



2015 Operations Management Distinguished Scholar – Academy of Management
2104 Crystal Apple Teaching Award in Undergraduate Teaching - Emory University

ACADEMIC APPOINTMENTS

- 2016 to Present **Fisher College Distinguished Professor, Management Sciences**,
The Ohio State University, Fisher College of Business
- 2016 to Present **Associate Dean for Undergraduate Students and Programs**
The Ohio State University, Fisher College of Business
- 2016 **Translational Data Analytics Faculty-in-Residence**, The Ohio State University
- 2014-2016 **Full Professor, Management Sciences**, The Ohio State University, Fisher College of Business
- 2011-2014 **Area Coordinator, Information Systems and Operations Management**
Emory University, Goizueta School of Business
- 2007-2014 **Associate Professor, Information Systems and Operations Management**
Caldwell Research Fellow, Emory University, Goizueta School of Business
- 2010 **Visiting Researcher**, IE Business School, Madrid
- 2001-2007 **Assistant Professor, Decision & Info. Analysis**, Emory University, Goizueta School of Business

AFFILIATED APPOINTMENTS

- 2015 to Present **International Institute for Analytics (IIA) Contributing Faculty Member**

EDUCATION

- Ph.D. Operations and Decision Technologies: Indiana University, Kelley School of Business
- M.S. Operations and Decision Technologies: Indiana University, Kelley School of Business
- B.A. Economics (Industrial/Developmental): Case Western Reserve University
- B.S. Materials Engineering: Case Western Reserve University

PRE-ACADEMIC INDUSTRY EXPERIENCE

IMVP Researcher for the Center for Regional Economic Issues; Weatherhead School of Mgmt, CWRU; 1997, 1999
Research Assistant – Perception Imaging and Psychology Laboratory, Case Western Reserve University 1997
R&D Technician/Trainer for the Intel Corporation (Polymer Core Competency); Chandler, AZ; 1996-1997
Assistant Editor of ASM International's Materials Phase Transformation Series; Lucerne, Switzerland; 1994
Materials Engineer / Researcher - NASA-Lewis Research Center, Cleveland, OH 1993-1995

CURRENT RESEARCH INTERESTS

The interface between Operations, IT and Psychology (group and individual)

- **Operational Feedback** - *Visualization, Complexity/Uncertainty* – Effects on resource usage behavior and tactics
- **Operational Coordination** - *Collaboration and Group Dynamics* – Impacts on problem solving, NPD and IT projects
- **Operational IT-Driven Enablement** - *Ops/Strat/IT Alignment* – Implications for buy-in, efficiency and innovation

h-index: 27 (Scopus) 22 (ISI) 35 (Google) **i-10:** 40 (Scopus) 36 (ISI) 52 (Google) **RGscore:** 36.04 (1912 Followers)

ARTICLES IN REFEREED JOURNALS

- [55] N. Craig, N. DeHoratius, A. Raman, E. Bendoly. Consistency and Recovery in Retail Supply Chains. *Journal of Business Logistics* (forthcoming)
- [54] T. Schoenherr, E. Bendoly, D. Bachrach, A. Hood. 2017. Task interdependence impacts on reciprocity in IT implementation teams: Bringing out the worst in us, or driving responsibility? *Production and Operations Management*, 26(4), 667-685.
- [53] L. Gua, Y. Hu, J. Tobias, E. Bendoly. 2017. Different Departments, Different Drivers: Asymmetry in Antecedents and Outcomes of Voluntary Knowledge Exchange between Sales and Production Functions. *International Journal of Production and Operations Management*, 37(8), 1031-1053.

