



ACADEMY OF MANAGEMENT

# Perspectives

THE NEWSLETTER FOR THE OPERATIONS MANAGEMENT DIVISION

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Spring 2004

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### From our Division Chair (2004)



We are looking forward to a COOL meeting in New Orleans. Yes folks, I realize that New Orleans in August is a *\*bit\** hot, but lets face it we are such happening people that we will be COOL nonetheless! Besides, the AoM planners were really just after some discounted rooms in the off-off-off-peak season see how much effect the OM division has on the Academy!

...continued on page 2

### Message from the Program Chair (2004)

The 2004 AOM program should be very interesting. The Division received forty-five papers and three symposiums.

...continued on page 5



### Message from the PDW Chair (2004)

This year we have scheduled a total of 7 sessions, with several co-sponsored with other divisions of the Academy such as BPS, MED, MOC, OB, OMT, ONE, and PTC.



....continued on page 4



Oak  
Alley  
Plantation

*Message from Division Chair (2004)*

*...continued from page 1*

On a more serious note, Rebecca Duray, program chair, and Keong Leong, PDW chair, have done an excellent job of putting an exciting program together. We will continue two traditions started last year. First, in partnership with the Journal of Operations Management, there will be a special session where the finalists for best paper present abbreviated versions of their JOM paper, followed by the formal presentation of the award. Last year this session was both stimulating and enjoyable as Editor Rob Handfield drew the suspense out before announcing the winner. Please join us this year for a repeat performance and help honor authors for their excellent work.

Second, The Operations Management Distinguished Scholar program will present awards to one or two individuals who have had a significant impact on research and teaching in the field. Last years inaugural awards were presented to Jack Meredith, Chan Hahn and Linda Sprague. The nomination and decision-making process for this award has been given to a committee of five members: Jan Hartley, Bowling Green State University (Division Past Chair); Morgan Swink, Michigan State University (Division Chair Elect) and three ad-hoc members appointed for 1-3 year terms: Hamid Noori, Wilfred Laurier University; Greg Stock, Northern Illinois University and Rachna Shah, University of Minnesota. This committee is charged with accepting nominations and deciding on award winners for the 2004 meeting. If you wish to nominate someone, please do so by May 1 to Jan Hartley ([jhartle@cba.bgsu.edu](mailto:jhartle@cba.bgsu.edu)). There will also be a position available on the committee for next years award. Please join us at the division business meeting on August 9 for presentation of the awards.

We are excited about the program for this years meeting. For more details and registration information please go to:

<http://meetings.aomonline.org/2004/>.

Also, if you have any creative ideas for BEATING THE HEAT in New Orleans, please contact me and we will see if we can implement them!

**Ken Boyer**  
*Michigan State University*

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*Bourbon Street*



*The French Quarter*

## Academy of Management Operations Management Division Doctoral Consortium 2004

### Research Incubator

The 2004 AOM Operations Management Division Doctoral Consortium is following a research-focused format tried successfully over the past two years. 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.

After the consortium, students will have an opportunity to network with faculty at the consortium dinner. The University of St. Thomas will provide funding for this year's consortium dinner.

The Supply Chain Management Institute at Bowling Green State University has agreed to provide \$200 stipend to the first 20 students who apply and are accepted to this year's doctoral consortium. The stipend can be used to support conference related expenses such as hotel, airfare or registration.

The InterContinental is offering student members a very low rate of \$69.00 per night for single or double rooms, \$89.00 for triple rooms and \$109.00 for Quad room. For more information please visit the Academy of Management website.

AOM Website:

(<http://meetings.aomonline.org/2004/registration/housing.asp>)

