

# KENNETH K. BOYER

Management Sciences Management  
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## EDUCATION

*The Ohio State University, Fisher College of Business, Columbus, Ohio*

- Ph.D. Operations Management - December, 1994.
- M.A. Business Administration - December, 1993.
- Minor Field: Computer & Information Science.

*Brown University, Providence, Rhode Island*

- Sc.B. Mechanical Engineering - May, 1989.
- Specialized in Machine Design, Dynamics, and Mechanics of Materials.

## ACADEMIC EXPERIENCE

*Ohio State University, Fisher College of Business, Management Sciences Department,  
Columbus, OH*

**Full Professor with tenure**, July, 2008 - Present

**Dean's Distinguished Professor**, July, 2008 - Present

*Michigan State University. Department of Marketing & Supply Chain Management, East  
Lansing, Michigan.*

**Full Professor**, July, 2006 – June 30, 2008

**Associate Professor**, August, 2000 – June, 2006.

- Classes taught:
  - ❑ MSC 305 (undergrad) – Supply Chain Management, 1 section
  - ❑ MSC 402 (undergrad) – Production Planning and Control, 1 section.
  - ❑ MSC 800 (undergrad/masters) – Materials & Logistics Management, 2 sections.
  - ❑ MSC803 (undergrad/masters) – Operations Management Strategy, 2 sections
  - ❑ MSC826 (MBA) – Manufacturing Design & Analysis, 6 sections
  - ❑ MSC 853 (MBA) – Manufacturing Strategy, 14 sections.
  - ❑ PIM875 (Weekend MBA) – Product & Process Innovation, 2 sections
  - ❑ MSC893 (MSMI program) – Manufacturing Strategy, 2 sections
  - ❑ MSC 921 (PhD) – Seminar in Inventory & Supply Chain Management, 2 sections.

- Co-Director, Operations and Supply Chain Management, executive seminar, Michigan State University, 2002 – 2004.
- Executive Education:
  - Steelcase
  - Kelloggs
  - Masco Corp.
  - Yankee Candle
- Director and Founder, Last Mile Supply Chain Center, self-funding center for research supported by member companies, including FedEx, Albertsons, Grocery Gateway, Kelloggs, FreshDirect, NetGrocer, Newgistics, Office Depot and Descartes. \$70,000 in funding generated. June, 2005 – December, 2006.
  - 2<sup>nd</sup> Last Mile Seminar, Henry Center for Executive Education, May 22-23, 2006.
  - 1<sup>st</sup> Last Mile Seminar, Henry Center for Executive Education, June 14-15, 2005.

*Ecole Polytechnique Federale de Lausanne, Lausanne, Switzerland,*

**Visiting Professor**

- June/July, 2006
- June/July, 2008

*London Business School, Operations Management & Technology, London, England, May – June, 2002.*

**Visiting Associate Professor**

*DePaul University, Management Department, Chicago, Illinois, August, 1995 – July, 2000.*

**Assistant Professor** (promoted to Associate with Tenure, July 1, 2000)

- Co-Director, MBA concentration in Operations Management (over 150 students), Kellstadt Graduate School of Business, 1995 – 2000.
- Classes taught:
  - Management 301 (undergrad) - Managerial Concepts and Practices II, 4 sections.
  - Management 502 (MBA) - Managing Operations for Competitive Advantage, 18 sections.
  - Management 501 (MBA) - Strategic Management of Operations, 8 sections.
  - Management 506 (MBA) - Effective Process Design, 4 sections.
- International Experience:
  - Taught Management 502 as part of DePaul's MBA program at the International Bank of Asia – Hong Kong, February 21 – March 14, 1998.
- Executive Education:
  - Taught Management 502 three times in DePaul's weekend MBA program.
  - Purchasing Management – professional certification program, DePaul University, January/February, 1998.
  - The Executive Circle – TQM/Continuous Improvement – seminar, April 3, 1998.

- ❑ Director, Business Process Design – professional certification program, DePaul University, 1996 – June, 2000.
- ❑ Process Design, Analysis & Improvement – a custom seminar for Coca-Cola executives, DePaul University, October 5, 1998.

*Miami University*, Management Department, Oxford, Ohio, August, 1994 - May, 1995.

**Visiting Assistant Professor**

- Fall Semester: Management 302 - Introduction to Operations Management, 4 sections.
- Spring Semester: Management 675 - Productivity and Quality Improvement, 1 section; Management 302 - Introduction to Operations Management, 2 sections.

*The Ohio State University*, Department of Management Sciences, Columbus, Ohio, September, 1990 - September, 1994.

**Graduate Research Assistant**

**Teaching**

- BM630, Introduction to Operations Management, 4 sections.
- BM330, Introduction to Business Statistics, 1 section.

