



ACADEMY OF MANAGEMENT

Perspectives

THE NEWSLETTER FOR THE OPERATIONS MANAGEMENT DIVISION

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From our Division Chair (2003)

As we look forward to meeting again in Seattle, I wanted to update you on the progress toward the OM Division's key two strategic initiatives. These initiatives are: 1) Increasing the OM Division's Visibility in the Academy, and 2) Increasing Value for Our Members. *continued on page 3*

From our Program Chair (2003)

Whew! The brunt of my work as program chair is almost done.

Thanks very much to all of you who submitted papers, reviewed papers, and agreed to serve as session chairs or in other roles for the program.

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Message from the PDW Chair (2003)



I am excited about the division PDW sessions. We have six scheduled sessions co-sponsored with four other divisions of the Academy (MED, MH, ONE,

TIMS). *continued on page 4*

Academy of Management
Operations Management Division
Doctoral Consortium 2003
Research Incubator

The 2003 AOM Operations Management Division Doctoral Consortium is following a new research-focused format tried successfully last year. This year's consortium is designed to give doctoral students the opportunity to discuss their research questions with a panel of distinguished faculty who will share their wealth of knowledge and experience.

We are inviting doctoral students who are in the early proposal or later phase of their dissertations to participate in the Doctoral Consortium Research Incubator. Students will be asked to prepare a brief presentation of their research proposal. In addition, a strategic research plan outlining a five-year research program should be presented. Several distinguished faculty members will meet with these students in small groups to provide guidance and feedback on the students' proposal. We believe this format should prove useful to students and may serve to stimulate new research ideas for veteran faculty as well.

A budget of \$500 has been set aside by the OM Division to support students attending the doctoral consortium. Students will first be reimbursed for the cost of registration. Then the remaining money is shared equally among the students attending the consortium. Seattle University has made a limited number of dormitory style rooms available. Students can make reservation

directly with Seattle University via email to: AOMhousing@seattleu.edu. The rooms are available on a first-come, first-served basis as follows: Single rooms are \$38.50 per day; doubles are \$25.25 per person per day. The SU campus is about 10 blocks from the Convention Center. Metro buses run between the University and the Convention Center.

The AOM Doctoral Consortium will be held in the Pre-Program session of the AOM meeting, Saturday afternoon, August 2, 2003, from 1 to 5 pm.

Interested students should submit a curricula vita and a brief (1 page) description of their research proposal or overview to:

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College of Commerce
1 East Jackson Blvd.
Chicago, Illinois 60604
(312) 362-6061
jolson@wppost.depaul.edu

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4505 Maryland Parkway Box 456009.
Las Vegas, Nevada 89154-6009
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keong.leong@ccmail.nevada.edu



Message from Division Chair (2003)
...continued from page 1

In November 2002 at the Decision Sciences Institute annual meeting, 22 OM Division members met to work on these initiatives and to discuss ways to increase membership, increase the involvement of international members, and continue developing our strategic vision.

Increase the OM Division's Visibility in the Academy

- Congratulations to Barbara Flynn of Wake Forest University who has been appointed to the Editorial Board of *Academy of Management Journal*.
- The OM Division currently has 415 members up from 366 in the Fall 2001. Our members are also involved in 23 other Divisions including Technology and Innovation Management (33%), Business Policy and Strategy (27%), Organization and Management Theory (14%), and Organizational Behavior (14%).
- If you are actively involved in another division as well at the OM Division, please consider becoming an "OM Division Representative at Large." Your role will be to identify ways that the OM Division can foster more interaction with other divisions and promote the OM Division within the Academy. Please contact me by email at jhartle@cba.bgsu.edu if you are interested.

Increase Value for our Members

- The 2003 *Journal of Operations Management* Best Paper Award will be presented by Editor Rob Handfield at the annual meeting. The four finalists

will present their papers during a special session on Monday Aug. 4th.

- The OM Division Professional Development Workshop sessions are co-sponsored with four other divisions. These sessions will offer a great way to network across the Academy. The co-sponsoring divisions are:
 - Management Education and Development
 - Management History
 - Organization and the Natural Environment
 - Technology Management and Innovation.
- We are developing criteria to be used to select the "OM Division Scholar." I will be sharing the criteria with you by email to get your feedback and comments.

2003 Annual Meeting

Thanks to those who submitted and reviewed papers for the upcoming meeting. Our planning team (Morgan Swink, Program Chair, Rebecca Duray, PDW Chair, Keong Leong and John Olson, Doctoral Student Consortium Co-Chairs) has designed an excellent program.



