



ACADEMY OF MANAGEMENT

Perspectives

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From our Division Chair (2003)



This year's conference in Seattle was a soaring success – just like the Space Needle. Thanks go to

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From our Program Chair (2003)

Wow! Seattle is a really nice place (at least in August). Thanks to everyone who made the 2003 program a success.

....continued on page 6



Message from the PDW Chair (2003)

The PDW participants made the 2003 PDW a success. Thank you to all the presenters and the participants!

....continued on page 4

Message from the PDW Chair (2004)

Although the 2004 AOM annual meeting is in August next year, the submission deadline

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New Orleans!

Message from Division Chair (2003)

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Morgan Swink, program chair, for putting together a wonderful program, Rebecca Duray for organizing the PDW sessions and to Keong Leong and John Olson for managing the doctoral consortium. I also want to thank Chan Hahn and Bowling Green University for their generous financial support.

I want to particularly note two major new events that happened at this year's conference. First, Rob Handfield (Editor-in-chief) presented the best paper prize for the 2002 volume of *Journal of Operations Management*. Each of the three award finalists was asked to make a short 15-20 minute presentation during a marquee afternoon session on Monday. The finalists were:

- "Multiple Case Studies of Team Effectiveness in Manufacturing Organizations" by Mark Pagell and Jeffrey LaPine
- "Unveiling the Structure of Supply Networks: Case Studies in Honda, Acura and Daimler Chrysler" by Thomas Choi and Yunsook Hong
- "Demand Chain Management in Manufacturing and Services: Web-based Integration, Drivers and Performance", by Markham Frohlich and Roy Westbrook.

Each of the finalists did a wonderful job presenting the major highlights of their paper (remember these have already been published in 2002 in *JOM*) and the room was filled with inquisitive and intrigued audience members. At the end of the session, Rob presented two honorable mention prizes and then the overall winner. This style of presentation had everyone figuratively on their toes since all three papers were excellent. The audience burst into applause at the announcement of the winner – the paper by Mark Pagell and Jeffrey LaPine. I want to thank Rob Handfield for

organizing this session and look forward to a repeat performance next summer. This allegiance between *JOM* and the Operations Division is particularly important since many of the papers presented in the division eventually get published in *JOM*.



The OM Division

The second major new event of the year was the awarding of the first annual Operations Management Scholar awards. The first three awards were given to Linda Sprague, Jack Meredith and Chan Hahn. These honorees were selected based on two primary criteria. First, the awards are intended to recognize excellence and commitment to service, both in the OM field as a whole and within the Academy of Management. The intention is to honor dedication to shaping and leading the field. Second, the awards also recognize research accomplishments. The criterion for recognized research accomplishment focuses on the impact of a scholar's work, not just on the quantity or placement of publications. These initial honorees were chosen by a vote of this year's executive committee of the division to jump start the process and we are proud to have honored three engaging and proactive leaders within the field of OM.

Moving forward, the goal is to open this process up to the entire membership, thus a committee of five members consisting of the past and incoming division chairs respectively

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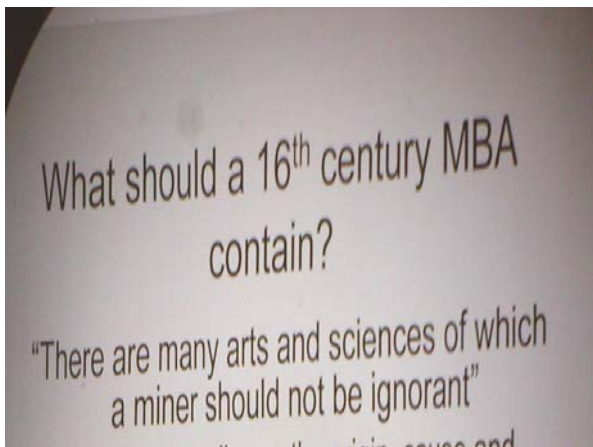
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(Janet Hartley and Morgan Swink) and three at-large members appointed for rotating three year terms (Hamid Noori, Rachna Shah and Greg Stock) has been formed. The charge for this committee is to define selection criteria and the process for selecting between 1 and 3 new scholars each year. We welcome your input and suggestions for nominees, which can be sent either to me or to Jan Hartley.

Finally, I want to thank both Elliott Bendoly for his work in maintaining and updating the division's website and Diane Parente for her continued effort to put out a superior newsletter.

