

## MANPREET HORA

Professor, Operations Management, Scheller College of Business, Georgia Institute of Technology  
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<https://www.scheller.gatech.edu/directory/faculty/hora/index.html>

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Scholar: <https://scholar.google.com/citations?user=5nODHdIAAAAJ&hl=en&oi=ao>

### I. EARNED DEGREES

*Ph.D.* in Operations Management (2008)

*Dissertation Title:* “Learning from Rare Operational Failure”

Richard Ivey School of Business, The University of Western Ontario, London, CANADA

*Chartered Financial Analyst (CFA) Program* (2004), CFA Institute, USA

*MBA* (1996), Graduate School of Management, Griffith University, Gold Coast, AUSTRALIA

*Bachelor of Commerce (Honors)* (1993), Sri Ram College of Commerce, Delhi University, Delhi, INDIA

### II. EMPLOYMENT HISTORY

*Professor, Operations Management* (2023 - present)

*Dean’s Distinguished Term Professor*

*Associate Professor, Operations Management* (2015 - 2023)

*Operations Management Area PhD Coordinator* (2015 - 2020)

*Assistant Professor, Operations Management* (2008 - 2015)

*Senior Internal Consultant, Deutsche Bank* (1997 -1999)

Foreign Exchange Options Operations (Oct 1998 - April 1999), Deutsche Bank, London, UK

Futures and Options Operations (May 1998 - Sept 1998), Deutsche Bank, New York, USA

Money Market Operations (Sept 1997 - April 1998), Deutsche Bank, SINGAPORE

*Management Consultant, Associated Australian Motor Insurers (AAMI)* (1996 -1997), Gold Coast, AUSTRALIA

### III. HONORS AND AWARDS

#### Research

1. Recipient of the **2022 Brady Family Award for Faculty Research Excellence** from Scheller College of Business, Georgia Institute of Technology
2. **2017 Outstanding Associate Editor Award**, Journal of Operations Management (JOM)
3. **2017 Outstanding Senior Editor Award**, Production and Operations Management (POM) Journal

4. AMA Entrepreneurial Marketing Special Interest Group, **Winner, 2016. Promising Research Award** with Devkamal Dutta. "From Invention to Commercialization: Technology Ventures and the Role of Alliance Partnerships"
5. Product Development and Management Association (PDMA) Annual Conference. **Winner, 2015 Best Paper Award** with Jennifer Bailey and Cheryl Gaimon. "The Impact of Exploration, Exploitation, Learning from Success and Learning from Failure on Generating Breakthrough Innovations"
6. **CIBER Research Award, 2016, 2015, 2012** Georgia Institute of Technology
7. Academy of Management (AOM) Conference, Orlando, FL.2013, Operations Management (OM) Division. **Winner, 2013 Chan Hahn Best Paper Award** with Jeremy Kovach: "Firm Performance in Dynamic Environments: The Role of Operational Slack and Operational Flexibility"
8. International Decision Sciences Institute (IDSI) Annual Conference, Bali, Indonesia, 2013, **Winner, 2013 Best Paper Award** with Marcus Bellamy and Soumen Ghosh: "The Influence of Supply Network Structure on Firm Innovation Performance"
9. **Canadian Journal of Administrative Sciences**, 2013, **Finalist, Best Published Paper Award** with K.B. Hendricks, L. Menor, and C. Wiedman: "Adoption of the Balanced Scorecard: A Contingency Variables Analysis"
10. European Decision Sciences Institute (EDSI) Annual Conference, Istanbul, Turkey, 2012 – **Winner. Best Paper Award**, "Best Theoretical Paper" with Rahul Basole and Soumen Ghosh: "Supply Network Structure and Firm Performance: Evidence from the Electronics Industry"
11. **ASAC (Administrative Sciences Association of Canada) Best Paper Award**, 2010 with Hari Bapuji and Mary Crossan: "Failure to Learn from Failure Experience? Organizational Learning from Firm and Industry Failure Experience".
12. **Academy of Management Best Paper Proceedings**, 2010 with Dev K. Dutta: "David Partnering with Goliath: Alliance Depth, Product Development and Entrepreneurial Success".

### **Teaching**

1. **MBA Elective Professor of the Year; 2021, 2015, 2013**, from Scheller College of Business, Georgia Institute of Technology
2. Recipient of the **2020 Brady Family Award for Faculty Teaching Excellence** from Scheller College of Business, Georgia Institute of Technology
3. **Provost Teaching and Learning Fellowship, 2017 – 2018**, Scheller College of Business, Georgia Institute of Technology
4. Nominated from Georgia Institute of Technology for **2018 Regents' Teaching Excellence Award**
5. Recipient of the **2016 Undergraduate Elective Professor of the Year Award**, from Scheller College of Business, Georgia Institute of Technology

