Susan Meyer Goldstein

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Associate Professor, Supply Chain and Operations Department,
Carlson School of Management, University of Minnesota.

Education

Ph.D., Fisher College of Business, The Ohio State University, 1998

M.B.A., Carlson School of Management, University of Minnesota, 1992

B.S., Genetics & Cell Biology, College of Biological Sciences, University of Minnesota, 1988

Research Interests

- Service operations management, service strategy, service quality.
- Health care management, health care quality.
- Operations strategy, lean operations.

Publications (under names Goldstein and Meyer)

Textbook:

Operations Management in the Supply Chain: Decisions and Cases, Sixth Edition, (2013) Schroeder, R.G., Goldstein, S.M. and Rungtusanatham, M.J., McGraw-Hill/Irwin, New York, NY. *co-author since Fourth Edition.

Articles:

"The culture-effectiveness link in a manufacturing context: A resource-based view perspective" Naor, M., Sanders Jones, J.L., Bernardes, E.S., Goldstein, S.M., and Schroeder, R.G. *Journal of World Business*, 49(3), 321-331 (2014).

"Theorizing through metaphorical transfer in OM/SCM research: Divorce as a metaphor for strategic buyer-supplier relationship dissolution" Chen, Y., Rungtusanatham, M., Goldstein, S.M., Koerner, A.F. *Journal of Operations Management*, 31(7-8), 579-586 (2013).

"Impact of standards adoption on healthcare transaction performance: The case of HIPAA." Iossifova, A. and Goldstein, S.M. *International Journal of Production Economics*, 141(1), 277-285 (2013).

"Ten years after: Interference of hospital slack in process performance benefits of quality practices." Goldstein, S.M. and Iossifova, A. *Journal of Operations Management*, 30(1-2), 44-54 (2012).

"Explaining anomalous high performance in a health care supply chain." Shah, R., Goldstein, S.M., Unger, B.T., and Henry, T.D. *Decision Sciences*, 39(4), 759-789 (2008).

"The role of culture types as exogenous drivers of quality management practices: Infrastructure versus core quality practices." Naor, M., Goldstein, S.M., Linderman, K. and Schroeder, R. *Decision Sciences*, 39(4), 671-702 (2008).
** Finalist, *Decision Sciences* Best Article Award for 2008.

"Applying the Collective Causal Mapping Methodology to Operations Management curriculum development." Hays, J.M., Bouzdine-Chameeva, T., Goldstein, S.M., Hill, A.V., and Scavarda, A.J. *Decision Sciences Journal of Innovative Education*, 5(2), 267-287 (2007).
** Best empirical paper, *Decision Sciences Journal of Innovative Education*, 2007-8.

"A methodology for constructing causal maps." Scavarda, A.J., Bouzdine-Chameeva, T., Goldstein, S.M., Hays, J.M., and Hill, A.V. *Decision Sciences*, 37(2), 263-283 (2006).

"Use of structural equation modeling in Operations Management research: Looking back and forward " Shah, R. and Goldstein, S.M. *Journal of Operations Management*, 24(2), 148-169 (2006).

"Linking publicness to Operations Management practices: A study of quality management practices in hospitals." Goldstein, S.M. and Naor, M. *Journal of Operations Management*, 23(2), 209-228 (2005).

"The role of clinical and process quality in achieving patient satisfaction in hospitals." Marley, K.A., Collier, D.A., and Goldstein, S.M. *Decision Sciences* 35(3), 349-369 (2004).

"Performance effects of physicians' involvement in hospital strategic decisions." Goldstein, S.M. and Ward, P.T. *Journal of Service Research* 6(4), 361-372 (2004).

"Employee development: An examination of service strategy in a high contact service environment." Goldstein, S.M. *Production and Operations Management* 12(2), 186-203 (2003).

"The service concept: The missing link in service design research?" Goldstein, S.M., Johnston, R., Duffy, J. and Rao, J. *Journal of Operations Management* 20(2), 121-134 (2002).

"The effect of location, strategy, and operations technology on hospital performance." Goldstein, S.M., Ward, P.T., Leong, G.K. and Butler, T.W. *Journal of Operations Management* 20(1), 63-75 (2002).

