

David Dreyfus
Assistant Professor
Department of Supply Chain Management
Rutgers Business School – Newark and New Brunswick
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PROFESSIONAL SUMMARY

Assistant Professor of Business in the Supply Chain Management Department of Rutgers University's business school with a **research focus on healthcare operations, health equity, teams, disruptions, and risk**. Six Sigma Green Belt and APICS certified. Expertise in empirical research methods.

ACADEMIC APPOINTMENTS

RUTGERS BUSINESS SCHOOL, Rutgers, The State University of New Jersey	Newark, NJ USA
Assistant Professor	2016 - present
Department of Supply Chain Management	

EDUCATION

ELI BROAD SCHOOL OF BUSINESS, Michigan State University	East Lansing, MI USA
Ph.D. Business Administration	2016
Major: Operations and Sourcing Management	
Minor: Management – Organizational Behavior	
Advisor: Anand Nair, Ph.D.	
Dissertation: Essays on Service Disruptions and Efficiency in Acute Episodes of Care	
Committee: Anand Nair (Chair), Sriram Narayanan, Claudia Rosales, Brent Scott	

MOORE SCHOOL OF BUSINESS, University of South Carolina	Columbia, SC USA
International Master of Business Administration (IMBA)	2008

LEEDS SCHOOL OF BUSINESS, University of Colorado	Boulder, CO USA
Bachelor of Business Management. Operations (International, Environmental)	2005

RESEARCH INTERESTS

- Supply chain disruption and risk management
- Teams in dynamic environments
- Population health
- Healthcare operations

PUBLISHED ARTICLES – PEER REVIEWED

- **Dreyfus, D.** Blockchain Technology in the Supply Chain Management Classroom: Proof of Attendance Protocols. *Decision Sciences Journal of Innovative Education* (2024), coming soon

- Finalist for the Instructional Innovation Award Competition at the 2023 DSI Annual Conference
- Golmohammadi, D., Zhao, L., **Dreyfus, D.** Using Machine Learning Techniques to Reduce Uncertainty for Outpatient Appointment Scheduling Practices in Outpatient Clinics. *Omega* (2023), 102907 <https://doi.org/10.1016/j.omega.2023.102907>
 - Won Best Regional Paper Award at the 2022 National Decision Sciences Institute (DSI) Conference
 - Won Best Paper Award at the 2022 European Decision Sciences Institute (EDSI) Conference
- **Dreyfus, D.** and Nair, A. Impact of Operational Disruptions on Performance in Surgical Settings: Moderating Roles of Risk Management Infrastructure and Information Exchange. *International Journal of Operations and Production Management* (2022). <https://doi.org/10.1108/IJOPM-08-2021-0524>
- **Dreyfus, D.**, Nair, A., and Talluri, S. The Impact of Chain Organization Size on Efficiency and Quality of Affiliated Facilities – Implications for Multi-Unit Organizational Forms. *Production and Operations Management* (2020). <http://dx.doi.org/10.1111/poms.13177>
- **Dreyfus, D.**, Nair, A., and Rosales, C. The impact of planning and communication on unplanned costs in surgical episodes of care: Implications for reducing waste in hospital operating rooms. *Journal of Operations Management* (2020). <https://doi.org/10.1002/joom.1070>
 - Picked up by twenty-four (24) news outlets and has a high impact rating: <https://www.altmetric.com/details/76655234#score>
 - Won 2020 New Jersey Bright Idea Award
- Nair, A. and **Dreyfus, D.** Technology alignment in the presence of regulatory changes: The case of meaningful use of information technology in healthcare. *International Journal of Medical Informatics*, 110, 42-51 (2018) <https://doi.org/10.1016/j.ijmedinf.2017.11.012>
- Nair, A., Nicolae, M., and **Dreyfus, D.** Impact of network size and demand on cost performance for high and low quality healthcare service organizations. *International Journal of Operations and Production Management* (2017). <https://doi.org/10.1108/IJOPM-08-2016-0471>
- DuHadway, S. and **Dreyfus, D.** A Simulation for Managing Complexity in Sales and Operations Planning Decisions. *Decision Sciences Journal of Innovative Education* (2017). <https://onlinelibrary.wiley.com/doi/pdf/10.1111/dsji.12134>
 - Won 2018 New Jersey Bright Idea Award
 - Won 2017 Best Teaching Brief from DSJIE
 - Top 20 Downloaded Article in DSJIE from 2017-2018
- Nair, A., Ataseven, C., Habermann, M., and **Dreyfus, D.** Toward a Continuum of Scales in Just-In-Time Research - An Examination of the Predictive Validity of Single-Item and Multiple-Item Measures. *Operations Management Research* (2016). <https://doi.org/10.1007/s12063-016-0108-x>

MANUSCRIPTS UNDER REVIEW

- **Dreyfus, D.** and Nair, A. Disruptions in the Healthcare Setting: Literature Review and Synthesis (Revise & Resubmit received) – *Journal of Operations Management*

- **Dreyfus, D.**, Kim, E., and Baveja, A. Unintended Health Equity Consequences of Controlling Opioid Prescriptions (Revise & Resubmit submitted) – *Decision Sciences Journal*
- **Dreyfus, D.**, Chadha, R., Mukherjee, S., and Baveja, A. Mitigating and managing disruptions in surgical procedures: A complexity theory perspective – *International Journal of Operations and Production Management*

WORKING PAPERS

- **Dreyfus, D.**, Zhou, C., and Bagchi, A. Resource allocation and the equity of care provided at dialysis facilities: Introducing a social deprivation index – *Data analyzed and writing in progress*
- Goswami, A., Ding, D., and **Dreyfus, D.** Patient outcomes as influenced by clinical focus and the timing of healthcare decisions – *Data analyzed and writing in progress*
- **Dreyfus, D.** and Rogers, M. Public and private ambulance service offerings: An international contingency perspective – *Model built and writing in progress*
- **Dreyfus, D.**, Goswami, A., and Sheth, S. Stapling oneself to the patient: Measuring patient navigator engagement in substance use disorder settings – *Data collected, analysis in progress* (research with RWJBH – Institute for Prevention and Recovery)
- **Dreyfus, D.**, Mukherjee, S., and Baveja, A. Substance use treatment center offerings: A health equity perspective – *Data collected, Writing and Model building in progress*
- Adepoju, T., Zhou, C., **Dreyfus, D.** Improving ED flow: A predictive model for ambulance diversion – *IRB approval pending* (research with Rutgers – Newark University Hospital)
- Nair, A., **Dreyfus, D.**, and Rand, W. Orchestrating surgical teams for improving clinical and supply usage outcomes – *Data collection completed, model building and writing in progress*
- **Dreyfus, D.** and Azedegan, A. Worker focus within small businesses: How do they manage disruptions? – *Data collected, model building in progress*
- **Dreyfus, D.** and Baucum, M. An optimization framework for overcoming the opioid crisis – *Data Collected*
- **Dreyfus, D.** Application of attention capital theory in the modern workplace – *Data collected*

