

# Jurriaan L. de Jong

## Curriculum Vitae

Assistant Professor - Clinical  
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## Education

- **PhD Business Administration** – May 2013; Fisher College of Business, The Ohio State University, Columbus, Ohio; Major: Operations Management. Minor: Logistics
- **Master of Science (incl. BS)**– 1998; Eindhoven University of Technology, Eindhoven, Netherlands; Major: Industrial Engineering and Management Science

## Areas of research interest

- Healthcare supply chain management; Buyer-supplier relationships; Procurement; Outsourcing

## Papers published/accepted

- Song, J., Kim, G., De Jong, J. “Achieving Energy Efficiency through Lean Production: The Role of Firm Size”. *Competition Forum* (2023)
- Zahiri, B., Suresh, N.C., De Jong, J.L., "Resilient hazardous-materials network design under uncertainty and perishability". *Computers & Industrial Engineering* (2020).
- Handley, S., De Jong, J.L., Benton, W.C., Dependence Perceptions, Power, and Opportunism with Professional Services Outsourcing”. *Production and Operations Management* (2019).
- Shi, J., De Jong, J.L., “Insider or Outsider? The effects of firm diversification and performance on CEO recruitment”. *Journal of Management and Governance* (2019).
- Doering, T., Suresh, N.C., De Jong, J.L., "Performance Effects of Supply Chain Integration: The Relative Impacts of Two Competing National Culture Frameworks". *Cogent Business & Management* (2019).
- De Jong, J.L., Benton, W.C., “Dependence and power in healthcare equipment supply chains”. *Healthcare Management Science* (2018).

## Research in progress

- Benton, W.C., Clottey, T., De Jong, J.L., “Post COVID-19 Implications for US Healthcare Supply Chain Relationships”
- Song, J., De Jong, J.L., Suresh, N.C., “Focused Factory and Competition in the Healthcare Industry”. Targeting *Decision Sciences*

- Suresh, N., De Jong, J.L., Jayaraman, V., “Healthcare Procurement Excellence in India”. Targeting *Journal of Operations Management*
- Song, J., De Jong, J.L., Kim, G., “U.S. Hospital Efficiency and Quality”. Targeting *IISE Transactions*

## Conference presentations

- Decision Sciences Institute (DSI), Washington DC, November 2017
  - Focus, Competition and Quality in Healthcare, Song, J., De Jong, J.L., Suresh, N.C.
- Production and Operations Management Society (POMS), Seattle, WA, May 2017
  - Dependence Perception Alignment in Professional Services Outsourcing Relationships, De Jong, J.L., Handley, S., Benton, W.C.
  - The Effects of Supply Chain Integration: The Impacts of Two Competing National Culture Frameworks, Doering, T., Suresh, N.C., De Jong, J.L.
  - Design of a Resilient Hazardous Material Network Considering Perishability, Zahiri, B., De Jong, J.L., Suresh, N.C.
  - Healthcare Sourcing Excellence and Procurement Performance: Evidence from Indian Healthcare Industry, De Jong, J.L., Suresh, N.C.
- Decision Sciences Institute (DSI), Austin, TX, November 2016
  - Cost Efficiency and Quality in Hospitals: Bayesian Stochastic Cost Frontier Approach, Song, J., De Jong, J.L., Kim, G.,
- Production and Operations Management Society (POMS), Orlando, FL, May 2016
  - Dependence Perceptions, Power, and Opportunism with Professional Services Outsourcing, De Jong, J.L., Handley, S., Benton, W.C.
  - U.S. Hospital Efficiency and Quality, Song, J., De Jong, J.L., Kim, G.
  - Focus, Competition and Quality in Healthcare, Song, J., De Jong, J.L., Suresh, N.C.
  - Make or Buy? The Effect of Firm Diversification on the Decision of Hiring an Insider or Outsider CEO, Shi, J., De Jong, J.L.
- Decision Sciences Institute (DSI), Seattle WA, November 2015
  - Dependence Perceptions, Power, and Opportunism with Professional Services Outsourcing, De Jong, J.L., Handley, S., Benton, W.C.
  - Focus, Competition and Quality in Healthcare, Song, J., De Jong, J.L., Suresh, N.C.
- Decision Sciences Institute (DSI), Tampa FL, November 2014
  - The Influence of Power in Professional Services Outsourcing, De Jong, J.L., Handley, S., Benton, W.C.,
- Production and Operations Management Society (POMS), Atlanta GA, May 2014
  - Procurement Service Triads: a Dependence-Power study of capital procurement in the Healthcare Sector, De Jong, J.L., Benton, W.C.

