

Curriculum Vita
Jeff K. Stratman
January, 2021

Neeley School of Business
Texas Christian University
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EDUCATION

Ph.D., *Operations Management*, Kenan-Flagler Business School, University of North Carolina at Chapel Hill, August, 2001.

B.S.E., *Mechanical & Aerospace Engineering*, Princeton University, June, 1989.

EMPLOYMENT

August, 2013 – present	Professor & Chair, Department of Information Systems & Supply Chain Management, Neeley School of Business, Texas Christian University
July, 2009 – August 2013	Associate Professor, David Eccles School of Business, University of Utah
January, 2007 – June, 2009	Assistant Professor, David Eccles School of Business, University of Utah
August, 2001 – December, 2006	Assistant Professor, College of Management, Georgia Institute of Technology
November, 2000 – August, 2001	Instructor, College of Management, Georgia Institute of Technology
July 1989 - August 1995	Andersen Consulting, Arthur Andersen & Co., S.C.

REFEREED PUBLICATIONS

Sundar, S., J.K. Stratman and K. Sundar, (2017) "Using a Disaster Preparedness Triangle Framework to link Disaster Preparedness to Pandemic Outcomes" *International Journal of Mass Emergencies and Disasters*, 35(3), 154-168.

Queenan, C.C., M. Ferguson and J.K. Stratman, (2011) "Revenue Management Performance Drivers: An Exploratory Analysis within the Hotel Industry" *Journal of Revenue and Pricing Management*. 10(2), 172–188.

Bendoly, E., E.D. Rosenzweig and J.K. Stratman, (2009) "The Efficient Use of Enterprise Information for Strategic Advantage: A Data Envelopment Analysis" *Journal of Operations Management*, 27(4), 310-323.

Stratman, J.K. (2008) "Facilitating Offshoring with Enterprise Technologies: Reducing Operational Friction in the Governance and Production of Services." *Journal of Operations Management*, 26(2), 275-287.

Stratman, J.K. (2007) "Realizing Benefits from Enterprise Resource Planning: Does Strategic Focus Matter?" *Production and Operations Management*, 16(2), 203-216.

Bendoly, E., E.D. Rosenzweig and J.K. Stratman, (2007) "Performance Metric Portfolios: A Framework and Empirical Analysis." *Production and Operations Management*, 16(2), 257-276.

Hendricks, K.B., V.R. Singhal and J.K. Stratman. (2007) "The Impact of Enterprise Systems on Corporate Performance: A Study of ERP, SCM and CRM System Implementation." *Journal of Operations Management*, 25(1), 65-82.

Stratman, J.K., A.V. Roth, and W.G. Gilland. (2004) "The Deployment of Temporary Production Workers in Assembly Operations: A Case Study of the Hidden Costs of Learning and Forgetting." *Journal of Operations Management*, 21(6), 689-707.

Stratman, J.K. and A.V. Roth. (2002) "Enterprise Resource Planning (ERP) Competence Constructs: Two-Stage Multi-Item Scale Development and Validation." *Decision Sciences*, 33(4), 601-628

Stratman, J.K. and A.V. Roth. (2002) "Beyond ERP Implementation: Critical Success Factors for North American Manufacturing Firms" *Supply Chain & Logistics Journal*, 5(1), 5-8 (Invited).

McLaughlin, C.P. and J.K. Stratman. (1997) "Improving the Quality of Corporate Technical Planning: Dynamic Analogues of QFD" *R&D Management*, 27(3), 269-279 (Invited).

REFEREED PROCEEDINGS

Stratman, J.K. and A.V. Roth, "Organizational Aptitudes in ERP Implementation: An Empirical Test of North American Manufacturing Firms," *Proceedings of the 2001 Decision Sciences Institute Annual Meeting*, San Francisco, CA, November 2001

Stratman, J.K. and A.V. Roth, "Enterprise Resource Planning (ERP) Competence: A Model, Propositions and Pre-Test, Design-Stage Scale Development," *Proceedings of the 1999 Decision Sciences Institute Annual Meeting*, New Orleans LA, November 1999

Stratman, J.K. and A.V. Roth, "Operations Strategy and Human Resources Fit: An Extension of the Product-Process Matrix," *Proceedings of the 1997 Decision Sciences Institute Annual Meeting*, San Diego CA, November 1997, 1101-1103