6. Recipient of the **2015 Class of 1940 W. Roane Beard Outstanding Teaching Award**, Georgia Institute of Technology <http://faculty.gatech.edu/hg/item/399921>
7. Recipient of the **2013 CETL/BP Junior Faculty Teaching Excellence Award** from CETL at the Georgia Institute of Technology <http://www.cetl.gatech.edu/faculty/teachingaward>
8. Recipient of the **2013 Brady Family Award for Faculty Teaching Excellence** from Scheller College of Business, Georgia Institute of Technology
9. Recipient of the **Class of 1934 Course Survey Teaching Effectiveness Award for 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021 and 2022**, from CETL at the Georgia Institute of Technology
10. **Thank A Teacher Certificate**, Georgia Institute of Technology, (2009, 2010, 2012, 2015, 2016, 2017, 2018, 2019, 2020, 2021, and 2022)
11. **Letter of Commendation for Teaching Excellence**, 2006, School of Business and Economics, Wilfrid Laurier University

#### IV. RESEARCH, SCHOLARSHIP, AND CREATIVE ACTIVITIES

##### REFEREED PUBLICATIONS AND SUBMITTED ARTICLES

###### Published and Accepted Journal Articles

1. Hora, M., 2022. "Role of Servitization in Transitioning from Scarcity to Abundance. **Frontiers in Research Metrics and Analytics**, In Special Issue on *Scarcity, Regulation, and the Abundance Society* (M. Lemley, D. Desai (Eds).
2. Palit, S., Hora, M. and Ghosh, S., 2022. "Global Buyer-Supplier Networks and Innovation: The Role of Technological Distance and Technological Breadth," **Journal of Operations Management** **68(6-7)**, 755-774.
3. Dutta, D and Hora, M., 2022. "High-tech Ventures and Industry Incumbents: Knowledge Partnerships, Technological Knowhow, and Acquisition Likelihood," Accepted in **IEEE Transactions on Engineering Management**
4. Zhang, R., Hora, M., John, S. and Wier, H. 2022. "Competition and Slack: The Role of Tariffs on Cost Stickiness," **Journal of Operations Management** **68(87)**, 855-880.
5. Etayankara M., Hora, M., and Bapuji H. 2022. "Hazard Severity and Time to Recall: Evidence from the Toy Industry," **Journal of Business Research** **139** (February), 954-963.
6. Zhan, X., Mu, Y., Hora, M. and Singhal, V. 2021. "Service Excellence and Market Value of a Firm: An Empirical Investigation of Winning Service Awards and Stock Market Reaction" **International Journal of Production Research**, **59(14)**, 4188-4204.
7. Arora, P., Hora, M., Singhal, V. and Subramanian R. 2020. "When do Appointments of Corporate Sustainability Executives affect Shareholder Value?", **Journal of Operations Management** **66(4)** 464-487.

8. Etayankara M., Bapuji H. and Hora, M., 2019. "The more I err, the less I pay: Effect of firm recall experience, firm type and recall severity on remedy to consumers", *European Journal of Marketing*, 53(5), 916-943.
9. Hora, M. and Subramanian R. 2019. "Relationship between Positive Environmental Disclosures in Press Announcements and Environmental Performance: An Empirical Investigation of the Greenwashing Sin of the Hidden Tradeoff," *Journal of Industrial Ecology*, 23(4), 855-868.
10. Basole, R., Ghosh, S. and Hora, M. 2019. "Supply Network Structure and Operating Performance: Evidence from the Electronics Industry," *IEEE Transactions on Engineering Management* 65(1), 141-154.
11. Bapuji H., Hora, M., Saeed, A. and Turner, S. 2018. "How Understandings-Based Redesign Influences the Pattern of Interactions and Effectiveness of Routines," *Journal of Management* 45(5), 2132–2162.
12. Argote, L. and Hora, M., 2017. "Organizational Learning and Management of Technology," *Production and Operations Management*, 26 (4) 579-590.
13. Gaimon, C., Hora, M. and Ramachandran, K., 2017. "Towards Building Multidisciplinary Knowledge on Management of Technology: An Introduction to the Special Issue", *Production and Operations Management*, 26 (4) 567-578.
14. Dutta, D and Hora, M., 2017. "From Invention Success to Commercialization Success: Technology Ventures and the Benefits of Upstream and Downstream Supply-Chain Alliances," *Journal of Small Business Management*, 55, 216–235
15. Kovach, J.J., Hora, M., Manikas, A. and Patel, P.C. 2015, "Firm Performance in Dynamic Environments: The Role of Operational Slack and Operational Flexibility," *Journal of Operations Management* 37, 1–12
16. Hendricks, K.B., Hora, M. and Singhal, V. 2015. "An Empirical Investigation on the Appointments of Supply Chain and Operations Management Executives," *Management Science* 61(7), 1562–1583.
17. Mizgier, K., Hora, M., Jüttner, M.P., and Wagner, S.M. 2015. "Managing Operational Disruptions through Capital Adequacy and Process Improvement," *European Journal of Operational Research* 246 (1), 320-332.
18. Bellamy, M., Ghosh, S. and Hora, M. 2014. "The Role of Supply Network Structure and its Relationship with Firm Innovation," *Journal of Operations Management*, 32, 357-373.
19. Hora, M. and Dutta, D. 2013. "Entrepreneurial Firms and Downstream Alliance Partnerships: Impact of Portfolio Depth and Scope on Technology Innovation and Commercialization Success," *Production and Operations Management*, 22 (6) 1389-1400.
20. Hora, M. and Klassen, R. 2013. "Learning from Others' Misfortune: Factors Influencing Knowledge Acquisition to Reduce Operational Risk," *Journal of Operations Management*, 31 52-61.
21. Bapuji H., Hora, M. and Saeed, A. 2012. "Intentions, Intermediaries and Interaction: Examining the Emergence of Routines," *Journal of Management Studies*, 49 (8) 1586-1607.

