

# Joy M. Field

## ACADEMIC EXPERIENCE

**Associate Professor**, Carroll School of Management, Boston College, 2003-  
**Assistant Professor**, Carroll School of Management, Boston College, 1997-2003  
**Instructor**, Carlson School of Management, University of Minnesota, 1994-97

## EDUCATION

**Ph.D. in Business Administration (Operations Management)**, University of Minnesota, March 1997

Dissertation title: *Drivers of Quality in the Production System: A Longitudinal Field Study of the Impact of Work Teams on Manufacturing Quality*

Advisors: Professors Rajiv D. Banker and Kingshuk K. Sinha

**MS in Statistics**, University of Minnesota, June 1995

**MBA (Finance concentration)**, University of Minnesota, June 1989

**BS in Mechanical Engineering (Industrial Engineering concentration, Mathematics minor)**, University of Minnesota, July 1984

## COURSES TAUGHT

### Boston College

Operations Management (undergraduate and graduate)  
Operations Strategy & Consulting (undergraduate)  
Quality Management (undergraduate and graduate)  
Service Operations (undergraduate and graduate)  
Operations Strategy (graduate)  
Statistics (graduate)  
International Management Experience (graduate)

### University of Minnesota

Operations Strategy (graduate)  
Quality Management (undergraduate)  
Operations Management (undergraduate)

## BOOKS

*Designing Service Processes to Unlock Value*, Business Expert Press, 2012.

*Designing Service Processes to Unlock Value, 2<sup>nd</sup> Ed.*, Business Expert Press, 2016.

## REFEREED PUBLICATIONS

“Service Operations: What Have We Learned?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth,

Enrico Secchi, and Jie Zhang, *Journal of Service Management*, Vol.29, No.1, 2018, pp.39-54.

“Service Operations: What’s Next?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth, Enrico Secchi, and Jie Zhang, *Journal of Service Management*, Vol. 29, No.1, 2018, pp.55-97.

“Designing Lean Processes with Improved Service Quality: An Application in Financial Services, with Gang Li and Mark M. Davis, *Quality Management Journal*, Vol.24, No.1, January 2017, pp.6-20.

“Using Digital Service Inventories to Create Customer Value,” with Mark M. Davis and Euthemia Stavroulaki, *Service Science*, Vol.7, No.2, June 2015, pp.83-99.

“Decision Models for Workforce and Technology Planning in Services,” with Gang Li, Hongxun Jiang, Tian He, and Youming Pang, *Service Science*, Vol.7, No.1, March 2015, pp.29-47.

“Building the Case for Quality Improvement in the Healthcare Industry: A Focus on Goals and Training,” with Janelle Heineke, James R. Langabeer II, and Jami L. DelliFraine, *Quality Management in Health Care*, Vol.23, No. 3, 2014, pp.138-154.

“Learning by Customers as Co-producers in Financial Services: An Empirical Study of the Effects of Learning Channels and Customer Characteristics,” with Mei Xue and Lorin Hitt, *Operations Management Research*, Vol.5, No.1-2, June 2012, pp.43-56.

“Service Co-production with Information Stickiness and Incomplete Contracts: Implications for Consulting Services Design,” with Mei Xue, *Production and Operations Management*, Vol.17, No.3, May-June 2008, pp.357-372.

“Supplier Relations and Supply Chain Performance in Financial Services Processes,” with Larry C. Meile, *International Journal of Operations and Production Management*, Vol. 28, No. 2, 2008, pp. 185-206.

“Sourcing Practices and Boundaries of the Firm in the Financial Services Industry,” with M. Hossein Safizadeh and Larry P. Ritzman, *Strategic Management Journal*, Vol.29, No.1, January 2008, pp.79-91.

“The Use of Recycled Materials in Manufacturing: Implications for Supply Chain Management and Operations Strategy,” with Robert P. Sroufe, *International Journal of Production Research*, Vol. 45, Nos. 18-19, September-October 2007, pp.4439-4463.