Help us to continue the momentum by joining us in Seattle! Registration information can be found at:
<http://meetings.aomonline.org/2003/Registration/>.

Jan Hartley
Bowling Green University

OM Division Officers

Message from the PDW Chair 2003

Continued from page 1...

The PDW sessions start Saturday afternoon August 2nd with the Doctoral Consortium Research Incubator. A second session on the Trials and Tribulations of Distance Education also is scheduled for Saturday afternoon.

Sunday's program begins with a morning session commemorating the 100th Anniversary of Taylor's "shop management." A research session, "Initiating research cross-overs: One topic (modularity), multiple research perspectives" follows. Two service oriented sessions also are scheduled for Sunday: "Innovative Service Management Research Applications" and Interrelating Issues in Service, Quality, and Environmental Management: Future Research Agenda.

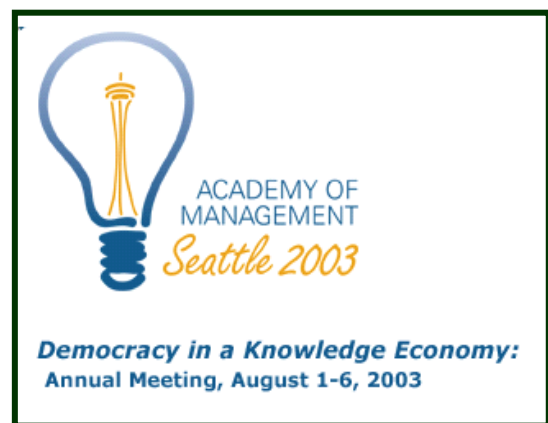
Please check the program for session details. All pre-conference sessions will be held at the Westin Hotel.

I hope to see you at the PDW sessions!

*Rebecca Duray
University of Colorado
at Colorado Springs*

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The Chicago White Sox are in town to play the Seattle Mariners on Friday (8/1), Saturday (8/2), and Sunday (8/3)!!!



Message from the Program Chair 2003

Continued from page 1...

The papers submitted this year were very good, and we have a dynamite program in place, mostly due to the hard work and good ideas of the executive committee and volunteers.

Let me highlight a few of the special events we have in store for this year's conference. For the first time, the winner of the Journal of Operations Management Best Paper award will be announced at the conference. In a special session scheduled for Monday, August 4th, three finalists for the award will present their JOM papers. Then Rob Handfield, JOM editor, will announce the winner and make the award presentation. As we have done so in the past, we will also announce in the OM division meeting the winners of the Chan Hahn Best Paper award, sponsored by McGraw-Hill/Irwin, and the Best Student Paper award, sponsored by Bowling Green University.

We have two very interesting symposia scheduled for this year's conference. First, Kate Blackmon, Chris Voss, and Linda Sprague will lead a discussion of Operation Management's past and future. This promises to be an enlightening and entertaining session (Linda especially has great stories to tell).

John Ettlief has put together a truly outstanding cast of panelists for a second symposium on the state of Enterprise Resource Planning. The panel includes a nice mix of knowledgeable practitioners and academics. Please plan to be there for this session on Tuesday morning, as it promises to be an interesting and perhaps even provocative look at ERP.

Finally, I'd like to alert you to the possibility of a Boeing manufacturing tour scheduled for Wednesday morning, August 8. Boeing has graciously agreed to open the doors of one of their most advanced manufacturing facilities to us. If there is sufficient interest, we will schedule the tour. If I haven't heard from you yet, please let me know if you are reasonably

sure that you would attend the tour. We'll let all the division members know if it is a "go" or not once I've received sufficient feedback from you.

Please make your plans soon to attend this year's conference. The venue and the city (Seattle) make a great summer vacation spot. And the program schedule looks great, including excellent professional development workshops on Saturday and Sunday, a full OM program all day Monday and Tuesday, and a possible Boeing tour on Wednesday. Throw in the parties, colleagues, and good food, and you have a "can't lose" opportunity for professional growth, networking, and R&R.

See you in Seattle!

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
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(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 to the right.

Barb Flynn
Wake Forest University

Where have all our papers gone?
(Status of papers presented in the OM Division!)