OTHER PUBLICATIONS

- **Dreyfus, D.** (2024). Resiliency, Resourcefulness, Responsibility, and Reinvention. In Politano, T. (Ed.), *Reflections on the Pandemic: COVID and Social Crises in the Year Everything Changed* (pp. 203-206). Rutgers University Press. 1,319 words
 - Invited by the Office of the Executive Vice President for Academic Affairs (EVPAA) at Rutgers.
- **Dreyfus, D.**, Heinonen, J., Kinghorn, R., (2013). A supply chain management perspective on mitigating the risks of counterfeit products (A-CAPP Backgrounder)

http://a-capp.msu.edu/sites/default/files/Supply%20Chain%20Bgrounder_V8_FINAL.pdf

AWARDS

- Winner RBS Junior Faculty Teaching Excellence Award 2023
- Decision Sciences Institute (DSI) Instructional Innovation Award Finalist 2023
- Winner Decision Sciences Institute (DSI) Annual Meeting Best Regional Paper Award 2022
- Winner European Decision Sciences Institute (EDSI) Best Paper Award 2022
- Department of SCM at RBS Award – *Instructional Fellow* 2022
- RBS Innovation Challenge – *Process Innovations* 2020
- RBS Innovation Challenge - *Best Use Cases for AI, AR, and VR at RBS* 2020
- RBS Innovation Challenge - *Adapting to Teaching or Serving Students Remotely* 2020
- Winner New Jersey Bright Idea Award 2018 & 2020
- Winner RBS Junior Faculty Teaching Excellence Award 2018
- Winner Decision Sciences Institute (DSI) Elwood S. Buffa Doctoral Dissertation Award 2017
- Winner Decision Sciences Institute (DSI) Best Teaching Brief from DSJIE 2017
- Finalist for 2016 Industry Studies Dissertation Award 2017
- Decision Sciences Institute (DSI) Instructional Innovation Award Finalist 2016

PRESENTATIONS (**Bold** indicates presenter(s))

- **Goswami, A.**, Dreyfus, D., and Sheth, S. (2024). Patient Navigators and Family Engagement: Their Roles in the SUD Crisis. Presented at the Production and Operations Management (POMS) Annual Meeting
- **Goswami, A.**, Ding, D. and Dreyfus, D. (2024). Clinical Focus and Time to Procedure: Impact on Patient Outcomes in Cardiac Care. Presented at the Production and Operations Management (POMS) Annual Meeting - CSOM Best Student Paper Competition
- **Dreyfus, D.**, Kim, E., and Baveja, A. (2024). Health Equity Consequences of Prescription Drug Monitoring Programs. Presented at the NEDSI Conference
- **Dreyfus, D.** (2023). Proof of Attendance Protocols: Blockchain Technology in the Classroom. Presented at the Decision Sciences Institute (DSI) Annual Meeting - Instructional Innovation Award Competition
- **Goswami, A.**, Ding, D. and Dreyfus, D. (2023). Impact Of Clinical Focus on Patient Outcomes Through Ultra-early Admissions. Presented at the 2023 INFORMS Annual Meeting
- Adepoju, T., **Zhou, C.**, Dreyfus, D. (2023). Improving ED Flow: A Predictive Model for Ambulance Diversion. Presented at the 2023 INFORMS Annual Meeting
- **Dreyfus, D.**, Chadha, R., Mukherjee, S., and Baveja, A. (2023). The role of technological and operational complexities on disruptions in surgical procedures: An empirical analysis. Presented at the European Decision Sciences Institute (EDSI) Annual Meeting
- **Dreyfus, D.**, Kim, E., and Baveja, A. (2023). The Opioid Crisis Explained Through the Unanticipated Prescription Opioid Policy Outcomes. Presented at the Production and Operations Management (POMS) Annual Meeting

- **Goswami, A.,** Ding, D., and Dreyfus, D. (2023). Patient Outcomes as Influenced by Clinical Focus and the Timing of Healthcare Decisions. Presented at the Production and Operations Management (POMS) Annual Meeting
- Dreyfus, D., **Kim, E.,** and Baveja, A. (2022). Unexpected supply chain impact of prescription opioid policy: Implications for the opioid crisis. Presented at the Decision Sciences Institute (DSI) Annual Meeting
- **Golmohammadi, D.,** Dreyfus, D., Lingyu Zhao (2022). Finding Influential Predictors of Service Time in Outpatient Clinics with Deep Learning. Presented at the Decision Sciences Institute (DSI) Annual Meeting. *Won Best Regional Paper Award.*
- Dreyfus, D., **Kim, E.,** and Baveja, A. (2022). Unexpected supply chain impact of prescription opioid policy: Implications for the opioid crisis. Presented at the Production and Operations Management (POMS) Virtual Annual Meeting.
- **Dreyfus, D.,** and Rogers, M. (2022). Ambulance Dispatching Model with Repairs: A Case Study in Ghana. Presented at the Production and Operations Management (POMS) Virtual Annual Meeting.
- **Golmohammadi, D.,** Dreyfus, D. and Zhao, L. (2022). Finding Influential Predictors of Service Time in Outpatient Clinics with Deep Learning. Presented at the EDSI Conference. *Won Best Paper Award.*
- Golmohammadi, D., **Dreyfus, D.** and Zhao, L. (2022). Improving Outpatient Appointment Scheduling in Multi-Domain Clinics by Machine Learning Techniques. Presented at the NEDSI Conference.
- **Dreyfus, D.** (March 7, 2022). Discussion of Healthcare Operations and Supply Chain Topics and Methodologies. Presented virtually at the PhD Seminar on Service Supply Chains hosted by the Department of Supply Chain Management, Sam M. Walton College of Business, University of Arkansas. *Invited Speaker.*
- Dreyfus, D., **Chadha, R.,** Mukherjee, S., and Baveja, A. (2021). The role of technological and operational complexities on disruptions in surgical procedures: An empirical analysis. Presented at the Decision Sciences Institute (DSI) Virtual Annual Meeting.
- Dreyfus, D., **Kim, E.,** and Baveja, A. (2021). Unintended Outcomes of Controlling Prescription Opioids. Presented at the Decision Sciences Institute (DSI) Virtual Annual Meeting.
- Dreyfus, D., **Kim, E.,** and Baveja, A. (2021). The Opioid Crisis: How Disruptive Interventions in the Prescription Opioid Supply Chain Make the Crisis Deadlier. Presented at the INFORMS Healthcare Virtual Conference.
- **Dreyfus, D., Kim, E.,** and Baveja, A. (2021). A Supply Chain Management Perspective of the Opioid Crisis: A Data-Driven Longitudinal Empirical Analysis. Presented at the Production and Operations Management (POMS) Virtual Annual Meeting.
- **Dreyfus, D.** (March 22, 2021). Discussion of “Factor analysis: EFA, principal component analysis.” Presented virtually at the PhD Seminar on Multivariate Statistics hosted by the Department of Supply Chain Management, Rutgers Business School, Rutgers University. *Invited Speaker.*