- [52] D. Bachrach, E. Bendoly, D. Beu Ammeter, D. Blackburn, K.G. Brown, J. Burke, T. Callahan, K.Y. Chen, V.H. Day, J.A. Gomez, T. Greenlee, A. Ellstrand, H. Ereksen, R. Handfield, M. Loudder, M. Malhotra, K. Petroni, A. Sevilla, S. Shafer, M. Shih, D. Voss. 2017. On Academic Rankings, Unacceptable Methods and the Social Obligations of Business Schools. *Decision Sciences Journal*, 48(3), 561-585.
- [51] R. Hardcopf, P. Goncalves, K. Linderman, E. Bendoly. 2017. Short-term bias and strategic misalignment in operational solutions: perceptions, tendencies and traps. *European Journal of Operational Research*, 258(3), 1004-1021.
- [50] E. Bendoly, R. Chao. 2016. How excessive stage time reduction in NPD negatively effects market value. *Production and Operations Management*, 25(5), 812-832.
- [49] A. Hood, D. Bachrach, S. Zivnuska, E. Bendoly. 2016. The mediating effects of psychological safety in the relationship between team affectivity and transactive memory systems. *Journal of Organizational Behavior*, 37(3), 416-435.
- [48] E. Bendoly. 2016. Fit, bias and enacted sensemaking in data visualization: frameworks for continuous development in operations and supply chain management analytics. *Journal of Business Logistics*, 37(1), 6-17. (Lead Article)
- [47] J. Sterman, R. Oliva, K. Linderman, E. Bendoly. 2015. System Dynamics perspectives and modeling opportunities for research in Operations Management, *Journal of Operations Management* 39/40, 1-5. (Lead Article)
- [46] E. Bendoly. 2014. Systems dynamics understanding in project execution: information sharing quality and psychological safety, *Production and Operations Management* 23(8), 1352-1369.
- [45] E. Bendoly, M. Swink, W. Simpson. 2014. Prioritizing and monitoring concurrent project work: Effects on switching behavior, *Production and Operations Management* 23(5), 847-860.
- [44] E. Bendoly. 2013. Real-time feedback and booking behavior in the hospitality industry: Moderating the balance between imperfect judgment / imperfect prescription, *Journal of Operations Management* 31(1-2), 62-71. (JOM Best Paper Finalist 2013)
- [43] E. Bendoly, A. Bharadwaj, S. Bharadwaj. 2012. Complementary drivers of NPD performance: cross-functional coordination, information system capability, and intelligence quality. *Production and Operations Management* 21(4). 653-667.
- [42] E. Bendoly. 2011. Linking task conditions to physiology and judgment errors in RM systems. *Production and Operations Management* 20(6), 860-876.
- [41] D. Bachrach, E. Bendoly. 2011. Rigor in behavior experiments: a basic primer for SCM researchers. *Journal of Supply Chain Management* 47(3), 5-8. (Lead Article)
- [40] A. Nair, R. Narasimhan, E. Bendoly. 2011. Co-opetitive buyer-supplier relationship: an investigation of bargaining power, relational context, and investment strategies. *Decision Sciences* 42(1), 93-127.
- [39] E. Bendoly, J. Perry-Smith, D.G. Bachrach. 2010. The perception of difficulty in project-work planning and its impact on resource sharing. *Journal of Operations Management* 28(5), 385-397.
- [38] E. Bendoly, R. Croson, P. Goncalves, K. Schultz. 2010. Bodies of knowledge for research in Behavioral Operations. *Production and Operations Management* 19(4), 434-452.
- [37] R. Metters, X. Zhao, E. Bendoly, B. Jiang, S.T. Young. 2010. The Way that can be told of is not an unvarying way: cultural impacts on OM in Asia. *Journal of Operations Management* 28(3), 177-185. (Lead Article)
- [36] E. Bendoly, M. Capra, D. Thomas. 2010. Project performance and the antecedents and implications of project group member ties: a multi-level analysis. *Decision Sciences Journal* 41(3), 459-490.
- [35] R. Narasimhan, A. Nair, D. Griffith, E. Bendoly, J. Arlbjorn. 2009. Lock-in situations in supply chains: a social exchange theoretic study of sourcing arrangements in power-based buyer-supplier relationships. *Journal of Operations Management* 26(5), 374-389.
- [34] D. Thomas, E. Bendoly. 2009. Limits to effective leadership style and tactics in critical incident interventions. *Project Management Journal* 40(2), 70-80.
- [33] E. Bendoly, E. Rosenzweig, J. Stratman. 2009. The efficient use of enterprise information for strategic advantage: a DEA analysis. *Journal of Operations Management* 26(4), 310-323
- [32] E. Bendoly, M. Prietula. 2008. In 'The Zone': The role of evolving skill and transitional workload on motivation and realized performance in operational tasks. *International Journal of Operations and Production Management* 28(12), 1130-1152. (Lead Article)

- [31] E. Bendoly, C. Speier. 2008. Silver bullet junkies and the codifiers that love them. *Decision Sciences Journal* 39(2), 157-173. (Lead Article)
- [30] E. Bendoly, M. Cotteleer. 2008. Understanding behavioral sources of process variation following enterprise system deployment. *Journal of Operations Management* 26(1), 23-44. (JOM Best Paper 2008)
- [29] E. Bendoly, D.G. Bachrach, B. Powell. 2008. The role of operational interdependence and supervisory experience on management assessments of ERP systems. *Production and Operations Management* 17(1), 93-106.
- [28] S. Bharadwaj, A. Bharadwaj, E. Bendoly. 2007. The performance effects of complementarities between IS-capability and coordination: an empirical study of manufacturing firms. *Information Systems Research* 18(4), 437-453. (Runner-Up for best published ISR paper 2007)
- [27] E. Bendoly, A. Citurs, B. Konsynski. 2007. Internal infrastructural impacts on RFID perceptions and commitment: knowledge, operational procedures and information-processing standards. *Decision Sciences* 38(3), 423-449.
- [26] E. Bendoly, M. Swink. 2007. Moderating effects of information access on project management behavior, performance and perceptions. *Journal of Operations Management* 25(3), 604-622.
- [25] D.G. Bachrach, H. Wang, E. Bendoly, S. Zhang. 2007. Task interdependence and culture: moderating effects on the importance attributed to organizational citizenship behavior. *Management and Organization Review* 3(2), 255-276.
- [24] E. Bendoly, D. Blocher, K. Bretthauer, M.A. Venkataramanan. 2007. Service and cost benefits through clicks-and-mortar integration: implications for the central/decentralization debate. *European Journal of Operational Research* 180(1), 426-444.
- [23] E. Bendoly, E. Rosenzweig, J. Stratman. 2007. Performance metric portfolios: a framework grounded in operations strategy. *Production and Operations Management* 16(2), 257-276.
- [22] E. Bendoly. 2007. Resource enablement modeling: implications for studying the diffusion of technology. *European Journal of Operational Research* 179(2), 537-553, 2007
- [21] E. Bendoly, D. Hur. 2007. Bipolarity in reactions to operational 'constraints': OM bugs under an OB lens. *Journal of Operations Management* 25(1), 1-13. (Lead Article)
- [20] M. Cotteleer, E. Bendoly. 2006. Order lead-time improvement following enterprise-IT implementation: an empirical study. *MIS Quarterly* 30(3), 643-660.
- [19] E. Bendoly, K. Donohue, K. Schultz. 2006. Behavior in operations management: assessing recent findings and revisiting old assumptions. *Journal of Operations Management* 24(6), 737-752. (Lead Article)
- [18] E. Bendoly, K. Schultz. 2006. Incorporating behavioral theory in OM empirical models. *Journal of Operations Management* 24(6), 735-736. (Editorial)
- [17] E. Bendoly, D.G. Bachrach, H. Wang, S. Zhang. 2006. ERP in the minds of supervisors: joint roles of task interdependence and cultural norms. *International Journal of Operations and Production Management* 26(5), 558-578.
- [16] D.G. Bachrach, B. Powell, E. Bendoly, G. Richey. 2006. Organizational citizenship behavior and performance evaluations: exploring the impact of task interdependence. *Journal of Applied Psychology* 91(1), 193-201.
- [15] E. Bendoly, T. Schoenherr. 2005. ERP system and implementation-process benefits: implications for B2B e-procurement. *International Journal of Operations and Production Management* 25(4), 304-319.
- [14] E. Bendoly, D. Blocher, K. Bretthauer, S. Krishnan, M.A. Venkataramanan. 2005. Impacts of availability and perceptions of integration in multi-channel operations. *Journal of Service Research* 7(4), 313-327. (Lead Article)
- [13] E. Bendoly, F. Kaefer. 2004. Business technology complementarities: impacts of the presence and strategic timing of ERP on B2B e-commerce technology efficiencies. *Omega* 32(5), 395-405.
- [12] E. Bendoly, A. Soni, M.A. Venkataramanan. 2004. Value chain resource planning: adding value with systems beyond the enterprise. *Business Horizons* 47(2), 79-86.
- [11] F. Kaefer, E. Bendoly. 2004. Measuring the impact of organizational constraints on the success of business-to-business e-commerce efforts: a transactional focus. *Information & Management* 41(5), 529-541. (Lead Article)
- [10] E. Bendoly, F.R. Jacobs. 2004. ERP architectural / operational alignment for order-processing performance. *International Journal of Operations and Production Management* 24(1), 99-117.
- [9] E. Bendoly. 2004. Integrated inventory pooling for firms servicing both on-line and store demand. *Computers & Operations Research* 31(9), 1465-1480.

