ASOKE DEY

Assistant Professor of Management and Health Care
Management Department, College of Business Administration
The University of Akron, Akron, Ohio, 44325-4805

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Education

Doctorate of Philosophy in Business Administration **May 2009**
Carlson School of Management, University of Minnesota, Minneapolis, MN
Major: Operations Management Science
Supporting Fields: Information and Decision Sciences and Statistics
Dissertation Title: Managing Information Technology Integration and Implementation in Health Care Operations

Master of Business Administration **May 2001**
David Eccles School of Business, University of Utah, Salt Lake City, UT

Post Graduate Certificate of General Management **June 1993**
Indian Institute of Management, Calcutta, India

Bachelor of Science in Mechanical Engineering **May 1988**
Bengal Engineering College, University Of Calcutta, India

Academic Experience

Assistant Professor, Management and Health Care 2008 – present
College of Business Administration, The University of Akron

Assistant Professor, Management & HRM Department 2007 – 2008
College of Business; California State University, Long Beach, CA

Graduate Instructor 2005 – 2007
Carlson School of Management; University of Minnesota, Minneapolis, MN

Graduate Teaching Assistant 2001 – 2004
Carlson School of Management; University of Minnesota, Minneapolis, MN

Graduate Teaching Assistant 1999 – 2001
David Eccles School of Business, University of Utah, Salt Lake City, UT

Honors and Awards

- Faculty Member, Iota Gamma Chapter, Sigma Iota Epsilon, 2013
- Winner of Best paper in HealthCare track at the 2012 ACME Conference, New Orleans, LA
- Fall 2010 and Spring 2011 grants from the Austen BioInnovation Institute in Akron
- Center for IT and eBusiness (CITe) Summer Research Grant, 2010, The University of Akron
- Austen BioInnovation Institute in Akron (ABIA) Summer Grant, 2010
- Summer Research Grant, 2009, The University of Akron
- Carlson School Dissertation Fellowship, 2005-2006, University of Minnesota
- David Eccles Business Fellowship, University of Utah, 1999-2000, 2000-200

Academic Horizon

Research Interests:
Supply Chain Management: Sustainability, Collaborative Technologies, Cooperative Purchasing
Health Care Management: Process Improvement, Informatics, Quality and Implementation Issues
Management of Technology: Adoption, Implementation and Integration of Information Systems
Teaching Interests:
Topics in Supply Chain Management, Operations Management, Health Care Operations and Informatics, Business Statistics, Management of Innovation, Quality Management

Peer-reviewed Journal Publications

- **Dey, A**., Sinha, K. K. and Thirumalai, S. (**2013**) IT Capability for Health Care Delivery: Is More Better?, *Journal of Service Research*, 16(3): 326-340
- Osyk, B., Vijayaraman, B., Srinivasan, M. and **Dey, A**. (**2012**) Revisiting RFID Implementation in Warehousing Industry: An Empirical Study, *Management Research Review*, 35(10): 904-926
- **Dey, A**., LaGuardia, P. and Srinivasan, M. (**2011**) Building Sustainability in Logistics Operations: A Research Agenda, *Management Research Review*, 34(11): 1237-1259 [Highly Commended Award winner at the Literary Network Awards for Excellence 2012]
- Lanese, B., **Dey, A**., Srivastava, P. and Figler, R. (**2011**) Introducing the Health Coach at a Primary Care Practice: Impact on Quality and Cost, *Hospital Topic*s, 89(1): 16-22 [Ranks third amongst the most read articles published in the journal, 370 views, 09.06.2013]
- Lanese, B., **Dey, A**., Srivastava, P. and Figler, R. (**2011**) Introducing the Health Coach at a Primary Care Practice: A Pilot Study, *Hospital Topics*, 89(2): 37-42

Peer-reviewed Book Chapter

- Srinivasan, M. and **Dey, A**. (**2013**) Linking ERP and e-Business to a Framework of an Integrated e-Supply Chain, *Handbook of Strategic e-Business Management*, Editor: Francisco J. Martinez-Lopez, Springer Books (hardcover due on September 30, 2013)

Peer-reviewed Conference Papers

- Lee, D., Dey, A. and Srivastava, P. (**2011**) Role of Customer Contact Employee in the Healthcare Revenue Cycle," Business and Health Administration (47th MBAA International) Conference, Chicago, IL, 2011