22. Hendricks, K.B., Hora, M., Menor, L. and Wiedman, C. 2012. "Adoption of the Balanced Scorecard: A Contingency Variables Analysis," *Canadian Journal of Administrative Sciences*, **29(2)** 124-138.
23. Hora, M., Bapuji, H. and Roth, A. 2011. "Safety Hazard and Time to Recall: The Role of Recall Strategy, Product Defect Type, and Supply Chain Player in the U.S. Toy Industry," *Journal of Operations Management*, **29** 766-777.

### **Book Chapters**

1. Bapuji H., Hora, M., Huashan Li. 2021. Field experiments in routine dynamics. *In Handbook of Routine Dynamics* (L. D'Adderio, K. Dittrich K, M. Feldman, B. Pentland, C. Rerup, D. Seidl, Eds). Cambridge
2. Gaimon, C., M. Hora, K. Ramachandran. 2017. Process Capabilities and Leveraging Advances in Science and Technology. *In The Routledge Companion to Production and Operations Management* (M. K. Starr, S. K. Gupta, Eds.) Taylor & Francis Group, NY. 197-213.
3. Hora, M., B. Jacobs, V. Singhal, R. Subramanian. 2016. Financial Implications of Corporate Environmental Initiatives. *In Sustainable Supply Chains* (Y. Bouchery, T. Tan, J. Fransoo, C. Corbett, Eds.), Springer

### **Submitted Journal Articles and Book Chapters**

1. Chhabra P.P.S., Hora M., Ramachandran K. "Patent Pendency and Future Innovative Activities," under review at *Journal of Operations Management*
2. Matseka, I., Hora, M. and Wagner, S.M. "Experiences, Experience Gaps and the Moderating Role of Technology Co-Development in Entrepreneurial Supplier-Buyer Dyads," under review at *Production and Operations Management*
3. Thakar, D., Handley, S., Skowronski, K., Hora, M. "How can Biotechnology Firms Capture Value from Drug Development Alliances," Received Reject and Resubmit from *Production and Operations Management*
4. Chhabra P.P.S., Hora M., Ramachandran K. "Designing Reward Structure for Crowdfunding Campaigns," Received Reject and Resubmit from *Production and Operations Management*
5. Alblas, A., Jayaram, J. and Hora, M. "Task Allocation in Product Development: A Longitudinal Analysis," Received Reject and Resubmit from *Journal of Operations Management*

### **PRESENTATIONS**

#### **PRESENTATIONS- INVITED**

#### **Keynote Presentation/Panel**

1. *Supply Chain Innovation: Acquiring External Knowledge* Keynote Speaker ASCM, International Symposium on Supply Chain and Service Innovation, April 2019, Yixing, China

2. *Analytics along the Supply Chain* 2018 Scheller Annual Business Analytics Forum at the Academy of Medicine, August 2018, Atlanta, GA
3. *Operations Management and Business Analytics*, B.E.L. Initiative, Georgia Haitian-American Chamber of Commerce, July 2016, Atlanta GA
4. *How Firms Can Learn from Other Industries' Operational Risk Events*, Global Conference on Operational Risk for Bankers, Risk Management Association, April 2010, Boston, MA.

### **Invited Presentations at Universities and National/International Conferences**

1. *Decision Sciences Institute (DSI) Annual Conference Houston, November 2022*
  - Panel co-chair: “Emerging Trends and Challenges in Interconnected Supply Chains”
  - Panel co-chair: “Supply Chain Management: Emerging Issues and Future Research Opportunities”
  - Panelist: “How to Build a Co-Author Network”
2. *Buyer-Supplier Networks and Innovation: The Role of Technological Distance*
  - July 2023, Indian Institute of Management Kozhikode
  - June 2023, Wilfrid Laurier University
  - November 2022, Florida State University
3. *Designing Reward Structure for Crowdfunding Campaigns*
  - October 2023, Ohio State University
  - April 2023, Hong Kong Polytechnic University
  - May 2022, Oregon State University
  - April 2021, School of Business, George Mason University
  - November 2020, Gies College of Business University of Illinois
  - October 2020, Indiana University and University of South Carolina Virtual Seminar series
4. *Role of Servitization in Transitioning from Scarcity to Abundance Paradigm*, April 2022, Workshop on Scarcity, Regulation, and the Abundance Society, Stanford University
5. *Reviewing and Obtaining Editorial Board Membership: Meet the Editors Panel*, May 2021 (Virtual), POMS Annual Conference
6. *Servitization: Necessary Evil or Competitive Advantage?* Scheller Lunchtime Live, January 2021, Scheller College of Business, Georgia Institute of Technology
7. *Product Recalls and Corporate Social Responsibility* Sustainability Symposium, October 2019, Georgia Institute of Technology
8. *Operational Excellence: Going beyond Operational Efficiency* EMBA Lifelong Learning Program, 2019, Scheller College of Business, Georgia Institute of Technology
9. *Supply Chain Innovation: Acquiring External Knowledge* Keynote Speaker ASCM, International Symposium on Supply Chain and Service Innovation April 2019, Yixing, China
10. *Experience Gaps and Alliance Performance: An Empirical Examination*
  - April 2019, Tongji University, Shanghai
  - May 2019, ETH, Zurich
11. *Operational Excellence through Analytics, Insights for Local Governments*, City of Roswell, October 2018, Roswell, GA

