

Operations Management

Program Chair: Robert Klassen, University of Western Ontario

Workshop Chair: Tom Choi, Arizona State University

	Start	Regular Program	Shared Program
Fri	1:00 pm	692. OM Doctoral Consortium ♦ HW: Burnham	
	5:00 pm		81. Critical Mgmt. Doctoral Workshop ♦ HW: Dusable
Saturday	7:00 am	693. OM Doctoral Consortium ♦ HW: Burnham	
	7:30 am		87. Critical Management Studies: B ♦ HW: Comiskey
	8:00 am		91. Critical Management Studies: P ♦ HW: Columbian
			92. Critical Management Studies: ♦ HW: Buckingham
			93. Critical Management Studies: P ♦ HW: Comiskey
	8:30 am		100. IAOM: Managerial Effectiveness in Latin America ♦ S: Alpine II
	10:30 am		110. IAOM: Competing in Latin America ♦ S: Alpine II
	1:00 pm	694. Visions for the OM Field for t ♦ HW: Atlanta	
	1:30 pm		118. IAOM: Challenges & Approaches to Quality ♦ S: Alpine II
	3:00 pm	695. OM Teaching Approaches ♦ HW: Atlanta	123. Management of the Tenure Proce ♦ S: Alpine II
	4:00 pm		125. Critical Management Studies: P ♦ HW: Comiskey
	5:00 pm	696. OM Cocktail Social ♦ HW: Hong Kong	
Sunday	6:00 pm		127. IAOM: Business Meeting & Dinner ♦ S: Alpine II
	6:30 pm		130. Critical Management Studies: ♦ HW: Comiskey
	7:30 am		131. Critical Management Studies: B ♦ HW: Comiskey
	8:00 am	697. How OM Fits in the Business Sc ♦ HW: Atlanta	
	9:00 am		142. Critical Management Studies: ♦ HW: Columbian
			143. Critical Management Studies: P ♦ HW: Buckingham
			145. Critical Management Studies: P ♦ HW: Comiskey
	10:00 am	698. Executives' Views of Key OM-Re ♦ HW: Atlanta	
	8:30 am	699. P: Welcome and Quality management ♦ S: Engleberg	
	9:00 am		272. JP: Service Orientation ♦ HE: GndBall D(N)
	10:40 am	700. P: Global operations ♦ S: Engleberg	
Monday	1:00 pm	701. P: New product development ♦ S: Engleberg	
	2:30 pm	702. P: Leveraging information in OM ♦ S: Engleberg	281. JP: Scripts and Scenarios ♦ HE: GndBall D(N)
	4:10 pm		285. JP: Organizational Performance ♦ HE: Columbus E/F
	5:30 pm	703. M: Business meeting & Social hour ♦ S: Engleberg	
	8:30 am	704. P: Supply chain management ♦ S: Engleberg	
	10:30 am	705. T: McDonald's 'Made for You' ♦ HW: Goldcoast	
Tue-	2:00 pm	706. P: Operations strategy ♦ S: Engleberg	
	3:40 pm		293. JP: Supply Chain Management ♦ HE: Columbus E/F
			354. JP: Issues in Operations Mgmt ♦ HE: Wacker West (1)
W	9:00 am		294. JP: Job Satisfaction ♦ HE: GndBall C(N)
			258. JS: Project management ♦ S: Engleberg

U.; Keong Leong, Ohio State U.; K. K. Sinha, U. of Minnesota; Shawnee Vickery, Michigan State U.

Friday 1:00 pm

692. OM Doctoral Consortium

- ♦ 1:00-5:00 Hyatt West: Burnham

Preregistration required

Chairs: Jack Meredith, Wake Forest U.; Manus Rungtusanatham, Arizona State U., Main

Presenters: Karen Brown, Seattle U.; Randall B. Dunham, U. of Wisconsin; Joy Field, Boston College; Janelle Heineke, Boston U.; Jayanth Jayaram, U. of Oregon; Nancy Lea Hyer, Vanderbilt U.; Mallie Pullman, Southern Methodist U.; Urban Wemmerlov, U. of Wisconsin

Saturday 7:00 am

693. OM Doctoral Consortium

- ♦ 7:00-12:30 Hyatt West: Burnham

Preregistration required

Chairs: Jack Meredith, Wake Forest U.; Manus Rungtusanatham, Arizona State U., Main

Presenters: Ram Narasimhan, Michigan State U.; John Anderson, U. of Minnesota; Kimberly A. Bates, U. of Toronto; Kevin . Dooley, Arizona State U., Main; Barbara Flynn, Wake Forest U.; Chan Hahn, Bowling Green State

