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Assistant Professor of Supply Chain Management
Academic Director, M.S. Healthcare Analytics and Intelligence
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RESEARCH INTERESTS

- Operational excellence, healthcare operations, service operations, operations-marketing interface

TEACHING INTERESTS

- Operations analysis, healthcare management, business analytics, project management

ACADEMIC POSITIONS

Rutgers Business School	
Assistant Professor of Supply Chain Management	2018-Present
Director, Master of Science in Healthcare Analytics and Intelligence	2018-Present
Cornell University	
Academic Scholar, Institute for Healthy Futures	2016-Present
Black School of Business, Penn State University Behrend	
Associate Professor in Project and Supply Chain Management	2017-2018
Information and Logistics Technology Department, University of Houston	
Coordinator for Master of Science in Project Management	2016-2017
Associate Professor	2014-2017
Assistant Professor	2007-2014

EDUCATION

Ph.D., Operations & Information Systems, David Eccles School of Business, University of Utah, Salt Lake City, UT, May 2007

Committee: Don Wardell (chair), Olivia Sheng, Rohit Verma, Paul Hu, Sriram Thirumalai

M.S., Mechanical Engineering, South China University of Science and Technology, Guangzhou, China, April 2000

B.S., Mechanical Engineering, Tianjin Polytech University, Tianjin, China, June 1998

AWARDS

2023: New Jersey Bright Idea Award, New Jersey Collegiate Business Administration Association

2023: Junior Faculty Research Award, RBS

2023: Instructional Fellow Award, RBS-SCM

2023: Best Paper Award, AIRSI2023 The Metaverse Conference

2022: Susan McFarland Award, Healthcare Data and Analytics Association

2022: Junior Scholar Research Award, RBS-SCM

2021: New Jersey Bright Idea Award, New Jersey Collegiate Business Administration Association

2017: Best Interdisciplinary Paper Award, DSI Annual Meeting, Washington, D.C.

2014: Outstanding Reviewer Award, Decision Sciences Journal

2013: Certificated Project Management Professional (PMP), Project Management Institute

2012: Instructional Innovation Award (Honorable Mention), Decision Sciences Institute
2011: University Group Teaching Excellence Award, University of Houston
2008: New Faculty Research Award, University of Houston
2007: Texas State's Higher Education Research Award

GRANTS

1. PI, Investigating Mental Health Disorders and Illicit Drug Abuse as Drivers of Crime, Criminal Investigations and Network Analysis (CINA) Center, 2023-2025, \$500,000, Not Funded
2. PI, Workflow Optimization and Structure Benchmark, Cancer Institute of New Jersey, 2022-2023, \$105,767, Awarded
3. Consultant, Developing Intelligent Technologies for Workforce Empowerment: Labor Market Monitoring, Credential Gap Analysis, and Personalized Recommendation Systems, NSF's Convergence Accelerator Pilot program, 2019-2020, \$985,485, Awarded

PUBLICATIONS

1. Ding, X. Benchmarking and performance progression: Examining the roles of market competition and focus. *Journal of Operations Management*, Accepted for publication, November 2023 (*FT 50 Journal*)
2. Wirtz, J., Hofmeister, J., Chew, P., Ding, X. (2023). Cost-effective service excellence: Revisiting the role of digital service technology and operations management approaches. *Service Industries Journal*, 43 (15-16), 1173-1196, impact factor: 9.405. *Best paper winner of the "AIRSI2023 The Metaverse Conference"*.
3. Peng, D. X., Ye, Y., Ding, X., Chandrasekaran, A. (2023). The impact of nurse staffing on turnover and quality: An empirical examination of nursing care within hospital units, *Journal of Operations Management*, 69, 1124-1152 (*FT 50 Journal*)
4. Francis, J., Baveja, A., Ding, X., Bagchi, A., Melamed, B., Hill, D. (2022). Navigating future shifts in healthcare service delivery: Three insights from supply chain management. *Management and Business Review*, collaboration with Mayo Clinic, accepted for publication.
5. Peng, D. X., Ye, Y., Fan, R., Ding, X., Chandrasekaran, A. (2022). Cost-quality tradeoff in nurse staffing: An exploration of US hospitals facing market competition. *International Journal of Operations and Production Management*, 42(5), 577-602, impact factor: 9.360.
6. Ding, X., Peng, X. (2022). The impact of electronic medical records on the process of care: Alignment with complexity and clinical focus, *Decision Sciences*, 53(2), 348-389, impact factor: 4.551.
7. Peng, X., Ye, Y., Feng, B., Ding, X., Heim, G. (2020). Impacts of hospital complexity on patient-level experiential quality: Mitigating roles of information technology. *Decision Sciences*, 51(3), 500-541, impact factor: 4.551. Winner of the "Best Interdisciplinary Paper Award", DSI, 2017.
8. Ding, X., Peng, X., Heim, G., Jordan, V. (2020). Service mix, market competition, and cost efficiency: A longitudinal study of US hospitals, *Journal of Operations Management*, 66(1-2), 176-198. Winner of the "New Jersey Bright Idea Award", 2021 (*FT 50 Journal*)
9. Gupta, V., Ding, X., Testa, T. (2019). A case study of drivers, barriers, and company size associated with C-TPAT program, *Supply Chain Forum*, 20(4), 332-347.