- **Dreyfus, D.,** Nair, A., and Talluri, S. (2020). Chain Organization's Size Impact on Efficiency and Quality at Dialysis Facilities in the USA. Presented at the Decision Sciences Institute (DSI) Virtual Annual Meeting.
- **Dreyfus, D.** (April 2, 2020). Discussion of Longitudinal Multi-Level Panel Data and Data Envelop Analysis methodologies. Presented virtually at the PhD Seminar on Service Supply Chains hosted by the Department of Supply Chain Management, Sam M. Walton College of Business, University of Arkansas. *Invited Speaker.*
- **Dreyfus, D.,** and Rogers, M. (2019). "Ghana Ambulance Dispatching Model with Repairs". Presented at the Decision Sciences Institute (DSI) Annual Meeting. New Orleans, LA.
- **Dreyfus, D.** and Nair, A. (2019). "What Moderates a Hospital's Response to Disruptions?". Presented at The Institute for Operations Research and the Management Sciences (INFORMS) Healthcare Conference. Cambridge, MA.
- **Dreyfus, D.,** Nair, A., and Talluri, S. (2018). "Chain Size's Impact on Efficiency and Quality at Dialysis Facilities". Presented at the Decision Sciences Institute (DSI) Annual Meeting. Chicago, IL.
- **Dreyfus, D.** and Nair, A. (2018). "Reducing Service Disruptions in Acute Episodes of Care". Presented at the Decision Sciences Institute (DSI) Annual Meeting. Chicago, IL.
- **Dreyfus, D.,** Nair, A., and Rosales, C. (2018). "Unanticipated Costs: Physician Preference Cards and Teamwork". Presented at The Omega Research Seminar Series hosted by Department of Management and the Zicklin School of Business at Baruch College, The City University of New York (CUNY). New York, NY. *Invited Speaker.*
- **Dreyfus, D.,** Nair, A., and Rosales, C. (2018). "Unanticipated Costs: Physician Preference Cards and Teamwork". Presented at the First Friday Research Discussion Series hosted by The Center for Nursing Research and Scholarly Practice located at the Barbara H. Hagan School of Nursing, Molloy College. Rockville Centre, NY. *Invited Speaker.* https://www.youtube.com/watch?v=PCo9_wpJtwI&t=3817s
- **Duhadway, S.** and Dreyfus, D. (2018). "A Simulation for Managing Complexity in Sales and Operations Planning Decisions". Presented at the Production and Operations Management (POMS) Annual Meeting. Houston, TX.
- **Dreyfus, D.** and Nair, A. (2018). "Reducing Service Disruptions in Acute Episodes of Care". Presented at the Production and Operations Management (POMS) Annual Meeting. Houston, TX.
- **Dreyfus, D.** (2017). "Essays on Service Disruptions and Efficiency in Acute Episodes of Care". Presented at the Decision Sciences Institute (DSI) Annual Meeting. Washington, D.C. *Invited as Elwood S. Buffa award finalist.*
- **Dreyfus, D.** and Nair, A. (2017). "Disruptions in Healthcare: How Communication and Risk Management Infrastructure Help Limit Poor Outcomes". Presented at the Decision Sciences Institute (DSI) Annual Meeting. Washington, D.C.