- [8] E. Bendoly, D.G. Bachrach. 2003. A process-based model for priority convergence in multi-period group decision-making. *European Journal of Operational Research* 148(3), 534-545.
- [7] E. Bendoly. 2003. Theory and support for process frameworks of knowledge discovery & data mining from ERP systems. *Information & Management* 40(7), 639-647.
- [6] E. Bendoly, F. Kaefer. 2003. Linking technological compatibility and operational capacity constraints to communication technology adoption. *Journal of Electronic Commerce in Organizations* 1(2), 1-13.
- [5] F.R. Jacobs, E. Bendoly. 2003. Enterprise resource planning: developments and directions for operations management research. *European Journal of Operational Research* 146(2), 5-12.
- [4] S. Helper, D.I. Levine, E. Bendoly. 2002. Employee involvement and pay at US and Canadian auto suppliers. *Journal of Economics and Management Strategy* 11(2), 329-377.
- [3] D.G. Bachrach, E. Bendoly, P.M. Podsakoff. 2001. Attributions of the 'causes' of performance as an alternative explanation of the organizational citizenship behavior / org. performance relationship. *Journal of Applied Psychology* 86(6), 1285-1293.
- [2] F. Kaefer, E. Bendoly. 2000. The adoption of electronic data Interchange: a model and practical tool for managers. *Decision Support Systems* 30(1), 23-32.
- [1] E. Bendoly. 2000. A framework for investments in support building activities: support mechanisms and strategic scenarios. *Decision Support Systems* 27(4), 343-354. (Lead Article)

MANUSCRIPTS UNDER REVIEW / REVISION

- R. Shah, M. Swink, E. Bendoly, Grass is not always greener on the other side: Examining productivity impacts of 'scanning for alternatives' as a facet of task-switching behavior – R&R requested for 3rd round - *Production and Operations Management*
- R. Handfield, E. Bendoly, Supplier Integration into New Product Development: The Role of Product Life Cycle Management Systems – R&R requested at *Journal of Product Innovation Management*
- S. Paul, N. Craig, E. Bendoly, Rewarding service and serving rewards: strategic complications to order management – Under review at *Journal of Business Logistics*
- B. Massimino, J. Hill, J. Gray, E. Bendoly. Information Security Policy Compliance: A Multiple-Task Study of Goals, Motivations, and Incentives – Revision for resubmission at *Production and Operations Management*
- B. Massimino, E. Bendoly, J. Hill, J. Gray. I need a break – but will it help? Immediate and protracted impacts of voluntary non-work interruptions on repeated task performance – Revision for resubmission at *Production and Operations Management*
- L. Sharma, A. Chandrasekaran, E. Bendoly, Does office of patient-experience matter? An econometric study across U.S. hospitals. Request for R&R at the *Production and Operations Management*
- S. Sommer, E. Bendoly, S. Kavadias, Ambiguous problem complexity, group synergy and performance: an experiment. – Under Revision for new submission to *Management Science*
- H. Park, C. Blanco, E. Bendoly. Linking Carrier Vessel Sharing to Consignee Environmental Performance: A Management Innovation Lens – Under review *Production and Operations Management SI on Innovations and Sustainability*

RESEARCH UNDER DEVELOPMENT

- E. McKie, E. Bendoly. Pro-environmental operational cultures and impact on regional recycling views and behavior.
- C. Alba, F. Salvatore, A. Tenhiala, E. Bendoly. Downstream consequences of upstream planning variety: evidence from an enterprise system maintenance firm.
- N. Osadchiy, E. Bendoly, Modeling strategic consumer behavior with limited information.
- S. Babbar, R. Behara, K. Boyer, R. Metters, E. Bendoly, X. Koufteros. Productivity networks and career shifts in the field of Operations Management.
- B. Fahimnia, E. Siemsen, E. Bendoly. Revisiting the literature of behavioral operations and supply chain management.