12. *Analytics along the Supply Chain 2018* Scheller Annual Business Analytics Forum at the Academy of Medicine, August 2018, Atlanta, GA
13. *Supply Chain Innovation Symposium* at the Academy of Management Annual Meeting, August 2018, Chicago, IL
14. *Operations Management and Business Analytics, B.E.L. Initiative*, Georgia Haitian-American Chamber of Commerce, Since July 2016, Atlanta GA
15. *Industry 4.0 and Supply Chain Performance*, Brazil Textile Association, December 2017, Georgia Tech, Atlanta GA.
16. *When do Appointments of Corporate Sustainability Executives affect Shareholder Value?*
  - March 2019, Robert H. Smith School of Business, University of Maryland
  - May 2018, Ray C. Anderson Center for Sustainable Business at Scheller College of Business Georgia Tech, Atlanta GA.
  - December 2017, Multinational Enterprises and Sustainable Development Conference, Atlanta GA.
  - April 2017, Northeastern University, Shenyang
17. *Managing Supply Network Structure as a Customer and a Supplier and Firm Performance*
  - September 2017, W. P. Carey School of Business, Arizona State University
18. *Supply Chain Performance*, Supply Chain Innovation Summit, August 2017, Georgia Tech, Atlanta GA.
19. *Value Creation: The Role of Supply Chain*, Supply Chain Innovation Summit, October 2016, Georgia Tech, Atlanta GA
20. *Learning from the Misfortune of Other Firms: Managerial insights into the initial steps in this process*, April 2016, MBA LifeLong Learning Series, Scheller College of Business, Georgia Institute of Technology
21. *Mean Time Between Failures and Innovation*,
  - February 2016, Indian School of Business, Hyderabad
  - March 2016, University of San Diego, San Diego
  - March 2016, Carlson School of Business, University of Minnesota, Minneapolis
  - April 2016, Ivey Business School, Western University, London, ON
22. *Vicarious Learning from Operational Failures*, June, 2015, FGV, Brazil
23. *Global Supply Chains and Product Recalls: An Empirical Examination*, March, 2015, Ray C. Anderson Center for Sustainable Business, Scheller College of Business, Georgia Institute of Technology
24. *An Empirical Investigation of the Effects of Supply Chain Factors and Recall Strategies on Time to Recall*, February 2015, Indian School of Business, Hyderabad
25. *Supply Network Structure and Firm Innovation*,
  - October 2014, Coles School of Business, Kennesaw State University
  - September 2014, McDonough School of Business, Georgetown University
  - June 2014, College of Engineering, Wayne State University

26. *Global Supply Chains and Product Recalls: An Empirical Examination* April 2014, ETH, Zurich
27. *The Role of Supply Network Structure and its Relationship with Firm Innovation*, May 2013, Indian School of Business, Hyderabad
28. *Networks in Manufacturing and Global Operations*, Seminar on Complex Networks and Enterprises, March 2013, Georgia Tech, Atlanta GA.
29. *Building Customer Value through Services*, Georgia Tech Supply Chain Executive Forum, 2011, Georgia Tech, Atlanta GA.
30. *Organizational Learning from Product Failure and the Related Reliability of Subsequent New Products* University of Oxford Organizational Learning Conference, 2011, Pacific Grove, CA.
31. *How Firms Can Learn from Other Industries' Operational Risk Events* Global Conference on Operational Risk for Bankers, Risk Management Association, 2010, Boston, MA.
32. *Inter-Industry Learning from Process Risk Events* AICHE, Global Conference on Process Safety for Chemical Engineers, 2010, San Antonio, TX.
33. *Product Recall and Quality* POMS Annual Meeting, 2010, Vancouver, Canada.
34. *Structuring routines through intermediaries: Looking at the black box from the inside out* Capability Conference: Towards the Micro-Level Origins of Organizational Routines and Capabilities, 2010, Helsinki, Finland.
35. *Association between Operational Failures and Performance: A Study of ERP Failures* Integrated Risk Management in Operations and Global Supply Chain Management: Risk, Contracts and Insurance, 2006, Ann Arbor, MI.