10. Lu, G., Ding, X., Peng, X., and Chuang, H. (2018). Addressing endogeneity in OM research: Recent developments, common problems, and directions for future research, *Journal of Operations Management*, 64, 53-64 (*FT 50 Journal*)
11. Ding, X. (2015). The impact of service design and process management on clinical quality: An exploration of synergistic effects, *Journal of Operations Management*, 36(2), 103-114 (*FT 50 Journal*)
12. Ding, X. (2014). The effect of experience, ownership and focus on productive efficiency: A longitudinal study of U.S. hospitals, *Journal of Operations Management*, 32(1), 1-14 (*FT 50 Journal*)
13. Ding, H. & Ding, X. (2013). 360-degree rhetorical analysis of job hunting: A four-part, multimodal project, *Business Communication Quarterly*, 76(2), 239-248, impact factor: 1.10.
14. Ng, I., Ding, X., & Yip, N. (2013). Outcome-based contracts as new business model: The role of partnership and value-driven relational assets, *Industrial Marketing Management*, 42(5), 730-743 impact factor: 8.89.
15. Ding, X., Huang, Y., & Verma, R. (2011). Customer experience in online financial services: A study of behavioral intentions for techno-ready market segments, *Journal of Service Management*, 22(3), 344-366, impact factor: 9.450.
16. Ding, X. (2011). Clues, flow channels, and cognitive states: An exploratory study of customer experiences with e-brokerage services, *Service Science*, 3(2), 182-193, impact factor: 2.704.
17. Ding, X., Hu, P., & Sheng, O. (2011). e-SELFQUAL: A scale for measuring e-service quality in self services, *Journal of Business Research*, 64(5), 508-515, impact factor: 10.969.
18. Ding, X., Hu, P., Verma, R., & Wardell, D. (2010). The impact of service system design and flow experience on customer satisfaction in online financial services, *Journal of Service Research*, 13(1), 96-110, impact factor: 10.052.
19. Ding, H., & Ding, X. (2008). Project management, critical praxis, and process-oriented approach to teamwork, *Business Communication Quarterly*, 71(4), 456-471, impact factor: 1.10.
20. Ding, X., Verma, R., & Iqbal, Z. (2007). Self-service technology and online financial service choice, *International Journal of Service Industry Mgt.*, 18(3), 246-268, impact factor: 9.450.
21. Ding, X., Wardell, D., & Verma, R. (2006). An assessment of SPC-based approaches for charting student evaluation scores, *Decision Science Journal of Innovative Education*, 4(2), 259-272, impact factor: 1.739.

PAPERS UNDER REVIEW/REVISION

1. Goswami, A., Baveja, A., Ding, X., Roberts, F., Melamed, B. Mapping pharmaceutical supply chains and analyzing disruptions. Under review with Pharmaceutical Supply Chain Special Issue, *Journal of Operations Management*, submitted May 2023.
2. Dobrzykowski, D., Tarafdar, M., Ding, X. Enabling and extracting value from physician–patient communication. Rejected and resubmission to *Decision Sciences*, 2023.

EDITORIAL

1. Ding, X. & Davis, M. (2017). Introduction to the special section on co-creating the customer service experience with high tech and high touch, *Service Science*, 9(1), 1-2.

REFEREED BOOK CHAPTERS

1. Ding, X. (2022). Are tech-savvy users more likely to use technology? An examination of market entry and customer experience. *Services Management Handbook*, Edward Elgar Publishing.