NON-REFEREED PERIODICALS

- E. Bendoly, "[Beyond showcasing: the makings of strong visual designs](#)", International Institute for Analytics, 2016
- E. Bendoly, "[Leveraging biases in visual design](#)", International Institute for Analytics, 2016
- E. Bendoly, "[Traps and hazards in data visualization tool design and selection](#)", International Institute for Analytics, 2016
- M. Cotteleer, E. Bendoly, "[Going Rogue: How behavioral factors affect decisions related to work process deviation](#)", Deloitte University Press 2015
- M. Cotteleer, E. Bendoly, "[Stop or Not? Productivity Dynamics in Knowledge-Intensive Service Industries](#)", Deloitte University Press 2014
- E. Bendoly, M. Cotteleer, A. Kline, "[Getting user buy-in to new IT systems](#)", *Ernst & Young: Performance*, May Issue 6(2), 2014
- E. Bendoly, M. Sacks, "[Reducing Human Error in Revenue Management Decision-Making](#)", *Ernst & Young: Performance*, December Issue 5(4), 2013
- E. Bendoly, D. Thomas, M. Capra, I. Sun, "[Multilevel social dynamics in project settings: control, confidence, and conscientiousness](#)", *Ernst & Young: Performance*, August Issue 4(3), 2012
- E. Bendoly, "What mother never told you about Excel... It's not all number crunching", *Management Research News*, 32(10), 8-10, 2010
- E. Bendoly, "ERP systems and supply chain technologies: a caveat for B2B e-procurement," *E-Commerce and Supply Chain Strategies* 1, 23-31, 2001

BLOG POSTINGS / TRANSLATIONAL INTERVIEWS

- E. Bendoly, "Faster Not Always Better in Product Development", Fisher College of Business Translational Series, 2016
- E. Bendoly, "[Drawing Conclusions with Big Data](#)", Fisher College of Business Translational Series, 2016
- E. Bendoly, "[Doodling with Trig and Loops](#)", TDA, 2016
- E. Bendoly, "[Value-Added Data Visualization](#)", International Institute for Analytics, 2016
- E. Bendoly, "[Excerpt from Visual analytics for management: Translational science and applications in practice](#)", TDA, 2015

EDITED TEXTBOOKS AND RESEARCH COMPILATIONS

- E. Bendoly and S. Clark, [Visual Analytics for Management: Translational Science and Applications in Practice](#), Taylor & Francis / Routledge, London 2016 (ISBN: 978-1138190726)
- E. Bendoly, W. van Wezel and D.G. Bachrach, [Handbook of Behavioral Operations Management: Social and Psychological Dynamics in Production and Service Settings](#), Oxford University Press, London, 2015 (ISBN: 978-0199357222)
- E. Bendoly, *Excel Basics to Blackbelt: An Accelerated Guide to Decision Support Designs, 2nd Edition*. A resource for developing system integration skills for professionals, Cambridge University Press, London, 2013 (ISBN: 978-1107625525)
- S. Kumar, E. Bendoly and J. Esteves, Eds. *Handbook of Research in Enterprise Systems*, An international multi-author and peer reviewed research compilation – Follow-up to 2005 compilation, Sage Publications, 2011 (ISBN: 978-8132105091)
- E. Bendoly, *Excel Basics to Blackbelt: An Accelerated Guide to Decision Support Designs*, A resource for developing system integration skills for professionals, Cambridge University Press, London, 2008 (ISBN: 978-0521889056)
- E. Bendoly and R.F. Jacobs, Eds. *Strategic ERP Extension and Use*, A multi-author (eg. MIT, IMD, Indiana University, etc.) and peer reviewed research compilation, Stanford University Press, Stanford, CA 2005 (ISBN: 978-080475098X)

CHAPTERS IN PUBLISHED BOOKS

E. Bendoly, McClintock, A., Pandey, R. Human Behavior in Operations, in *Routledge Companion for Production and Operations Management (POM): Contributions from 50 Global POM Thought Leaders*, Martin Starr and Sushil Gupta Eds. Routledge, London, 2017 (ISBN: forthcoming)

E. Bendoly and S. Eckerd. Behavioral OM Experiments: Critical Inquiry Reawakening Practical Issues in Research, 1-22 in *Behavioural Issues in Operations Management: Trends in Design, Management, Methodology*, Ilaria Giannoccaro Ed. Springer, London, 2013 (ISBN: 978-1447148777)

An Investigation of Competitor Networks in Manufacturing Strategy and Implications for Performance, in *Factors Affecting Firm Competitiveness and Performance in the Modern Business World*, Konstantinos Karataninos IGI Global (261015-112229)

RECENT RESEARCH PRESENTATIONS

E. Bendoly. 2017. "Visualizing the Systematic Nature of Systems", Academy of Management Conference, Atlanta, GA

E. Bendoly. 2017. "Anticipating NPD Speed Traps: An Application of the OUtCoMES Cycle", Center for Operational Excellence Summit, The Ohio State University, Columbus, OH

E. Bendoly. 2016. Eminent Scholar talk - "Decision-maker Reactions to Visualized Variance II: A Study of Longitudinal Risk Depiction", Iowa State University, Ames, IA

S. Sommer, S. Kavadias, E. Bendoly. 2016. "Group Structure, Task Complexity, and Search Strategies in Ambiguous Problem Spaces: A Controlled Experiment", Production and Operations Management Society meeting, Orlando, FL

H.N. Perera, B. Fahimnia, E. Bendoly, N. Craig, M. Reisi. 2016. "The Effects of Judgmental Forecasting On Packaging Operations of Perishable Products", Production and Operations Management Society meeting, Orlando, FL

S. Paul, N. Craig, E. Bendoly. 2016. "Rewarding Service and Serving Rewards: Complications Emerging from Reciprocity and Responsiveness in Ordering Decisions", Production and Operations Management Society meeting, Orlando, FL

B. Massimino, J. Hill, E. Bendoly. 2016. "Performance Goals, Procedural Compliance, and Worker Personalities: A Behavioral Investigation", Production and Operations Management Society meeting, Orlando, FL

J. Hurley, B. Fahimnia, E. Bendoly, N. Craig, M. Reisi. 2016. "Judgmental Forecast Adjustment in Light of Sales Promotions: an Experiment", Production and Operations Management Society meeting, Orlando, FL

E. Bendoly. 2015. "Decision-maker Reactions to Visualized Variance: A Study of Longitudinal Risk Depiction", Arizona State University, Phoenix, AZ.

S. Pathak, S. Gavirneni, E. Bendoly, H. Prasad, S. Roychowdhury 2015. "Evolution or Revolution? Sixty Years of Change in Management Science", Decision Sciences Institute

N. Craig, E. Bendoly, S. Paul. 2015. "Rewarding Service and Serving Rewards: Complications Emerging from Reciprocity and Responsiveness in Ordering Decisions", Production and Operations Management Society meeting, Washington, D.C.