**HONORS & AWARDS**

- **2007 John D. and Dortha J. Withrow Teacher-Scholar Award.** This award is given annually to a faculty member in The Eli Broad College of Business, Michigan State University who has rendered distinguished service to Michigan State University and to the student body through excellence in institutional and scholarly activities.
- **2005 Outstanding MBA Second-year Professor**, voted on by full time MBA students for the 2005 MBA Broad Community Honors.
- Received **Wickham Skinner Best Paper Award** for best paper presented at the 2004 Production and Operations Management Society conference.
- Received **Stan Hardy Award** for best paper published in operations management related journals (*Decision Sciences*, *Journal of Operations Management*) in 1996. Award presented for “Approaches to the Factory of the Future: An Empirical Taxonomy”, published in the *Journal of Operations Management*.
- **Finalist** (one of 5) for best paper published in *Decision Sciences* journal in 2007.
- Fulbright Senior Specialist in Business Administration and Electronic Commerce, approved candidate to be assigned to short term visiting scholar exchange programs, November 2, 2001 – 2004.
- 1997 **Chan Hahn Award** for best paper in the Operations Management division at the Academy of Management conference. Award presented for “Advanced Manufacturing Technologies and Performance: A Longitudinal Analysis”.
- First place, Student Paper Competition (“Linking Machine and Process Flexibility in Manufacturing”), *1993 Southeast Decision Sciences Institute Conference*, Chattanooga, February, 1993.
- Inducted into *Beta Gamma Sigma*, business honorary society, May, 1995.

## PUBLICATIONS - Refereed

- “The Last Mile Challenge: Evaluating the Effects of Customer Density and Delivery Window Patterns”, with Andrea Prud’homme and Wen-Ming Chung, *Journal of Business Logistics*, Forthcoming, Accepted November 28, 2007.
- “3 Critical Issues in Internet Retailing”, with Timothy Laseter, Elliot Rabinovich and Manus Rungtusanatham, *Sloan Management Review*, Spring, 2007, pp. 58-64.
- “Quality, Operational Logistics Strategy and Repurchase Intentions: A Profile Deviation Analysis”, with Tomas Hult and David Ketchen, *Journal of Business Logistics*, Vol. 29, No. 2, pp. 105-131, 2007.
- “An Analysis of Operations-Oriented Drivers of Customer Loyalty for Two Service Channels”, with Andrea Prud’homme and G. Tomas Hult, *Direct Marketing: An International Journal*, Vol. 1, No. 2, 2007.
- “Last-mile supply chain efficiency: An analysis of learning curves in online ordering”, With Tom Kull and Roger Calantone, *International Journal of Operations and Production Management*, Vol. 27, No. 4, pp. 409-434, 2007. **This paper was named a Highly Commended Award Winner at the Literati Network Awards for Excellence 2008.**
- “Managing Internet Product Returns: A Focus on Effective Service Operations”, with Diane Mollenkopf, Elliot Rabinovich and Timothy Laseter, *Decision Sciences*, Vol. 38, No. 2, pp. 215-250, 2007. **This paper was one of 5 Finalists for best paper prize for 2007 in Decision Sciences.**
- “Innovation-Supportive Culture: The Impact of Organizational Values on Process Innovation” with Shalini Khazanchi and Marianne Lewis, *Journal of Operations Management*, accepted by former editor Robert Handfield, Vol. 25, No. 4, pp. 871-884, 2006.
- “Customer Behavioral Intentions for Online Purchases: An Examination of Fulfillment Method and Customer Experience”, with Tomas Hult, *Journal of Operations Management*, Vol. 24, No. 2, pp. 124-147, 2006.
- “An Analysis of Effects of Operational Execution on Repeat Purchasing for Heterogeneous Customer Segments”, with Markham Frohlich, *Production and Operations Management*, Vol. 15, No. 2, 2006, pp. 229-242. **This paper won the 2004 Wickham Skinner Prize.**
- “Radio Frequency Identification Performance: The Effect of Tag Orientation and Package Contents”, with Robert Clarke, Diana Twede and Jeff Tazelaar, *Packaging Technology & Science*, Vol. 19, No. 1, 2005, pp. 45-54.
- “Customer Behavior in an Online Ordering Application: A Decision Scoring Model”, with G. Tomas Hult, *Decision Sciences*, Vol. 36, No. 4, 2005, pp. 569-598.
- “Operations Strategy Research in the POMS Journal”, with Morgan Swink and Eve Rosenzweig, *Production and Operations Management*, Vol. 14, No. 4, pp. 442-449, 2005.
- “Extending the Supply Chain: Integrating Operations and Marketing in the Online Grocery Industry”, with Tomas Hult, *Journal of Operations Management*, Vol. 23, No. 6, pp. 642-661, 2005.
- “Internet ticketing in a not-for-profit, service organization: building customer loyalty”, with John Olson, *International Journal of Operations & Production Management*, vol. 25, No. 1, 2005, pp. 74-92.