- New and Remanufactured Equipment Pricing in the Integrated Healthcare Supply Chain, De Jong, J.L., Benton, W.C., Esenduran, G.
- The Influence of Power in Professional Services Outsourcing, Handley, S., De Jong, J.L., Benton, W.C.
- Decision Sciences Institute (DSI), Baltimore MD, November 2013
  - The Role of Power in the Medical Equipment Supply Chain, De Jong, J.L. & Benton, W.C.,
- Decision Sciences Institute (DSI), San Francisco, California, November 2012
  - The Role of Power in the Medical Equipment Supply Chain, De Jong, J.L. & Benton, W.C., "
- Institute for Operations Research and Management Sciences (INFORMS), Phoenix, Arizona, October 2012
  - The Role of Power in the Medical Equipment Supply Chain, De Jong, J.L. & Benton, W.C.
- Production and Operations Management Society (POMS), Chicago, Illinois, April 2012
  - The Influence of Power in the GPO-driven Healthcare Supply Chain, De Jong, J.L. & Benton, W.C.
- Decision Sciences Institute (DSI), Boston, Massachusetts, November 2011
  - The Influence of Power in the Medical Equipment Supply Chain, De Jong, J.L. & Benton, W.C.

## **Teaching experience**

### **The Ohio State University**

- BUSOBA7259 Operations Strategy – MBA elective (2020, 2021, 2022, 2023)
- BUSOBA7235 Healthcare Operations Management - MBA/MS elective (2020, 2021, 2022, 2023)
- MBOE (Master of Business Operations Excellence) - 2020, 2021, 2022, 2023
- MBA6233 – Operations Management – FTMBA and WPMBA Core (2018, 2019, 2020, 2022, 2023)
- BUSOBA3230 - Introduction to Operations Management – Undergraduate Core (2009-2013, 2019, 2020, 2021, 2022, 2023)
- BUSOBA4239 – Managing Process Improvement (2022)
- MBA GAP project faculty advisor for student team project (2020, 2023)
- Data analytics boot camp for Full time MBA (2019, 2020)
- BM2320 - Statistical Techniques (2012)

## **University at Buffalo**

- MGO635 Healthcare Operations Management -MBA/MS elective (2018, 2019)
- MGO620 Operations Management – MBA Core Curriculum (1<sup>st</sup> year MBA) (2014, 2015, 2016, 2017, 2018, 2019)
- MGO642/644 MBA Capstone - MBA Core curriculum (2<sup>nd</sup> year MBA) (2019)
- MGO320 Production and Operations Management – Undergraduate distance learning course (2018)
- MGO647 Supervised research for C. Weir (2<sup>nd</sup> year MBA student) Topic: Lean at New Era (2018)
- MGO647 Supervised research for A. Danieu (2<sup>nd</sup> year MBA student) Topic: Process improvement at SHARE Kitchen (2018)
- MGO647 Supervised research for A. Aslam (2<sup>nd</sup> year MBA student). Topic: Pharmaceutical Supply Chain (2017)
- MGO647 Integrative Project: Co-supervised (with N. Suresh) 2 student teams at Kaleida Health Topic: Healthcare Procurement & Value Analysis, and Materials Management (2016)

## **Executive education**

- Tata Emerging Leaders Program (Pune, India) (2020, 2021, 2022; in person and online)
  - Designing, Planning & Improving Operations
- Tata Consulting Services (TCS), Operational Excellence (2020, 2021, 2022, 2023; online)
- Textron, Advanced Production Planning and Control (2020, 2021, 2022, 2023; in person and online)
- Productivity Inc., Total Productive maintenance (2022, 2023)
- Productivity Inc., Lean Manager (2021, 2022, 2023)
- MBE Middle Market Executive education
  - Understanding Strategic Relationships In Supply Chain (2020)
  - Growth Strategies for the Future/Principles of Operational Excellence (2023)
- New Era (Retail): Forecasting and supply chain management (2017)
- Executive Development in Healthcare Management program (2015, 2016)
  - Operational Excellence in Healthcare

## Professional experience

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

*Assistant Professor – Clinical, Operations and Business Analytics (2023 – present) , Columbus, Ohio*

*Senior lecturer, Operations and Business Analytics (2021 – 2023)*

*Visiting Assistant Professor, Management Sciences, (2019-2021)*

### **The State University of New York (SUNY), at Buffalo, School of Management**

*Assistant Professor in Operations Management & Strategy, (2013-2019), Buffalo, New York*

### **Abercrombie & Fitch**

*Industrial Engineer (2005-2009), Columbus, Ohio.*

- **Responsibilities:** Re-engineering of all in-store logistics processes for all Abercrombie & Fitch, Hollister and Abercrombie stores; Developed and implemented in-store warehouse management and replenishment systems; Specified store design requirements and signed off on all new store designs