I also want to encourage you to submit your papers and symposia to next year's conference in New Orleans. Yes, it will be a **BIT** hot, but the venue is awesome and perhaps we can do something creative like have a Cajun food eating contest – with no air conditioning. On a serious note, remember that the deadline for paper/symposia submissions is Monday, January 5, 2004 at 5 PM. So, start planning now. Please feel free to contact me with any suggestions for activities in New Orleans and thanks in advance for your continued support of the OM Division!

Ken Boyer
Michigan State University



The history of our discipline



OM Division Officers 2003-04

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**Tom –
deep in thought!**

Message from the PDW Chair 2003

Continued from page 1...

This year's sessions had interesting topics appealing to broad audiences. Two sessions were dedicated to service issues; one session was application oriented and the other focused on future research agendas. A special session on multiple research perspectives of modularity drew a cross divisional crowd. The session dedicated to the trials and tribulations of distance education had a lively discussion of issues from both faculty members and administrators. I would like to thank Linda Angell, Ben Arbaugh, Sebastian Fixson, Chris McDermott, and Rohit Verma for organizing these sessions.

The second year of the Research Incubator format for the Doctoral Consortium was well received by students and faculty. I would like to thank Keong Leong and John Olson (co-chairs) for all of their efforts in making this Doctoral Consortium a success. We are happy to have had an increase in the number of student participants this year. Yunsook Hong (Arizona State University), Murat Kristal (University of North Carolina - Chapel Hill), Kenneth Pence (Vanderbilt University), Christian Rossetti (Arizona State University), and Shimada Tomoaki (INSEAD) shared their research topics.

Following last year's Research Incubator format, each doctoral student made a presentation of his/her dissertation research to a panel of distinguished OM faculty. There were no shortage of valuable and insightful comments from the faculty panel comprising of

Thomas Choi, Barbara Flynn, Ram Narasimhan, Aleda Roth, Linda Sprague, Morgan Swink, and Peter Ward. Due to the number of participants and the length of the question and answer sessions, we were unable to include a strategic research planning breakout session. Next year, we will schedule more time allowing students to examine their strategic research plan and outline a five-year research program. If participation continues to increase, we may have to extend the consortium to a full day.

This year's conference theme, "Creating Actionable Knowledge," fits well with the domain of the OM division. The Academy encourages divisions to submit symposia and papers reflecting the theme. Even if your paper does not fit the theme, please submit your work!



A view of the assembly line from the "bridge"

The submission deadline for AOM 2004 is January 5, 2004!

Please check the Academy webpage for specific submission information. <http://meetings.aomonline.org/2004>. If you have any questions, contact me at rduray@uccs.edu.

Rebecca Duray
University of Colorado -
Colorado Springs



In the line at Boeing

Message from our Webmaster

As the Academy continues to enrich its on-line image, the OM division has stayed close on its heels. Our redeveloped division site went live in July (<http://aom2.pace.edu/om/index.php>). Shortly afterwards, links to our site topped the related association lists on the APICS, EUROMA and SCC sites (thanks to alphabetical order – Hey, it’s good to be in the Academy). New features of the site include a site-specific search engine, a journals links page and an archive page designed to house materials such as course syllabi. In our last executive committee meeting we developed a list of curricula topics that we felt several members of the division might be willing to share. Included were Intro to Ops, PP & Control, Ops Strategy, Project Mgmt, QM, Services Ops, Process Mgmt, International Ops, SCM, NPD, Purchasing and Logistics. If you would like to share a copy of your course syllabi or a link to your course site, feel free to contact me with the curricula category and associated information (Elliot_Bendoly@bus.emory.edu).

Elliot Bendoly
Emory University



View of Mt. Baker from Anacortes, WA

The “nose” of the plane at Boeing



Rob Handfield presenting the JOM Best Paper Award to Mark Pagell and Jeffrey LaPine



Message from the Program Chair 2003

Continued from page 1...