- "Operational, Economic and Mission Elements in Not-For-Profit Organizations: The Case of the Chicago Symphony Orchestra". With John Olson and Jim Belohlav, *Journal of Operations Management*, Vol. 23, No.2, 2005, pp. 125-142.
- "Introduction to Special Issue on Service Strategy and Technology Application" with Richard Metters, *Production and Operations Management*, vol. 13, No. 3., 2004.
- "Operations Strategy and Internet Purchasing: A Contingent Model", with John Olson, *International Journal of Electronic Business*, Vol. 2, No. 1, January/February, 2004.
- "An Exploratory Analysis of Extended Grocery Supply Chain Operations and Home Delivery", *Integrated Manufacturing Systems*, with G. Tomas Hult and Mark Frohlich, Vol 14, No. 8, 2003, pp.652-663.
- "The Return of Online Grocery Shopping: A Comparative Analysis of Webvan and Tesco's Operational Methods", with Kelly Delaney-Klinger and Mark Frohlich, *The TQM Magazine*, Vol. 15, No. 3, 2003, pp. 187 - 196.
- "Factors Influencing the Utilization of Internet Purchasing in Small Firms", with John Olson, *Journal of Operations Management*, Vol. 21, No. 2, pp. 225 – 246, 2003.
- "Drivers of Internet Purchasing Success", with John Olson, *Production and Operations Management*, Vol. 11, No. 4, pp. 180-198, 2002.
- "Print vs. Electronic Surveys: A Comparison of Two Data Collection Methodologies", with John Olson, Roger Calantone and Eric Jackson, *Journal of Operations Management*, Vol. 20, No. 4, pp. 355-371, 2002.
- "E-Services: Operating Strategy, A Case Study and A Method for Analyzing Operational Benefits", with Roger Hallowell and Aleda Roth, *Journal of Operations Management*, Vol. 20, No. 2, pp. 177-190, 2002.
- "Factors Impacting AMT Implementation: an Integrative and Controlled Study", with Marianne Lewis, *Journal of Engineering & Technology Management*, Col. 19, No. 2, pp. 111-130, 2002.
- "Competitive Priorities: Investigating the Need for Trade-offs in Operations Strategy", with Marianne Lewis, *Production & Operations Management*, Vol. 11, No. 1, 2002, pp. 9-20.
- "E-Operations: A Guide to How the Internet Streamlines Operations", *Business Horizons*, Vol. 44, No. 1, January-February, 2001, pp. 47-54.
- "Advanced Manufacturing Technology Investment Patterns", *Mid-American Journal of Business*, Vol. 16, No. 1, pp. 23-28, Spring, 2001.
- "Configurations in Operations: An Emerging Area of Study", with Cecil Bozarth and Chris McDermott, *Journal of Operations Management*, Vol. 18, No. 6, 2000, pp.601-604.
- "Multiple Raters in Survey-based Operations Management Research: A Review and Tutorial", with Rohit Verma, *Production and Operations Management*, vol. 9, No. 2, Summer, 2000, pp. 128-140.
- "Service Classification and Management Challenges", with Rohit Verma, *Journal of Business Strategies*, Vol. 17, No. 1, 2000, pp. 5-24.
- "Measurement Issues in Empirical Research: Improving Measures of Operations Strategy and Advanced Manufacturing Technology", with Mark Pagell, *Journal of Operations Management*, Vol. 18, No. 3, 2000, pp. 361-374.
- "Evolutionary Patterns of Flexible Automation and Performance: A Longitudinal Study", *Management Science*, Vol. 45, No. 6, 1999, pp. 824-842.

- “Strategic Consensus in the Plant: Marching to the Beat of a Different Drummer?”, with Chris McDermott, *Business Horizons*, Vol. 42, No. 4, July-August, 1999, pp. 21-29.
- “Strategic Consensus in Operations Strategy”, with Chris McDermott, *Journal of Operations Management*, Vol. 17, No. 3, 1999, pp. 289-305.
- “Longitudinal Linkages Between Intended and Realized Operations Strategies”, *International Journal of Operations and Production Management*, Volume 18, No. 4, 1998, pp. 356-373.
- "Unlocking the Potential of Advanced Manufacturing Technologies", with Peter Ward, G. Keong Leong & Lee Krajewski, *Journal of Operations Management*, Vol. 15, No. 4, 1997, pp. 331-347.
- “An Assessment of Managerial Commitment to Lean Production”, *International Journal of Operations and Production Management*, Vol. 16, No. 9, 1996, pp. 48-59.
- "Approaches to the Factory of the Future: An Empirical Taxonomy", with Peter Ward and G. Keong Leong, *Journal of Operations Management*, Vol. 14, No. 4, 1996, pp. 297-313. **This paper received the Stan Hardy Award for best paper on operations management during 1996.**
- "Manufacturing Flexibility at the Plant Level", with G. Keong Leong, *Omega*, Vol. 24, No. 5, 1996, pp. 495-510.
- "Manufacturing Proactiveness and Performance", with Peter Ward and G. Keong Leong, *Decision Sciences*, Vol. 25, No. 3, May/June, 1994, pp. 337-358.

## RESEARCH FUNDING

- “ITR: Internet Disintermediation of Food Delivery – Spanning the Last Mile”, co-funded by Information Technology Research small grants and Decision, Risk and Management Sciences Programs – National Science Foundation, August 1, 2002 – July 31, 2005, with G. Tomas Hult and Mark Frohlich, for \$249,999.
- “Internet Supply Chain Management, An Exploratory Study of Buyer-Supplier Benefits”, American Production and Inventory Control Society (APICS) research grant, \$5,000, July 2000. This study also received a \$3800 grant from Office Depot.
- Dissertation sponsored by the Computer and Automated Systems Association of the Society of Manufacturing Engineers (CASA/SME) and the Fabricators and Manufacturers Association, International (FMA). Financial support for dissertation provided by the Center for Excellence in Manufacturing Management, The Ohio State University.
- University Fellowship, The Ohio State University, September, 1990 - August, 1991, competitive award.
- Participant, 1993 Decision Sciences Institute Doctoral Consortium, Washington D.C.
- Recipient, The Ohio State University, College of Business Ph.D. Award. Fund travel to the 1993 Meeting of the Decision Sciences Institute, November, 1993.
- 1994 Graduate Student Alumni Research Award, competitive grant to support dissertation research.
- “A Longitudinal Study of Advanced Manufacturing Technologies”, \$1943 Competitive Research Grant, DePaul University, November, 1995.