“Process Drivers of E-Service Quality: Analysis of Data from an Online Rating Site,” with Gregory R. Heim, *Journal of Operations Management*, Vol. 25, No. 5, August 2007, pp. 962-984.

“Uncertainty Reduction Approaches, Uncertainty Coping Approaches, and Process Performance in Financial Services,” with Larry P. Ritzman, M. Hossein Safizadeh, and Charles E. Downing, *Decision Sciences Journal*, Vol. 37, No. 2, May 2006, pp.149-175.

“Comparing E-Service Performance Across Industry Sectors: Drivers of Overall Satisfaction in Online Retailing,” with Lauren M. Trabold and Gregory R. Heim, *International Journal of Retail and Distribution Management*, Vol. 34, No. 4/5, 2006, pp.240-257.

“Applying Process Knowledge for Yield Variation Reduction: A Longitudinal Field Study,” with Kingshuk K. Sinha, *Decision Sciences Journal*, Vol. 36, No. 1, February 2005.

“Managing Quality in the E-Service System: Development and Application of a Process Model,” with Gregory R. Heim and Kingshuk K. Sinha, *Production and Operations Management*, Vol. 13, No. 4, Winter 2004, pp. 291-306.

“An Empirical Analysis of Financial Services Processes with a Front-Office or Back-Office Orientation,” with M. Hossein Safizadeh, and Larry P. Ritzman, *Journal of Operations Management*, Vol. 21, No. 5, 2003, pp. 557-576.

“The Value of Outsourcing: A Field Study,” with Charles E. Downing and Larry P. Ritzman, *Information Systems Management*, Vol. 20, No. 1, Winter 2003, pp. 86-91.

“Work Team Performance Over Time: Three Case Studies of South African Manufacturers,” with Anton W. Grutter and Norman H.B. Faull, *Journal of Operations Management*, Vol. 20, No. 5, 2002, pp. 519-548.

“Beyond Design: Implementing Effective Manufacturing Work Teams,” *Quality Management Journal*, Vol. 8, No. 2, 2001, pp. 29-43. (reprinted in *Effective Teamwork*, S. Reddy (Ed.), ICFAI University Press: Hyderabad, India, 2005, pp.129-156.)

“Work Team Implementation and Trajectories of Manufacturing Quality: A Longitudinal Field Study,” with Rajiv D. Banker and Kingshuk K. Sinha, *Manufacturing & Service Operations Management*, Vol. 3, No. 1, 2001, pp. 25-42.

“Predicting the Trajectory of Manufacturing Quality with Work Team Implementation,” with Kingshuk K. Sinha, *Journal of Quality Management*, Vol. 5, 2000, pp. 103-118.

“Impact of Work Teams on Manufacturing Performance: A Longitudinal Field Study,” with Rajiv D. Banker, Roger G. Schroeder, and Kingshuk K. Sinha, *Academy of Management Journal*, Vol. 39, No. 4, 1996, pp. 867-890.

#### **NON-REFEREED PUBLICATION**

“Challenges and Rewards of MBA International Programs: The Boston College Experience,” *Decision Line*, Vol. 34, No. 1, December/January 2003, pp. 4-7.

#### **WORKS-IN-PROGRESS**

“Job Design and Work Allocation for Volunteers in Nonprofit Organizations,” with Tingliang Huang and Deishin Lee.

#### **ACADEMIC HONORS AND AWARDS**

**Distinguished Teaching Award (Undergraduate)**, Boston College Carroll School of Management, May 2018.

**Distinguished Service Award**, Production and Operations Management Society College of Service Operations, awarded at the *Production and Operations Management Society Annual Conference*, Houston, May 2018.

**Service Science Honorable Mention for Best Article Award for 2015**, for “Using Digital Service Inventories to Create Customer Value,” (with Mark M. Davis and Euthemia Stavroulaki).