TEACHING CASES

1. Ding, X. (2013). Operations Reality Show: An experiential service learning and storytelling project, *Decision Line*, 44(2), 8-13. Honorable Mention to *Decision Science Institute Instructional Innovative Award*, 2013.
2. Long, P., Kovach, J., & Ding, X. (2011). Design for six-sigma case study: Creating an IT change management system for a mid-size accounting firm, *International Journal of Engineering, Science, and Technology*, 3(7), 56-72.

REFEREED CONFERENCE PROCEEDINGS

1. Peng, X., Ye, Y., Ding, X. Does information technology help improve experiential quality in complex service operations? AOM conference proceeding, November 30, 2017
2. Ding, X., Peng, X., Deveraj, S. Electronic medical records and hospital performance: A longitudinal analysis. AOM conference proceeding, November 30, 2016

WORKING PAPERS

1. Ting, W., Ding, X., Hu, K., Lim, Y., Tiwari, V. The role of standardized configuration in healthcare. In preparation to submit to *Manufacturing and Service Operations Management*.
2. Operations strategy and performance tradeoffs. Initial Draft. Target: *Manufacturing and Service Operations Management*.
3. Time to procedure and clinical outcome. Data analysis. Target: *Journal of Operations Management*.
4. Racial disparity and access to medical care. Data analysis. Target: *Production and Operations Management Journal*.
5. AI applications in healthcare. Idea generation. Target: *Journal of Operations Management*.

PRESENTATIONS

INVITED SEMINARS/WORKSHOPS

1. “Are we stepping into ‘Technology Research in Healthcare OM 2.0’”
 - Production and Operations Management Annual Meeting, Panelist, May 2023
2. “Panel discussion: Research and educational programs”
 - College of Healthcare Operations Management, Production and Operations Management Society, Panelist, May 2023
3. “Performance progression towards ‘Triple Aims’: The roles of market competition and focus”
 - Mays Business School, Texas A&M University, November 2022
4. “Empirical research methods”
 - Sam M. Walton College of Business, University of Arkansas, March 2022

5. “A primer on endogeneity and instrumental variable regression”
 - Academy of Management Professional Development Workshop, Jul 2021
6. “Deficiencies and COVID cases in long-term care facilities”, invited guest speaker for Coronavirus Pandemic Myth Busting: A Discussion about Communicating Which if any Communities are Susceptible to Contracting or Transferring the Coronavirus
 - North Carolina State University, Oct 2020
7. “Opioid crisis: Is block chain a cure?” invited guest speaker for Disruptive Technologies, Regulations, & Business: Implications in Biotech Industry, Leir Research Institute (LRI) Conference 2020
 - Tuchman School of Management, New Jersey Institute of Technology, August 2020
8. “Project management in healthcare operations”
 - Hankamer School of Business, Baylor University, June 2020
9. COVID Town Hall Meeting, Session #4, Supply Chain in a Novel Pandemic World
 - Healthcare Data and Analytics Association, April 2020
10. “Quality systems and patient safety culture in U.S. healthcare”
 - Baylor College of Medicine, December 2018
11. “The impact of service design and process management on patient outcomes”
 - Decision Sciences Institute Annual Meeting Moderation and Mediation Workshop, Nov 2018
12. “Service mix, market competition, and cost efficiency: A longitudinal study of U.S. hospitals”
 - Rutgers University, March 2018
13. “The impact of “Meaningful Use” on quality of care: A perspective from patient safety culture”
 - University of North Texas, Nov 2016
14. “Service system: Value co-creation in health care”
 - Decision Sciences Institute Annual Meeting, Panelist, Nov 2016
15. "Project management in a global economy"
 - North Carolina State University, Jan 2016
16. “Electronic medical records and hospital performance – A longitudinal analysis of U.S. hospitals”
 - University of Houston, Apr 2016.
 - University of Texas School of Public Health, Oct 2014
17. “Introducing service learning and storytelling concepts to OM courses”
 - Decision Sciences Institute Annual Meeting Workshop, Nov 2014
 - Service Management and Science Forum Workshop, Aug 2013
18. “The impact of operating experience on hospital efficiency”
 - Long Island University, Apr 2012
19. “Linking customer needs to corporate strategic intention”
 - University of Houston, Apr 2009
20. “Self-service technology and online financial service choice”
 - Roger Williams University, Mar 2007
 - University of Houston, Feb 2007