- “Incorporating Spreadsheet-based Quantitative Techniques into Business Management Courses”, with Rohit Verma, \$2500 Teaching Development Grant, DePaul University, November, 1995.
- “Operations Strategy Homogeneity and Performance: An Assessment of the Importance of Communication”, QRC Grant, DePaul University, \$2,500.00 received in February, 1997.

## **MEDIA QUOTATIONS**

- Puente, Maria, “Condos get a Cool Amenity”, *USA Today*, June 2, 2006, P. 10D.
- Cottrill, Ken, “One of Dot-Com’s Lasting Legacies”, *Supply Chain Strategy*, October, 2005, Vol. 1, No. 8.
- Gallagher, Julie, “Reinventing Online Food Shopping”, *Supermarket News*, February 14, 2005, page 46.
- Guest, Greta, ”RETAIL TECHNOLOGY: Buying goods with gadgets”, *Detroit Free Press*, January 18, 2005.
- Slatalla, Michelle, “To Market, to Market, Without the Drive”, *New York Times*, August 26, 2004.
- Hill, Miriam, “Click if You hate Grocery Shopping”, *Philadelphia Inquirer*, August 22, 2004.
- Moran, John M., “Checking Out Online Grocery Service”, *Hartford Courant*, July 8, 2004.
- Springer, Jon, “Special Delivery – After 15 Years, Pioneering Internet Grocer Peapod is Still Surviving – and Under Ahold, is Looking to Grow Again”, *Supermarket News*, June 21, 2004.
- Deveau, Denise, “RFID Realities Set In”, *Canadian Retailer*, May/June, 2004.
- Buttery, Amy, “Smart Tags: Smart Move? How and When RFID will Change Retail”, *Michigan Retailer*, March, 2004, Vol. 29, No. 2, pp. 4-5.
- Garry, Michael, “10<sup>th</sup> Annual State of the Industry/Supermarket Technology Report”, *Supermarket News*, February 16, 2004, pp. 49–56.
- Aikman, Becky, “Can FreshDirect Deliver? The Internet Grocer Hopes To Change Shopping Behavior”, *New York Newsday*, February 9, 2004
- Schonfeld, Erick, “The Big Cheese of Online Grocers”, *Business 2.0*, February, 2004.
- Van den Abeele, Philippe, “Epiceries Virtuelles: Pur une minotite”, *Industrie Magazine*, published in Brussels, Belgium, December, 2003, p. 22.
- McTaggart, Jennifer, “Still wondering if consumers really want to buy food online?”, *Progressive Grocer*, October 1, 2003.
- Slatalla, Michelle, “Whipping Up Supper, Mouse in Hand”, *New York Times*, September 4, 2003.
- “Convenience Drives On-Line Shopping”, *Chain Store Age*, Markettechnics Show Daily, February 24, 2003, p. 7.
- Von Rhein, John, “CSO, “Ravinia find Internet Marketing is Just the Ticket”, *Chicago Tribune*, Arts & Entertainment section, p. 8, April 21, 2002.

## **PUBLICATIONS - Non-Refereed**

- “Editorial: Empirical Elephants – Why Multiple Methods are Essential to Quality Research in Operations and Supply Chain Management”, with Morgan L. Swink, Vol. 26, No. 3, pp. 338-344.
- “Introduction Editorial”, *Journal of Operations Management*, with Morgan L. Swink, Vol. 24, No. 6, pp. 731-733.
- “How to Deliver the Online Promise: Retailer Lessons on Turning a Profit in Cyberspace”, *Supply Chain Strategy*, a newsletter from the MIT Supply Chain Lab, May, 2006, pp. 8-9.
- “RFID in the Supply Chain: Separating Fact from Fiction”, *Supply Chain Strategy*, a newsletter from Harvard Business School Publishing, February, 2006, pp. 9-10, by Robb Clarke, Diana Twede, Jeff Tazelaar and Kenneth K. Boyer.
- “Welcome Home: Innovating the Forward Supply Chain”, *Business Strategy Review*, Summer, 2005, V. 16, N. 2, pp. 30-37.
- “Drivers of Internet Purchasing Success”, *POMS Chronicle*, with John R. Olson and Andrea McGee, V. 11, N. 1, 2004, pp. 13-14.
- “Lessons from Online Groceries”, *Sloan Management Review*, Winter 2003, Volume 44, Number 2, p. 8, by Caroline Ellis. This article reports the result of ongoing research associated with NSF Grant.
- “Ocado: An Alternative Way to Bridge the Last Mile in Grocery Home Delivery”, with Mark Frohlich, teaching case published by European Case Clearing House, September, 2002, Case # 602-057-1, supplements include a teaching note (602-057-8 ) and Excel spreadsheets (602-057-9) for solving a delivery routing problem.
- “Electronic Surveys: Advantages and Disadvantages Over Traditional Print Surveys”, with John R. Olson and Eric Jackson, *Decision Line*, July, 2001, pp. 4-7.
- “Flexibility in Manufacturing”, published in *Encyclopedia of Production and Manufacturing Management*, Paul Swamidass editor, Kluwer Academic Publishing, 2000.
- “Teaching Internationally Early in Academic Career”, with Rohit Verma and Bill Youngdahl, *Decision Line*, September/October, 1999, pp. 4-6.
- “Airline Travel: Safety at What Price”, published in *Perspectives in Business Ethics*, Laura Pincus Hartman, Irwin-McGraw Hill, 1998.
- “Career Advancement Strategies in a Buyer’s Market”, with Susan Amundson, Robert B. Handfield and Manus Rungtusanatham, *Decision Line*, December/January, 1997, pp. 15-17.
- "Balancing Investments in Advanced Manufacturing Technologies and Infrastructural Improvements", *Blue Book published by Computer and Automated Systems Association of the Society of Manufacturing Engineers*, May, 1995.
- "Investing in Advanced Manufacturing Technology", *The Fabricator*, Vol. 24, No. 8, October, 1994, pp. 60-65.