**Production and Operations Management Journal Outstanding Reviewer Award for 2014**, presented at the *Production and Operations Management Society Annual Conference*, Washington, D.C., May 2015.

**Member of the Center for Services Leadership (CSL) Faculty Network as a CSL Research Faculty**, 2013 –.

**McKiernan Distinguished Fellowship** for research excellence, Boston College, 2011-2014.

**Decision Sciences Journal Outstanding Associate Editor Award for 2012**, presented at the *Decision Sciences Institute Annual Conference*, San Francisco, November 2012.

**Production and Operations Management Society College of Service Operations Most Influential Service Operations Paper Award for 2011**, for “Service Co-production with Information Stickiness and Incomplete Contracts: Implications for Consulting Services Design” (co-authored with Mei Xue), presented at the

*Production and Operations Management Society Annual Conference*, Reno, NV, April 2011.

***Journal of Operations Management Best Associate Editor Award for 2011***, presented at the *Academy of Management Annual Conference*, Boston, August 2012.

***Journal of Operations Management Best Associate Editor Award for 2009***, presented at the *Academy of Management Annual Conference*, Montreal, August 2010.

***International Journal of Operations & Production Management Outstanding Reviewer Award for 2007***.

***Journal of Operations Management Best Reviewer Award for 2006***, presented at the *Academy of Management Annual Conference*, Philadelphia, August 2007.

***Decision Sciences Journal Outstanding Reviewer Award for 2006***, presented at the *Decision Sciences Institute Annual Conference*, San Antonio, Texas, November 2006.

**Winner (with Kingshuk K. Sinha) *Decision Sciences Journal Best Article Award for 2005***, presented at the *Decision Sciences Institute Annual Conference*, San Francisco, November 2005.

**Winner (with Kingshuk K. Sinha) of the 2001 Decision Sciences Annual Conference “Best Theoretical/Empirical Paper Award,”** presented at the *Decision Sciences Institute Annual Conference*, San Francisco, November 2001.

**Winner of the 1998 Decision Sciences Institute Elwood S. Buffa Doctoral Dissertation Competition**, presented at the *Decision Sciences Institute Annual Conference*, Las Vegas, November 1998.

## **SERVICE TO THE PROFESSION**

**Reviewer for:** *Management Science, Production and Operations Management Journal, Journal of Operations Management, Decision Sciences, Quality Management Journal, International Journal of Production and Operations Management, Sloan Management Review, IEEE Transactions, International Journal of Production Economics*

***Journal of Service Research Associate Editor***, 2013 –.

***Decision Sciences Journal Associate Editor***, 2007 –.

***Journal of Operations Management Associate Editor***, 2008 –.

*Journal of Service Management Associate Editor, 2015 –.*

*International Journal of Production and Operations Management Associate Editor, 2017 –.*

*Production and Operations Management Journal Editorial Review Board, 2015 –.*

*Quality Management Journal Editorial Review Board, 2007 –.*

*International Journal of Operations and Production Management Editorial Advisory Board Member, 2007 – 2016.*

*Journal of Service Management Service Operations Expert Research Panel Co-Chair, 2015 –.*

**Treasurer of Decision Sciences Institute, April 2016 – April 2018.**

**President of Northeast Decision Sciences Institute, April 2016 – April 2017.**

**President of the Production and Operations Management Society College of Service Operations, 2013 – 2015.**

**Emerging Economies Doctoral Student Award (EEDSA) Committee Chair** for the *Production and Operations Management Annual Conference, May 2017.*

**Program Chair, Northeast Decision Sciences Institute Annual Conference, Cambridge, MA, March 20-22, 2015.**

**Executive Program Chair and Proceedings Coordinator, Decision Sciences Institute Annual Conference, Tampa, FL, November 22-25, 2014.**

**Conference Co-Chair, Art & Science of Service, June 2012.**

## **INDUSTRY EXPERIENCE**

**UNISYS, Roseville, Minnesota**

**Financial Analyst, 1987-91**

**Industrial Engineer, 1984-87**