The Handbook of Behavioral Operations Management

Social and Psychological Dynamics in Production and Service Settings View Web Site ombehavior.com Elliot Bendoly, Wout Van Wezel, Daniel G. Bachrach, Eds., 2015 Oxford University Press INTRODUCTION TO THE HANDBOOK Elliot Bendoly (The Ohio State University) PART I - BACKGROUND AND THEORETICAL CONSIDERATIONS Chapter 1 - A Brief History and the Contemporary Knowledge Base Stephanie Eckerd (University of Maryland), Elliot Bendoly (The Ohio State University) Chapter 2 - The Virtuous Cycles of Experimental Learning Elliot Bendoly (The Ohio State University) Table of Contents PART II - LESSONS IN PRODUCTION AND SERVICE CONTEXTS Sample Syllabus Chapter 3 - Synch and Swim : Managing and mismanaging process constraints and variability Elliot Bendoly (The Ohio State University) Chapter 4 - Process and Perception : Kristen's Cookie Company from a behavioral point of view Textbook Steve Walton (Emory University), Mike Sacks (Emory University) Availability Chapter 5 - Outflanking undecided, ever-changing puzzles : The role of Human Behavior in Scheduling Wout van Wezel (University of Groningen), Ken McKay (University of Waterloo), Toni Wafler (University of Applied Sciences Northwestern Switzerland) **Oxford Direct** Chapter 6 - Hitting the Target : Process Control, Experimentation and Improvement in a Catapult Competition Amazon George Easton (Emory University) Chapter 7 - The Wait or Buy Game : How to game the system that's designed to game you back Anton Ovchinnikov (Queen's University) Chapter 8 - Seeing the Forest (And Your Tree) : Envisioning motivation and performance in work design Groups Karen Eboch (Bowling Greene State University) BeOps on LinkedIn Chapter 9 - Satisfaction Architect : Service design and its behavioral implications Louis St.Peter (Georgia State University), Walter Wallace (Georgia State University), Yusen Xia (Georgia State **BDOM Network** University) Chapter 10 - Sharing the Load : Group behavior and insights into simulating real-world dynamics Diego Pereira (UDC-Universidade da Coruña), David del Rio (UDC-Universidade da Coruña) PART III - LESSONS IN SUPPLY CHAINS AND INTEGRATIVE/ENABLING TECHNOLOGY Chapter 11 - Booms, Busts, and Beer : Understanding the dynamics of supply chains John Sterman (Massachusetts Institute of Technology) Chapter 12 - Kicking the "Mean" Habit : Joint prepositioning in debiasing pull-to-center effects Jaime Castaneda (University of Lugano), Paul Goncalves (University of Lugano) Chapter 13 - Sharing the Risk : Understanding risk-sharing contracts from the supplier's perspective Karen Donohue (University of Minnesota), Yinghao Zhang (Salisbury University) Chapter 14 - A Chain of Hands : Pro-social integration in a coffee supply chain setting Tung Nhu Nguyen (International Univeristy, Vietnam), Khuong Ngoc Mai (Intl. Univeristy, Vietnam) Chapter 15 - Supply Chain Negotiator : A game of gains, losses and equity Young Ro (University of Michigan), Yi-Su Chen (University of Michigan), Thomas Callahan (University of Michigan), Tsai-Shan Shen (Eastern Michigan University) Chapter 16 - ERP Simulator : Examining competitive supply chain team dynamics David Cantor (Iowa State University), Pam Manhart (Iowa State University) Chapter 17 - The Fresh Connection : Inter-functional integration in supply chain management Sander de Leeuw (VU University Amsterdam & Nottingham Trent University), Michaela Schippers (Rotterdam School of Management), Stefan Hoogervorst (Involvation) Chapter 18 - Wrapping it Up : Behavior and decision making revealed in business simulation games Arturo Orozco (IPADE Business School), Miguel Guzman (IPADE Business School) CONCLUSION: BEHAVIORAL OPERATIONS IN PRACTICE AND FUTURE WORK

Elliot Bendoly (The Ohio State University), Daniel G. Bachrach (University of Alabama)