#### **PRESENTATIONS- CONTRIBUTED**

- *Supply Networks: Does Industry Matter?* INFORMS Annual Meeting, 2018, Phoenix, AZ, USA
- *Supply Network Structure and its Relationship with Firm Innovation* POMS Annual Meeting, 2014, Atlanta, GA, USA.
- *Relationship between Announcements of Environmental Efforts and Environmental Performance*
  - MSOM Annual Meeting, 2012, New York, NY, USA
  - POMS Annual Meeting, 2011, Reno, NV, USA.
- *Alliances and Likelihood of Acquisition*, Academy of Management Annual Meeting, 2011, San Antonio, USA
- *Vicarious Learning from Operational Failures* INFORMS Annual Meeting, 2010, Austin, TX, USA
- *David Partnering with Goliath: Impact of Alliance Depth and Product-development Orientation on Entrepreneurial Success in Biotech Industry* Academy of Management Annual Meeting, 2010, Montreal, Canada
- *Failure to Learn from Failure Experience? Organizational Learning from Firm and Industry Failure Experience* Administrative Sciences Association of Canada, 2010, Regina, Canada
- *Once Bitten, Twice Shy, but Twice Bitten? Learning and Non-learning from Failure Experience*



Academy of Management Annual Meeting, 2010, Montreal, Canada

- *Alliance Depth, Success, and Strategic Orientation of the Firm: Evidence from the Biotech industry* INFORMS Annual Meeting, 2009, San Diego, CA, USA
- *Changing Towels, Changing Routines* Capability Conference: Towards the Micro-Level Origins of Organizational Routines and Capabilities, 2009, Rotterdam, The Netherlands
- *Agility in Reverse Supply Chains: Evidence from Product Recalls in the Toy Industry* POMS Annual Meeting, 2009, Orlando, FL, USA.
- *Low-frequency Operational Failures and Population-level Learning* INFORMS Annual Meeting, 2008, Washington DC, USA
- *Is recalling good? Learning from toy recalls* Proceedings of 8th International Conference on Organizational Learning, Knowledge and Capabilities, 2009, Copenhagen, Denmark
- *Learning from Operational Failure in Banks: A Process-Level Study* POMS Annual Meeting, 2007, Dallas, TX, USA.
- *Operational Failures at an ERP Post-Implementation Stage* INFORMS Annual Meeting, 2006, Pittsburgh, PA, USA.
- *Operational Risk Management: Literature Review and Future Directions* INFORMS Annual Meeting, 2005, San Francisco, CA, USA.
- *Managing Liquidity Risk in an Interbank Payments Market* Decision Sciences Institute Annual Meeting, 2004, Boston, MA, USA.
- *Economic Performance in the Era of Globalization: The Complex Effects of Social Capital and Culture* INFORMS Annual Meeting, 2004, Denver, CO, USA.

#### **Conference Presentation with Proceedings (Refereed)**

1. Palit, S., Hora, M. and Ghosh, S. “Buyer-Supplier Networks and Innovation: The Role of Shared Technological Knowledge,” Proceedings of *Academy of Management Annual Meeting*, Vancouver, August 2020
2. Hora, M., Li, H., Bapuji, H. and Roth, A. “Global Supply Chains, Product Recalls, and Corporate Social Responsibility,” Proceedings of *Academy of Management Annual Meeting*, Boston, MA, August 2019
3. Chhabra P.P.S., Hora M. and Ramachandran K. “Patent Grant Delays and Future Innovative Activities,” Proceedings of *Academy of Management Annual Meeting*, Boston, MA, August 2019
4. Dutta, D. and Hora, M., “Entrepreneurial Ventures, Signaling Based on Knowledge Partnerships, and Acquisition Likelihood,” *Strategic Management Society Meeting* Atlanta, GA, October 2013
5. Hora, M. and Kovach, J.J., “Firm Performance in Dynamic Environments: The Role of Operational Slack and Operational Flexibility,” Proceedings of *Academy of Management Annual Meeting*, Orlando, FL, August 2013
6. Bellamy, M., Ghosh, S. and Hora, M. “Supply Network Structure and Firm Innovation,” Proceedings of *Academy of Management Annual Meeting*, Orlando, FL, August 2013

7. Dass, N., Hora, M. and Zhou, J. "Demand Amplification and Corporate Financial Policies," *MSOM Interface of Finance, Operations, and Risk Management Special Interest Group Conference*, New York, June, 2012
8. Hora, M. and Subramanian, R. "Relationship between Announcements of Environmental Efforts and Environmental Performance," *MSOM Sustainable Operations Special Interest Group Conference*, New York, June, 2012
9. Hora, M. and Dutta D. "Alliance Partnership Experience and Acquisition Likelihood in the Biotech Industry," Proceedings of *Academy of Management Annual Meeting*, San Antonio, TX, August 2011
10. Hora, M. and Maslach D. "Organizational Learning from Product Failure and the Related Reliability of Subsequent New Products," Proceedings of *Academy of Management Annual Meeting*, San Antonio, TX, August 2011
11. Hora, M. and Dutta D. "David Partnering with Goliath: Impact of Alliance Depth and Product-development Orientation on Entrepreneurial Success in Biotech Industry," Best Paper Proceedings of *Academy of Management Annual Meeting*, Montreal, August 2010
12. Bapuji H., Hora, M. and Saeed A. "Structuring Routines through Intermediaries," *Conference on Micro-Level Origins of Organizational Routines and Capabilities*, Helsinki, Finland, June, 2010
13. Bapuji H., Crossan M. and Hora, M. "Failure to Learn from Failure Experience? Organizational Learning from Firm and Industry Failure Experience," *Administrative Sciences Association of Canada*, Regina, Canada, May 2010
14. Bapuji H., Crossan M. and Hora, M. "Is Recalling Good? Learning from Toy Recalls," *Proceedings of 8th International Conference on Organizational Learning, Knowledge and Capabilities*, Copenhagen, Denmark, April, 2008