This includes the attendees, authors, reviewers, panelists, presenters, division officers, and more (did I mention the hotel staff?). Some of the highlights from this year's program include:

- over 30 papers and symposia presentations
- a very entertaining and enlightening session on the history of OM (thanks to Chris Voss, Kate Blackmon, and Linda Sprague)
- a first-time presentation of the JOM best-paper awards at the AoM conference (thanks to Rob Handfield, JOM editor)
- a dynamite symposium on ERP (thanks to John Ettlle)
- an excellent tour of a Boeing assembly plant (thanks to Greg Magnan and Karen Brown)

Inside the tube at Boeing



As you can see, we had a lot of "firsts" this year. Congratulations also to this year's award winners:

- Dan Krause and Mark Pagell – Chan Hahn best paper award
- Murat Kristal – OM division best student paper award
- Dan Heiser – OM division best reviewer award
- Mark Frolich and Roy Westbrook – JOM best paper award

It has been a privilege to serve as the OM division program chair. The work was gratifying and actually quite enjoyable due to the willingness and creativity of those of you who contributed to the program (and actually did most of the work). Please feel free to send me comments and suggestions for future program improvements. I'll make sure that Rebecca Duray (the next program chair) gets them!

Morgan Swink
Michigan State University

Journal of Innovative Education
Call for Papers



Barbara B. Flynn, Editor
Decision Sciences Journal of Innovative Education
Wake Forest University

Babcock Graduate School of Management
P.O. Box 7659, Reynolda Station
3102 Worrell Professional Center
Winston-Salem, North Carolina 27109-7659
(336) 758-3672, fax (336) 758-4514 email:
barb.flynn@mba.wfu.edu

DSJIE is a quarterly, peer-reviewed journal published by the Decision Sciences Institute. Its mission is to publish significant research relevant to teaching and learning issues in the decision sciences.

Please find specific information for submission on the Journal home page in the chart later in the newsletter.

Barb Flynn
Wake Forest University





Twede's Café in "Twin Peaks" (North Bend, WA)

Operations Management Division Business Meeting

August 4, 2003

The OM Division Business Meeting took place on Monday afternoon, with approximately 35 people in attendance. Jan Hartley opened the meeting and welcomed everyone in attendance. She emphasized that the division's goals over the next year are to increase membership (currently at 460 members) as well as international participation. Jan also pointed out two new initiatives at this year's conference - the introduction of the distinguished OM Scholar award, along with a special session of *Journal of Operations Management* Best Paper Award Finalists. Rebecca Duray organized the PDW this year, assisted by Keong Leong and Jon Olson, as Co-Chairs of the Doctoral Consortium. Five doctoral students took part in the consortium, and six PDW sessions involving 32 panelists took place on Saturday afternoon and Sunday morning. Morgan Swink, Program Chair, stated that submissions for this year's conference were about the same as last year. He had the opportunity to present the division awards, which went to Dan Heiser, Best Reviewer; Murat Kristal (co-authors Aleda Roth and Jayashankar Swaminathan), Best Student Paper; and Mark Pagell and Daniel Krause, Best Paper. As incoming Division Chair, Ken Boyer requested volunteers for three new committees. The first committee will be responsible for preparing a 2

- 3 page white paper explaining how centralized or common catering during conferences will save the Academy of Management money. The second committee, the OM Scholar committee, will be composed of the Past Division Chair and Division Chair Elect, plus three members, and will be responsible for defining the selection process and selecting recipients. Finally, a practice committee will be created to encourage practitioner participation in Academy meetings, which is an initiative of the entire Academy. Rebecca Duray, our incoming Program Chair, encouraged everyone to submit papers and symposia, especially joint sessions, to next year's conference to be held on August 6 - 11 in New Orleans. The conference theme is "Creating Actionable Knowledge." Deadline for submissions is January 5. The meeting wrapped up with the presentation and introduction of the inaugural OM Scholar recipients. This distinction has been created to honor outstanding leadership, to recognize accomplishments and impact on empirical research, and to reward excellence and commitment to service both within the field and within the Academy of Management. Tom Choi, Jan Hartley and Ken Boyer had the pleasure of introducing this year's OM Scholar recipients - Linda Sprague, Chan Hahn, and Jack Meredith. Congratulations Linda, Chan, and Jack!

Karen Chinander
Secretary, OM Division
Florida Atlantic University



Rob Handfield and Mark Frohlich

Interesting Journal Information

Web pages for journals of interest to OM members.