In the fall issue of the Operations Management (OM) Division Newsletter, the initial results of an investigation on the status of the papers presented in the OM Division were reported. This investigation was an effort to increase the membership base of the OM Division. Ken Boyer, Division Chair Elect, and I identified 111 papers presented in the OM Division (in regular and interactive sessions) during 1997-2001. An e-mail asking whether the papers resulted in a publication was sent to the



presenters at the beginning of September. We also asked the presenters to send us the citations for papers that have been published or that are scheduled for publication. Three weeks after the initial e-mailing, a follow-up e-mail was sent to the presenters who had

not responded to the first e-mail. As a result of our first and second e-mailings, we received information regarding 75 papers presented.

These presentations produced 46 journal articles, published or forthcoming. The list of all journals in which papers have been published and the number published in each is presented in Table 1. In addition, three papers appeared in books: one was contributed to *Advances in the Management of Organizational Quality* and the others were published as chapters in *New Directions in Supply-Chain Management* and *Management, Leadership and Human Resources Management in Turkey from the Perspective of Academicians and Professionals*.

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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.inform.org/
IEEE Trans on Engineering Management	http://www.emp.pdx.edu/ieee/ieee.html
Jnl of Business Logistics	http://www.clm1.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/



OM DIVISION ELECTIONS!

We have two great candidates for the position of PDW Chair. The successful candidate will move through the leadership of our Division to ultimately become the Division Chair. Please vote by April 30 at <http://apps.aomonline.org/divelection/>

We would like to thank both Keong and Greg for their willingness to serve the division.

Keong Leong



Keong is Professor and Chair of the Management Department in the College of Business at the University of Nevada Las Vegas. He worked previously at Ohio State University. He has an undergraduate degree in Mechanical Engineering from the University of Malaya and an MBA and Ph.D. from the University of South Carolina.

His research is in the areas of international manufacturing, operations strategy, technology management, and supply chain management. He has published in academic journals such as *Decision Sciences*, *Journal of Operations Management*, *Interfaces*, *Journal of Management*, *European Journal of Operational Research*, and *International Journal of Production Research*. He is currently serving as Associate Editor for the *Journal of Operations Management* and member of the editorial review board of *Quality Management Journal*. He has received research and teaching awards including an Educator of the Year award from the Asian Chamber of Commerce in Las Vegas. He is listed in Marquis Who's Who in the World, Who's Who in America, and Who's Who in American Education.

His service contributions to the OM Division of the Academy of Management (AOM) and

Decision Sciences Institute (DSI) include the following: Co-Chair of OM Doctoral Consortium, 2003 AOM Annual Meeting; faculty presenter at the OM Doctoral Consortium, 1996 & 1999 AOM Annual Meetings; Editor of *Decision Line*, 2002-2005; Co-Track Chair for Manufacturing Management, 2003 DSI Annual Meeting; At-Large Vice President, 1997-99; member of the Board of Directors, Asia Pacific DSI, 2000-2002; Track Chair for International Business, 2001 DSI Annual Meeting; Track Chair for Production Management, Sixth DSI International Conference, Puebla, Mexico, 2001; Chair, Doctoral Student Affairs Committee, Decision Sciences Institute, 1999-2001; Doctoral Consortium Coordinator, 1998 DSI Annual Meeting; Feature Editor of the Production/Operations Management column, *Decision Line*, 1995-98; Co-Track Chair for POM: Manufacturing, 1996 DSI Annual Meeting; Track Chair for Strategic Management, Third DSI International Conference, Puebla, Mexico, 1995; and Instructional Innovation Award Competition Coordinator, 1994 DSI Annual Meeting.

Gregory N. Stock



Gregory N. Stock is currently Assistant Professor of Operations Management in the College of Business at Northern Illinois University in DeKalb, Illinois, where he teaches operations management and supply chain management. He received his B.S.E. and M.S. degrees in electrical engineering from Duke University and his Ph.D. degree in business administration from the University of North Carolina. Prior to beginning his academic career, he held design and development engineering positions in a variety of high-technology industries, including computer graphics, data communications, and

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OM Division Elections 2003

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wireless telecommunications. He has also served on the faculties of the University of Hartford, Arizona State University West, and Hofstra University, and has been a visiting professor at the China-Europe International Business School. His research interests include technology management and supply chain management, and his work has been published in the *Journal of Product Innovation Management*, *IEEE Transactions on Engineering Management*, *Journal of Operations Management*, *Journal of High Technology Management Research*, *Technovation*, *International Journal of Operations and Production Management*, *International Journal of Physical Distribution and Logistics Management*, and *Production and Inventory Management Journal*.

Greg has been a member of the Academy of Management Operations Management Division since 1994 and has participated virtually every year in the Academy's meetings, both in the regular and Professional Development Workshop programs. In addition to the Academy, Dr. Stock is a member of the Product Development Management Association, the Academy of Management, the Decision Sciences Institute, INFORMS, the Production and Operations Management Society, APICS, and IEEE.