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

*John Olson*  
*DePaul 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*

<b>OM Division Officers 2003-04</b>
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Division Chair	Ken Boyer Michigan State University (517) 353-6381 <a href="mailto:boyerk@bus.msu.edu">boyerk@bus.msu.edu</a>
Division Chair Elect	Morgan Swink Michigan State University 517-353-6381 <a href="mailto:swinkm@msu.edu">swinkm@msu.edu</a>
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Pre-Program Chair	G. Keong Leong University of Nevada, Las Vegas College of Business (702) 895-1762 <a href="mailto:keong.leong@ccmail.nevada.edu">keong.leong@ccmail.nevada.edu</a>
Secretary	Karen Chinander Florida Atlantic University (561) 799 - 8714 <a href="mailto:kchinand@fau.edu">kchinand@fau.edu</a>
Webmaster	Elliot Bendoly Emory University (404) 727-7138 <a href="mailto:Elliot_Bendoly@bus.emory.edu">Elliot_Bendoly@bus.emory.edu</a>
Past Division Chair	Janet Hartley Bowling Green State University (419) 372-2946 <a href="mailto:jhartle@cba.bgsu.edu">jhartle@cba.bgsu.edu</a>
All-Academy Council	Barb Flynn Wake Forest University (336) 758-3672 <a href="mailto:barb.flynn@mba.wfu.edu">barb.flynn@mba.wfu.edu</a>
Newsletter Editor	Diane Parente Penn State University - Erie (814) 898-6436 <a href="mailto:dhp3@psu.edu">dhp3@psu.edu</a>

### Message from the PDW Chair (2004)

*Continued from Page 1...*

We are pleased with the increased collaboration in organizing the PDW sessions.

Saturday, August 7, which is the start of the PDW sessions, is a busy one indeed. We kick off at 9 am with the session on “Perspectives on Project Management from Academy and Practice (OB/MOC/OMT/OM).” Then in the afternoon, we have the “Doctoral Consortium Research Incubator (OM)” from 1 to 5 pm. In addition, we have a session on “Drivers for Management in the Engineering Curriculum (OM/MED)” scheduled from 1 to 3 pm. We round out Saturday with a session from 3 to 6 pm on “Experiential Decision-Making in the Value Stream Coffee Game (ONE/OM/PTC).”

On Sunday, we have a morning session starting at 8 am on “Teaching Project Management: Integrating a Simulation (OM/MED).” This is followed by 2 sessions from 10 am to noon: “Teaching Managers About Managing the Continuous Improvement Enterprise (OM)” and “The Creative, Absorptive and Destructive Capacity of Operations and Management Strategy (OM/BPS).”

All PDW sessions will be held at the New Orleans Marriott. Please check the program for descriptions of the PDW sessions.

I look forward to an exciting PDW program and hope to see you there in New Orleans.

**G. Keong Leong**  
**University of Nevada, Las Vegas**



# NEW ORLEANS 2004!

## Message from the Program Chair (2004)

*Continued from page 1...*

I would like to thank all of the authors who submitted papers to the conference. I appreciate you sharing your work with the Operations Management division. Your contributions are the fundamental building blocks of this year's program.

The OM division will have seven regular paper sessions, two papers will be included in of Shared Interest Tracks, and six papers will be presented at Interactive Paper sessions. For the second year, the finalists for best paper in the *Journal of Operations Management* will present their work and the winner will be announced at the conference. Adding the Business Meeting and Division Social, we should have an eventful conference.

Pre Conference sessions will be on Saturday and Sunday. Regular conference sessions are scheduled for Monday at the Sheraton Napoleon D1. I just received word that our Tuesday sessions scheduled at the Sheraton are in conflict with the set-up for the Presidential Luncheon. AOM is rescheduling our location for Tuesday. Tuesday sessions may change in both time and location. When I receive notification of the changes, I will contact the authors and session chairs. Please check the conference program for further updates.

Although New Orleans has ample hotel accommodations, please remember to book your hotel early!

I would like to thank all the reviewers who helped to make this a great program:

Jerry Allison, U. of Central Oklahoma  
Gopesh Anand, Ohio State U.  
Michael Bedell, College of Business & Public Administration  
Elliot Bendoly, Emory U.  
Kate Blackmon, U. of Bath School of Management