CONFERENCE PRESENTATIONS

1. DSI Annual Meeting, Atlanta, GA, Nov 2023

- “The role of surgical consumable standardization in Healthcare: An empirical study on orthopedic surgery”
- 2. INFORMS Annual Conference, Phoenix, AZ, Oct 2023
 - “Performance tradeoff under VBP program structure”
- 3. POMS Annual Conference, Orlando, FL, May 2023
 - “Benchmarking and performance progression under VBP program structure”
 - “Performance tradeoff under VBP program structure”
- 4. DSI Annual Meeting, Houston, TX, Nov 2022
 - “Clinical focus, time to procedure, and patient outcomes”
- 5. POMS Annual Conference, Online, April 2022
 - “Competitive position and efficiency progression”
- 6. DSI Annual Meeting, Virtual, Nov 2021
 - “Market competition and efficiency progression”
 - “Interoperability vs. scalability - A health IT dilemma”
- 7. POMS Annual Conference, Online, May 2021
 - “Patient safety culture: Who and what do matter?”
- 8. DSI Annual Meeting, New Orleans, LA, Nov 2019
 - “End-of-life care: Are hospitals placing care quality ahead of cost?”
- 9. POMS Annual Conference, Washington, D.C., Mar 2019
 - “Antecedents and consequences of physician – Patient communication”
 - “Endogeneity in operations management”
- 10. DSI Annual Meeting, Chicago, IL, Nov 2018
 - “EHR meaningful use and organizational performance: Moderating effects of patient safety culture in US hospitals”
 - “Patient safety culture: Who really know if patients are safe?”
- 11. POMS Annual Conference, Houston, TX, May 2018
 - “Service mix, market competition, and cost efficiency”
- 12. DSI Annual Meeting, Washington, D.C., Nov 2017
 - “Uncover the black box of slack-performance relationship: An investigation of the impacts of nurse slack on care quality and operating costs”
- 13. INFORMS Annual Conference, Houston, TX, Oct 2017
 - “The impact of service mix and competition on cost efficiency”
- 14. 48th DSI Annual Meeting, Austin, TX, Nov 2016
 - “A study of the relationship between human resource slack and operational performance in professional service organizations”
 - “A multi-level empirical investigation of patient experiential quality”
- 15. Cornell Hospitality Health and Design Symposium, Ithaca, NY, Oct 2016
 - “Age difference in patient experience: An opportunity for utilizing service design concepts to improve inpatient care”
- 16. POMS Annual Conference, Orlando, FL, May 2016

- “Understanding the impact of meaningful use on quality of care: A Perspective from patient safety culture”
 - “Examining social learning and mortality outcomes among cardiothoracic surgeons”
17. POMS Annual Conference, Washington, D.C., May 2015
 - “Does IT help improve experiential quality in complex service operations? A multi-level empirical investigation”
 18. DSI Annual Meeting, Tampa, FL, Nov 2014
 - “The effect of experience, ownership and focus on productive efficiency: A longitudinal study of U.S. hospitals”
 19. Service Science and Management Forum, Beijing, China, Jun 2014
 - “The effect of experience, ownership and focus on productive efficiency: A longitudinal study of U.S. hospitals”
 20. Service Management and Science Forum, Las Vegas, NV, Aug 2013
 - “Electronic medical records, hospital focus, and performance: A longitudinal analysis of U.S. hospitals”
 21. POMS Annual Conference, Denver, CO, May 2013
 - “Electronic medical records, hospital focus, and performance: A longitudinal analysis of U.S. hospitals”
 22. DSI Annual Meeting, San Francisco, CA, Nov 2012
 - “Operations reality show: An experiential service learning and storytelling project” (Finalist to 2012 Instructional Innovation Award Competition)
 23. POMS Annual Conference, Chicago, IL, Apr 2012
 - “The effect of ownership and experience on hospital efficiency”
 - “The impact of electronic medical records on hospital performance”
 24. Art and Science of Service Conference, San Jose, CA, Jun 2011
 - “Applying the IS success model and flow theory to explain consumer behavior in e-brokerage services”
 25. UH Effective Teaching Practices Showcase, Houston, TX, Mar 2011
 - “Enhancing engaged learning through student-led podcasting and video production projects”
 26. INFORMS Annual Conference, Austin, TX, Nov 2010
 - “Applying the IS success model and flow theory to explain consumer behavior in e-brokerage services”
 27. UH Effective Teaching Practices Showcase, Houston, TX, Apr 2010
 - “Integrating video technology in teaching production and service operations”
 28. Art & Science of Service Meeting, Bentley College, Boston, MA, Jun 2009
 - “Linking customer needs to corporate strategic intention”
 29. DSI Annual Meeting, Baltimore, MD, Nov 2008
 - “Are tech savvy users more likely to use technology?”
 30. POMS Annual Conference, La Jolla, CA, May 2008
 - “Technology readiness and service customer segmentation”
 31. DSI Annual Meeting, San Antonio, TX, Nov 2006
 - “The role of customer experience in online financial service”