"Aligning Supply Chain Management characteristics with Inter-Organizational Information System types: An exploratory study." Shah, R., Goldstein, S.M. and Ward, P.T. *IEEE Transactions on Engineering Management* 49(3), 282-292 (2002).

"Empirical support for the Baldrige Award framework in U.S. hospitals." Goldstein, S.M. and Schweikhart, S.B. *Health Care Management Review* 27(1), 62-75 (2002).

"A thing of the past? The 1992 model may have been the best Baldrige model for organizational performance." Collier, D.A., Goldstein, S.M. and Wilson, D.D. *Quality Progress* 35(10), 97-104 (2002).

"An empirical test of the causal relationships in the Baldrige Health Care Pilot Criteria." Meyer, S.M. and Collier, D.A. *Journal of Operations Management* 19(4), 403-425 (2001).

"An empirical comparison of service matrices." Collier, D.A. and Meyer, S.M. *International Journal of Operations and Production Management,* 20(6), 705-729 (2000).

"A service positioning matrix." Collier, D.A. and Meyer, S.M. *International Journal of Operations and Production Management,* 18(12), 1223-1244 (1998).
** Literati Club 1999 Best Paper Award for Excellence.

"Contrasting the original Malcolm Baldrige National Quality Award with the new Health Care Award." Meyer, S.M. and Collier, D.A. *Quality Management in Health Care*, 6(3), 12-21 (1998).

Working Papers

"Collaboration and barriers among foreign field hospitals: Insights from the Haiti earthquake" with Naor, M. and Dey, A. (under review)

"Historical supplier performance and likelihood of strategic relationship dissolution: Moderating effects of an unintentional but serious supplier error" with Chen, Y. and Rungtusanatham, M. (invited for revision)

"Individual Operations Management: A work system for knowledge worker productivity" with Hill, A. (under review)

"Does service quality matter in retaining customers for pure-play internet retailers?" with Chandrasekaran, A., Rabinovich, E., and Rungtusanatham, M.

"Beyond the checklist: Not only WHAT to do but HOW to do it" with Shah, R.

"Standard work with non-standard staff: A multi-level analysis of professional service work" with Shah, R.

Refereed Proceedings

"A lean service application in health care" with Shah, R., *Production and Operations Management Society Conference Abstracts*, Chicago, IL, Apr. 29-May 2, 2005.

"Assessing lean practices for service processes" *Production and Operations Management Society Conference Abstracts*, Chicago, IL, Apr. 29-May 2, 2005.

"The role of employees in high contact service environments" *National Decision Sciences Institute 2001 Proceedings*, San Francisco, CA, Nov. 17-20, 2001.

"How clinical and process quality influence patient and physician satisfaction" with Collier, D.A., *National Decision Sciences Institute 1998 Proceedings*, Las Vegas, NV, Nov. 22-24, 1998.

"Proactiveness and capabilities in U.S. hospitals" with Ward, P.T., *Midwest Decision Sciences Institute 1998 Proceedings*, Lincoln, NE, Mar. 26-28, 1998.

"A consumer benefit package - servicescape positioning matrix" with Collier, D.A., *National Decision Sciences Institute 1997 Proceedings*, San Diego, CA, Nov. 23-25, 1997.

"How location, size, and strategy influence hospital performance" with Ward, P.T., Leong, G.K. and Butler, T.W., *National Decision Sciences Institute 1996 Proceedings*, Orlando, FL, Nov. 24-26, 1996.

"Contrasting the original Malcolm Baldrige National Quality Award with the new Health Care Award," *Midwest Decision Sciences Institute 1996 Proceedings*, South Bend, IN, Apr. 19-21, 1996.

Presentations

"Beyond the checklist: Not just what to do but how to do it" Moore School of Business, University of South Carolina, Columbia, SC, Mar. 21, 2014.

"A multi-level analysis of low-volume professional service work" 20th Annual Conference of the Production and Operations Management Society, Orlando, FL, May 4, 2009.

"Task uncertainty and handoffs: Linking process analysis to patient and hospital outcomes" National Decision Sciences Institute Meeting, Phoenix, AZ, Nov. 17, 2007.

