

## MANPREET HORA

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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

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

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

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

Scheller College of Business, Georgia Institute of Technology, Atlanta, USA

*Vice President and Manager - Foreign Exchange Options and Operational Risk* (1999-2003), Deutsche Bank, Frankfurt, GERMANY

*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. **2017 Outstanding Associate Editor Award**, Journal of Operations Management
2. **2017 Outstanding Senior Editor Award**, Production and Operations Management Journal
3. 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”

4. 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"
5. **CIBER Research Award, 2016, 2015, 2012** Georgia Institute of Technology
6. 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"
7. 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"
8. **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"
9. 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"
10. **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".
11. **Academy of Management Best Paper Proceedings**, 2010 with Dev K. Dutta: "David Partnering with Goliath: Alliance Depth, Product Development and Entrepreneurial Success".

### Teaching

1. Recipient of the **2020 Brady Family Award for Faculty Teaching Excellence** from Scheller College of Business, Georgia Institute of Technology
2. **Provost Teaching and Learning Fellowship, 2017 – 2018**, Scheller College of Business, Georgia Institute of Technology
3. Nominated from Georgia Institute of Technology for **2018 Regents' Teaching Excellence Award**
4. Recipient of the **2016 Undergraduate Elective Professor of the Year Award**, from Scheller College of Business, Georgia Institute of Technology
5. Recipient of the **2015 Class of 1940 W. Roane Beard Outstanding Teaching Award**, Georgia Institute of Technology <http://faculty.gatech.edu/hg/item/399921>
6. **MBA Elective Professor of the Year; 2015, 2013**, from Scheller College of Business, Georgia Institute of Technology

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 and 2016** from CETL at the Georgia Institute of Technology
10. **Thank A Teacher Certificate**, Georgia Institute of Technology, (2009, 2010, 2012, 2015, 2016, 2017, 2018, and 2019)
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. Arora, P., Hora, M., Singhal, V. and Subramanian R. "When do Appointments of Corporate Sustainability Executives affect Shareholder Value?" Accepted in *Journal of Operations Management*
2. 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.
3. Hora, M. and Subramanian R. "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.
4. 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.
5. 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.
6. Argote, L. and Hora, M., 2017. "Organizational Learning and Management of Technology," *Production and Operations Management*, 26 (4) 579-590.
7. 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.
8. 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

9. 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
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. 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. 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
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.

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

1. Dutta, D. and Hora, M., "Entrepreneurial Ventures, Signaling Based on Knowledge Partnerships, and Acquisition Likelihood," *Strategic Management Society Meeting* Atlanta, GA, October 2013

2. 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
3. Bellamy, M., Ghosh, S. and Hora, M. "Supply Network Structure and Firm Innovation," Proceedings of *Academy of Management Annual Meeting*, Orlando, FL, August 2013
4. 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
5. 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
6. 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
7. 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
8. 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
9. 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
10. 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
11. 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

## PRESENTATIONS

### PRESENTATIONS- INVITED

1. *Operational Excellence: Going beyond Operational Efficiency* EMBA Lifelong Learning Program, 2019, Scheller College of Business, Georgia Institute of Technology
2. *Operational Excellence through Analytics, Insights for Local Governments*, City of Roswell, October 2018, Roswell, GA
3. *Analytics along the Supply Chain 2018* Scheller Annual Business Analytics Forum at the Academy of Medicine, August 2018, Atlanta, GA

4. *Supply Chain Innovation Symposium at the Academy of Management Annual Meeting*, August 2018, Chicago, IL
5. *Operations Management*, B.E.L. Initiative, Georgia Haitian-American Chamber of Commerce, July 2018, Atlanta GA
6. *Industry 4.0 and Supply Chain Performance*, Brazil Textile Association, December 2017, Georgia Tech, Atlanta GA.
7. *When do Appointments of Corporate Sustainability Executives affect Shareholder Value?*
  - 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.
8. *Managing Supply Network Structure as a Customer and a Supplier and Firm Performance*,
  - September 2017, W. P. Carey School of Business, Arizona State University
9. *Supply Chain Performance*, Supply Chain Innovation Summit, August 2017, Georgia Tech, Atlanta GA.
10. *Business Analytics*, B.E.L. Initiative, Georgia Haitian-American Chamber of Commerce, June 2017, Atlanta GA
11. *Value Creation: The Role of Supply Chain*, Supply Chain Innovation Summit, October 2016, Georgia Tech, Atlanta GA
12. *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
13. *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
14. *Vicarious Learning from Operational Failures*, June, 2015, FGV, Brazil
15. *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
16. *An Empirical Investigation of the Effects of Supply Chain Factors and Recall Strategies on Time to Recall*, February 2015, Indian School of Business, Hyderabad
17. *Supply Network Structure and Firm Innovation*,
  - October 2014, Coles School of Business, Kennesaw State University
  - September 2014, McDonough School of Business, Georgetown University
18. *Global Supply Chains and Product Recalls: An Empirical Examination* April 2014, ETH, Zurich
19. *The Role of Supply Network Structure and its Relationship with Firm Innovation*, May 2013, Indian School of Business, Hyderabad

