

CASES AND TEACHING MATERIAL

SeyfarthLean: Transforming Legal Service Delivery at Seyfarth Shaw, with Lisa Rohrer (2015) Harvard Law School HLS 15-13.

Global Sourcing at Walmart (2014) The University of Chicago Booth School of Business.

Supply Chain Optimization at Hugo Boss (A) and (B), with Ananth Raman and Zahra Kanji (2009) Harvard Business School 9-609-029 and 9-603-055.

McDonald's Corporation: Launching McCafe, with Marshall Fisher and Serguei Netessine (2008) University of Pennsylvania, The Wharton School.

Vendor Compliance at Geoffrey Ryans (A), (B), and Teaching Note, with Susan Kulp and Zahra Kanji (2007) Harvard Business School 9-108-022, 9-108-023, and 5-108-029.

BOOK CHAPTERS

The Role of Execution in Managing Product Availability, with Zeynep Ton. 2015. Chapter 4 in *Retail Supply Chain Management*, edited by N. Agrawal and S. Smith. New York: Springer, p. 53-77.

Inventory Record Inaccuracy in Retail Supply Chains. 2011. *Wiley Encyclopedia of Operations Research and Management Science*, edited by James J. Cochran. New York: John Wiley & Sons, v. 4, p. 2,611-2,625.

The Role of Execution in Managing Product Availability, with Zeynep Ton. 2009. Chapter 4 in *Retail Supply Chain Management*, edited by N. Agrawal and S. Smith. New York: Springer, p. 53-77.

PROCEEDINGS

An Econometric Analysis of Patients who Leave the ED without being Seen by a Physician, with Ehsan Bolandifar and Tava Olsen (July 2013) *M&SOM Proceedings: Healthcare Operations Management Special Interest Group Conference*. INSEAD, Fontainebleau, France.

Point of Care Testing: Improving Emergency Department Performance through Process Redesign, with Thomas Lee, Tava Olsen, Lijie Song, and Esther Chen (June 2013) *INFORMS Healthcare 2013*. Chicago, IL.

Reducing Length of Stay in Hospital Emergency Rooms through Process Redesign, with Thomas Lee, Tava Olsen, Lijie Song, and Esther Chen (June 2012) *M&SOM Proceedings: Annual Meeting of the INFORMS Society on Manufacturing & Service Operations Management*. Columbia University, New York, NY.

Inventory Management in the Presence of Record Inaccuracy, with Adam Mersereau and Linus Schrage (June 2005) *M&SOM Proceedings: 10th Annual Meeting of the INFORMS Society on Manufacturing & Service Operations Management*. Northwestern University, Chicago, IL.

Inventory Record Inaccuracy and RFID (March 2004) *Proceedings 15th Annual North American Research Symposium on Purchasing and Supply Chain Management*. Tempe, AZ.

RECENT ACADEMIC PRESENTATIONS

- Texas A&M (Mays Business School) (2026)
- Technical University of Munich, The University of Zurich (2025)
- Columbia University, MBSC – Prince Mohammad Bin Salman College of Business and Entrepreneurship, University of Porto (2023)
- The City University of New York (Zicklin School of Business at Baruch College) (2021)
- Ingolstadt School of Management, Technical University of Munich (2019)

RECENT EDITORIAL SERVICE

Journal of Operations Management

- *Associate Editor* (2015-2023)
- *Guest Editor*, Special Issue on the Marketing-Operations Interface (2019-2023)
- *Guest Editor*, Special Issue on Field Research in Operations & Supply Chain Management (2008-2011)

Journal of Supply Chain Management: *Editorial Review Board* (2007-2017)

Manufacturing & Service Operations Management Journal

- *Associate Editor* (2011-2025), *Guest Associate Editor* (2026)
- *Guest Editor* (2015-2016)
- *Judge*, Best Paper Award (2011-2014)

Production and Operations Management Journal

- *Co-Department Editor*, Retail Operations (2014-2021)
- *Senior Editor*, Disaster Management (2014-2018)
- *Senior Editor*, Retail Operations (2010-2014)
- *Senior Editor*, Ops Strategy (2007-2013)
- *Senior Editor*, Special Issue on “The Theory and Practice of Ops. Management in China” (2010-2012)

OUTSIDE ACTIVITIES

Harvard Club of Oregon and SW Washington, King Salman Park Foundation.

RECENT PROFESSIONAL SERVICE

Consortium for Operational Excellence in Retailing

- *Moderator* (2025)

Early-Career Sustainable Operations Management Workshop

- *Discussant* (2025, 2026)

Industry Studies Association

- *Judge*, Ralph Gomory Best Industry Studies Paper Award (2020)
- *Judge*, Best INFORMS Paper Competition (2012-2014)

Institute for Operations Research and the Management Sciences (INFORMS)

- INFORMS Ad-Hoc Committee Roles
 - + *Energy & Sustainability* (2026-Present)

Management and Business Review (MBR)

- *Advisor*

Manufacturing & Service Operations Management Society

- MSOM Conference Roles
 - + *Program Committee Member*, MSOM-2020 Annual Conference (2019-2020)
 - + *Referee*, Supply Chain Management SIG Conference (2015)

- + *Referee*, Annual Conference (2012)
- + *Referee*, Service Management SIG Conference (2008)

Production and Operations Management Society (POMS):

- POMS Officer Roles
 - + Board Member (2012-2014)
 - + College of Supply Chain Management
 - *Moderator*, College's LinkedIn Group (2012-2025)
 - *Past-President* (2014-2016)
 - *President* (2013-2014)
 - *President Elect* (2012-2013)
 - *Vice President of Meetings* (2009-2012)
 - + Practice Leaders Forum
 - *Co-Director* (2015-2017)

Utah Winter Operations Conference, *Advisory Board* (2014-Present)

SELECT AWARDS, HONORS, AND FELLOWSHIPS

Journal of Operations Management Jack Meredith Best Paper Award, Honorable Mention 2022

Journal of Business Logistics, Top 20 Most Read Paper 2017-2018

Ralph Gomory Best Industry Studies Paper, 2016.

Rotman School of Management Teaching Award, 2015 & 2016.

Manufacturing & Service Operations Management Meritorious Service Award, 2012, 2013, 2014, 2015.

Pamplin Scholar, 2008-2011

Arthur Butine Faculty Development Fund, 2008-2010

Manufacturing & Service Operations Management Best Paper Award, 2009

Coleman Foundation Grant, 2009

Journal of Supply Chain Management Best Reviewer Award, 2008

Sloan Industry Studies Program Site Visit Grant, 2008

Unilever Research Grant Recipient with Marshall Fisher & Serguei Netessine, 2008

Coleman Foundation Grant, 2008