Grants from Research Institutions

- Dey, A. "Digital Wound Assessment Knowledge Management System," funded by the Austen BioInnovation Institute in Akron (ABIA), $16,074.00, Fall 2010
- Dey, A. "Develop BioInnovation Design – Special Topics Class," funded by the Austen BioInnovation Institute in Akron (ABIA), $16,074.00, Spring 2011

Other Publications

- Mallick, D. N., Dey, A., and Ritzman, L. R. A Learning Model for Managing New Product Development & Introduction. Decision Science Conference Proceedings 2003.
- Book review of Place-to-Space – Migrating to eBusiness Models by Peter Weill and Michael Vitale in Electronic Markets (Volume 13, Number 2, 2003) (http://www.electronicmarkets.org/modules/pub/view.php/electronicmarkets-437)

Selected Conference Presentations

- Collaboration of Complementary Resources for Disaster Relief: A Case Study Approach at Decision Sciences Conference, November **2013**
- Evaluating an Innovative Approach in Patient-centric Care: the Laborist Model at the 2012 Association of Collegiate Marketing Educators Conference, New Orleans, LA, March 2012
- Value-driven Engineering and U.S. Global Competitiveness – Safe Haven Summit – by invitation only, at Washington D.C., March 10-11, 2011
- The Evolving Role of the Patient Access Service Employee in the Healthcare Revenue Cycle at 47th MBAA International Conference, Chicago, March 25, 2011
- Factors Influencing RFID Adoption in Healthcare Industry at Decision Sciences Conference, November 2010
- Investigating the Adoption of Information and Communication Technology within the Logistics and Supply Chain Framework at Decision Sciences Conference, November 2010
- An Integrated Model of CPOE Implementation at Acute Care Hospitals (*Invited*) at Production and Operations Management Conference, Orlando, May 2009
- Towards a Selection Model for Technology Integration in Healthcare Organizations at Decision Sciences Conference, November 2008
- Integration in Healthcare Operations: Self-Selection and Performance Implications at Academy of Management *Operations Management Doctoral Student Consortium*, Atlanta, August 2006

Teaching Experience

- College of Business Administration, The University of Akron
  - Management of Supply Chains and Operations – graduate (regular and Saturday MBA)
  - Health Services Operations Management – graduate and undergraduate
  - BioInnovation Design – graduate multidisciplinary (business, science, medicine)
  - Principles of Supply Chain and Operations Management - undergraduate
  - Business Statistics and Quantitative Business Analysis I - undergraduate
- College of Business Administration, California State University, Long Beach
  - Managing Quality Productivity – undergraduate (senior-level)
  - Management and Information Systems – undergraduate (senior level)
  - Topics in Operations Management – summer FEMBA (executive graduate) class
- Carlson School of Management, University of Minnesota (as graduate instructor)
  - Introduction to Operations Management – undergraduate (taught three classes)
- Carlson School of Management, University of Minnesota (as teaching assistant)
  - Introduction to Operations Management (graduate and undergraduate),
  - Business Statistics, Project Management, Technological Competitiveness (undergraduate)
- David Eccles School of Business, University of Utah (as teaching assistant)
  - Business Statistics, Operations Management

Development of New Course

- Designed the multi-disciplinary BioInnovation Design class (jointly with a professor from UA Polymer Science and CEO of the Austen BioInnovation Institute in Akron), 2009 - present
- Developed the graduate level Health Services Operations Management class, 2009 – present

Overall Effectiveness of the Instructor

- Instructor's Overall Teaching Ability representative score, The University of Akron
  Graduate Classes
  Health Services Operations Management
  Spring 2013: 4.92/5.0; Spring 2012:4.29/5.0; Spring 2011:4.5/5.0; Spring 2010: 4.72/5.0

  Management of Supply Chains and Operations
  Fall 2012: 4.79/5.0; Fall 2011:4.88/5.0; Fall 2009: 4.82/5.0; Fall 2008: 4.31/5.0

  BioInnovation Design
  Fall 2012: 4.8/5.0

  Undergraduate Classes
  Principles of Supply Chain and Operations Management
  Spring 2013: 4.78/5.0; Spring 2012:4.89/5.0