- **Dreyfus, D.,** Nair, A., and Rosales, C. (2017). “Waste in the OR”. Presented at the Michigan Surgical Quality Collaborative (MSQC) Meeting. Livonia, MI. *Invited Keynote Speaker.*
- **Dreyfus, D.,** Nair, A., and Rosales, C. (2017). “Unanticipated Costs: Physician Preference Cards and Teamwork”. Presented at the Production and Operations Management (POMS) Annual Meeting. Bellevue, WA.
- **Dreyfus, D.** and Nair, A. (2017). How Information Exchange and Risk Management Infrastructure Influence Hospitals Response to Disruptions. Presented at the Production and Operations Management (POMS) Annual Meeting. Bellevue, WA.
- DuHadway, S. and **Dreyfus, D.** (2016). “A Simulation to Examine Sales and Operations Planning Decision Complexities”. Presented at the Decision Sciences Institute (DSI) Annual Meeting. Austin, TX. *Finalist in Decision Sciences Innovative Education Journal Award.*
- **Dreyfus, D.,** Nair, A., and Rosales, C. (2016). “Ethnographic Study in the Operating Room”. Presented at the Decision Sciences Institute (DSI) Annual Meeting. Austin, TX.
- **Dreyfus, D.** (2016). Minimizing Interruptions in the OR and Their Impact When They Do Occur. Presented at the Michigan Association of Healthcare Resources and Materials Management (MAHRMM) Annual Fall Meeting. East Lansing, MI.
- **Dreyfus, D.,** Nair, A., and Rosales, C. (2015). “An Ethnographic Study of Operating Room Waste”. Presented at the Decision Sciences Institute (DSI) Annual Meeting. Seattle, WA.
- **Nair, A., Dreyfus, D.,** and Rosales, C. (2015). Reducing Waste in the Operating Room: Research Evidence and Future Directions. Presented at the Michigan Association of Healthcare Resources and Materials Management (MAHRMM) Annual Fall Meeting. East Lansing, MI.
- Nair, A. and **Dreyfus, D.** (2015). Planning, Implementation, and Use of Healthcare Information Technology. Presented at the Production and Operations Management (POMS) Annual Meeting. Washington, DC.
- **Nair, A.** and Dreyfus, D. (2015). An Empirical Investigation of Antecedents and Implications for Meaningful Use of Health Information Technology. Presented at the India Subcontinent Decision Sciences Institute (ISDSI) International Conference. Pune, India.
- **Dreyfus, D.,** Nair, A., and Rosales, C. (2014). Waste in the Operating Room. Presented at the Decision Sciences Institute (DSI) Annual Meeting. Tampa, FL.
- Nair, A. and **Dreyfus, D.** (2014). Meaningful Use of Health Information Technology. Presented at the Decision Sciences Institute (DSI) Annual Meeting. Tampa, FL.
- Nair, A. and **Dreyfus, D.** (2014). The use of information technology in hospitals: An empirical investigation. Presented at the Production and Operations Management (POMS) Annual Meeting. Atlanta, GA.
- **Dreyfus, D.,** Nair, A., and Talluri, S. (2013). Efficiency Analysis of Dialysis Facilities: Identification of Best Practices. Presented at the Decision Sciences Institute (DSI) Annual Meeting. Baltimore, MD.

- **Dreyfus, D.,** Nair, A., and Talluri, S. (2013). Efficiency Analysis of Dialysis Facilities: Identification of Best Practices. Presented at the Production and Operations Management (POMS) Annual Meeting. Denver, CO.
- **Dreyfus, D.,** Nair, A., and Talluri, S. (2012). Efficiency Analysis of Dialysis Facilities: Identification of Best Practices. Presented at the Decision Sciences Institute (DSI) Annual Meeting. San Francisco, CA.

GRANTS AWARDED

- The Committee to Advance Our Common Purposes Beloved Community Initiative Grant (\$1,000), 2021
- Program for Early Career Excellence (PECE) Mini Grant (\$145), 2019
- Rutgers Research Council Grant, Rutgers University (\$3,000), 2017
- Graduate dissertation completion fellowship awarded from Broad School of Business, Michigan State University (\$4,000), 2016
- Survey research grant awarded from Broad School of Business, Michigan State University (\$5,000), 2015
- Research grant awarded from a major Midwest teaching hospital (\$3,050.32), 2014
- Doctoral fellowship from the Department of Supply Chain Management, Broad School of Business, Michigan State University, 2011 – 2016

COURSES TAUGHT

Rutgers Business School, Rutgers University

22:799:580/586 – MBA Operations Analysis

Instructor rating: 4.64 Course rating: 4.55; Average rating: 4.60 (Rating includes 13 of the 13 MBA students) Fall 2023
 Instructor rating: 4.23 Course rating: 4.27; Average rating: 4.25 (Rating includes 22 of the 31 MBA students) Fall 2022
 Instructor rating: 4.00 Course rating: 4.17; Avg rating: 4.09 (Rating includes 7 of the 14 MBA students) Summer 2021
 Instructor rating: 4.82 Course rating: 4.82; Avg rating: 4.82 (Rating includes 11 of the 12 MBA students) Spring 2021
 Instructor rating: 4.63 Course rating: 4.50; Average rating: 4.57 (Rating includes 9 of the 13 MBA students) Fall 2020
 Instructor rating: 4.50 Course rating: 4.57; Average rating: 4.54 (Rating includes 8 of the 8 MBA students) Spring 2020
 Instructor rating: 4.36 Course rating: 4.21; Average rating: 4.29 (Rating includes 28 of the 34 MBA students) Fall 2019
 Instructor rating: 4.69 Course rating: 4.47; Avg rating: 4.58 (Rating includes 16 of the 19 MBA students) Summer 2019
 Instructor rating: 4.36 Course rating: 4.14; Average rating: 4.25 (Rating includes 27 of the 27 MBA students) Fall 2018
 Instructor rating: 4.21 Course rating: 4.21; Average rating: 4.21 (Rating includes 19 of the 20 MBA students) Fall 2018

Rutgers Business School, Rutgers University

22:799:564 – MBA Operations Analysis

Instructor rating: 4.00 Course rating: 4.19; Average rating: 4.10 (Rating includes 32 of the 34 MBA students) Fall 2023
 Instructor rating: 4.78 Course rating: 4.89; Average rating: 4.84 (Rating includes 9 of the 17 MBA students) Fall 2022
 Instructor rating: 4.56 Course rating: 4.54; Average rating: 4.55 (Rating includes 28 of the 30 MBA students) Fall 2021
 Instructor rating: 4.61 Course rating: 4.44; Average rating: 4.53 (Rating includes 18 of the 36 MBA students) Fall 2020
 Instructor rating: 4.00 Course rating: 3.71; Average rating: 3.86 (Rating includes 21 of the 22 MBA students) Fall 2019
 Instructor rating: 3.58 Course rating: 3.58; Average rating: 3.58 (Rating includes 20 of the 20 MBA students) Fall 2019
 Instructor rating: 4.15 Course rating: 4.22; Average rating: 4.19 (Rating includes 27 of the 28 MBA students) Fall 2018
 Instructor rating: 4.04 Course rating: 4.00; Average rating: 4.02 (Rating includes 26 of the 26 MBA students) Fall 2018
 Instructor rating: 4.23 Course rating: 4.17; Average rating: 4.20 (Rating includes 30 of the 34 MBA students) Fall 2017
 Instructor rating: 3.40 Course rating: 3.28; Average rating: 3.34 (Rating includes 25 of the 27 MBA students) Fall 2017

Rutgers Business School, Rutgers University

22:960:523 – MBA Business Statistics (EMBA)