Saturday 1:00 pm

694. Visions for the OM Field for the Next Millennium

- ♦ 1:00-2:30 Hyatt West: Atlanta

Chair: Roger Schroeder, U. of Minnesota

Presenters: Dick Chase, U. of Southern California; Kevin . Dooley, Arizona State U., Main; Roberto Filippini, Aarhus School of Business; Aleda Roth, U. of North Carolina, Chapel Hill; Danny Samson, U. of Melbourne, Australia

Saturday 3:00 pm

695. Innovative Teaching Approaches

- ♦ 3:00-4:30 Hyatt West: Atlanta

Chair: Christopher M. McDermott, Rensselaer Polytechnic Institute

Presenters: Robert Handfield, Michigan State U.; Diane H. Parente, Pennsylvania State U., Erie; Susan Walsh Sanderson, National Science Foundation/Rensselaer Polytechnic Institute; Dwight Smith-Daniels, Arizona State U., Main

Saturday 5:00 pm

696. OM Cocktail Social

- 5:00-6:30 Hyatt West: Hong Kong

By invitation only

Organizer: Thomas Y. Choi, Arizona State U., Main

Sunday 8:00 am**697. How OM Fits in the Business School**

- 8:00-10:00 Hyatt West: Atlanta

Chair: Barbara Flynn, Wake Forest U.

Presenters: John Anderson, U. of Minnesota; William H.

Glick, Arizona State U., Main; Chan Hahn, Bowling Green

State U.; Barbara Flynn, Wake Forest U.; Shawnee

Vickery, Michigan State U.

Sunday 10:00 am**698. Executives' Views of Key OM-Related Issues and Topics**

- 10:00-12:00 Hyatt West: Atlanta

Chairs: Kenneth K. Boyer, DePaul U.; Rohit Verma, DePaul U.

Presenters: John Dwyer, U.S. Department of Agriculture;

Richard Gilgan, Bank One; Noshir Khory, Motorola

Monday 8:30 am**699. Paper: Division welcome and Quality management: determinants and outcomes**

- 8:30-10:20 Swiss: Engleberg

Program Chair: Robert D. Klassen, U. of Western Ontario

Chair: Joseph G. Ecker, Rensselaer Polytechnic Institute

The Context of Convergent Quality, John E. Ettlie, U. of

Michigan; Michael D. Johnson, U. of Michigan; William

H. A. Johnson, York U.

Impacts on IT-based Services on Service Quality: A Structural

Equation Modeling Approach, Fay X. Zhu, Christopher

Newport U.; Walter W. Wymer, Christopher Newport U.

Quality and Work Force Practices: The Managerial

Performance Implication, Ravi Kathuria, Saint Joseph's U.;

Elizabeth B. Davis, Saint Joseph's U.

Published in Conference Proceedings

Employee Attitudes Toward the Implementation of Change:

the Case of TQM, Kenneth Howard Doerr, U. of Miami;

Manuel J. Tejada, Gettysburg College

Discussants: Karen R. Chinander, U. of Miami; Carl Pegels,

State U. of New York at Buffalo; Peggy M. Lee, Emory

U.; Richard E. White, U. of North Texas

Monday 10:40 am**700. Paper: International operations: evolving perspectives and methods**

- 10:40-12:00 Swiss: Engleberg

Chair: Sang M. Lee, U. of Nebraska

Talking POM: Creating A Dialogue Between Three Different

Approaches to Production and Operations Management,

Kathryn Lee Blackmon, London Business School; Anders

Drejer, Aalborg U.; Chris Voss, London Business School

Published in Conference Proceedings

The Dynamic and Evolutionary Character of Organizational

Models -- An Analysis of the Reflective and Toyota

Production Systems as Implemented at Volvo and Toyota,

Frits Kristiaan Pil, U. of Pittsburgh; Takahiro Fujimoto, U.

of Tokyo

Plant Roles in the Management of Multinational

Manufacturing Firms, Thomas H. Brush, Purdue U., West

Lafayette; Catherine Maritan, State U. of New York,

Buffalo; Aneel Karnani, U. of Michigan

Discussant Panelists: Barbara Flynn, Wake Forest U.; Paul

Gemmel, U. of Ghent

Monday 1:00 pm**701. Paper: New product development: from inception to launch**

- 1:00-2:10 Swiss: Engleberg

Chair: Nancy Lea Hyer, Vanderbilt U.