Stratman, J.K., A.V. Roth, and H.M. Wagner, "The Impact of Contingent Workers on a Manufacturing System Under Learning," *Proceedings of the 1997 International Meeting of the Decision Sciences Institute*, Sydney Australia, July 1997 (presented by Aleda Roth)

McLaughlin, C.P. and J.K. Stratman, "Improving the Quality of Corporate Technical Planning: Dynamic Analogues of QFD" *Proceedings of the R&D Management Conference on Quality and R&D*, Enschede, The Netherlands, March, 1996, 243-257 (presented by C.P. McLaughlin)

OTHER PUBLICATIONS

Stratman, J.K., A.V. Roth, and H.M. Wagner, "The Impact of Contingent Workers on a Manufacturing System Under Learning" *Cato Center for Applied Business Research Working Paper Series Volume V*, November, 1997, 28-31

UNDER REVIEW

Thirumalai, S, Lindsay, S., and Stratman, J.K. "Are Diversified Hospitals More (or Less) Efficient? An Empirical Study" Processing revise & resubmit from *Health Care Management Science*

CURRENT WORKING PAPERS (In Preparation for Journal Submission)

Thirumalai, S, Lindsay, S., and Stratman, J.K. "You Cannot be Good at Everything: Tradeoff and Returns in Healthcare Operations" Processing reject & resubmit from *Journal of Operations Management*

WORK IN PROCESS

PROFESSIONAL SOCIETY PRESENTATIONS (No Proceedings)

- “Linking Disaster Preparedness to Outcomes: An Empirical Test Using the 2009 H1N1 Pandemic”, POMS Annual Meeting, Denver CO, May 3-6, 2013 (presented by Subhashree Sundar)
- “Choices in Operational Information Focus: Implications for Strategic Efficiency and Paths to Profitability”, POMS Annual Meeting, Dallas TX, May 4-7, 2007 (with Elliot Bendoly & Eve Rosenzweig)
- “Revenue Management Performance Drivers”, POMS Annual Meeting, Dallas TX, May 4-7, 2007 (with Mark Ferguson & presented by Carrie Crystal Queenan)
- “The Efficient Use of Enterprise Information for Strategic Advantage: A DEA Analysis”, DSI Annual Meeting, San Antonio TX, November 17-21, 2006 (with Elliot Bendoly & Eve Rosenzweig)
- “Revenue Management Performance Drivers”, DSI Annual Meeting, San Antonio TX, November 17-21, 2006 (with Mark Ferguson & presented by Carrie Crystal)
- “Revenue Management Performance Drivers”, 6th Annual INFORMS Revenue Management and Pricing Section Conference, Columbia University, New York, June 5-6, 2006 (with Mark Ferguson & presented by Carrie Crystal)
- “The Impact of Enterprise Systems on Corporate Performance: A Study of ERP, SCM and CRM System Implementations”, POMS Annual Meeting, Boston MA, April 28-May 1, 2006 (with Kevin Hendricks & Vinod Singhal)
- “Performance Metric Portfolios: A Framework Grounded in Operations Strategy”, POMS Annual Meeting, Boston MA, April 28-May 1, 2006 (with Elliot Bendoly & presented by Eve Rosenzweig)
- “Innovative Use and Extensions to ERP,” Member of Panel on the Opportunities and Barriers to ERP-Data Use in Strategic Applications, POMS Annual Meeting, Chicago IL, April 29-May 2, 2005
- “Implementing the Balanced Scorecard: Performance Metric Portfolio Selection Using an Operations Strategy Lens”, POMS Annual Meeting, Chicago IL, April 29-May 2, 2005 (with Eve Rosenzweig & presented by Elliot Bendoly)
- “Realizing Benefits from Enterprise Resource Planning: Does Strategic Configuration Matter?” INFORMS Annual Meeting, Denver, CO, October 24-27, 2004
- “Competitive Advantage Through Integrated Information Systems: The Influence of Strategic Configuration on ERP Benefits”, POMS Annual Meeting, Cancun, Mexico, April 30-May 3, 2004
- “Implementing the Balanced Scorecard: Performance Metric Portfolio Selection using an Operations Strategy Lens”, POMS Annual Meeting, Cancun, Mexico, April 30-May 3, 2004 (with Eve Rosenzweig & Elliot Bendoly)
- “Business Performance Impact of Integrated IT Systems: An Analysis of ERP, SCM and CRM Adoption”, INFORMS Annual Meeting, Atlanta GA, October 19-22, 2003 (with Vinod Singhal & presented by Kevin Hendricks)
- “Measuring the Holistic Impact of Operations Management Initiatives”, POMS Annual Meeting, Savannah GA, April 4-7, 2003