Instructor rating: 4.19 Course rating: 4.24; Avg rating: 4.22 (Rating includes 37 of the 42 graduate students) Fall 2023

22:960:523 – MBA Business Statistics (IEMBA)

Instructor rating: 4.23 Course rating: 4.27; Avg rating: 4.25 (Rating includes 5 of the 7 graduate students) Fall 2023

Instructor rating: 4.0 Course rating: 4.0; Avg rating: 4.0 (Rating includes 2 of the 3 graduate students) Fall 2022

Instructor rating: 4.5 Course rating: 4.0; Avg rating: 4.25 (Rating includes 2 of the 12 graduate students) Summer 2021

Instructor rating: 4.56 Course rating: 4.44; Avg rating: 4.50 (Rating includes 9 of the 16 graduate students) Spring 2019

Rutgers Business School, Rutgers University

29:799:310 – Demand Planning and Fulfillment

Instructor rating: - Course rating: -; Avg rating: - (Rating includes ___ of the 60 UG students) Spring 2024

Instructor rating: - Course rating: -; Avg rating: - (Rating includes ___ of the 50 UG students) Spring 2024

Instructor rating: 4.82 Course rating: 4.77; Avg rating: 4.80 (Rating includes 22 of the 28 UG students) Spring 2023

Instructor rating: 4.80 Course rating: 4.70; Avg rating: 4.75 (Rating includes 20 of the 22 UG students) Spring 2023

Instructor rating: 4.70 Course rating: 4.60; Avg rating: 4.65 (Rating includes 10 of the 33 UG students) Spring 2022

Instructor rating: 4.63 Course rating: 4.50; Avg rating: 4.57 (Rating includes 8 of the 23 UG students) Spring 2022

Instructor rating: 4.56 Course rating: 4.67; Avg rating: 4.62 (Rating includes 9 of the 21 UG students) Spring 2022

Instructor rating: 4.54 Course rating: 4.50; Average rating: 4.52 (Rating includes 26 of the 30 UG students) Fall 2017

Instructor rating: 4.75 Course rating: 4.75; Average rating: 4.75 (Rating includes 12 of the 18 UG students) Fall 2016

Instructor rating: 4.56 Course rating: 4.44; Average rating: 4.52 (Rating includes 27 of the 43 UG students) Fall 2016

Rutgers Business School, Rutgers University

29:799:460 – Six Sigma and Lean Manufacturing

Instructor rating: 4.27; Course rating: 4.55; Average rating: 4.41 (Rating includes 11 of the 15 UG students) Fall 2016

Rutgers Business School Executive Education, Rutgers University

Mini-MBA: Supply Chain Management for Montefiore Health System

Executive Education (Taught 3 out of 10 sessions) Fall 2022

Executive Education (Taught 3 out of 10 sessions) Spring 2022

Executive Education (Taught 3 out of 10 sessions) Fall 2021

Broad College of Business, Michigan State University

SCM470 – Supply Chain Application and Policy (Capstone Course)

Instructor rating: 4.39; Course rating: 4.29 (Rating include 25 of the 31 UG students) Summer 2015

Instructor rating: 4.18; Course rating: 4.30 (Rating includes 37 of the 47 UG students) Spring 2015

Broad College of Business, Michigan State University

SCM372 – Manufacturing, Planning & Control

Instructor rating: 4.17; Course rating: 4.04 (Rating includes 42 of the 46 UG students) Spring 2016

Instructor rating: 4.75; Course rating: 4.56 (Rating includes 18 of the 25 UG students) Fall 2012

Broad College of Business, Michigan State University

SCM303 – Introduction to Supply Chain Management

Instructor rating: 4.36; Course rating: 4.24 (Rating includes 27 of the 34 UG students) Summer 2014

Instructor rating: 3.92; Course rating: 3.97 (Rating includes 23 of the 27 UG students) Summer 2014

Instructor rating: 4.55; Course rating: 4.33 (Rating includes 16 of the 20 UG students) Summer 2013

Instructor rating: 4.55; Course rating: 4.42 (Rating includes 27 of the 32 UG students) Summer 2012

Instructor rating: 4.34; Course rating: 4.34 (Rating includes 20 of the 28 UG students) Summer 2012

PROFESSIONAL SERVICE ACTIVITIES AND AFFILIATIONS

COMMITTEE MEMBER

- Rutgers Faculty Diversity Collective Member 2023-present
- Appointed Road to Supply Chain Management Admissions Committee Member 2023-present
- Appointed member to Rutgers Office for Research Website Redesign 2023-present
- Appointed member Decision Sciences Institute Buffa Dissertation Award Judge 2023
- Appointed member Decision Sciences Institute Professional Development Committee 2022 – 2024
- Re-elected member of Rutgers Business School's Technology Policy Committee 2022 – 2024
- Appointed SCM PhD Admissions Committee Member 2021 – present
- Appointed Full-time MBA Admissions Committee Member 2020 – present
- Member of Masters of Supply Chain Analytics (MSCA) Scholarship program Committee 2020 – present
- COVID-19 SCM Department Interview News Channel Committee Member 2020
- Elected member of Rutgers Business School's Technology Policy Committee 2019 – 2021
- Founding Committee Member of Rutgers University Common Interest Group – *Health Equity Academic Researchers (RU-HEAR)* 2017 – present

CASE COMPETITION MENTOR

- Led team of four (4) masters and MBA students to the 8th annual TCU Supply Chain Management Case Competition 2024
- Led team of four (4) masters and MBA students to the 6th annual TCU Supply Chain Management Case Competition 2022
- Led team of four (4) masters and MBA students to the 5th annual TCU *Virtual* Supply Chain Management Case Competition 2021
- Led team of four (4) masters and MBA students to the first Rutgers TEN Plus Supply Chain Innovation Challenge – **Tied for 1st place** 2020
- Led team of four (4) masters and MBA students to the 4th annual TCU Supply Chain Management Case Competition – MSCA student **won 1st place** at the SAP Auxiliary Case Competition 2020
- Led team of four (4) MBA students concentrating in SCM to a **6th place finish** at the 10th Annual Michigan State University Donald J. Bowersox Graduate Supply Chain Challenge 2019
- Led team of four (4) masters and MBA students to the 3rd annual TCU Supply Chain Management Case Competition 2019
- Led team of four (4) MBA students concentrating in SCM to a **2nd place finish** at the 9th Annual Michigan State University Donald J. Bowersox Graduate Supply Chain Challenge