Ken Boyer Michigan State U.  
Linda Brennan, Stetson School of Business and Economics  
Karen Brown, U. of Washington  
Karen Chinander, Florida Atlantic U.  
Victor Cui, City U. of Hong Kong  
Suzanne de Treville, U Lausanne  
David Dilts, Vanderbilt U.  
Isabelle Dostaler, Concordia U.  
Karen Eboch, Bowling Green State U.  
B. Elango, Illinois State U.  
Monique French, U. of Colorado at Colorado Springs  
James Gilbert, Rollins College  
Jay Heizer, Texas Lutheran U.  
Daesik Hur, Bowling Green State U.  
Eric Jackson, Michigan State U.  
Ravi Kathuria, Chapman U.  
Hale Kaynak, U. of Texas – Pan American  
Mikko Ketokivi, Helsinki U. of Technology  
Herbert Kimura, U. Presbiteriana Mackenzie  
Daniel Krause, Arizona State U.  
David McLain State U. of New York Utica  
Susan Meyer, U. of Minnesota  
Ric Morris  
Rocky Newman, Miami U.  
Muammer Ozer, City U. Hong Kong  
Mark Pagell, Kansas State U.  
Ely Laureano Paiva, UNISINOS  
Diane Parente, Pennsylvania State U. Erie  
James Patterson, Western Illinois U.  
Ken Pence, Vanderbilt U.  
Feraidoon Rafat, San Diego State U.  
Thierry Rakotobe-Joel, Ramapo College  
Christopher Seow, U. of East London  
Rachna Shah, U. of Minnesota  
Greg Stock, Northern Illinois U.  
Jim Stoner, Fordham U. at Lincoln Center  
W Andrew, Taylor U. of Bradford  
Sriram Thirumalai, U of Minnesota  
Rohit Verma, U. of Utah  
Robert Vokurka, Texas A&M U. - Corpus Christi  
Nancy Waldeck, U. of Toledo  
Nazli Wasti, Middle East Technical U.  
George Zsidisin, Michigan State U.

Rebecca Duray  
University of Colorado – Colorado Springs

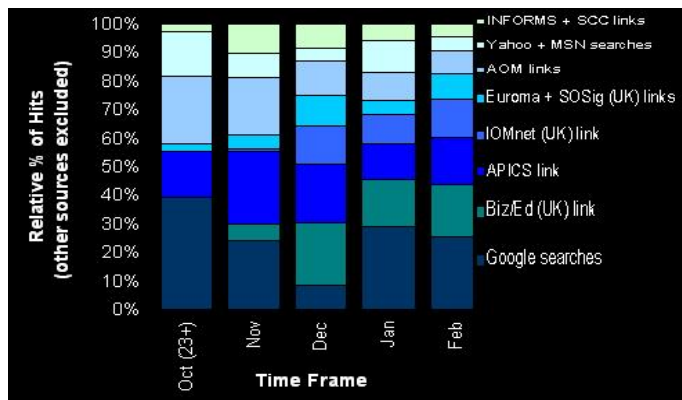
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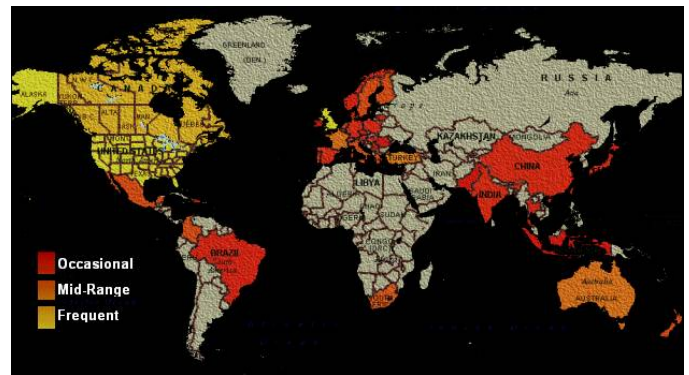
## Message from our Webmaster

### Division Interests: They're he-re...

Yes, we've been having some new minds visiting our Division site recently - though I think we should aim to see higher hit rates down the road. Between Oct 23<sup>rd</sup> (when the counter went live) and Feb 29th we've had 1351 unique visitors. Less than 15% of hits were through *direct access* (ie. people typing in a Division-specific URL, using saved 'favorites', or using a link from an e-mail). The exception was the month of November when the Fall newsletter was released (half of all the hits that month were from direct access). As individuals add the site address to their 'favorites' we should expect direct access numbers to grow on a more continuous basis. Other than direct access, the main sources that lead visitors to our site have been a little surprising - we've had a number of sites I hadn't heard of before post links to ours without telling us. The figure below provides a consolidated view of some of the larger sources of interest.



