・イノベーション: 価値共創と新技術導入』組織科学, 49(1), 81-82.
- 山内裕. (2015). 書籍紹介 「闘争」としてのサービス: 顧客インタラクションの研究. サービスロジー, 2(3), 29.

CONFERENCE PRESENTATIONS

- Yamauchi, Y., Hiramoto, T., & Sato, N. (2023). Materializing a consumer: A video-based study of popular apparel stores, Presented at the 38th European Group for Organizational Studies (EGOS) Colloquium, July 6-8, 2023, Cagliari, Italy.
- Lomi, E. and Yamauchi, Y. (2023). Redoubling Imbalance on the Margins of Machines, Presented at the 17th Organisation Studies Workshop, May 18-20, 2023. Athens, Greece
- Lomi, E. and Yamauchi, Y. (2022). Industrial research: terms of play, Presented at Ephemera Conference, 'Games Incorporated', Jun 2-3, 2022. Malmo, Sweden.

Lomi, E. and Yamauchi, Y. (2022). Toying with Traffic, or the organisational affordances of urban material ecologies, Presented at the 16th Organisation Studies Workshop, 'Dialogic Organising: Affirming public engagement for hope and solidarity,' May 19-21, 2022. Chania, Greece

Yamauchi, Y. & Hjorth, D. (2022). The creative performativity of tradition in craft: A chef creating a menu. Presented at European Group for Organizational Studies (EGOS) Colloquium, Vienna, Austria. 2022/07/05-09.

Yamauchi, Y. & Holt, R. (2020). Craft Work in Japan. Presented at European Group for Organizational Studies (EGOS) Colloquium, Hamburg, Germany (Zoom). 2020/07/02.

Yamauchi, Y., Hiramoto, T., & Sato, N. (2019). Reflexive Valuation: An Ethnomethodological Study of Wine Tasting. Presented at European Group for Organizational Studies (EGOS) Colloquium, Edinburgh, UK. 2019/07/06.

Yamauchi, Y. & Hiramoto, T. (2018). Organizing in gaze: A video-based comparative study of popular and up-scale apparel stores. Presented at European Group for Organizational Studies (EGOS) Colloquium, Tallinn, Estonia. 2018/07/05.

Yamauchi, Y. Suzuki, S. & Matsui, T. (2017). New Customers for an Old Service: A Case of Sushi in Japan. To be presented at Consumer Culture Theory Conference 2017, Anaheim, California. 07/10/2017

Yamauchi, Y., & Hjorth, D. (2017). Organizing through Intertextuality: A Study of Chef's Menu Design. Presented at the 12th Organization Studies Workshop, Chania, Greece, 05/18/2017.

Yamauchi, Y. (2016) Service is an Inter-Subjective Struggle: A Study of Sushi Bars in Tokyo, presented at the Consumer Culture Theory (CCT) Conference 2016, Lille, France, 7/9/2016.

Sato, N., Ohshima, H., and Yamauchi, Y. (2015) Service is a struggle: Empirical analysis of Sushi bars in Tokyo, Presented at Frontiers in Service Conference, San Jose, 7/11/2015.

Kwan, S. K. and Yamauchi, Y. (2015) A Creed for Service Designers, Presented at the Third International Conference on Serviceology (ICServ2015), San Jose, 7/7/2015.

Yamauchi, Y. (2014). User-De-Centeredness in Service Design, Presented at the The 2nd International Conference on Serviceology (ICServ2014), Yokohama, 9/15/2014.

Yamauchi, Y. & Hiramoto, T. (2014). Behaving Routinely in Sushi Bars: An Ethnomethodological Investigation of Initial Service Encounters. Paper presented at the Academy of Management Annual Meeting, Philadelphia, 8/2/2014.

Hiramoto, T. & Yamauchi, Y. (2014). Multi-tasking in traditional Japanese sushi restaurant and its role in service encounter. Paper presented at International Conference on Conversation Analysis (Los Angeles), 6/27/2014.

Hiramoto, T. & Yamauchi, Y. (2013). Doing being histrionic in service encounter: A case study of traditional Japanese sushi restaurant. Paper presented at Nii Shonan Meeting, Multi-activity in Interaction: A Multimodal Perspective on the Complexity of Human Action, Shonan Village Center, February 18~20.

Yamauchi, Y. (2012) Scientists' Search for Market Opportunities: A Case of An Industry Research Lab. The Mitsubishi UFJ Foundation International Conference. August, 2012.

Yamauchi, Y., & Sugiyama, Y. (2012). Bridging Research and Market: A Case of an Industry Research Lab. Paper presented at the Academy of Management Annual Meeting.

Yamauchi, Y., & Sugiyama, Y. (2011). Continuity and Discontinuity in Technological Research: How Scientists Move into New Domains. Paper presented at the 2011 European Group for Organizational Studies (EGOS) Colloquium.

Yamauchi, Y., & Giannella, E. (2010). Unraveling Technological Discontinuity: An Institutional Perspective. Paper presented at the Annual Meeting of the Society for Social Studies of Science (4S).

Yamauchi, Y. (2008). User-Designer Interactions in Information System Requirements Development. Paper presented at the Academy of Management Annual Meeting.