Where have all our papers gone?

(Continued from page 6...)

Two presenters also informed us that the symposiums in which they had participated led to publications. One of these symposium papers was contributed to *Advances in the Management of Organizational Quality*. Another symposium led to an entire special issue



of *Journal of Operations Management* that the presenter and co-presenters edited. Furthermore, 12 papers are currently under review by various journals.

As a review of Table 1 indicates, out of 46 papers, 19 have appeared or will appear in the *Journal of Operations Management (JOM)*. It seems that, in terms of research scope and method, the authors of these papers considered *JOM* as the most relevant publication venue for the papers they had presented in the OM division. This finding is an encouraging advance in the efforts to link the OM division with *JOM*. The remaining papers have been published or are forthcoming in various top-tier journals relevant to OM.

Our survey uncovered several interesting things. In three instances, a single presentation resulted in two publications, and in one instance, two presentations led to a single publication. We also calculated the time lag between the time a presentation was given in the OM division and the year that presentation appeared as a publication. (We had publication information for 45 published presentations.) On average, it took 1.43 years for a presentation to appear as a publication. Forty percent of the presentations were published within one year of being given, approximately 22 percent of them were published within two years, about 13 percent of them were published within three years, and two presentations took nearly four years to be published. Eight presentations appeared as publications in the same year. Clearly, the presentations in the OM Division produced a significant number of publications in highly recognized journals. Several respondents commented that the feedback they had received on their papers at the meeting helped them improve the quality of their papers. It appears that presenting a paper in the OM Division pays off.

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How many days a year does it rain in Seattle?

Production and Operations Management Journal

*Special Issue on “Service Strategy and
Technology Application”*

Background:

While the effect of technology on manufacturing operations has garnered extensive research, the effect of technology on service sector operations has been no less profound, yet has received relatively little attention from academics. Technological advances have transformed industries such as banking and package delivery, and have caused significant strategic shifts in the decoupling of front- and back-offices.

The term “technology” is often used within the context of “high tech.” While such technologies are important, “low tech” is also of interest to the progression of service industries. For example, the technological and strategic changes that “low tech” companies such as McDonald’s, Taco Bell, Wal-Mart, grocery stores, and many office environments have been through in the past decade have been significant and worthy of study, but have been neglected relative to more cutting edge technologies.

Topics for the Special Issue:

Manuscripts that explore the relationship of strategy and technology are of especial interest. A listing of possible manuscript topics includes, but is not limited to:

- Strategic congruence between the back- and front-office
- Strategic technology adoption
- The effects of contact enhancing technology
- The effects of contact reduction technology
- Management of scale and scope in both the back- and front-office
- Linking logistics choices to firm strategy

Instructions for Authors:

All papers will be reviewed according to the standard *Production and Operations Management* journal procedures. Authors are encouraged to submit manuscripts electronically, preferably via a pdf file. If choosing submission by mail, send 4 copies of your paper to one of the guest editors. **The submission deadline for this special issue is May 31, 2003.**

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We are most grateful to the presenters for taking time from their busy schedules to respond to our e-mails. Because we would like to continue compiling this type of data, we still need the cooperation of OM members in three ways. First, if anyone has received our e-mails and has not yet responded, please do so.

Second, if we have missed any paper(s) presented in the Division during 1997-2001, please let us know at hkaynak@panam.edu. Finally, please let us know about any papers presented in the Division in 2002 that have been published or accepted for publication at hkaynak@panam.edu.

Hale Kaynak
The University of Texas
Pan American



Distribution of Articles

Journal	# articles published
Journal of Operations Management	19
Decision Sciences	2
Production and Operations Management	2
International Journal of Production Research	2
Academy of Management Review	1
Decision Line	1
European Journal of Operations Research	1
European Management Journal	1
Industrial Marketing Management	1
International Journal of Innovation Management	1
International Journal of Manufacturing Technology and Management	1
International Journal of Operations & Production Management	1
International Journal of Physical Distribution and Logistic Management	1
International Journal of Project Management	1
The International Journal of Purchasing and Supply	1
International Journal of Service Industry Management	1
Journal of Engineering and Technology Management	1
The Journal of High Technology Management Research	1
Journal of Product Innovation Management	1
Journal of Quality Management	1
Journal of Management	1
Journal of Service Research	1
Management Science	1
Research in Engineering Design	1
Omega	1
Total	46