## PROCEEDINGS

- “Predicting Follow-Up Purchases Based on Internet Product Returns Execution”, with Elliot Rabinovich, Diane Mollenkopf and Gary Strickler, 2007 Annual Meeting of the *Decision Sciences Institute*, November, Phoenix.
- “Internet Ordering of Groceries: An Examination of Pick Method and Customer Experience Level”, 2004 Annual Meeting of the *Decision Sciences Institute*, November, Boston. This paper selected as Distinguished Paper in the Ecommerce track.
- “Integrating Marketing and Operations to Extend the Supply Chain,” 2003 Annual Meeting of the *Decision Sciences Institute*, November 23, Washington D.C.
- “Bridging the Last Mile in Food Delivery”, with Mark Frohlich and Tomas Hult, 2002 *Annual Meeting of the Decision Sciences Institute*, November 24, San Diego.
- “Making Internet Ordering of Food Viable – Matching Operations and Marketing Strategy”, with G. Tomas Hult and Mark Frohlich, 2002 *Annual Meeting of the European Operations Management Association (EUROMA)*, Copenhagen, June 3, 2002.
- “Reaping the Benefits of E-Purchasing: Lessons from a Market Leader”, with John R. Olson, 2001 *Annual Meeting of the Decision Sciences Institute*, San Francisco, November 18-20, 2001.
- “Website Functionality: A Comparison of Extent of Internet Usage and Data Collection Methodology”, with John R. Olson, Roger Calantone and Eric Jackson, 2001 *Annual Meeting of the Decision Sciences Institute*, San Francisco, November 18-20, 2001.
- “New Issues and Opportunities in Service Design Research - Designing Multi-Channel and e-Services”, Panel with Rohit Verma, Roger Hallowell, Uday Apte, Aleda Roth, Chris Voss, 2000 *Annual Meeting of the Decision Sciences Institute*, Orlando, November, 2000.
- “Internet Efficiencies: How E-Operations Really Changes Business”, 2000 *Annual Meeting of the Decision Sciences Institute*, Orlando, November, 2000.
- “Enhancing Operations Management Courses by the Use of Graphical Computer Simulation”, with Rohit Verma, 1999 *Annual Meeting of the Decision Sciences Institute*, New Orleans, November, 1999.
- “Advanced Manufacturing Technology Investment Patterns: A Longitudinal Study”, 1998 *Annual Meeting of the Decision Sciences Institute*, Las Vegas, November 1998.
- “Assessing the Value of Operations Strategy Homogeneity”, with Chris McDermott, *Proceedings of the 1997 Annual Meeting of the Decision Sciences Institute*, San Diego, November, 1997, pp. 1188-1190.
- “Typologies of Service Operations: An Empirical Assessment”, with Rohit Verma, *Proceedings of the 1997 Annual Meeting of the Decision Sciences Institute*, San Diego, November, 1997, pp. 1534-1536.
- “Advanced Manufacturing Technologies and Performance: A Longitudinal Analysis”, *Academy of Management Best Paper Proceedings*, Boston, August, 1997, pp. 243-247. This paper received the [Chan Hahn award](#) for best paper in the Operations Management division.
- “A Longitudinal Study of Advanced Manufacturing Technologies”, with Jeffrey Hamilton, *Proceedings of the 1996 Annual Meeting of the Decision Sciences Institute*, Orlando, November, 1996, pp. 1406-1408.

- “A Note on the Use of Multiple Raters in Survey-based Operations Strategy Research”, with Rohit Verma, *Proceedings of the 1996 Annual Meeting of the Decision Sciences Institute*, Orlando, November, 1996, pp. 1344-1346.
- “Advanced Manufacturing Technology: A Comparison of Implementation Patterns for Large and Small Plants”, with Peter Ward, *Academy of Management Best Paper Proceedings on Computer Disk*, Cincinnati, August, 1996.
- "Advanced Manufacturing Technologies, Infrastructure, and Performance", with G. Keong Leong, Peter Ward and Lee Krajewski, *Proceedings of the 1995 Annual Meeting of the Decision Sciences Institute*, Boston, November, 1995, pp. 1184-1186.
- "An Examination of Manufacturing Automation", with G. Keong Leong and Peter Ward, *Proceedings of the 1995 Annual Meeting of the Decision Sciences Institute*, Boston, November, 1995, pp. 1378-1380.
- "Concerns, Actions and Performance of Singapore Firms - An Empirical Study", with G. Keong Leong, Peter Ward and Chee-Chuong Sum, *Proceedings of the 1994 Annual Meeting of the Decision Sciences Institute*, Honolulu, November, 1994.
- "A Simulation Study of A Kanban Controlled Serial Assembly Process", *Proceedings of the Twenty-Fifth Annual Meeting of the Midwest Decision Sciences Institute*, Cleveland, April 24-26, 1994, pp. 277-279.
- "Manufacturing Proactiveness and Business Performance: An Empirical Study", with G. Keong Leong and Peter Ward, *Proceedings of the 1993 Annual Meeting of the Decision Sciences Institute*, Vol. 3, Washington D.C., November, 1993, pp. 1487-1489.
- "Linking Machine and Process Flexibility in Manufacturing", *Proceedings of the 1993 Annual Meeting of the Southeast Decision Sciences Institute Conference*, Chattanooga, February, 1993, pp.294-296.
- "Operationalizing Manufacturing Proactiveness", with G. Keong Leong and Peter Ward, *Proceedings of the 1992 Annual Meeting of the Decision Sciences Institute*, Vol. 3, San Francisco, November, 1992, pp. 1383-1385.
- "The Strategic Implementation of Computer Integrated Manufacturing - Key Characteristics", *Proceedings of the Twenty-Third Annual Meeting of the Midwest Decision Sciences Institute*, Kansas City, May, 1992, pp. 223-225.