DISSERTATION COMMITTEE MEMBER

- Member of Chenhao Zhou's dissertation committee (SCM Student) Spring 2025
- Member of Aman Goswami's dissertation committee (SCM Student) Spring 2025
- Member of Eunseok Kim's dissertation committee (SCM Student) Spring 2024
- Member of Rohit Chadha's dissertation committee (DBA Student) Summer 2022
 - Employed at Edwards Life Sciences as the Vice President of Data Management & Data Science, Digital Transformation, Global Supply Chain
 - Chadha, R. (2022). *Impact of disruptions on hospital operating room performance: The role of complexity, team cohesion, and risk management infrastructure* (Doctoral dissertation, Rutgers University-Graduate School-Newark). <https://www.linkedin.com/in/rohit-chadha-86303516/>
- Member of Arim Parks's dissertation committee Summer 2019
 - Joined North Carolina A&T State University (www.ncat.edu/cobe)
 - Park, A. (2019). *Designing efficient marketplaces for the freight services industry* (Doctoral dissertation, Rutgers University-Graduate School-Newark). <https://doi.org/doi:10.7282/t3-8h1x-2j91>

CAPSTONE PROJECT MENTOR

- Led capstone project for Masters of Information Technology student (Parijat Nautiyal) 2018

INDEPENDENT STUDY MENTOR

- Led independent study for MBA student (Stephen Barr) 2023
- Led independent study for MBA student (Utkarsh Srivastava) 2019
- Led independent study for undergraduate supply chain management student (Amir Ajani) 2018

ORGANIZER

- Organizer of Writing Accountability Group (WAG) for Thursday mornings 2018 – 2020
- LinkedIn.com Social Media Manager for RBS SCM Department's Alumni Group 2016 – 2020
- Co-founded Rutgers University Common Interest Group – *Health Equity Academic Researchers (RU-HEAR)*, supported by The Office of the Senior Vice President for Academic Affairs 2017 – present
 - <https://academicaffairs.rutgers.edu/health-equity-academic-researchers-ru-hear>
 - <https://evpaa.rutgers.edu/rutgers-university-health-equity-academic-researchers-ru-hear>
 - Co-organized speaker event for learning more about equity research in academia (50+ attendees)
 - Co-organized Tulane University speaker event titled, "From Exposure to Vaccination: The Role of Structural Racism in COVID-19 Inequities"
 - Co-organized and moderated forum on publicly engaged scholarship (60+ registered attendees)
 - Co-organized round-table about "Community Health Research Partnerships and Collaborations" (20+ registered attendees)
 - Co-organized and moderated forum on health equity research (60+ registered attendees)
 - Co-organized speed networking event for health equity researchers (20+ attendees)
 - Co-organized RWJF speaker event for approaches to funding health equity research (30+ attendees)
- Co-organize RBS-SCM Department Seminar Series 2017 – 2020

- MBA Career Fair Workshop 2017 – 2022
- Founded Michigan State University Ph.D. Alumni Group (100+ members) 2013 – present
 - Organize annual conference dinners and other gatherings

EDITORIAL REVIEW BOARD

- Journal of Operations Management 2019 – present
- Decision Sciences Journal 2020 – present

AD-HOC REVIEWER

- Production and Operations Management 2023 – present
- Manufacturing and Service Operations Management 2023 – present
- Service Science 2020
- Journal of Regulatory Economics 2020
- Work and Occupations - *special issue from the Cornell Healthcare Conference* 2019
- Decision Sciences Journal of Innovative Education 2018 – present
- Socio-Economic Planning Sciences 2018 – 2021
- Journal of Operations Management 2017 – present
- International Journal of Operations and Production Management 2017 – present
- IEEE Transaction on Engineering Management 2015 – present
- Decision Sciences Journal, Healthcare Track 2014 – present

CONFERENCE RESEARCH CHAIR

- Decision Sciences Institute Annual Meeting – Healthcare Management Track Research Co-Chair 2024
- Decision Sciences Institute Annual Meeting – Healthcare Management Track Research Chair 2022

CONFERENCE REVIEWER

- CSCMP Annual Conference 2023
- Decision Sciences Institute Annual Meeting Healthcare Track 2022
- Decision Sciences Institute Annual Meeting Healthcare Track – Best Paper Competition 2021
- Post-Pandemic Supply Chain and Healthcare Management Conference – Best Paper Competition 2021
- Global Logistics and Supply Chain Management Secondary School Program – Best Case Competition Project 2021
- Production and Operations Management Society Annual Meeting – CHOM Best Paper Award 2021-2022 & 2024
- International Conference on Economic and Business Management (FEBM2019) 2019
- Production and Operations Management Society Annual Meeting – Emerging Economies Doctoral Students Award 2018
- Production and Operations Management Society Annual Meeting – CHOM Best Paper Award 2018
- Decision Sciences Institute Annual Meeting 2014, 2015, 2017, & 2020

CONFERENCE SESSION ORGANIZER

- Production and Operations Management Society Annual Meeting 2018, 2021
- Decision Sciences Institute Annual Meeting, Healthcare Track 2014, 2015, 2017 – 2021
- Decision Sciences Institute Annual Meeting, Service Systems & Operations Track 2023

CONFERENCE SESSION CHAIR

- Decision Sciences Institute Annual Meeting, Service Systems & Operations Track 2023

- Northeast Decision Sciences Institute Annual Meeting 2022
- Production and Operations Management Society Annual Meeting, Healthcare Management 2018, 2021
- Decision Sciences Institute Annual Meeting, Healthcare Track 2014, 2015, 2017 – 2021

PANEL MEMBER

- Doctoral Consortium Panel on “Best practices for transitioning to a faculty position” 2023
- Decision Sciences Institute Annual Meeting
- Doctoral Consortium Session on “How to transition from a Ph.D. student to a full-time faculty” 2022
- Decision Sciences Institute Annual Meeting
- Rutgers Program for Early Career Excellence (PECE) Workshop: What I Wish I Knew about the Tenure/Review Process 2019
- Decision Sciences Institute Annual Meeting: Managing Thesis Development 2016
- American College of Healthcare Executives (ACHE): Physician engagement in SCM 2016