## SOCIETAL AND POLICY IMPACTS

1. Research on product recalls and operational failures was extensively covered by radio and print media- NPR, CNN Money, WSB-TV, and RISK TV.  
Selected coverage can be seen or heard at:
  - a. Risk Television, March 17, 2010  
<http://risk.mashnetworks.com/player.aspx?channelGUID=7fb221e7-8819-4332-b167-edd9c320a76b&clipGUID=fb18177d-2885-4924-a40d-259581d5c07e>
  - b. WSB Television, Feb, 11, 2010  
<http://www.wsbtv.com/toyota-recalls/index.html>
  - c. (National Public Radio), May 15, 2009  
[http://www.publicbroadcasting.net/wabe/news.newsmain?action=article&ARTICLE\\_ID=1506309](http://www.publicbroadcasting.net/wabe/news.newsmain?action=article&ARTICLE_ID=1506309)
- Selected print media:
  - a. <http://www.physorg.com/news161256450.html>
  - b. <http://www.sciencedaily.com/releases/2009/05/090511101727.htm>
  - c. [http://www.eurekalert.org/pub\\_releases/2009-05/giot-sdw051109.php](http://www.eurekalert.org/pub_releases/2009-05/giot-sdw051109.php)
  - d. <http://interestalert.com/story/05110000aaa0595d.nw/pkreysa/BUSINESS/business.html>

- e. [http://insciences.org/article.php?article\\_id=4930](http://insciences.org/article.php?article_id=4930)
  - f. <http://news.thomasnet.com/IMT/2010/08/31/surviving-a-product-recall/>
2. Service Operations Course was covered by Business Week in August 2012 in the article titled "Customer Service Gets the B-School Treatment".  
Article can be accessed at  
<http://www.businessweek.com/articles/2012-08-02/customer-service-gets-the-b-school-treatment>
  3. Research on Sustainability and Analytics
    - a. <https://news.delta.com/delta-first-participate-ga-tech-corporate-sustainability-program-executive-council>
    - b. <https://www.ncr.com/company/blogs/retail/continuing-our-education-talking-analytics-at-georgia-tech>

## V. TEACHING

### A. COURSES TAUGHT

- MGT 6357 (MBA Elective on Service Operations Management, 2008-2022)  
- 14 Full Time Sections, 13 Evening Sections; Average evaluation = 4.96/5
- MGT 4366 (BSBA Elective on Service Operations Management, 2008-2022)  
15 Sections; Average evaluation = 4.91/5
- IMBA 6081 (Executive MBA course on Manufacturing and Service Operations Management, 2012-2022)  
- 20 sections; Average evaluation = 4.94/5
- MGT 7350 (Doctoral Course: "Empirical Methods in Operations Management", 2009-2022)  
- 9 Sections; Average evaluation = 4.94/5

## EXECUTIVE AND CONTINUING EDUCATION

1. **Clorox NEXT Program:** Academic Director for the inaugural Senior Executive Program for the Clorox Company. Developed a module on the Global Marketplace.
2. **Operational Excellence and Innovation:** Academic Director for the inaugural customized program for *CMA-CGM*
3. **Managing Service Operations:** Developed a module on designing and delivering services in organizations to enhance customer service. Taught in the *Society for Cable TV Engineers (SCTE)* program and *NCR* program
4. **Operational Excellence:** Developed a module on managing IT operations with a service focus on simplification of internal business processes. Taught in the Technology Development Program for *Bank of America* program
5. **Value Creation: The Role of Supply Chains:** Developed a module for relating supply chain functions to economic value added. Taught in the *Coca-Cola Supply Chain Leadership Excellence* program and the *Supply Chain Innovation* summit
6. **Managing Supply Chain Performance: Financial and Non-Financial:** Developed a module on key

performance metrics and measurements linking processes at the function level to performance at the organization level. Taught in the *Coca-Cola Supply Chain Management Excellence Program*, *Clorox Strategy & Leadership Forum* and *Argos Supply Chain Excellence* program

7. **Supply Chain Finance:** Developed a module on effectiveness of supply chains in Maintenance, Repair and Overhaul (MRO). Taught in the *Delta Air Lines Finance and Accounting for Non-Financial Managers* program

## INDIVIDUAL STUDENT GUIDANCE

### Ph.D. Students

1. [Shubhobrata Palit](#) (expected 2022): Scheller College of Business, Georgia Tech.
  - Co-advising with Soumen Ghosh, Advisement began in Fall 2018
  - Buyer-Supplier Networks and Innovation
  - Assistant Professor at ESADE Business School, Barcelona
  - Research output with me: 1 publication, 1 conference proceedings and 6 conference presentations
2. [Param Chhabra](#) (2022): Scheller College of Business, Georgia Tech.
  - Co-advised with Karthik Ramachandran, Advisement began in Fall 2016
  - Assistant Professor at the University of Alberta
  - Research output with me: 6 conference presentations
3. [Marcus Bellamy](#) (2015): Scheller College of Business, Georgia Tech.
  - Co-advised with Soumen Ghosh, Advisement began in Fall 2011
  - Title of thesis “Leveraging Supply Network Relationships to Drive Performance”
  - Assistant Professor at Boston University
  - Research output with me: 1 publication, 2 conference proceedings and 6 conference presentations
4. **JJ Kovach**, Ph.D., Operations Management, Georgia Institute of Technology, 2014
  - Advisement began: Fall 2012
  - Title of thesis “Firm Performance in Dynamic Environments”
  - Status: Visiting Assistant Professor at The University of North Carolina at Chapel Hill
  - Research output with me: 1 publication, 1 conference proceedings and 3 conference presentations