- “Enterprise Systems Research: Moving Beyond Implementation Success Factors ,” Member of Panel on Enterprise Systems – Research Directions, DSI Annual Meeting, San Diego CA, November 23-26, 2002
- “Operational Performance Measurement in the Enterprise: Preliminary Scale Development”, POMS Annual Meeting, San Francisco CA, April 5-8, 2002 (with A.V. Roth)
- “ERP Implementation Success Factors: Lessons from North American Manufacturing Firms,” INFORMS Annual Meeting, Miami FL, November 4-7, 2001 (with A.V. Roth)
- “Integrating Operational Information Systems: Strategic Implications for Organizational Development,” INFORMS Annual Meeting, Miami FL, November 4-7, 2001 (with A.V. Roth)
- “Beyond the ERP System: Leveraging Enterprise Information for Competitive Advantage”, POMS Annual Meeting, Orlando FL, March 30 – April 2, 2001 (with A.V. Roth)
- “From the Enterprise to the Supply Chain: ERP and e-Business,” Panel on The New Rules of e-Business: Research Implications for Operations Management, DSI Annual Meeting, Orlando FL, November 20-23, 2000 (with A.V. Roth)
- “The Use of Expert Judges in Initial Scale Development,” Panel on Scale Development for Theory Building and Testing in OM, DSI Annual Meeting, New Orleans LA, November 20-23, 1999 (with A.V. Roth)
- “The Cost Impact of Contingent Workers on a Manufacturing System Under Learning and Forgetting,” INFORMS Annual Meeting, Philadelphia PA, November 7-10, 1999 (with A.V. Roth & W.G. Gilland)
- “Contingent Workers in Manufacturing: Unintended Consequences,” published abstract in *POMS-99 Meeting Program*, Charleston, SC, March 21-23, 1999 (with A.V. Roth & W.G. Gilland)
- “The Hidden Factory Revisited: Misperceptions on the Impact of Contingent Workers in a Manufacturing System,” published abstract in *POMS-97 Bulletin*, Miami FL, March 12-14, 1997 (with A.V. Roth)

OTHER PRESENTATIONS

- “Healthcare Quality & Efficiency through an Operations Lens”, invited presentation at Broad College of Business, Michigan State University, East Lansing, MI, November 10, 2011 (with Scott Lindsey and Sriram Thirumalai).
- “Revenue Management Performance Drivers: An Empirical Analysis in the Hotel Industry”, Utah Product and Service Innovation Conference, Midway UT, February 7-9, 2008 (with Mark Ferguson & presented by Carrie Crystal Queenan)
- “Technology for the People: Drivers of Work Force IT Adoption”, invited presentation to the Federal Reserve Bank of Atlanta, Atlanta, GA, November 16, 2004
- “Beyond the ERP System: Leveraging Enterprise Information for Competitive Advantage”, presented to the Canadian Association of Logistics and Supply Chain Management, Toronto, Canada, October 24, 2001 (with A.V. Roth)
- “Beyond the ERP System: Leveraging Enterprise Information for Competitive Advantage”, presented to The Performance Excellence Council of The Conference Board, Chapel Hill, NC, June 7, 2001 (with A.V. Roth)
- “Enterprise Resource Planning (ERP) Competence: A Model, Propositions and Pre-Test, Design-Stage Scale Development,” e-Business Conference, Kelley School of Business, Indiana University, October 23, 1999 (with A.V. Roth)

“Operations Strategy and Human Resources Fit: An Extension of the Product-Process Matrix,” Kenan-Flagler Business School, October 19, 1997 (with A.V. Roth)

“Critical Thinking in Operations Management Courses,” Kenan-Flagler Business School, November 10, 1995 (with R. Irons)