Journal of Operations Management	http://www.elsevier.nl/inca/publications/store/5/2/3/9/2/9/
Academy of Management	http://www.aom.pace.edu/publications.stm
POMS	www.poms.org
IJOPM	www.mcb.co.uk/ijopm.htm
Decision Sciences	www.bus.msu.edu/dsjonline/
Management Science	http://mansci.pubs.informs.org/
IEEE Trans on Engineering Management	http://www.emp.pdx.edu/ieee/ieee.html
Jnl of Business Logistics	http://www.clml.org
Supply Chain Management	http://www.mcb.co.uk/scm.htm
Intl Jnl of Production Research	http://gort.ucsd.edu/newjournal/i/msg02651.html
Intl Jnl of Physical Distribution & Logistics Management	http://www.mcb.co.uk/ijpdlm.htm
Intl Jnl of Production Economics	http://www.elsevier.com/inca/publications/store/5/0/5/6/4/7/index.htm
Quality Management Jnl	http://www.asq.org/pub
Journal of Innovative Education	http://www.mba.wfu.edu/dsjie/

See you in New Orleans!

Message from the PDW Chair 2004

...continued from page 1

for the professional development workshop (PDW) is just round the corner.

If you have an interesting proposal for a PDW session, please contact me before the deadline of November 10, 2003. This year's conference theme is "*Creating Actionable Knowledge.*"

Please note that only Academy groups may sponsor and submit PDW proposals. As such, the PDW chair needs to be part of the submission process. Cross division proposals are strongly encouraged. Collaboration with other divisions will allow us to organize more PDW sessions. Please contact me at Keong.Leong@ccmail.nevada.edu if you have any questions or suggestions for a PDW session. Ciao!

G. Keong Leong
University of Nevada Las Vegas



Chris Voss, Kate Blackmon, & Linda Sprague



The OM Division in Action!

**Message to the Operations Management Division
from the Critical
Management Studies (CMS) Interest Group**

CMS serves as a new forum within the Academy of Management for the expression of views critical of established management practices and the established social order. CMS would like to encourage members of the OM Division to submit proposals for jointly sponsored symposia to OM and CMS. We will be innovating the design of our program. Our policy will be DEVELOPMENTAL, and we plan to use whatever time is allocated to us to program all submissions that fall within our domain, whether they be very short "concept papers," more substantial "work-in-progress," or fully-developed final products. To accommodate all these, our program will feature a mix of paper presentations, symposia, "roundtables," and "poster papers." So if your work has a "critical" edge, please do visit the CMS website: <http://aom.pace.edu/cms/index.htm>



OM Division & JOM Best Paper Presentations

***Distinguished OM Scholar Awards Presented
at the Academy of Management in Seattle***

Diane Parente

The Operations Management Division of the Academy of Management began its fourth decade by instituting the Distinguished OM Scholar Award at the Annual Business Meeting in Seattle. The award honors distinguished leaders in the field of Operations Management, specifically those who define the ideology of the Division of an empirical, holistic approach to researching operations management issues. The award recognizes excellence and commitment to service both in the field as a whole and within the Academy of Management. The OM Division may honor up to three individuals each year.

The OM Division is pleased to announce three Distinguished OM Scholar Awards for 2003: Professors Chan Hahn (Bowling Green University), Jack Meredith (Wake Forest University), and Linda Sprague (China Europe International Business School).

Jan Hartley, Division Chair, presented Professor Chan Hahn with the new award. She commented on the long and influential career of Dr. Hahn, specifically noting his influence on students and junior faculty. Although Bowling Green is not a doctoral granting institution, the impact of Professor Hahn's mentorship is demonstrated in the large number of his former students who are now university faculty throughout the world.

Ken Boyer, OM Program Chair and Division Chair-Elect, presented Jack Meredith as a 2003 Distinguished OM Scholar. Boyer commented on the extraordinary contribution by Meredith particularly in the empirical research arena. Meredith has helped to shape the field as Editor of the Journal of Operations Management and as a significant researcher.

Tom Choi, Past Division Chair, introduced Professor Linda Sprague as a 2003 Distinguished OM Scholar. Professor Choi

introduced Dr. Sprague as a catalyst in the OM Division. She reminded the division that not only was it one of the founding divisions of the Academy but that many of early presidents of the Academy came from the OM discipline. Professor Linda Sprague reminded our division the meaning for its existence within the Academy. She has been an amazing Division ambassador around the world.

Each of the 2003 Distinguished OM Scholar Award recipients have contributed to the development of the field in their own unique ways. Their impact on Operations Management is an example to both junior and senior faculty as the frontiers of knowledge are pushed forward during the next decade.