## **BOOKS AND BOOK CHAPTERS**

- Integrated Operations and Supply Chain Management, Textbook for introductory operations and supply chain management courses, forthcoming, June, 2009, *Houghton Mifflin Publishers*. Co-authored with Rohit Verma (Cornell University).
- Extending the Supply Chain: How Cutting-Edge Companies Bridge the Critical Last Mile into Customers' Homes, By Kenneth K. Boyer, G. Tomas Hult and Mark Frohlich, AMACOM, September, 2004, ISBN #0-8144-0836-2.
- “A Comparison of In-Store vs. Online Grocery Customers”, Chapter 5 in Grocery E-commerce Consumer Behaviour and Business Strategy, with Andrea’homme, to be published by Edward Elgar Publishing Limited, United Kingdom, Niels Kornum and Mogens Bjerre editors, June, 2005.
- Value-Driven Operations: An Integrated, Modular Approach, By Steven Melnyk and Morgan Swink, 2002, McGraw-Hill, wrote 3 modules
  - Advanced Operations Technologies
  - Process Choice

- Capacity Management

### **DOCTORAL COMMITTEES**

- Andrea Prud'homme, co-chair, May, 2008, placed at Ohio State University.
- Santosh Mahapatra, 2005, placed at Clarkson University.
- Eric Jackson, 2003, placed at Pennsylvania State University – Erie.
- Soo Wook Kim, 2002, placed at Seoul National University.

### **EDITORIAL PANELS AND PRESENTATIONS**

- Chair, *Journal of Operations Management*, Best paper session, 2008 Academy of Management Conference.
- Panelist, “Editor’s Panel”, 19<sup>th</sup> North American Research and Teaching Symposium, March 27, 2008, Tempe, Arizona.
- Chair, *Journal of Operations Management*, Best paper session, 2007 Academy of Management Conference.

### **PRESENTATIONS**

- “Business Continuity in the Supply Chain: Planning for Disruptive Events”, with Andrea Prud'homme and David Closs, 2008 Academy of Management Meeting, Anaheim, California.
- “Information Sharing in the Supply Chain: An Empirical Study”, with Evelyne Vanpoucke and Ann Vereecke, 2008 Meeting of the Production and Operations Management Society, May 9-12, 2008, La Jolla, California.
- “Planning to Reduce Supply Chain Disruptions”, with Andrea Prud'homme and George Zsidisin, 2008 Meeting of the Production and Operations Management Society, May 9-12, 2008, La Jolla, California.
- “Continuity Planning for Improved Supply Chain Performance,”with Andrea Prud'homme, and Deorge Zsidisin, 18th Annual North American Research and Teaching Symposium on Purchasing and Supply Chain Management, March 2007, Tempe, AZ.
- “Business Continuity in the Supply Chain: Planning for Disruptive Events,” with Andrea Prud'homme, Annual meeting *Decision Sciences Institute*, November 2006, San Antonio, TX.
- “Internet Returns: Perceived Value and Customer Loyalty”, with Timothy Laseter, Diane Mollenkopf and Elliot Rabinovich, 2006 Annual Meeting of the Production and Operations Management Society, Boston, April 30, 2006.
- “Modeling the Effects of Customer Density and Delivery Window Patterns on Delivery Efficiency”, with Wen-ming Chung, 2005 Annual meeting of the *Decision Sciences Institute*, November, San Francisco.
- “Returns Processing: the Achilles Heel of Electronic Commerce”, with Diane Mollenkopf, 2005 Annual meeting of the *Decision Sciences Institute*, November, San Francisco.
- “Successful Web-based Surveying” with Aleda Roth and Mark Frohlich, 2005 Annual meeting of the *Decision Sciences Institute*, November, San Francisco.