B. Massimino, J. Hill, J. Gray, E. Bendoly. 2015. "Resource Utilization, Penalty Attribution, and Task Compliance: A Behavioral Investigation", Production and Operations Management Society meeting, Washington, D.C.

E. Bendoly. 2015. "Visualization as an Analytical Tool among Heterogenous Users: Opportunities, Cavaets and Guidelines", Production and Operations Management Society meeting, Washington, D.C.

A. Hood, D. Bachrach, S. Zivinuska, E. Bendoly. 2015. "Affect, Psychological Safety, and TMS in Groups", in *Workplace Affect: Dynamic and Multilevel Effects in Organizations Symposium of the SIOP Conference*, Philadelphia PA

C. Alba, F., Salvador, E., Bendoly, A., Tenhiala. 2014. "Effects of Project Complexity and Managers' Breadths of Experience on Knowledge Work Performance", Academy of Management, Philadelphia, PA

A. Hood, D.G. Bachrach, K. Lewis, E. Bendoly. 2014. "The Other Side of the Coin: Transactive Memory Systems and the Prevention of Resource Losses", Academy of Management, Philadelphia, PA
[Part of the Best Paper Proceedings of the 2014 Academy of Management Meeting]

- E. Bendoly, M. Swink, R. Shah. 2014. "Is Task-Switching Always Bad? Unraveling Task-Switching Behavior", Production and Operations Management Society meeting, Atlanta, GA
- E. Bendoly. 2014. "Non-targeted Learning: Bias Reinforcement, Challenge Degradation and Dissonance Deconstrainment", Production and Operations Management Society meeting, Atlanta, GA
- E. Bendoly, M. Swink, R. Shah. 2014. "Take it or leave it? Searching, balking and dissatisfaction switching-traps in multi-project work", the Ohio State University, Columbus, OH; and earlier at Southern Methodist University, Dallas, TX
- A. Hood, D.G. Bachrach, E. Bendoly. 2013. "Impact of task conflict network density on team performance: the role of transactive memory systems", Symposium on Intragroup Conflict: Unique Perspectives and New Questions, Academy of Management, Lake Buena Vista, FL
- L. Gua, Y. Hu, E. Bendoly, J. Tobias. 2013. "Cross-functional information sharing in Chinese manufacturers: organizational antecedents and related operational outcomes". Presented at the following: {1} American Accounting Association - Management Accounting Section, Anaheim, CA; {2} Academy of Management, Lake Buena Vista, FL
- P. Goncalves, K. Linderman, R. Hardcopf, E. Bendoly 2013. "Managerial Behavior and Profit Maximization - A Systems-Dynamics Model", Production and Operations Management Society meeting, Denver, CO
- E. Bendoly. 2013. "The role of systems thinking in project execution: impacts on information sharing quality and psychological safety", Production and Operations Management Society meeting, Denver, CO
- C. Alba, F., Salvador, E., Bendoly, A., Tenhiala. 2013. "Effects of manager's depth and breadth of experience on planning and execution performance", Production and Operations Management Society meeting, Denver, Denver; also @ DSI, Baltimore
- E. Bendoly, S. Kavadias, S. Sommer. 2012. "The Effects of Problem Structure and Team Diversity on Brainstorming Effectiveness: An Experimental Investigation", INFORMS, Phoenix, AZ
- N. Osadchiy, E. Bendoly. 2012, "Are consumers really strategic? If not, can one make them be?", INFORMS, Phoenix, AZ
- C. Alba, F., Salvador, E., Bendoly, A., Tenhiala. 2012. "Downstream Consequences of Upstream Planning Variety: Evidence from an Enterprise System Maintenance Unit", Behavioral Operations Conference, Washington, D.C.
- E. Bendoly, S. Kavadias, S. Sommer. 2012. "The Effects of Problem Structure and Team Diversity on Brainstorming Effectiveness: Initial Findings", Production and Operations Management Society meeting, Chicago, IL
- K. Linderman, P. Goncalves, E. Bendoly. 2011. "The Dynamics of Increasing Profits through Improvement, Innovation, and Cost Reduction", Decision Sciences Institute, Boston, MA
- E. Bendoly, N. Osadchiy. 2011. "Are consumers really strategic? Implications from an experimental study", Production and Operations Management Society meeting, Reno, NV; Also presented at MSOM conference, Ann Arbor, MI
- E. Bendoly, M. Cotteleer. 2009. "Understanding behavioral sources of process variation following enterprise system deployment", Academy of Management, Chicago, IL {JOM Best Paper finalist – presentation}
- D. Thomas, E. Bendoly, M. Capra. 2009. "Tie me up!: An empirical investigation of perceived tie characteristics on prospective connections", AMCIS, San Francisco, CA
- A. Nair, E. Bendoly, R. Narasimhan. 2008. "Co-opetitive Buyer-Supplier Relationships", Academy of Management, Anaheim, CA
- E. Bendoly. 2007. "The Silver Bullet Market: Ethics and the Role of Academia", Academy of Management, Philadelphia, PA
- J. Stratman, E. Bendoly, E. Rosenzweig. 2007. "Efficiency and performance frontiers on strategic information use", Production and Operations Management, Dallas, TX
- J. Stratman, E. Bendoly, E. Rosenzweig. 2006. "The efficient use of enterprise information for strategic advantage: a DEA analysis", Decision Sciences Institute, San Antonio
- E. Bendoly. 2006. "A little information can be a dysfunctional thing: an experiment in concurrent project management", Behavioral Research in Operations and Supply Chain Management Conference, Penn State U., State College, PA
- E. Bendoly. 2006. "Moderating effects of ERP information access on project management behavior, performance and perceptions", Emory University, Atlanta, GA
- E. Rosenzweig, E. Bendoly and J. Stratman. 2006. "Performance metric portfolios: a framework grounded in operations strategy", Production and Operations Management Society Meeting, Boston, MA