Activities and Drivers in the Radical Product Development

Process, Christopher M. McDermott, Rensselaer

Polytechnic Institute; Theresa Taylor Coates, Rensselaer

Polytechnic Institute

Determinants of New Product Manufacturability, Morgan

Swink, Michigan State U.

Successful Execution of Product Development Projects: The

Effects of Project Management Formality, Autonomy and

Resource Flexibility, Mohan V. Tatikonda, U. of North

Carolina, Chapel Hill; Stephen R. Rosenthal, Boston U.

Published in Conference Proceedings

Discussant: Neil Jones, U. of Western Ontario

Monday 2:30 pm**702. Paper: Leveraging external information in manufacturing**

- 2:30-3:50 Swiss: Engleberg

Chair: Atsuto Nishio, Takushoku U.

Information Processing alternatives for Coping with

Manufacturing Environment Complexity, Barbara Flynn,

Wake Forest U.; E. James Flynn, Wake Forest U.

Information Utilization in Global Manufacturing Network

Design and Management, Sheldon R. Smith, Brigham

Young U., Hawaii; Stanley E. Fawcett, Brigham Young U.

Inward Operational Technology Transfer: An Information

Processing-Based Typology, Gregory Neal Stock, Hofstra

U.; Mohan V. Tatikonda, U. of North Carolina, Chapel

Hill

Discussants: Cecil Bozarth, North Carolina State U.; Laura

Swanson, Southern Illinois U., Edwardsville; Rebecca

Duray, U. of Colorado, Colorado Springs

Monday 5:30 pm**703. Meeting: Business Meeting and Social Hour**

- 5:30-7:00 Swiss: Engleberg

Division Chair: Peter T. Ward, Ohio State U.

Program Chair: Robert D. Klassen, U. of Western Ontario

Professional Development Workshop Chair: Thomas Y.

Choi, Arizona State U., Main

Division Chair-Elect: Cecil Bozarth, North Carolina State U.

Tuesday 8:30 am**704. Paper: Supply chain management**

- 8:30-10:10 Swiss: Engleberg

Chair: Owen P. Hall, Jr., Pepperdine U.

Buyers and Suppliers: Different strokes for different folks,

Nazli Wasti, Middle East Technical University, Ankara

A Comparison of Centralized and Decentralized Purchasing

Structures, Steve Gove, Arizona State U.; George A. Zsidisin, Arizona State U.; Suzanne M. Stuckwisch, Pricewaterhouse Coopers; Thomas E. Hendrick, Arizona State U.



Specifications in Outsourcing: A Case Study, Rajesh Nellore, SCANIA.; Jaideep G. Motwani, Grand Valley State U.

Strategies for Supplier Evaluation: A Framework for Potential Advantages and Limitations, Lyn Purdy, U. of Western Ontario; Frank Safayeni, U. of Waterloo
Discussants: Hale Kaynek, U. of Texas, Pan American; Stanley E. Fawcett, Brigham Young U.; Kiran J. Desai, Salem Teikyo U.; Jayanth Jayaram, U. of Oregon

Tuesday 10:30 am**705. Theme: Change and Development: McDonald's Launch of "Made For You" System**

- ♦ 10:30-11:50 Hyatt West: Goldcoast

McDonald's is going through a dramatic restructuring of its operations. In addition to exploring the design process, launch and early results, this session will consider the research and teaching implications of reconfiguring operations.

Chair: Kenneth K. Boyer, DePaul U.

Distinguished Speaker: Lynn Crump-Caine, McDonald's Corporation, Group Vice-President of Operations

Discussant: Peter T. Ward, Ohio State U.

Tuesday 2:00 pm**706. Paper: Operations strategy and competitive advantage**

- ♦ 2:00-3:20 Swiss: Engleberg

Chair: Diane H. Parente, Pennsylvania State U., Erie

Measurement Issues in Empirical Research: Improving

Measures of Operations Strategy and Advanced

Manufacturing Technology, Mark Pagell, Kansas State U.;

Kenneth K. Boyer, DePaul U.

Mass Customization Approaches: A Typology and Empirical

Validation, Rebecca Duray, U. of Colorado, Colorado

Springs; Peter T. Ward, Ohio State U.

Differentiators Between High and Low Performing

Manufacturing Firms: An Empirical Study, Mile

Terziovski, Monash U., Caulfield

Discussants: Linda C. Angell, Pennsylvania State U.; Charles Lackey, U. of Texas, Brownsville; Kimberly A. Bates, U. of Toronto