AWARDS & HONORS

Outstanding Work Performed as a Senior Editor – Management of Technology. *Production & Operations Management Journal*. Presented at POMS 30th Annual Conference, May 2-6, 2019

Hendricks Singhal & Stratman 2007 among top 10 most cited papers in *Journal of Operations Management*

David Eccles Faculty Fellow Award, David Eccles School of Business, University of Utah, May 2009

David Eccles Emerging Scholar Award, David Eccles School of Business, University of Utah, May 2008

Recipient of \$500 Grant from the Smith Graduate Research Fund in fall of 1999

Participant, 1999 Doctoral Student Consortium, *Decision Sciences Institute Annual Meeting*, November 1999

Participant, 1999 Doctoral Colloquium, *INFORMS Annual Meeting*, November 1999

Participant, 1999 OM Division Doctoral Student Consortium, *Academy of Management Annual Meeting*, August 1999

Participant, 1999 Doctoral Student Consortium, *Production and Operations Management Society Annual Meeting*, March 1999

Honorable Mention, 1999 Plossl Fellowship, APICS Educational & Research Foundation

First Prize Winner at Local Level and Second Prize Winner at Region XI Level of the *APICS Donald W. Fogarty Student Paper Competition*, 1996

Recipient of \$2,000 Grant from the Cato Center for Applied Business Research in summer of 1996

Sigma Xi, (Honorary Scientific Research Society) Princeton University, 1989

COURSES TAUGHT

Neeley School of Business, Texas Christian University

INSC 30723 – Systems Planning & Process Analysis, undergraduate major course

INSC 70620 – Supply Chain Tools & Technologies, graduate elective

David Eccles School of Business, University of Utah

OIS 3660 – Production & Operations Management, core required undergraduate operations course

OIS 5630 – Operations Resource Planning, undergraduate elective

OIS 6061 – Production & Operations Management II, core required Professional MBA operations course

OIS 7720 – Topics in Operations Management, Ph.D. seminar on current operations management research topics

OIS 7720 – Topics in Operations Management, Ph.D. seminar on structural equation modeling methods

College of Management, Georgia Institute of Technology

MGT 3501 – Operations Management, core required undergraduate operations course

MGT 4352 – Operations Resource Planning, undergraduate elective course on production planning and control

MGT 6351 – Operations Resource Planning, MBA elective course on production planning and control

MGT 7350 – Empirical Research in Operations Management, Ph.D. seminar on empirical research methods and substantive empirical research in operations management

MGT 7352 – Operations Management Research Seminar, Ph.D. seminar on current operations management research topics

Kenan-Flagler Business School, University of North Carolina at Chapel Hill

BUSI 130 – Operations Management, core required undergraduate operations course

PROFESSIONAL SERVICE

Associate Editor for *Journal of Operations Management*

Associate Editor for *Decision Sciences Journal*

Senior Editor for *Production and Operations Management Journal*

Member of the Editorial Review Board for:
Journal of Operations Management
Decision Sciences

Ad Hoc Reviewer:
Management Science
Manufacturing & Service Operations Management
IEEE Transactions on Engineering Management
OMEGA

Invited Judge

Decision Sciences Institute, 2011 Elwood S. Buffa Doctoral Dissertation Competition

Invited Conference Track Chairperson/Organizer

Co-Track Chair of Information Systems Strategy and Design Track, DSI Annual Meeting, San Diego, CA, November 20-23, 2010

Invited Conference Session Chairperson/Organizer

“Developing a Productive Research Agenda: From Dissertation to Publications,” DSI Annual Meeting, San Diego, CA, November 20-23, 2010

“Empirical Benefits of Information Use,” POMS Annual Meeting, Dallas, TX, May 4-7, 2007

“State-of-the-Art Research Incorporating Archival Data in OM,” POMS Annual Meeting, Boston, MA, April 28 – May 1, 2006

“Enterprise Resource Planning,” DSI Annual Meeting, San Diego, CA, November 23-26, 2002

“Strategic Implications of Operational Integration,” INFORMS Annual Meeting, Miami FL, November 4-7, 2001

“Empirical Research Examining ERP Implementation & Organizational Integration,” POMS Annual Meeting, Orlando FL, March 30 – April 2, 2001

PROFESSIONAL AFFILIATIONS

Production and Operations Management Society (POMS)
Decision Sciences Institute (DSI)