### M.S. Students (Indicate Thesis Option for Each Student)

5. Prashanth Irudayaraj (Graduated in 2016), Masters Student, **Committee member** Dissertation: “Lifecycle Cost Analysis For Modular Design of Solar Power Systems”
6. Ruoyu Song (Graduated in 2015), Masters Student, **Committee member** Dissertation: “Game Theoretic Optimization for Product Line Evolution”
7. Xinwei Luo (Independent Study in 2011)
  - Title of Study: “Linking Environmental and Financial Risk”

### Undergraduate Students

8. Priyanka Singhal (Independent Study in 2014)
  - Title of Study: “CEO Turnover and Functional Background”

9. Lindsay Ridlon (Independent Study in 2012)
  - Title of Study: “ERP and CRM Failures”
10. Tyler Disk (Independent Study in 2011)
  - Title of Study: “Assessing Customer Lifetime in Professional Services Firms”
11. Jennifer Vickery (Independent Study in 2010)
  - Title of Study: “Closed Loop Supply Chains in the Outdoor Apparel Industry”

#### **Service on thesis or dissertation committees**

8. Swanand Kulkarni (Graduated in 2023), *Committee member* Dissertation: “Governance of Drug Development Alliances”
9. Devashish Thakar (Graduated in 2023), *Committee member* Dissertation: “Governance of Drug Development Alliances”
10. Chris Green (Graduated in 2023), *Committee member* Dissertation: “Employee Rating Systems and Workforce Performance”
11. Cheng Pui Sze (Graduated in 2023), *Committee member* Dissertation: “Paradigm Shifts of Global Sourcing Strategy: The Investigation of Reshoring Phenomenon”
12. Gwendolyn Holowecky (Graduated in 2023), *Committee member* Dissertation: “Framework for Effectively Integrating Flexibility and Lean”
13. Xuejian Gong (Graduated in 2021), *Committee member* Dissertation: “Platform-Driven Crowdsourced Manufacturing For Manufacturing As A Service”
14. Jaeseok Lee (Graduated in 2018), *Committee member* Dissertation: “Essays on Knowledge Outsourcing”
15. Priyank Arora (Graduated in 2018), *Committee member* Dissertation: “Essays on Socially and Environmentally Responsible Operations”
16. Mark Dolsen (Graduated in 2017), Wayne State University, *Committee member* Dissertation: "Developing Innovation Capability in a Mass Production Organization"
17. Yitao Li (Graduated in 2016), *Committee member* Dissertation: “Game Theoretic Optimization for High Variety Assembly System Design”
18. Prashanth Irudayaraj (Graduated in 2016), Masters Student, *Committee member* Dissertation: “Lifecycle Cost Analysis For Modular Design of Solar Power Systems”
19. Ruoyu Song (Graduated in 2015), Masters Student, *Committee member* Dissertation: “Game Theoretic Optimization for Product Line Evolution”
20. Jennifer Bailey (Graduated in 2013), *Committee member* Dissertation: “Synchronizing Exploration And Exploitation: Knowledge Creation Challenges In Innovation”
21. Ioannis Bellos (Graduated in 2012), *Committee member* Dissertation: “Essays on Service Operations”
22. Tracy Johnson-Hall (Graduated in 2012), Clemson University, *Committee member* Dissertation: “Essays on Product Recall Strategies”
23. Chris Held (Graduated in 2011), *Committee member* Dissertation: “Essays on Strategies for Repeated Procurement”
24. Brian Jacobs (Graduated in 2009), *Committee member* Dissertation: “Essays on Operations Strategies”

#### **OTHER TEACHING ACTIVITIES**

##### **Curriculum Development**

1. PhD level course titled “Empirical Methods in Operations Management”
2. Graduate level course titled “Service Operations Management”

##### **Published Teaching Cases**

1. Case # ISB094-PDF-ENG (2017) *Antara: Building Experiences in Senior Living*, with Geetika Shah.

With teaching note # # ISB095.

2. Case # 9B08D001, (2008): Paediatric Orthopaedic Clinic at the Children's Hospital of Western Ontario with Robert D. Klassen and Kellie Leitch. With teaching note #8B07N012
  - Translated in French (Case # 9B08DF001)
  - Case reprinted in Schroeder, R. Goldstein S. and Rungtusanatham M. Johnny.” Operations Management in the Supply Chain: Decisions and Cases” Sixth Edition.
3. Case #4B07N013 (2008) *Fralex Therapeutics*, with James E. Hatch. With teaching note # 8B07N013.
4. Case # 9B07N012, (2007): *Health Care Manufacturing Inc.*, with James E. Hatch. With teaching note #8B07N012
  - Translated in Japanese (Case # 9B07NJ012)
5. Case # 4B06N016 (2006) *George Haddad Menswear*, with James E. Hatch. With teaching note # 8B06N016
6. Case # 9B06N019 (2006) *Dofasco Inc.* with James E. Hatch., With teaching note # 8B06N019
7. Case # 9B06N017 (2006) *Westwood Plastics* with James E. Hatch. With teaching note # 8B06N017