Yamauchi, Y., & Swanson, E. B. (2007). Assimilating IT in the Workplace: A Study of Situated Learning. Paper presented at the Academy of Management Annual Meeting.

PRESENTATIONS IN JAPANESE

Yutaka Yamauchi, Takeshi Hiramoto, Nao Sato. Objectifying Customer's Body: A Study of Employee's Look in Apparel Stores. A keynote speech at the Workshop on Interdisciplinary Explorations of Processes of Mutual Understanding in Assistive Shopping Robots in ACM/IEEE International Conference on Human-Robot Interaction (HRI 2022), online, 2022/3/7.

Yutaka Yamauchi, Takeshi Hiramoto, Nao Sato, Laurent Camus, Lorenza Mondada. Enfolding Sociomateriality in Practice: An Ethnomethodological Study of Wine Tasting. Warwick Business School PPI Seminar, online, 2021/11/18.

山内 裕. 特別講演 サービスの相互主観的闘争とデザインへの含意. 経営情報学会全国研究発表大会. 近畿大学東大阪キャンパス, 2018/10/21

山内 裕. 招待講演 闘いとしてのサービス: 相互主観性の視座とそのデザインへの含意. サービスコンピューティング研究会. 京都 KRP, 2017/11/2.

Yutaka Yamauchi. Keynote: Service as Intersubjective Struggle: A Study of Sushi, International Conference on Serviceology (ICServ2017), Vienna, 7/14/2017

山内 裕. 招待講演 文化をデザインする: 「闘争」としてのサービスの含意, X デザインフォーラム in 京都, 5/26/2017.

山内 裕. サービスの考え方: 相互主観性の視座から, 京都ビジネスデザインスクール 公開シンポジウム (京都), 4/22/2017.

平本 毅, 山内 裕, & 佐藤 那央. 鮨屋の評価場面の会話分析, サービス学会第 4 回国内大会(神戸), 3/29/2016.

佐藤 那央, 山内 裕, 平本 毅, & 羅 媛. サービスの文化的価値共創, サービス学会第 4 回国内大会(神戸), 3/29/2016.

山内 裕, 平 本毅. 組織化における主体と客体の相互反映性-透析治療のエスノメソドロジー. 組織学会年次大会(大阪大学), 2015/12/6.

山内 裕. 招待講演 闘争としてのサービス: デザインへの含意. ヒューマンインタフェース学会 UXSD 研究会, 同志社大学, 2015/11/26.

平本 毅, 山内 裕. 医療と日常を架橋する: 透析治療における医療スタッフと患者の会話分析, サービス学会第 3 回国内大会(金沢), pp. 38-43, 2015.

平本 毅, 山内 裕. サービスエンカウンターにおける店員の「気づき」: イタリアンレストランの注文場面の会話分析, サービス学会第 3 回国内大会(金沢), pp. 448-451, 2015/4/9.

佐藤 那央, 山内 裕, 大島 裕明. サービス価値の考察~『食べログ』における高級鮨屋の評価分析~, サービス学会第 3 回国内大会(金沢), pp. 398-400, 2015/4/9.

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Editorial Board

Information and Organization, Editorial Board (2015/6-present).

Journal of Serviceology, Editorial Board (2015/5-2019/5)

Academic Associations

Society for Serviceology, Executive Board (2014/4-present)

Academy of Management, Organization and Management Theory

Soshikigakkai (The Academic Association for Organizational Science) – in Japan

Conferences and Workshops Organized (only major ones)

International Workshop on Craft and Emerging Forms of Organizing, Kyoto University, April, 2024, Co-Chair with Daniel Hjorth

International Workshop on Craft and Emerging Forms of Organizing, Kyoto University, April, 2023, Co-Chair with Daniel Hjorth

Academy of Management Journal, Paper Development Workshop in Kyoto, April, 2023, Organizer

Academy of Management, Organization and Management Theory Division Global Consortium, Seattle, August, 2022, Co-Chair

Academy of Management, Organization and Management Theory Division Global Consortium, Online, August, 2021, Co-Chair

EGOS and Organization Studies Kyoto Workshop in 2019, 12/13/2019-12/15/2019, Kyoto, Co-Chair

ICServ(International Conference on Serviceology) 2015, 7/7/2015-7/9/2015, San Jose, CA, Local Arrangement Chair

ICServ(International Conference on Serviceology) 2016, 9/6/2016-9/8/2016, Tokyo, Keynote Chair

Ethnography and Interaction in Asia: Transdisciplinary Research Methods, 2/20/2017-2/22/2017, Singapore, Co-chair

ICServ(International Conference on Serviceology) 2017, 7/12/2017-7/14/2017, Vienna, Program Committee/Keynote

ICServ(International Conference on Serviceology) 2018, 11/13/2018-11/15/2018, Taichung, Taiwan, Program chair

Outreach

KBS 京都 テレビ (京都放送) 『京都経済テラス キュンと!』番組制作アドバイザー. Advisor for a TV Program

MOOC “Culture of Services: Paradox of Customer Relations”
<https://www.edx.org/course/culture-of-services-paradox-of-customer-relations>

MOOC “Culture of Services: New Perspective on Customer Relations”
<https://www.edx.org/course/culture-services-new-perspective-kyotoux-002x-0>

Languages

Japanese (native), English (fluent)