- “Modeling the Effects of Customer Density and Delivery Window Patterns on Delivery Efficiency”, with Wenming Chung and Srinivas Talluri, 2005 Annual meeting of the *Decision Sciences Institute*, November, San Francisco.
- “Direct to Customers: Integrating Operations, marketing & IT to Deliver to the Home”, 2005 Annual Meeting of the Production and Operations Management Society, Chicago, May 1, 2005.
- “Assessing Internal and External Alignment: A “Deep” Empirical Study”, with Steven Melnyk and Jinhui Wu, 2005 *Academy of Management Conference*, Honolulu, August 9.
- “TAM, TCA & SERVQUAL Compared: measuring Online Customer Satisfaction & Preference Across Regions”, with Andrea McGee Prud’homme and Roger Calantone, 2005 *Academy of Management Conference*, Honolulu, August 8. This paper was awarded the best OM student paper prize to Andrea McGee.
- “A Comparison of the Drivers of Customer Loyalty for Online and In-Store Grocery Customers”, with Andrea McGee Prud’homme, 2004 *Academy of Management Conference*, New Orleans, August 9.
- “An Analysis of Selection Criteria for Grocery Home Delivery and Effects of Operational Execution on Repeat Purchasing”, 2004 *Production and Operations Management Society Conference*, May 3, Cancun, Mexico.
- “Pilot Testing of Access Controlled Drop Boxes for Consumer Home Delivery”, 2004 *Production and Operations Management Society Conference*, May 1.
- “Bridging the Last Mile – Making Internet Ordering of Groceries Work”, with Mark Frohlich, 2003 *Production and Operations Management Society Conference*, April 5, Savannah.
- “Bridging the Last Mile: Online Shopping in UK and USA”, with Tomas Hult, 2003 *Food Marketing Institute Markettechnics Conference*, February 24, Dallas.
- “Developing e-loyalty in a not-for-profit, service organization”, with John R. Olson, *Academy of Management Conference*, Denver, August 5, 2002.
- “Bridging the Last Mile – Making Internet Ordering of Groceries Work”, 2002 *Production and Operations Management Conference*, April 7, 2002.
- “The Impact of Operations Strategy on Internet Purchasing Utilization: An Empirical Examination”, with John R. Olson and Srinivas Talluri, 2002 *Production and Operations Management Conference*, April 7, 2002.
- “Adoption of Internet Purchasing - An Empirical Taxonomy”, with John Olson, 2001 *Academy of Management Conference*, Washington D.C., August 6, 2001.
- “Identifying Internet Purchasing Success Factors”, with John R. Olson, 2001 *American Production and Inventory Control Society (APICS) Education and Research Foundation Conference*, Downers Grove, IL, July 29, 2001.
- “A Survey of Buyer-Supplier Interactions in Internet Supply Chain Management – Can Reality Live Up to the Hype?”, with John Olson, 2001 *Production and Operations Management Society Conference*, Orland, March 31, 2001.
- “Implementing Advanced Manufacturing Technology for High Performance”, with Marianne Lewis, 2000 *Academy of Management Conference*, Toronto, August, 2000.
- “Measurement Issues in Empirical Research: Improving Measures of Operations Strategy and Advanced Manufacturing Technology”, with Mark Pagell, 1999 *Academy of Management Conference*, Chicago, August 10, 1999.

- “Ethics Technology and Project Management”, with Robert Jones, *The Fifth Annual International Conference Promoting Business Ethics*, Chicago, October 30, 1998.
- “Strategic Consensus in the Plant: Marching to the beat of a Different Drummer?”, with Chris McDermott, *1998 Academy of Management Conference*, San Diego, August 12, 1998.
- “Configurations in Operations Strategy Research: A Literature Review and Two Empirical Examples”, Symposium Chair with Cecil Bozarth, Chris McDermott and Rebecca Duray as participants, *1997 Academy of Management Conference*, Boston, August 12, 1997.
- "Manufacturing Proactiveness and Performance", with G. Keong Leong and Peter Ward, *Cleveland State University*, November 12, 1993.
- "Profile of a Proactive Manufacturer", with G. Keong Leong and Peter Ward, *1992 Annual Meeting of the Production and Operations Management Society*, Orlando, October, 1992.

### **INTERNATIONAL AND INVITED PRESENTATIONS**

- “Supply Chain Collaboration: A Dyadic Analysis”, *University of Tennessee*, Marketing & Logistics Department, October 24, 2008.
- “Innovating with the Internet: Connecting Supply Chain & Marketing”, Opening Speaker – Faculty Workshop, *Broad Executive Forum Michigan State University*, Annual event for Broad alumni and friends with Gerardo Lopez, Starbucks Corp. President Global Consumer Products as keynote speaker, December 4, 2007, Troy, MI.
- “The Execution of Product Return Services in Internet Retailing: Understanding the Operational Impact on Customer Loyalty”, Goizueta College of Business, *Emory University*, November 28, 2007.
- “Research Perspectives on Operations and Supply Chain Management”, Invited Speaker, *University of International Business & Economics*, Beijing, China, September 27, 2007.
- “3 Critical Issues in Internet Retailing”, Keynote Speaker, *Last Mile Seminar*, Hong Kong, September 25, 2007.
- “Product Returns in Internet Retailing: Supply Chain, Marketing and IT”, Invited Presentation, *Chinese University of Hong Kong*, September 24, 2007.
- “Research Perspectives on Operations and Supply Chain Management”, Keynote Speaker, 9th Meeting for Junior Professionals of Management and Systems Science, *South China University of Technology*, Guangzhou, China, September 21, 2007.
- “Managing Internet Product Returns: A Focus on Effective Service Management” and “An Editor’s Perspective on Balancing Academic Rigor with Practical Relevance”, Invited Presentation, *University of Western Ontario*, Ivey College of Business, January 24, 2007.
- “Managing Internet Product Returns: A Focus on Effective Service Management”, Invited Presentation, *University of Wisconsin*, Grainger College of Business, May 3, 2006.
- “Managing Internet Product Returns: A Focus on Effective Service Management”, Invited Presentation, *University of Minnesota*, Carlsson College of Business, April 13, 2006.