PROFILES

Professor Chan Hahn

Dr. Hahn is Professor Emeritus of Management at Bowling Green State University. Dr. Hahn has received numerous honors including being the Owens-Illinois Professor and Distinguished University Professor of Management at Bowling Green State University. He teaches and does research in the area of Purchasing/Materials Management, Production Planning/Control, and

Supply Chain Management. Dr. Hahn's publications have appeared in *Academy of Management Review*, *International Journal of Purchasing and Materials Management*, *Production and Inventory Management*, and *Interfaces*.

He has been an active member of many scholarly and professional organizations including DSI, Academy of Management, NAPM and APICS. His past and present leadership positions include associate editor, *International Journal of Purchasing and Materials Management*, vice president of national DSI, president of Midwest DSI, and Chair of the OM Division of Academy of Management in 1986-1987. He is a fellow of DSI and Pan Pacific Business Association and also held a National Association of Purchasing Management Professorship. The Academy of Management honored him by establishing Chan K. Hahn Best Paper Award in 1993. He received his MBA and Ph.D. degrees from The Ohio State University, and his BBA from Yonsei University in Seoul, Korea.

Professor Jack Meredith

Dr. Meredith is Professor of Management and Broyhill Distinguished Scholar and Chair in Operations at the Babcock Graduate School of Management at Wake Forest University. He received his undergraduate degrees in engineering and mathematics from Oregon State University and his PhD and MBA from University of California, Berkeley. During his undergraduate studies he worked for Ampex Corporation and Hewlett-Packard Company as a mechanical engineer. Following the award of his undergraduate degrees he worked as an astrodynamist for Douglas Aircraft Company and TRW Systems Group on the Viking, Apollo, and other space programs.

His current research interests are in the areas of empirical research methodology and the strategic planning, justification, and implementation of advanced manufacturing

technologies. His recent articles have been published in *Management Science*, *Operations Research*, *Production and Operations Management*, and *Journal of Operations Management*. He has co-authored five textbooks that are currently popular for college classes: *Operations Management for MBAs* (Wiley), *Quantitative Business Modeling* (South-Western), *Project Management: A Managerial Approach* (Wiley), *Introducing Operations Management* (Wiley), and *Project Management in Practice* (Wiley). He is former Editor-in-Chief of the *Journal of Operations Management*, a member of the editorial advisory board for *Production and Operations Management*, was the founding editor of *Operations Management Review*, and was the production/operations management series editor for John Wiley & Sons, Inc.

Professor Linda Sprague

Linda G. Sprague is Professor of Manufacturing and Operations Management at the China Europe International Business School (CEIBS) in Shanghai, China, Faculty Advisor to CEIBS' Case Development Center and Chair of the CEIBS Publications Committee. Professor Sprague has served on the faculties of the University of New Hampshire, Cranfield University, IESE (University of Navarra, Barcelona), IMD (International Management Development Institute, Switzerland), The Tuck School (Dartmouth College, USA) and the Graduate School of Business at Stanford University. She was a Founding Professor of the National Center for Industrial and Science Technology Management at Dalian, China and was Founding Director of the Manchester Manufacturing Management Center. From 1991-95 Dr. Sprague was Principal Investigator for a multi-stage information systems implementation project with Airspares, the spare parts organization of Airbus Industrie.

Professor Sprague received her doctorate in Production/Operations Management from the

Harvard Business School. She holds an MBA from Boston University and an SB in Industrial Management from the Massachusetts Institute of Technology. She is a Fellow of the Decision Sciences Institute (DSI), a Fellow of the Institute for Operations Management in the UK, and a Certified Practitioner in Inventory Management. Dr. Sprague is an Associate Editor of *Decision Sciences* and a member of the Editorial Advisory Board of the *Journal of Operations Management*. For twelve years she served on the National Certification Council of the American Production and Inventory Control Society (APICS). Dr. Sprague is a Founding Member of the Global Manufacturing Research Group (GMRG), a member of the Executive Committee of the International Society for Inventory Research (ISIR) and Chair of the Inventory Management Section of the ISIR. She is Operations and Manufacturing Management Co-Editor for the second edition of the *International Encyclopedia of Business & Management*.



**Our 1st OM Scholars:
Chan Hahn, Linda Sprague & Jack Meredith**