"Professional service work: Does standardization support worker interchangeability?" National Decision Sciences Institute Meeting, Phoenix, AZ, Nov. 19, 2007.

"Individual task variability: Linking process improvement to patient and hospital outcomes" Cincinnati Innovations in Healthcare Delivery, Cincinnati, OH, Sept. 22, 2006.

"In search of lean services" American Statistical Association 2005 Quality and Productivity Research Conference, Minneapolis, MN, May 19, 2005.

"Assessing lean practices for service processes" Sixteenth Annual Conference of the Production and Operations Management Society, Chicago, IL, May 1, 2005.

"A lean service application in health care" Sixteenth Annual Conference of the Production and Operations Management Society, Chicago, IL, May 1, 2005.

"Service processes: What does lean mean?" National Decision Sciences Institute Meeting, San Diego, CA, Nov. 24, 2002.

"The role of employees in high contact service environments" National Decision Sciences Institute Meeting, San Francisco, CA, Nov. 18, 2001.

"Interlinking employees, customers, and financial performance in a high contact service environment" Department of Operations and Information Management, University of Wisconsin, Madison, WI, Sept. 28, 2001.

"Interlinking employees, customers, and financial performance in a high contact service environment" Department of Operations and Management Science lecture series, University of Minnesota, Minneapolis, MN, Sept. 20, 2001.

"Efficient operations in government and nonprofit services- oxymoron or opportunity?" Academy of Management Annual Meeting, Washington D.C., Aug. 5, 2001.

"TQM in hospitals" Center for the Study of Healthcare Management, University of Minnesota, Minneapolis, MN, Nov. 30, 2000.

"Designing high contact services: technical versus process quality" National Decision Sciences Institute Meeting, Orlando, FL, Nov. 19, 2000.

"The interview process" Midwest Decision Sciences Institute Doctoral Consortium, Chicago, IL. Mar. 30, 2000.

"An empirical test of the causal relationships in the Baldrige Health Care Pilot Criteria" Dept. of Management Science, The Ohio State University Fisher College of Business, Jan. 14, 2000.

"Is there a doctor in the (pent)house?: Evaluating the performance effects of operations proactiveness in hospitals" Academy of Management Annual Meeting, Toronto, Canada, Aug. 7, 2000.

"The effect of location, strategy, and operations technology on hospital performance" Academy of Management Annual Meeting, Toronto, Canada, Aug. 7, 2000.

Panel discussion participant: "Global Service Research Issues" Academy of Management Annual Meeting, Toronto, Canada, Aug. 6, 2000.

"The relative influence of clinical and process quality on patient and physician satisfaction" National Decision Sciences Institute Meeting, Las Vegas, NV, Nov. 22, 1998.

Roundtable discussion leader: "Health Care Research Issues and Challenges" National Decision Sciences Institute Meeting, Las Vegas, NV, Nov. 23, 1998.

"Proactivenss and capabilities in U.S. hospitals" Midwest Decision Sciences Institute Meeting, Lincoln, NE, Mar. 26, 1998.

"A consumer benefit package - servicescape positioning matrix" National Decision Sciences Institute Meeting, San Diego, CA, Nov. 24, 1997.

Panel discussion leader: "Issues and the Execution of Empirical Health Care Research Projects" National Decision Sciences Institute Meeting, San Diego, CA, Nov. 25, 1997.

"How location, strategy, and technology investments influence hospital performance" National Decision Sciences Institute Meeting, Orlando, FL, Nov. 24, 1996.

"Contrasting the original Malcolm Baldrige National Quality Award with the new Health Care Award," Midwest Decision Sciences Institute Meeting, South Bend, IN, Apr. 19, 1996.

Other Published Materials

Book review: "Why don't students like school? by D.T. Willingham," Goldstein, S.M. *Decision Line*, 41(1), 13-16 (2010).

"Vascular complications after angiography with and without use of sandbags." Christensen, B.V., Manion, R.M., Iacarella, C.L., Meyer, S.M., Cartland, J.L., Bruhn-Ding, B.J., Wilson, R.F. *Nursing Research*, 47(1), 51-53 (1998).