- E. Bendoly. 2005. "Playing the music of clarity and empowerment: deterring 'unrest' through champions and their technologies", Harvard Business School's TOM Series on Behavioral Operations, Cambridge, MA
- E. Bendoly, M. Cotteleer. 2005. "Resonant dissonance: Investigating lagged operational variance following centralized IT deployment", Academy of Management, Honolulu, HI
- E. Bendoly, E. Rosenzweig, J. Stratman. 2005. "Implementing the balanced scorecard: performance metric portfolio selection using an operations strategy lens – Part II Empirical Support", Production and Operations Management Society Meeting, Chicago, IL
- E. Bendoly. 2005. "Innovative ERP extension and use", Panel Discussion, Production and Operations Management Society Meeting, Chicago, IL
- E. Bendoly, M. Cotteleer. 2004. "Sources of delayed variation in operational performance following large-scale centralized system deployment", INFORMS, Denver, CO
- D. Bachrach, E. Bendoly. 2004. "Organizational citizenship behavior and performance evaluations: the impact of task interdependence", Academy of Management, New Orleans, LA
- A. Citurs, E. Bendoly, B. Konsynski. 2004. "Flexibility in inter-organizational system adoption", Academy of Management, New Orleans, LA
- J. Stratman, E. Bendoly, E. Rosenzweig. 2004. "Implementing the balanced scorecard: performance metric portfolio selection using an operations strategy lens – Part I Scale Development", Production and Operations Management Society Meeting, Cancun, Mexico
- E. Bendoly, A. Bharadwaj, S. Bharadwaj. 2004. "Forces behind new product development performance: the synergistic roles of cross-functional processes, information system capability, and intelligence quality", Atlanta Competitive Advantage Conference, Emory University, Atlanta, GA
- E. Bendoly. 2004. "Issues in modern ERP system use and extension to the value-chain", Workshop on Technology Management - University of Florida, Gainesville, FL
- E. Bendoly. 2003. "Merging behavioral and operational views of constraints, variability and performance", Academy of Management, Seattle, WA
- E. Bendoly, F. Kaefer. 2003. "Business technology complementarity: impacts of the presence and timing of ERP implementation on B2B system efficiencies", Production and Operations Management Society Meeting, Savannah, GA
- E. Bendoly. 2002. "Future issues in enterprise resource planning", Panel Discussion, Decision Sciences Institute Annual Meeting, San Diego, CA
- E. Bendoly. 2002. "The impact of operational policies on variability, stress and turnover in hospital sterile processing", Workshop on Service Operations - Indiana University, Bloomington, IN
- E. Bendoly, F. Kaefer. 2001. "The impact of enterprise systems on business-to-business & business-to-Commerce Transactional Efficiency", INFORMS Annual Meeting, Miami, FL

RESEARCH GRANTS and HONORS

- Fisher College of Business Distinguished Professorship, The Ohio State University 2016-19
- Outstanding Senior Editor, Production and Operations Management journal for 2015-16
- 2015 Operations Management Distinguished Scholar – Awarded by the OM Division of the Academy of Management
- Fall 2015 Small Grant Award recipient – Fisher College of Business, The Ohio State University
- Best Associate Editor for the Journal of Operations Management for 2013-14
- Fall 2014 (Academy of Management) – Nominated for Best published JOM paper of 2013 Real-time feedback and booking behavior in the hospitality industry: Moderating the balance between imperfect judgment and imperfect prescription", 31(1)]
- Invited research collaborator with the Erasmus Center for Behavioral Operations Management, 2013

- 2014, 2015 Window's Azure Academic Grant (MS Corp. estimated total market value of Azure access: USD \$77,400)
- 2013 Window's Azure Academic Grant (MS Corp. estimated total market value of Azure access: USD \$133,200)
- Spring 2012-2013 Ad hoc Research Grant recipient • Winter 2011-2012 Ad hoc Research Grant recipient
- Spring 2011-2013 Research Grant from Ministry of Science and Innovation of Spain ("Micro-foundations of Org. Cap.s")
- Fall 2009-2011 **Caldwell Research Fellow** - Goizueta Business School, Emory University
- Fall 2009 (Academy of Management) - Best published JOM paper of 2008 ["Understanding behavioral sources of process variation following enterprise system deployment", 26(1)]
- Fall 2008 (INFORMS) - Runner-Up for best published ISR paper of 2007 ["The performance effects of complementarities between IS-capability and coordination: an empirical study of manufacturing firms", 18(4)]
- Fall 2008 Nominated for the Albert Levy Award (Emory University) for excellence in scientific research
- Fall 2008 Special Recognition for **Interdisciplinary Thought Leadership** (Decision Sciences Journal editors)
- Fall 2007-2008 Ad hoc Research Grant recipient (linked to the previous year's award)
- Behavioral Process Management 2007 "Most Service to Domain" Award
- Best Associate Editor for the Journal of Operations Management for 2006-07
- 2006 **Alumni Award for Excellence in Research** - Goizueta Business School, Emory University
- PhD 1st Place – FedEx E-commerce Competition 2001 • Society of Logistical Engineers Best Dissertation 2001
- Best Student Paper, Mid-West DSI 2000 • Lucent Technologies Research Grant 1999-2000
- Best Student Paper, Mid-West DSI 1999 • Graduate School Grant for Group Research 1999
- Best Application Paper, National DSI 1999 • University Independent Research Grant 1998

PROFESSIONAL SERVICE

Editorial Service to Academic Journals

Senior Editor: POM Management of Technology department 2011+, POM Behavioral OM department 2013+

Associate Editor: Journal of Operations Management 2006+, Decision Sciences 2006-2012, OM Research 2007-12

Editorial Review Board: POM Management of Technology department 2007-2011,

POM Behavioral Operations Management department 2008-2013

Special Issue Editor: Journal of Operations Management – Behavioral Dynamics in Operations Management (2006)