VOLUNTEER

- Classroom Speaker at Metuchen and Edison High Schools (Spoken to >500 students) 2018 - present
- Volunteer at Metuchen High School Career Fair, promoting RBS and SCM 2017 – 2019
- Instructor for RBS summer High School SCM program 2017 – 2019
- Speaker at Open House in New Brunswick for the RBS Master of Science in Healthcare Services Management (MSHSM) 2017
- Volunteer at Annual Supply Chain Management Career Expo 2016 – 2019

INTERVIEWS & WEBINARS

- Subject matter expert contributor towards futurecasting/threatcasting training conducted by the Applied Futures Lab in conjunction with the Threatcasting Lab located at Arizona State University 2023
- “Cooper University Health Care and Cape Regional Health expect merger agreement by March” for WHYY – Philadelphia region's leading public media provider, an NPR and PBS New Partner 2023
<https://whyy.org/articles/merger-cooper-university-health-care-cape-regional-health/>
- “CT contrast shortage seen as amplification, continuation of deep-set dynamics” for Radiology Business 2022
<https://radiologybusiness.com/topics/healthcare-management/business-intelligence/ct-contrast-shortage-seen-amplification>
- “How do we end healthcare supply shortages?” for MDLinx an M3Group Company - #1 Physician Specialty Site 2022
<https://www.mdlinx.com/article/how-do-we-end-healthcare-supply-shortages/6YNGnQ28HgujRcSe6uhlqi>
- “We're incredibly busy': Local businesses boom ahead of Mother's Day” for ABC News Channel 6 – Philadelphia affiliate 2022
<https://6abc.com/mothers-day-gifts-mothers-shopping-pa-business-holiday/11824251/>
- “Atlantic Health buys Immediate Care urgent care chain, spreads Central Jersey reach” for Asbury Park Press 2022
<https://www.app.com/story/money/business/main-street/whats-going-there/2022/03/04/atlantic-health-buys-immediate-care-urgent-care-central-jersey/9360909002/>

- “5 Tactics to Minimize Supply Chain Challenges”
for Association of Telecom, Mobility & IT Management Professionals (AOTMP)
<https://online.flippingbook.com/view/243154484/46-47/>

2022
- Webinar: “The State of the Supply Chain Squeeze”
for Barnes Dennig Accounting Firm
<https://www.barnesdennig.com/event/manufacturing-supply-chain-squeeze/>
Recording: <http://bitly.ws/oLbW>

2022
- “At-Home COVID-19 Tests Will Soon Be Everywhere”
for Time Magazine
<https://time.com/6146105/free-covid-19-test-biden-supply/>

2022
- “Will inflation trigger a global financial crisis in 2022?”
for The Beijing News, third best-selling daily in Beijing
<https://m.bjnews.com.cn/detail/164236032414363.html>

2022
- “Store shelves across New Jersey remain empty due to several factors”
for News 12 New Jersey and News 12 Westchester – *aired twice on TV, 2 weeks apart*
<https://westchester.news12.com/store-shelves-across-new-jersey-remain-empty-due-to-several-factors> and <https://newjersey.news12.com/store-shelves-across-new-jersey-remain-empty-due-to-several-factors> and <https://newjersey.news12.com/empty-shelves-staffing-shortages-related-to-omicron-still-impacting-grocery-shelves> and <https://bronx.news12.com/empty-shelves-staffing-shortages-related-to-omicron-still-impacting-grocery-shelves>

2022
- Webinar: “How Will Supply Chain Disruptions Affect You?”
for Southern Ohio / Northern Kentucky Turnaround Management Association Chapter (not recorded)
<https://turnaround.org/cincinnati>

2021
- “Backorders, Empty Shelves, Toys in Short Supply: Will COVID Delays Affect You?”
for NBC News 5 Chicago
<https://www.nbcchicago.com/news/national-international/backorders-empty-shelves-toys-in-short-supply-will-covid-delays-affect-you/2684681/>

2021
- “Rutgers professors weigh in on historic disruptions to global supply chain”
for The Daily Targum, the official student newspaper of Rutgers, the State University of New Jersey
<https://dailytargum.com/article/2021/10/rutgers-professors-weigh-in-on-historic-disruptions-to-global-supply-chain>

2021
- “No chicken to fry, fries out of stock... Is the global supply chain crisis coming?”
for The Beijing News, third best-selling daily in Beijing
<https://m.bjnews.com.cn/detail/163447743414268.html>

2021
- Rutgers Program for Early Career Excellence (PECE) – Faculty Development
PECE overview: <https://youtu.be/Xq6yLwlHeWU?t=62>

2021

Coaching training: <https://rutgers.box.com/s/hle895bifoo8xvj5q5kxga8ak31brkg>

- “Asset Managers Aim for Carbon Neutrality” 2020
for The Buttonwood Tree, a business newspaper for high finance
<https://buttonwoodtree.net/index.php/2020/12/22/asset-managers-aim-for-carbon-neutrality/>
- “Managing International Supply Chain Disruptions During COVID-19” 2020
for OPEN Forum, an American Express small business publication
<https://www.americanexpress.com/en-us/business/trends-and-insights/articles/managing-international-supply-chain-disruptions-during-covid-19/>
- “How to Help Manage Financial Partners in 2019” 2019
for OPEN Forum, an American Express small business publication
<https://www.americanexpress.com/en-us/business/trends-and-insights/articles/how-to-help-manage-financial-partners-in-2019>
- “The Future of Supply Chain Management: What the Thought Leaders Say” 2019
for *OPEN Forum*, an American Express small business publication
<https://www.americanexpress.com/en-us/business/trends-and-insights/articles/the-future-of-supply-chain-management--what-the-thought-leaders-say/>
- “Should You Make Automatic Purchase Orders Part of Your Supply Chain Strategy?” 2019
for *OPEN Forum*, an American Express small business publication
<https://www.americanexpress.com/en-us/business/trends-and-insights/articles/should-you-make-automatic-purchase-orders-part-of-your-supply-chain-strategy/>