About half of our non-direct access hits now come from sources outside the United States. In fact since October, our visitors have been associated with domains representing at least 47 different nations - some more frequently than others, as depicted in the mapping below.



I think this is a great start to spreading the word on what we do at the Division, and I think we can be especially pleased with the international interest at this point. The key to increasing awareness of our division down the road will be in establishing more links to professional sites of interest to academic researchers and practitioners. With any luck we'll see some of this increased awareness take the form of growth in our division in the upcoming years.

*Elliot Bendoly, Division Webmaster*  
*Emory University*

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## Chair Nominees for 2004-2005

### HALE KAYNAK

Hale Kaynak is currently an Associate Professor of Operations Management in the Department of Management, Marketing and International Business in the College of Business at The University of Texas-Pan American in Edinburg, Texas. Dr. Kaynak has the B.S. in Chemical Engineering from Yildiz University, Turkey, an M.B.A from Appalachian State University and a Ph.D from University of North Texas in Denton. She is the author of the book, *Total Quality Management and Just-in-Time Purchasing: Their Effects on Performance of Firms Operating in the U.S.* and publishes her research regularly in refereed scholarly journals such as *Journal of Operations Management*, *IEEE Transactions on*



*Engineering Management, International Journal of Production Research, and Quality Management Journal.* A member of the OM Division since 1992, Dr. Kaynak has served as a presenter, reviewer, discussant, session chair, and was on the membership committee. She is also a member of the Decision Sciences Institute; the Production and Operations Management Society; ASQ; ISM; and APICS.

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### JOHN OLSON

John Olson is an Assistant Professor in the Department of Management in the College of Commerce at DePaul University in Chicago IL. Dr. Olson has earned a B.S. in mathematics and economics



from the University of Minnesota, an M.B.A. from St. Cloud State University, and a Ph.D. from the University of Nebraska-Lincoln. Dr. Olson's research interests focus on inter-connectivity issues in value chain including: e-commerce applications, e-services, and Just-in-Time systems. He has published articles in *Journal of Operations Management, Production and Operations Management, European Journal of Operations Research, Interfaces,* and *International Journal of Production Research*, among others. Dr. Olson has been active in the OM Division as a presenter and reviewer. He served as the doctoral consortium coordinator for the OM Division for the past two years. Dr. Olson is also a member of Decision Sciences Institute.



## Interesting journal Information

Web pages for journals of interest to OM members.

Journal of Operations Management	<a href="http://www.elsevier.nl/inca/publications/store/5/2/3/9/2/9/">http://www.elsevier.nl/inca/publications/store/5/2/3/9/2/9/</a>
Academy of Management	<a href="http://www.aom.pace.edu/publications.stm">http://www.aom.pace.edu/publications.stm</a>
POMS	<a href="http://www.poms.org">www.poms.org</a>
IJOPM	<a href="http://www.mcb.co.uk/ijopm.htm">www.mcb.co.uk/ijopm.htm</a>
Decision Sciences	<a href="http://www.bus.msu.edu/dsjonline/">www.bus.msu.edu/dsjonline/</a>
Management Science	<a href="http://mansci.pubs.informs.org/">http://mansci.pubs.informs.org/</a>
IEEE Trans on Engineering Management	<a href="http://www.emp.pdx.edu/ieee/ieee.html">http://www.emp.pdx.edu/ieee/ieee.html</a>
Jnl of Business Logistics	<a href="http://www.clm1.org">http://www.clm1.org</a>
Supply Chain Management	<a href="http://www.mcb.co.uk/scm.htm">http://www.mcb.co.uk/scm.htm</a>
Intl Jnl of Production Research	<a href="http://gort.ucsd.edu/newjournal/i/msg02651.html">http://gort.ucsd.edu/newjournal/i/msg02651.html</a>
Intl Jnl of Physical Distribution & Logistics Management	<a href="http://www.mcb.co.uk/ijpdlm.htm">http://www.mcb.co.uk/ijpdlm.htm</a>
Intl Jnl of Production Economics	<a href="http://www.elsevier.com/inca/publications/store/5/0/5/6/4/7/index.htm">http://www.elsevier.com/inca/publications/store/5/0/5/6/4/7/index.htm</a>
Quality Management Jnl	<a href="http://www.asq.org/pub">http://www.asq.org/pub</a>
Journal of Innovative Education	<a href="http://www.mba.wfu.edu/dsjie/">http://www.mba.wfu.edu/dsjie/</a>