Decision Sciences – Behavioral Issues in IS-enabled Operations Decision Making (2008)

JOM - Culture, Development, and Operations Management Viewpoints in Asia (2009)

Journal of Operations Management – Systems Thinking and Systems Dynamics (2015)

Journal Reviewer: Management Science, Organization Science, MIS Quarterly, European Journal of Operational

Research, IJOPM, Journal of Industrial Relations, Omega, JORS, Information Systems Journal

Editorial Service to Academic Book Publishers

Consulting Editor: Pearson Education (Press), 2013+

Solution Manual Editor: Metters, King-Metters and Pullman, Successful Service Operations Management, 1st Ed, 2003
(South-western – Thompson Learning)

Academic Society Leadership

Founder/Manager: Management Visualization Society (Ma-Vis): www.ma-vis.com 2016+

President: College of Behavior in Operations Management (CBOM) (www.poms.org/colleges/chbom) 2015-17

Division Chair: 2009-2010, Operations Management Division of the Academy of Management

Program Chair: 2007-08, Professional Development Chair: 2006-07

Founder: Junior Faculty Workshop (AoM OM Division om.aomonline.org) 2007-08

Founder / Manager: Behavioral Dynamics in Operations Management (BDOM) Network (www.ombehavior.com) 2006+

Co-founder and VP: Junior Faculty INFORMS Group (JFIG) (currently a Forum junior-faculty.forum.informs.org) 2001-03

Chair: Behavioral Process Management (BPM) Section (www.ssa-section.com) 2006-07

Advisor: College of Behavior in Operations Management (CBOM) (www.poms.org/colleges/chbom) 2008-2015

Webmaster: Academy of Management's OM Division (om.aomonline.org) 2001-2006

Academic Conference Service

Track Chair: 2014 POMS General Track; 2013 POMS System Dynamics Track;

2009 POMS Behavioral Dynamics Track, 2003 POMS Innovative Education Track

Program and Proceedings Editor: 2006 POMS Conference, Boston

Session Chair: 2001 INFORMS - ERP; 2002 DSI - Technology Advances in ERP; 2003 AoM – Tech Transfer in OM
2004 AoM – Operational Issues with Technology Management; 2005 POMS– Innovative Extension and Use
of ERP; 2005 AoM – Technology Management and Social Systems

Panelist: 2002 DSI - Future Directions in ERP Research; 2003 Academy of Management – Media Innovations;
2005 POMS - ERP Research Perspective; 2007 AoM – Micro Methods for Macro Problems

Discussant: 1998, 1999 and 2000 National DSI Conferences; 1999 and 2000 MW-DSI Conferences
2000, 2003 Academy of Management Meeting

Internal Service

Fisher OSU Associate Dean for Undergraduate Students and Programs: 2016+

TDA Faculty in Resid. / Fisher Data Resource Liaison, The Ohio State University, Fisher College of Business 2016

Fisher OSU Faculty Representative:

Faculty Advisory Committee of the Translational Data Analytics Initiative 2014+ , OSU ORCID 2014+ ,

CCTS BrutX 2014-15 Organizer of the 1st Annual OSU Data Visualization Challenge 2014-16

Co-Chair of the Virtual Subcommittee of the TDA 2014-15.

Goizueta ISOM Area Coordinator 2011-14

Goizueta Promotion and Tenure Committee 2009-2013; GBS MBA Curriculum Review Committee 2007;

GBS Co-rep to University IRB 2006-2011; *GBS Institutional Review Board* 2003-2006

GBS Education & Computing Committee 2004-2005; *GBS Research Committee* 2002-2003

Faculty Sponsor to Emory's Alpha Kappa Psi business fraternity 2004-2014

Faculty Advisor to Goizueta Green 2008-10, jBiz (Jewish Business Student group) at Emory 2011-14,

Goizueta Consulting Club 2011-14, Emory's Data Analytics student group 2013-14,

PMI-Atlanta Liaison to the Project Management Institute's Global Accreditation Center (PMI-GAC): 2007-2011

Emory Academic Liaison to Atlanta's American Production and Inventory Control Society (APICS): 2001-2007

Mentor to the 2003 APICS Regional research competition winners – Emory's MBA's took 1st Place

Contributions to Knowledge@Emory

- The Unfinished E-Business Revolution
- Is the Time Right for Web Services (cross-listed at CNET.com March 26/28_04)
- Expect Just-in-Time Inventory Management to Thrive in New Security Conscious World
- Why ERP Should Complement not Replace Successful Operating Policies
- How Broadening an ERP System Adds Value and Maximizes Resources
- How ERP Can Aid Teams in NPD (picked up at bettermanagement.com June/July 2005)
- The Silver Bullet Market: Academia's Role
- Supporting Decision Making with the Power of Excel
- Getting PMs to Juggle Together: Unanticipated Drawbacks of Work Challenges and Ownership
- Why Culture Matters in Operations Management

External Professional Service

LinkedIn Group Owner/Manager

Excel Blackbelts <https://www.linkedin.com/groups/3124035>

Operations Management in Practice <https://www.linkedin.com/groups/3741304>

International Business Ethics <https://www.linkedin.com/groups/8563002>

Management Visualization <https://www.linkedin.com/groups/1121547>

Behavioral Operations Management <https://www.linkedin.com/groups/3704620>

TEACHING and PEDAGOGY

Teaching Awards

2014 Crystal Apple Teaching Award – Emory University, Goizueta Business School

Emory Residents Hall Authority – One of 8 to receive the award, among 600 nominated

2000 William Panschar Associate Instructor Teaching Award – Indiana University, KSB

A school-wide award for excellence in innovative teaching. Only one award is given each year.