CERTIFICATIONS

- Six-Sigma Green Belt certified at Volvo Construction Equipment, North America 2010
- APICS certified in Production and Inventory Management (CPIM) 2009
- A+ Information Technology (IT) Certification 1999

AFFILIATIONS

- Member, American Production and Inventory Control Society (APICS) 2007 – present
- Member, Decision Sciences Institute (DSI) 2011 – present
- Member, Production and Operations Management Society (POMS) 2011 – present
- Member, International Honor Society Beta Gamma Sigma 2016 – present
- Graduate, Inaugural class of Rutgers Program for Early Career Excellence (PECE) 2016 – 2019
- Member INFORMS 2011 – 2016, 2022 – present
- Member, Manufacturing and Supply Operations Management (MSOM) 2011 – 2016
- Coach and founding member of the Academy of Future Business Researchers (AFBR) 2013 – 2016
- Member, Academy of Management (AOM) 2015 – 2016

PROFESSIONAL DEVELOPMENT WORKSHOPS

- Emerging Scholars Program 2017
Production and Operations Management (POMS) Annual Meeting, Bellevue, WA.
- Decision Sciences New Faculty Development Consortium 2016

Decision Sciences Institute Annual Meeting, Austin, TX.

- Healthcare Management Division (HCMD), Emerging Scholars Consortium
Academy of Management (AOM) Conference, Vancouver, BC, Canada. 2015
- Organizational Behavior (OB), Bridging Relationships at Work
Academy of Management (AOM) Conference, Vancouver, BC, Canada. 2015
- Organizational Behavior (OB), The Social Nature of Emotions
Academy of Management (AOM) Conference, Vancouver, BC, Canada. 2015
- Operations Management (OM) Division Joint Junior Faculty and Doctoral Consortium
Academy of Management (AOM) Conference, Vancouver, BC, Canada. 2015
- Doctoral Student Consortium
Production and Operations Management Annual Meeting, Atlanta, GA. 2014
- Doctoral Student Consortium
Decision Sciences Institute Annual Meeting, Baltimore, MD. 2013
- Managing Dual Career
Production and Operations Management Annual Meeting, Boulder, CO. 2013
- Doctoral Student Consortium
Decision Sciences Institute Annual Meeting, San Francisco, CA. 2012

INDUSTRY EXPERIENCE

VOLVO CONSTRUCTION EQUIPMENT

Asheville, NC USA

Market Analyst

October 2008 – July 2011

Support sales and product management, both domestic and internationally, by gathering demand inputs and generating forecasts. Conduct research on economic trends, organize and interpret the data, and communicate business implications to management.

- Lead dealer forecast, a Six Sigma Green Belt project, resulting in savings of over 3600 hours and \$100,000 annually.
- Integrated SharePoint into the department, resulting in improved customer service and 10% reductions in server costs.
- Serve on cross-functional Enterprise Inventory Management team, which has saved over \$1,000,000 to date due to reduced floor plan time, shipping, and inventory.
- Chosen out of more than 30 applicants to begin the Operational Development Cost Savings Team, which consists of individuals from 8 different departments. The team has found and implemented more than \$150,000 in savings during its first 6 months.
- Research and publish monthly newsletter article covering macro-economic topics, which is sent to thousands of customers.

INDEPENDENT CONTRACTOR

USA

Consultant

August 2007 - October 2008

Completion of various process improvement and cost reduction projects in North Carolina and South Carolina.

- Identified the bottlenecks in the Emergency Department of a major hospital, proposed a strategy to improve patient flow and customer service, which would result in millions of increased revenue per year.

- Automated report creation within Fortune 200 company to shorten information lead-time; with projected savings of over \$1,000,000 per year.
- Reduced and organized inventory, while leading a culture change for a textile equipment reseller that was experiencing major financial issues. Included, managing up to the CEO and introducing incentive plans for warehouse associates.

COLITE INTERNATIONAL, LTD - *global brand identity signage programs*

Wuxi, Jiangsu CHINA

Project Manager (*Internship as part of IMBA requirement*)

April 2007 - August 2007

Optimized business support functions in the service areas, including the order fulfillment process and contractor network. Assisted with the planning, and execution of projects for Holiday Inn and other companies throughout Asia and Australia.

- Lowered risk of error for all orders through value stream process mapping and implemented tools to ensure accuracy.
- Developed contractor search and tracking document, shortening lead-time 2 days on average.

DANYA INTERNATIONAL - *systems for global public health and education*

Silver Spring, MD USA

Communications Coordinator

September 2005 - June 2006

Served as first point of contact via email and phone for over 4,000 Head Start Reviewers. Developed and maintained tracking reports from the field for internal analysis, allowing more focused and concise correspondence to the Reviewers.

- Decreased incoming inquiries by over 27% through better customer service.
- Maintained open and efficient communication channels with the US Federal Department of The Office of Head Start.

DAVES STOVE-TOP POPCORN

Boulder, CO USA

Founder, Owner and Operator

April 2002 - May 2005

Started a popcorn company from the ground up, performing all duties as necessary for the life of the company.

- Achieved profits in the third year and eventually sold the company at a profit.
- Obtained financial backing, completed paperwork, and purchased necessary equipment for business.
- Developed three unique flavors, which were sold in over 30 locations in the Boulder area.

COMMUNITY SERVICE ACTIVITIES

- Metuchen Cub Scout Pack 15 Den Leader 2018 – 2023
- Men's Club Volunteer, Neve Shalom 2017 – 2023
- Metuchen Little League Team Manager (Head Coach) 2019 & 2021
- Metuchen Little League Assistant Coach 2018, 2020, 2022, 2023
- Neve Shalom Nursery School Trike-A-Thon Organizer, raised over \$2,300 2018 & 2019
- Boy Scouts of America Commissioner 2010 – 2011
- Jewish Federation Volunteer Event Planner 2010 – 2011
- Ran the Chicago Marathon for St. Jude Children's Research Hospital; raised over \$1,200 2010
- Brother Wolfe Animal Rescue Volunteer Event Planner and Finance Manager 2009 – 2011
- Junior Achievement Volunteer Teacher 2009 – 2011
- Asheville Habitat for Humanity Volunteer 2009 – 2011
- Bicycled across the US for Habitat for Humanity; raised over \$4,000 2005
- Blood Donor 1998 – present