## VI. SERVICE PROFESSIONAL CONTRIBUTIONS

### Editorial Board Appointments and Reviewing Activities

- **Co-Department Editor** for *Journal of Operations Management*, Operational Systems Department (**first term:** 2018 – 2021) (**second term:** 2021- present)
- **Senior Editor** for: *Production and Operations Management* (July 2013 - present),
  - o Management of Technology (MOT) Department
  - o Supply Chain Management Department
  - o Sustainable Operations Department
- **Associate Editor**, *Decision Sciences Journal* (2017 –present).
- **Associate Editor** for: *Journal of Operations Management* (Dec 2015 – July 2018),
- **Referee** for: *Management Science*, *Production and Operations Management*, *Journal of Operations Management*, *Manufacturing and Service Operations Management*, *Decision Sciences Journal* and *European Journal of Operations Research*.

### Conference Chair

- 2023 Chair Professional Development, DSI Annual Conference, Atlanta, 2023
- 2019 and 2020 Chair, Service Management SIG, Manufacturing & Service Operations Management (MSOM) Conference
- Past Division Chair: Academy of Management, Boston, 2019
- Division Chair: Academy of Management, Chicago, 2018
- Division Chair Elect: Academy of Management, Atlanta, 2017
- Program Chair, Academy of Management, Anaheim, 2016
- PDW Chair, Academy of Management, Vancouver, 2015

### Conference Track Chair

- Track Chair, Supply Chain Management, DSI, Houston, 2022

- Track Chair, Learning and Knowledge Management in OM, POMS, Atlanta, 2014
- Track Chair, Empirical Research in OM, POMS, Denver, 2013

### **Conference Panel Chair**

- Panel co-Chair, “Supply Chain Management: Emerging Issues and Future Research Opportunities”, DSI, Houston, 2022
- Panel Co-Chair, “Emerging Trends and Challenges in Interconnected Supply Chains”, DSI, Houston, 2022
- Panel Co-Chair, Knowledge Management in Mature versus Entrepreneurial Firms, POMS, Atlanta, 2014
- Panel Chair, Recalls and Quality Risks in the Food Supply Chain, POMS, Atlanta, 2014
- Panel Chair, Editorial Panel in Empirical Research, POMS, Denver, 2013
- Panel Chair, Quasi-Experiments in Empirical Research, POMS, Chicago, 2012
- Panel Chair, Supply Chain Networks, POMS, Reno, 2011
- Panel Chair, Product Recalls and Quality, POMS, Vancouver, 2010

### **Conference Panelist, Judge and Reviewer**

- Chair of MSOM Service Management SIG Awards Committee, 2020-2021
- Member of DSI Student Paper Award Committee, 2020 (Virtual)
- Member of DSI Student Paper Award Committee, Tampa, 2014
- Reviewer for AOM Conference, 2013
- PDW Panelist on Interface between OM and Entrepreneurship, Boston, 2012
- Panelist. Georgia Tech Supply Chain Executive Forum, Atlanta, 2011

### **PUBLIC AND COMMUNITY SERVICE**

- Presentations to the City of Roswell on *Operational Excellence through Analytics, Insights for Local Governments*, October 2018
- Center for Education Integrating Science, Mathematics, and Computing (CEISMC), Presentations to teachers in the K-12 program to improve the high school students’ attitude towards Mathematics and Statistics
- Teaching and introducing Business Analytics and Supply Chain Management in the Annual B.E.L. (Business, Entrepreneurship and Leadership) Haiti Initiative organized by the Georgia Haitian American Chamber of Commerce (since 2016)

### **INSTITUTE CONTRIBUTIONS**

- 2023 – present Institute Graduate Curriculum Committee (IGCC)
- 2021 – present Faculty Advisor, Engage
- 2021 – present Online Teaching Initiatives Committee
- 2017– present Executive MBA Committee
- 2009 – present Co-sponsoring CFA Scholarships for MBA and QCF students
- 2021 Scheller Strategic Planning Committee
- 2019 Provost Emerging Leaders Program (ELP)
- 2018 – 2019 Promotion and Tenure Process Review Committee
- 2018 – 2019 PTLF fellow, Provost Teaching and Learning Fellowship
- 2015 – 2020 PhD Coordinator, Operations Management Area
- 2010 –2015 Co-organizer for Operations Area Faculty Seminar Series
- Affiliated Faculty Member, Ray C. Anderson Center for Sustainable Business
- Strategic Planning Committee for Ray C. Anderson Center for Sustainable Business
- Member, Center for Supply Networks
- Adviser, Capstone Projects 2016, Executive MBA Program

- Adviser, Capstone Projects 2015, Executive MBA Program
- Faculty Advisor for the MBA team from Scheller College of Business for the 2015 2<sup>nd</sup> Deloitte Supply Chain Challenge
- Faculty Advisor for the MBA team from Scheller College of Business for the 2014 Michigan State, BowerSox Case Competition
- Adviser, Capstone Project 2012, Denning Technology and Management Program