20. *Networks in Manufacturing and Global Operations*, Seminar on Complex Networks and Enterprises, March 2013, Georgia Tech, Atlanta GA.
21. *Building Customer Value through Services*, Georgia Tech Supply Chain Executive Forum, 2011, Georgia Tech, Atlanta GA.
22. *Organizational Learning from Product Failure and the Related Reliability of Subsequent New Products* University of Oxford Organizational Learning Conference, 2011, Pacific Grove, CA.
23. *How Firms Can Learn from Other Industries' Operational Risk Events* Global Conference on Operational Risk for Bankers, Risk Management Association, 2010, Boston, MA.
24. *Inter-Industry Learning from Process Risk Events* AICHE, Global Conference on Process Safety for Chemical Engineers, 2010, San Antonio, TX.
25. *Product Recall and Quality* POMS Annual Meeting, 2010, Vancouver, Canada.
26. *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.
27. *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**

- *Product Recalls and Corporate Social Responsibility*, 2019 Sustainability Showcase, Georgia Tech, Atlanta GA
- *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.

## 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, 2008-2019)
  - 12 Full Time Sections, 11 Evening Sections; Average evaluation = 4.94/5
- MGT 4366 (BSBA Elective on Service Operations Management, 2008-2019)
  - 13 Sections; Average evaluation = 4.9/5
- IMBA 6081 (Executive MBA course on Manufacturing and Service Operations Management, 2012-2019)
  - 14 sections; Average evaluation = 4.93/5
- MGT 7350 (Doctoral Course: “Empirical Methods in Operations Management”, 2009-2019)
  - 7 Sections; Average evaluation = 4.92/5

## EXECUTIVE AND CONTINUING EDUCATION

**Operational Excellence and Innovation:** Academic Director for an inaugural customized program for *CMA-CGM*

**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

**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

**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

**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

**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

**Marcus Bellamy**, PhD, Operations Management, Georgia Institute of Technology, 2015  
Research: Supply Networks and Performance  
Advisement began: Fall 2011  
Status: Assistant Professor at Boston University  
Research output with me: 1 publication, 2 conference proceedings and 4 conference presentations

**JJ Kovach**, Ph.D., Operations Management, Georgia Institute of Technology, 2014  
Research: Firm Performance in Dynamic Environments  
Advisement began: Fall 2012  
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

**Jennifer Bailey**, Ph.D., Operations Management, Georgia Institute of Technology, 2013  
Research: Synchronizing Exploration And Exploitation: Knowledge Creation Challenges In Innovation  
Advisement began: Fall 2010  
Status: Assistant Professor at Babson College  
Research output with me: 1 publication under revision, 2 conference proceedings and 3 conference presentations

### M.S. Students

1. Xinwei Luo (Independent Study in 2011)
  - Title of Study: "Linking Environmental and Financial Risk"

### Undergraduate Students

1. Priyanka Singhal (Independent Study in 2014)
  - Title of Study: "CEO Turnover and Functional Background"
2. Lindsay Ridlon (Independent Study in 2012)
  - Title of Study: "ERP and CRM Failures"
3. Tyler Disk (Independent Study in 2011)
  - Title of Study: "Assessing Customer Lifetime in Professional Services Firms"
4. Jennifer Vickery (Independent Study in 2010)
  - Title of Study: "Closed Loop Supply Chains in the Outdoor Apparel Industry"

### Service on thesis or dissertation committees

1. Jaeseok Lee (Graduated in 2018), *Committee member* Dissertation: "Essays on Knowledge Outsourcing"
2. Priyank Arora (Graduated in 2018), *Committee member* Dissertation: "Essays on Socially and Environmentally Responsible Operations"
3. Mark Dolsen (Graduated in 2017), Wayne State University, *Committee member* Dissertation: "Developing Innovation Capability in a Mass Production Organization"
4. Yitao Li (Graduated in 2016), *Committee member* Dissertation: "Game Theoretic Optimization for High Variety Assembly System Design"
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. Ioannis Bellos (Graduated in 2012), *Committee member* Dissertation: "Essays on Service Operations"

8. Tracy Johnson-Hall (Graduated in 2012), Clemson University, **Committee member** Dissertation: “Essays on Product Recall Strategies”
9. Chris Held (Graduated in 2011), **Committee member** Dissertation: “Essays on Strategies for Repeated Procurement”
10. 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 (July 2018 - present),
- **Senior Editor** for: *Production and Operations Management* (July 2013 - 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

- 2019 Chair, Service Management, 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 Learning and Knowledge Management in OM, POMS, Atlanta, 2014
- Track Chair, Empirical Research in OM, POMS, Denver, 2013

#### **Conference Panel Chair**

- 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**

- 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

Member, Center for Supply Networks

#### **INSTITUTE CONTRIBUTIONS**

- 2019 Provost Emerging Leaders Program (ELP),
- 2018 PTLF fellow, Provost Teaching and Learning Fellowship
- 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
- Member, MBA Effectiveness Committee
- Adviser, Capstone Project 2012, Denning Technology and Management Program
- Co-sponsoring CFA Scholarships for MBA and QCF students (2009 – present)
- Co-organizer for Operations Area Faculty Seminar Series (2010 – present)
- Member, Ray C. Anderson Center for Sustainable Business