- “Customer Behavior in an Online Ordering Application: A Behavioral Scoring Model”, Research Presentation, *Erasmus University*, Rotterdam, Netherlands, October 20, 2005.
- “Doing Academic Research in OM: Theory, Method and Publication”, Doctoral seminar, *Helsinki University of Technology*, Helsinki, October 17, 2005.
- “Last Mile Supply Chains”, Invited Speaker Series, *University of Lausanne*, Switzerland, Ecole des Hautes Etudes Commerciales, January 18, 2005.
- “Predicting Customer Loyalty for Online Purchases: An Examination of Pick Method and Customer Experience Level”, Invited Speaker Series, *University of Chicago Graduate School of Business*, December 2, 2004.
- The Direct Supply Chain: On-line Grocery Sales in the UK“, *Second Belgian Consumer Goods Conference*, sponsored by the *Vlerick Leuven Gent Management School*, October 22, 2003, Brussels, Belgium.
- “Driving the Supply Chain Forward: Lessons from Online Grocers“, Supply Chain Forum, *Vlerick Leuven Gent Management School*, October 22, 2003, Gent, Belgium.
- “The Internet in The Supply Chain”, Invited Presentation, *London Business School*, May 22, 2002, London, England.
- “Evolutionary Patterns of Flexible Automation and Performance: A Longitudinal Study”, *Chinese University of Hong Kong*, March 6, 1998.

## PROFESSIONAL ACTIVITIES

- Decision Sciences Institute
  - Faculty Presenter, 2007 Doctoral Consortium, Decision Sciences Institute Conference, Phoenix.
  - Coordinator, 2006 Elwood S. Buffa Dissertation Award Competition.
  - Professional Development Program Chair (co-chair with Rohit Verma), 2003 DSI Conference, Washington D.C.
  - Nominating Committee for Board of Directors, 2002-2004.
  - Theme Chair: “Technology and Innovation”, 2001 Decision Sciences Institute Conference, San Francisco.
  - VP – Publications, Midwest Decision Sciences Institute, 1999 – 2001.
  - Faculty Presenter, 1995 Doctoral Consortium, Decision Sciences Institute Conference, Boston.
- Academy of Management
  - Division Chair, Operations Management Division, 2004 Conference, New Orleans.
  - Program Chair, Academy of Management, Operations Management Division, 2002 Conference, Denver.
  - Professional Development Workshop Chair, Academy of Management, Operations Management Division, 2001 Conference, Washington D.C.
  - Webmaster, Academy of Management, Operations Management Division, 1999 – 2000, charged with developing division website.
  - Session Chair, OM division Theme Session, “Change and Development: McDonald’s Launch of Made for You System”, *Academy of Management Conference*, Chicago, August 10, 1999.
  - Faculty presenter, *1996 Academy of Management - Operations Management Doctoral Consortium*, Cincinnati.

- Editorial Activities
  - *Journal of Operations Management*
    - Co-Editor-in-Chief, July 1, 2006 – present.
    - Associate Editor, 1998 – 2006.
    - Editorial Review Board, 1996 – 1998.
    - Guest Editor, special issue on “Configurations in Operations Management: Taxonomies and Typologies”, *Journal of Operations Management*, Vol. 18, No. 6, 2000.
  - *Production and Operations Management Journal*
    - Department Editor, Operations Strategy and Flexibility, 2003 – 2006.
    - Area Editor, 200 – 2003.
    - Editorial Review Board, 1998 – 2000.
    - Guest Editor, special issue on “Service Strategy and Technology Applications”, *Production and Operations Management*, Vol. 13, No. 3, 2004.
  - Associate Editor, *Decision Sciences*, 2005 – 2007.
  - Editorial Advisory Board, *International Journal of Operations and Production Management*, 2005 – present.
  - Editorial Review Board, *Quality Management Journal*, 1997 - Present.
  - Editorial Review Board, *Journal of Purchasing and Supply Management*, 2009 – present.
  - Proposal reviewer for National Science Foundation’s “Transformations to Quality Organizations” program, 1997, 1998.
  - Ad Hoc Reviewer, *California Management Review*, *IEEE Transactions on Engineering Management*, *Decision Sciences*, *Journal of Operations Management*, *Production and Inventory Management* and *OMEGA* journals, 1993-present.
- Member, Decision Sciences Institute (DSI), Production and Operations Management Society (POMS), the Academy of Management and the Computer and Automated Systems Association of the Society of Manufacturing Engineers (CASA/SME).

## **BUSINESS EXPERIENCE**

Member, Board of Directors, **Eldorado Water Company**, Eldorado, Illinois

- June, 1989 - June, 1996
- Chairman of the Board, June, 1994 - June, 1996.
- President, July, 1995 - June, 1996.

Project Engineer, **General Dynamics Electric Boat Division**, Groton, Connecticut

- August, 1989 - August, 1990.
- Member of a team responsible for designing and developing the main condenser for the SSN21 SEAWOLF class nuclear attack submarine.

Design Engineer, **Newport News Shipbuilding and Dry Dock Company**, Newport News, Virginia

- June- August, 1988