  Quantitative Business Analysis One
  Spring 2011: 4.8/5.0; Fall 2010:4.87/5.0; Spring 2010: 4.97/5.0; Fall 2009: 4.88/5.0; Spring 2009: 4.85/5.0; Fall 2008: 4.6/5.0

- Instructor's Overall Teaching Ability score, California State University, Long Beach
  4.92 / 5.0 and 4.86 / 5.0 – Management & Information Systems, two sections, Spring 2008
  4.80 / 5.0 – Managing Quality Productivity, Spring 2008
  4.54 / 5.0 and 4.52 / 5.0 – Management & Information Systems, two sections, Fall 2007
  4.6 / 5.0 – Managing Quality Productivity, Fall 2008

- Instructor's Overall Teaching Ability score, University of Minnesota
  6.1 / 7.0 – Introduction to Operations Management, Spring 2007
  5.3 / 7.0 – Introduction to Operations Management, Fall 2006
  4.7 / 7.0 – Introduction to Operations Management, Spring 2005

Professional Service

- Member, Graduate Admission Committee, The University of Akron, 2009-present
- Member, Leadership – Team Effectiveness subcommittee, 2012 - present
- College Secretary – February 2013 – present
- Member, Management Scholarship Committee, Management Department, 2010-present
- Member, IGERT Fellowship Scientific Team, The University of Akron, 2011-present
- Member, Business Analytics Faculty Search Committee, Management Department, 2011
- Member, Health Care Advisory Subcommittee, The University of Akron, 2008-present
- Member, Electronic Medical Record Initiative, The University of Akron, 2009-2010
- Attended the University of Akron Commencement – Spring 2009, 2012; Summer 2010, 2011

Review Assignments (Journal, Conference, Book, Program)

- Independent Study Advisor – Dr. B. Lanese, D. Lee, J. Jones; Dr. V. Narayan, A. Whitman
- Faculty, Joint Independent Study Department of Polymer Science and the Austen BioInnovation Institute of Akron (ABIA) – Spring 2010, Spring 2011; Fall 2011, Fall 2012
- Editorial member, *The International Journal of Integrated Supply Management*, 2011
- Reviewer (2013): Journal of Service Research, Information Systems and e-Business Management, DSI Annual Meeting Proceedings
- Reviewer, International Journal of Pharmaceutical and Healthcare Marketing, May 2012
- Reviewer, International Marketing Management, 2011 special issue on NPD / innovation
- Book Reviewer, *Health Care Operations and Supply Chain Management*, Kros and Brown
- Reviewer, UC Master of Health Informatics Program Full Proposal, November 2011
- Committee Member and Reviewer, International Symposium on Green Supply Chains, Kent State University held July 30, 2010
- Reviewer, Healthcare Special Interest Group, Decision Science Institute 2010
- Reviewer, Special Issue on RFID, Proceedings of the IEEE, 2009
- Reviewer, 2009 DSI Annual Meeting Proceedings
- Reviewer, Special Issue on RFID, International Journal of Production Economics, 2007
- Reviewer, HICSS 2007

Professional Membership

- Production and Operations Management Society (POMS)
- Decision Sciences Institute
- Academy of Management
- Healthcare Information and Management Systems Society (HIMSS)

Industry Experience (1988 – 2000)

- *Business Analyst*, Fairchild Semiconductors, Salt Lake City, Utah (2000 – 2001)

  Responsibility: Participated with the Operations Improvement team to improve and re-design operations and business processes for cost efficiency and elimination of waste. Implemented a decision support software model that analyzes demand mix of products with respect to production capacity, and identifies the best mix, the fabs can serve, with its installed capacity.

- *Senior Product Engineer*, Crompton Greaves Inc., Mumbai, India (1996 – 1999)

  Responsibility: Championed value-engineering activities in products and processes, ensuring all new products are designed for producibility and variety while achieving lowest total cost and highest quality. Team leader of a group of ten engineers and seven drafting personnel for execution of engineering responsibilities

- *Design Engineer* (Mechanical), GEC Alstom Inc, Calcutta, India (1988 – 1995)

  Responsibility: Designed high voltage induction motor mechanical component and worked hands-on with integrated ERP systems and computer aided drafting. Managed computer systems in design department and worked closely with designers of parent firm at United Kingdom transfer technology to India.