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# Journal of Operations Management

Special Issue

*Innovative Data Sources  
for  
Empirically Building and Validating  
Theories in OM*

Guest Editors:

Diane H. Parente and Thomas F. Gattiker

Empirical research in OM has expanded considerably. The field's dominant empirical method is the mail survey (or internet/email-based survey). Often data are gathered using a key informant approach, in which the researcher surveys one or several individuals who provide data on their company or location.

Information gathered in this fashion has great value. Unfortunately, there is considerable anecdotal evidence that practitioner willingness to participate in survey research is declining. Greater workloads on practitioners make them less able to spare extra time for research. Additionally, some companies do not allow employees to fill out surveys or they have a policy of forwarding surveys to a public relations function. Such factors often make obtaining adequate responses difficult and costly. Validity becomes an issue when the most appropriate informant is not the survey respondent.

However, researchers should not conceptualize empirical research too narrowly. Empirical research can be defined (quite broadly) as "based on observation or experiences and of findings that can be verified by observation or experience" (Vogt, 1999). Currently, some OM researchers are identifying and utilizing novel sources of empirical data. Some such sources provide the same information that might "traditionally" be gathered through the key informant survey approach. Others provide information that is different, although no less useful for answering research questions empirically. Examples include publicly available environmental disclosures (eg. Sroufé, Montabon,

Narasimhan, & Wang, 2001), web-available customer self-reports (eg. Finch, 1999; Finch & Peterson 2003) and 3<sup>rd</sup> party ratings, proprietary archival data (eg. Klassen & McLaughlin, 1996; Millet, Parente, Fazel, & Venkataraman, forthcoming), as well as direct observation of publicly visible processes (eg. Luoma & Goodstein, 1999; Sinha & Thirumalai, 2003).

We should of course pay attention to the limitations of any data collection technique. The availability (or unavailability) of a certain type of data may unduly influence the problems that are investigated (and not investigated) as well as the conclusions drawn. On the other hand, new types of data may open areas of inquiry and may allow us to triangulate existing findings (Martin, 1982).

The special issue on *Innovative Data Sources* aims to publish a set of papers that identify and implement data sources that are not traditional. Papers must be both empirical and must utilize or evaluate innovative data sources. In other words, conventional case studies and survey research would not be appropriate for this issue. Papers must be restricted to OM topics (see JOM <http://www.elsevier.nl/inca/publications/store/5/2/3/9/2/9/523929.pub.htm>).

Some examples of suitable topics for the special issue are:

1. Develop and test new theory, model, or framework using an innovative data source.
2. Use innovative data to replicate or triangulate the findings from a conventional empirical study that has been published.
3. Identify multiple innovative data collection techniques for a research problem. Critically compare them with one another and with conventional data sources.

Authors should consider how the data collection methodology aligns with the theory-building/theory-validating activity in which the researchers are engaging (Handfield & Melnyk, 1998). All papers should include a thoroughly developed description of the data sources used and the opportunities and limitations of the methodology. The paper should explain the significance of the methodological contribution.

Manuscripts must be postmarked by December 1, 2004 and conform to JOM requirements.



Submissions before the due date are welcome and will be reviewed when received. Reviews will be double-blind, following JOM review procedures. The guest editors in consultation with the Editor-in-Chief of JOM will make all final decisions as to the suitability of manuscripts for the special issue.

Three hard copies and a diskette should be submitted to either:

Diane H. Parente, Assistant Professor  
Sam & Irene Black School of Business  
Penn State Erie  
5091 Station Road  
Erie, PA 16563 (USA)  
[dhp3@psu.edu](mailto:dhp3@psu.edu)

or

Thomas F. Gattiker, Assistant Professor  
Richard T. Farmer School of Business  
Miami University  
Oxford, OH 45056 (USA)  
[gattiktf@muohio.edu](mailto:gattiktf@muohio.edu)

*See you in New Orleans!*