### **Starbucks Coffee**

*Manufacturing Operations Manager (2002-2005), York, Pennsylvania.*

- **Responsibilities:** Managed production operations in Starbucks' largest roasting facility; Managed annual operational budgets; Continuous improvement, lean manufacturing

*Industrial Engineer (2001-2002), Seattle, Washington.*

- **Responsibilities:** Strategic capacity planning, capital planning and improvement projects in the three Starbucks roasting plants

### **Metatec International**

*International Business Integration Manager (1999-2000), Columbus, Ohio.*

- **Responsibilities:** Corporate Business Management team; Managed customer profitability analysis, cost price calculation, WEB ordering system, PeopleSoft ERP, new product offerings; International integration of business development and information systems

*Manager Quality Assurance & Information Technology (1998-1999), Breda, Netherlands.*

- **Responsibilities:** Directed Quality Assurance and Information Technology departments for the European Business Unit; Implemented ISO9001 Process Management system; Implemented integrated company-wide performance measurement system

### **CORBO Consultancy**

*Consultant / Project Manager (1997-1998), Rozenburg, Netherlands.*

- **Responsibilities:** ISO 9001, ISO 9002 and QS9000 quality system development and implementation; General business consulting; Taught quality and supply chain management

## Professional affiliations

- Decision Sciences Institute (DSI)
- Academy of Management (AOM)
- Production and Operations Management Society (POMS)
- Institute for Operations Research and Management Sciences (INFORMS)
- Institute for Supply Management (ISM)
- Association for Healthcare Resource & Materials Management (AHRMM)

## Service

### Service to the University / College / Department

- Operations Management MBA Committee (2023-present)
- MBOE Fisher academic director (2021-present)
- Academic director Fisher- Tata executive programs (2021 – present)
- Academic director Productivity Inc.- Fisher executive education programs (2021- present)
- Committee for Fisher specialized masters (2021- present)
- Search committee for OSU India gateway director (2022)
- Search committee for OSU gateway academic directors (2022)
- UB Faculty Senate Executive Committee (2017-2019)
- UB Faculty Senate (2016-2019)
- UB Budget priorities committee (2018-2019)
- UB MBA/MS committee (2018-2019)
- UB MBA Advantage committee (2014-2019)
- UB Supply Chain & Operations Management student club
  - Faculty advisor/mentor (2017-2019)
  - Judge for annual case competition (2015-2019)
- UB Institute for Sustainable Transportation and Logistics (2013-2019)
- UB LeaderCORE coach (2015-2017)
- UB Community for Global Health Equity (2015-2016)
- PhD Dissertation committee for:
  - Chia Ching (Edward) Chou: Central Michigan University (2017)
  - Torsten Doehring: Daemen College (2017)
  - Soomin Park: The Citadel (2018)
  - Junghoon (Paul) Song: Texas Wesleyan University (2018)
- Emerging thought Leader video for UB-SOM (2017)
- Emerging thought Leader speaker for UB-SOM Dean’s Advisory Council (2016)
- Featured in Buffalo Business, Autumn 2016 issue. “Treating an epidemic. A healthcare system in crisis” and “Management students analyze supply chains at Kaleida Health”

- UB-OMS distinguished speaker series co-organizer (2016-2017)
- UB OMS Faculty New Hire Committee (2014)
- Coordinator of BUSOBA 3230 Introduction to Operations Management at The Ohio State University (2011–2013)

### **Service to the Profession**

- External Evaluation of faculty up for promotion at Gies College of Business, University of Illinois, 2022
- Reviewer for *Journal of Operations Management* (2010-present)
- Reviewer for *Decision Sciences Journal* (2013-present)
- Reviewer for *Health care Management Science* (2020-present)
- Reviewer for *Production and Operations Management* (2020-present)
- Reviewer book / Textbook, Purchasing and Supply Chain Management, W.C. Benton 2012, 3<sup>rd</sup> ed., New York: McGraw-Hill/Irwin (2012)
- Reviewer book / Textbook, Operations Management, Krajewski/Malhotra/Ritzman, 11th edition (2014-2015)
- Reviewer conference: Supply chain track of Academy of Marketing Science (AMS) (2010)
- Reviewer conference: DSI 2014 Annual Meeting, for Lean/Quality/6 Sigma Track
- Reviewer conference: DSI 2016 Annual meeting, for Teaching Case Study Competition

### **Awards and recognitions**

- Fisher Faculty Recognition Award (2021)
- UB SOM Small Grant (2013 and 2014)
- Institute of Supply Management (ISM) Doctoral Dissertation Grant Recipient (2012)
- Fisher College of Business Dean 's Letter of Commendation for outstanding teaching performance (2012)