Coursework Taught/Developed

Data Analysis and Visualization (The Ohio State University)

Spring 2015+ - Instructor and Developer [Junior-lvl Undergraduates; 1st / 2nd year FT MBAs / Evening MBAs]

Doctoral Seminar in Scholarship Interfaces with Industry and Pedagogy (The Ohio State University)

Fall 2015 - Instructor and Developer [1st and 2nd year PhD students]

Doctoral Seminar in Behavioral Operations (The Ohio State University)

Fall 2014 - Instructor and Developer [2nd year PhD students]

Data Analytics and Visualization (Emory University)

Spring/Fall 2007-2013 – Instructor and Developer [Predominantly 2nd year FT MBAs / Evening MBAs]

Data Analytics and Visualization (Emory University)

Spring/Fall/Maymester 2006-2014 – Instructor and Developer [Jnr / Snr level business undergraduates]

Global Supply Chain Management (Emory University)

Spring 2003 – Instructor and Developer [Predominantly 2nd year MBAs]

Introduction to Operations Management (Emory University)

Fall 2001 – Instructor (Manufacturing Sector Focus) [Junior / Senior level business undergraduates]

Fall 2002-07 – Instructor and Developer (Service Sector Focus) [Jnr / Snr level business undergraduates]

Enterprise Resource Planning Tools – ABAP/4 Methods (Indiana University)

Spring 2001, Fall 2000 – Co-Instructor [Senior level business undergraduates]

Introduction to Data Mining (Indiana University)

Spring 2000 – Invited Lecturer [Predominantly 2nd year MBAs]

Enterprise Operations Planning – ERP & the E-Business Supply Chain (Indiana University)

Spring 2000, Fall 1999 – Instructor [Senior level business undergraduates]

Spring 1999 – Teaching & Course Development Assistant [Senior level business undergraduates]

Other Teaching Activities:

2002 Spring Lead Week (Emory) – Instructor for Inventory Management section of Operations module

2007 Spring Lead Week (Emory) – Joint Operations and Strategy module

2010 Structured Problem Solving (Emory) – part of Management Practice module of MBA program

2012, 2013 Goizueta Business Institute (Emory) – Operations course to non-business majors

Graduate Student Committee Service

Joycelyn Streater - Emory University – PhD Information Systems – Graduation 2010

Constantine Alba – IE Madrid – PhD Operations Management - Graduation 2013

Brett Massimino – Ohio State – PhD Management Sciences - Graduation 2014

Luv Sharma – Ohio State – PhD Management Sciences - Graduation 2016

Erika Braun – Ohio State – MFA Design - Graduation 2016

Somak Paul – Ohio State – PhD Management Sciences – expected Graduation 2018

Example Research/Text Appearance in Course Syllabi

Dr. Bruce Perlman, Fall 2016, U. New Mexico, Program Evaluation

“Behavior in Operations Management: Assessing Recent Findings and Revisiting Old Assumption” (w/ Donohue and Schultz)

Dr. Philip Podsakoff, U. Florida, Spring 2016, Research Methods in Marketing

"Attributions of the 'Causes' of performance as an alternative explanation of the organizational citizenship behavior / organizational performance relationship," (w/ D.G. Bachrach and P.M. Podsakoff)

Dr. Jahyun Goo, Florida Atlantic, Spring 2015, Introductory to Business Intelligence
Excel Basics to Blackbelt

Dr. Stephanie Eckerd, U. Maryland, Spring 2013, Seminar in Behavioral Research in SC Management

"Linking task condition to physiology and judgement errors in RM systems"

"Bodies of Knowledge for Research in Behavioral Operations" (w/ Croson, Goncalves and Schultz)

"Behavior in Operations Management: Assessing Recent Findings and Revisiting Old Assumption" (w/ Donohue and Schultz)

Dr. Karen Donohue, U. Minnesota, Fall 2011, Behavioral Research in Operations Management

"Behavior in Operations Management: Assessing Recent Findings and Revisiting Old Assumption" (w/ Donohue and Schultz)

Dr. Neil Bearden, INSEAD, Spring 2011/12, Experimental Economics / Behavioral Ops

"Behavior in Operations Management: Assessing Recent Findings and Revisiting Old Assumption" (w/ Donohue and Schultz)

Dr. James Hill, Ohio State U., Fall 2009, Research Seminar in Behavioral Operations Management

"Behavior in Operations Management: Assessing Recent Findings and Revisiting Old Assumption" (w/ Donohue and Schultz)

"Moderating effects of information access on project management behavior, performance and perceptions" (w/ Swink)

Dr. Robert Schwarting, Cornell U., Spring 2009, Quantitative techniques for policy analysis and program management

"Integrated inventory pooling for firms servicing both on-line and store demand"

Dr. Paul Hong, U Toledo, Spring 2008, Doctoral Seminar in Manufacturing Strategy

"Behavior in operations management: Assessing recent findings and revisiting old assumptions" (w/ Donohue and Schultz)

Dr. Jay Jayaram, U. South Carolina, Fall 2007, doctoral Seminar in Operations Management

"Bipolarity in reactions to operational 'constraints': OM bugs under an OB lens" (w/ D. Hur)

Dr. Jeet Gupta, University of Alabama, Fall 2007, Enterprise Resource Planning Systems

Strategic ERP Extension and Use (w/ Bob Jacobs)

Dr. Steven M. Boeder, University of Wisconsin-Madison, Spring 2007, Production Planning and Control

Strategic ERP Extension and Use (w/ Bob Jacobs)

Dr. Ritu Agarwal, University of Maryland, Spring 2006 Doctoral Seminar: Strategic Management of IT

"Order lead-time improvement following enterprise-IT implementation: Empirical Study", (w/ M. Cotteleer)

Dr. Alex Kogon, Rutgers University, Fall 2006 PhD Course in Electronic Commerce

"Business technology complementarities: Impacts of the presence and strategic timing of ERP on B2B e-commerce technology efficiencies", (w/ F. Kaefer)

Dr. Reeshad S. Dalal, Purdue University, Spring 2004 Citizenship and Deviant Behaviors in the Workplace

"Attributions of the 'Causes' of performance as an alternative explanation of the organizational citizenship behavior / organizational performance relationship," (w/ D.G. Bachrach and P.M. Podsakoff)