"Direct in vivo effects of nitric oxide on coronary circulation." Chambers, J.W., Voss, G.S., Snider, J.R., Meyer, S.M., Cartland, J.L., Wilson, R.F. *American Journal of Physiology*, 271(4 Pt.2), H1584-93 (1996).

Book review: "Blooming, by S.A. Toth." Meyer, S.M. *Journal of College and Adult Reading and Learning*, 3(1), 59-60 (1994).

"Physiologic assessment of the coronary collateral circulation in transplanted human hearts." Johnson, T.H., Das, G.S., McGinn, A.L., Christensen, B.V., Meyer, S.M., Wilson, R.F. *Journal of Heart and Lung Transplantation*, 13(5), 840-846 (1994).

"Coronary angioplasty in cardiac transplant recipients: A qualitative angiographic long term follow-up study." Christensen, B.V., Meyer, S.M., Iacarella, C.L., Kubo, S.H., Wilson, R.F. *Journal of Heart and Lung Transplantation*, 13(2), 212-220 (1994).

"Early impairment of nitroglycerine-induced coronary dilation after human cardiac transplantation." McGinn, A.L., Christensen, B.V., Meyer, S.M., Simon, A., Kubo, S.H.,

Laxson, D.D., Wilson, R.F. *Journal of the American College of Cardiology*, abstract 17, 309 (1993).

"In vivo effects of nitric oxide on coronary artery tone." Wilson, R.F., Jarvis, G.J., Voss, G., Meyer, S.M., Rao, G., Raij, L. *Journal of the American College of Cardiology*, abstract 21, 466 (1993).

"Do heart transplant recipients develop collaterals: A physiologic assessment." Johnson, T.H., Das, G.S., McGinn, A.L., Christensen, B.V., Meyer, S.M., Wilson, R.F. *Circulation*, abstract 84, II-486 (1991).

"Can sympathetic reinnervation affect coronary resistance after human cardiac transplantation." McGinn, A.L., Meyer, S.M., Christensen, B.V., Kubo, S.H., Laxson, D.D., Wilson, R.F. *Circulation*, abstract 84, II-492 (1991).

Teaching

Carlson School of Management, University of Minnesota, 1998 –

- Courses taught: PhD Operations Strategy seminar (OMS 8711)
  MBA Full-time Core Operations Management (MBA 6220)
  MBA Operations Strategy (OMS 6081/8058)
  MBA Global Operations Strategy (OMS 6058)
  MBA Service Management (SCO/OMS 6051)
  Undergraduate Service Management (SCO/OMS 3051)
  Undergraduate Core Operations Management (SCO 3001; OMS 3000/3001/3111)

- Advising
  - Xiaojin 'Jim' Liu, co-advisor
  - Yi-Su Chen, dissertation chair, 2010
  - Emily McIlvaine, dissertation chair, 2010
  - Dongli Zhang, dissertation chair, 2009
  - Asoke Dey, dissertation committee, 2009
  - Marco Habermann, dissertation chair, 2009
  - Janine Sanders, dissertation chair, 2008
  - Devasheesh Bhave, dissertation committee, 2008
  - Michael Naor, Ph.D. dissertation committee, 2005
  - Mikko Junttila, Ph.D. dissertation committee, 2000
  - Numerous masters degree committees, 1998 - present
  - Samantha Wagner, Undergraduate Honors Thesis, 2016
  - Alaina Buchwald, Undergraduate Honors Thesis, 2013 *Best thesis award
  - Stephen Alexander, Undergraduate Honors Thesis, 2011

Olin College of Business, Washington University, Visiting Professor, 2002-4

- Courses taught: MBA Advanced Operations Strategy (OMM 558)
  MBA Service Operations Management (OMM 573)

MBA, Masters in Social Work, Undergraduate - Total Quality Schools (OMM 456/556). Quality improvement projects in public schools.

Fisher College of Business, The Ohio State University, Instructor, 1994 - 1997

- Course taught: Undergraduate Introduction to Operations Management (BM 630).
- Finalist for Ohio State Graduate Student Teaching Award (50 out of 2500 TAs).

Service

Editorial Review Boards:

- *Decision Sciences Journal*, Associate Editor
- *Production and Operations Management*
- *Quality Management Journal*
- *Service Industries Management,* Associate Editor

Faculty Senate:

- Faculty Academic Oversight Committee for Intercollegiate Athletics, 2010- Chair 2012-14
  - University Faculty Senate committee overseeing all academic matters (including eligibility) for ~750 student athletes.
- Advisory Committee on Athletics, 2012-14
  - University Faculty Senate committee advising University President and Athletics Director on athletic budget, major hires, and other major athletics decisions.
  - Subcommittee for Campus and Community Building
  - Subcommittee for Personnel
- University Faculty Senate (elected by faculty) 2006-9

Administrative:

- Ph.D. Program coordinator, Supply Chain and Operations Dept. 2010-14

Institutional Service:

- Faculty Consultative Committee (elected by faculty), CSOM, 2010-
- Mentor, President's Distinguished Faculty Mentorship Program, 2009-12
- MBA core curriculum committee 2004-6
- Teaching evaluation committee 2004-5
- Juran Center for Leadership in Quality Faculty Affiliate 2000-02
- MBA program committee 1999-2002
- Carlson Operations Management Club (student group) 1999-2002
- Graduate Women in Business (student group) 1999-2002
- Undergraduate curriculum committee 1998-99
- Hiring committee, Senior Associate Athletics Director, 2012
- Hiring committee, Associate Athletics Director for Strategic Communications, 2012
- Chair, hiring committee, Supply Chain and Operations faculty, 2016
- Chair, hiring committee, Operations and Management Science faculty, 2009
- Hiring committee, Operations and Management Science faculty 2006
- Hiring committee, Operations and Management Science faculty 2001

- Hiring committee, Health Care Management faculty 2000
- Hiring committee, three Business Communications instructors 1999

Track Chair:
- National Decision Sciences Institute Meeting, Health Care Management Track, New Talent Showcase Track, Nov. 20-21, 2010

Session Chair:
- National Decision Sciences Institute Meeting, 2 sessions, Nov. 20-21, 2010
- 20th Annual Conference of the Production and Operations Management Society, May 4, 2009.
- American Statistical Association Quality and Productivity Research Conference, May 20, 2005
- National Decision Sciences Institute Meeting, Nov. 20, 2000
- Midwest Decision Sciences Institute Meeting, Mar. 26, 1998
- National Decision Sciences Institute Meeting, Nov. 20, 1995

Research Funding and Honors

Academic Scholar – Cornell Institute for Healthy Futures (2016).

Wells Fargo Foundation - Sustainability Research Grant Program, University of Minnesota, with A. Mishra, K.K. Sinha, and J. Liu, "Sustainable and responsible design and management of global supply chains: Designing work and improving working conditions in supplier factories in developing countries." $30,500 (2015).

Carlson School of Management Annual Faculty Teaching Award (2011).

Medical Industry Leadership Institute 2008 Interdisciplinary Grant Award, Principle Investigator, $30,000 (2008).

Research Fellow – The Ohio State University Center for Operational Excellence (2008).

Ranked # 11 (tied) among service operations researchers for individual author contributions in: "A note on the growth of research in Service Operations Management," *Production and Operations Management*, Vol. 16 No. 6 (2007) based on papers published during 1990-2006 in *Journal of Operations Management*, *Manufacturing and Service Operations Management*, *Production and Operations Management*, *Management Science*, and *Operations Research*.

The McKnight Foundation – Business and Economics Research Grant, $12,646 (2006).

Juran Scholars Award, Juran Center for Leadership in Quality, $10,000 (2005).

Best Reviewer, Academy of Management Meetings (2001).

American Society for Quality Research Fellowship, $6000 (1998).

The Ohio State University Graduate Student Alumni Research Award, $1500 (1998).

Plossl Doctoral Dissertation Competition Award - APICS Educational and Research Foundation, Inc., $500 (1998).

Work Experience

Visiting Professor, Olin School of Business, Washington University in St. Louis, 2002-4

Principal Coordinator of Clinical Research - Department of Medicine, University of Minnesota, 1987 - 1994.

Professional Affiliations

- Academy of Management
- American Society for Quality
- Decisions Sciences Institute
- INFORMS
- Production and Operations Management Society