- “An assessment of SPC-based approaches for charting student evaluation scores” (Nominees for the Instructional Innovation Award Competition: Evaluation and Supervision)

TEACHING EXPERIENCE

COURSES TAUGHT

Rutgers University, Rutgers School of Business at Newark and New Brunswick

(* refers to newly developed class, 20 courses taught by Spring 2023, with average rating of 4.6/5)

1. Independent study with MD/MBA students: Spring 2022
2. Independent Study (M.S.): Fall 2021
3. Healthcare Analytics* (M.S.): Fall 2021 (4.33/5)
4. Data Mining and Business Intelligence* (DBA): Spring 2023 (4.80/5), Spring 2022 (3.64/5), Spring 2021 (5/5)
5. Project Management (MBA): Fall 2021 (4.87/5), Fall 2020 (4.67/5)
6. Healthcare Operations Analysis (M.S.): Fall 2021 (5/5), Fall 2020 (4.83/5), Fall 2019 (4.44/5)
7. Multivariate Analysis* (Ph.D.): Spring 2021 (5/5), Spring 2019 (4.63/5)
8. Operations Analysis (MBA): Spring 2023 (4.79/5), Spring 2022 (4.30/5), Spring 2019 (4.91/5)
9. Healthcare Services Management* (M.S.): Spring 2023 (4.83/5), Spring 2022 (4.50/5), Spring 2021 (4.80/5), Spring 2020 (4.91/5), Spring 2019 (3.75/5)
10. Project Management (B.S.): Spring 2020 (4.13/5)
11. Special topics – Pro-seminar in Marketing and Supply Chain* (Ph.D.): Fall 2018

Penn State University Behrend, Black School of Business

1. MANGT 520 (Graduate) – Planning and Resource Management: Spring 2018

University of Houston, Project Management Program

1. Capstone Integration Project (Graduate): Fall 2016
2. Risk Assessment in Project Management (Graduate Core): Spring 2017
3. Project Management Principles (Graduate Core): Springs & Falls 2014 - 2016
4. Independent Research (Undergraduate): Spring 2015
5. Production & Service Operations (Undergraduate Core): Springs & Falls 2008 - 2013
6. Organizational Leadership and Supervision (Undergraduate Core): Fall 2007, Spring 2008

TEACHING GRANTS

1. PI, GUIs for EV calculators, Project Management Institute, 2013, \$2,500
2. Co-PI, A Student-Directed Red Carpet Event Showcasing the Phases throughout a Company’s Life-cycle, University of Houston Educational Technology/University Outreach, 2013, \$15,000
3. Co-PI, Enhancing Students’ Success and Retention through a Cross-Class Collaborative Video-Enhanced Research Project. University of Houston Educational Technology/University Outreach, 2012, \$12,500
4. PI, Enhancing Students’ Learning Experience through a Collaborative Multi-Campus, Multi-Program Project, Faculty Development and Initiative Grant Awards, University of Houston, 2011, \$25,000
5. Co-PI, Enhancing Technology Literacy and Writing Competency via Video Projects in the Organizational Leadership and Digital Media Programs, Faculty Development and Initiative Grant Awards, University of Houston, 2010, \$25,000

6. Co-PI, Curriculum Development Award: Enhancing the Learning Experience through Video Productions in Technology Leadership Courses, Faculty Development and Initiative Grant Awards, University of Houston, 2010, \$2,800
7. PI, Integrating Delivering OM Class through Multimedia on the Internet, University of Houston Educational Technology/University Outreach Faculty Development Grant, 2009, \$4,000
8. PI, Integrating Video Technology in Teaching Technology Leadership, Faculty Development and Initiative Grant Awards, University of Houston, 2008, \$25,000

STUDENT ADVISING

Rutgers University

Ph.D. committee:

- Chenhao Zhou, Workflow redesign and schedule optimization, January 2022-
- Aman Goswami, Ultra early surgery and length of stay, November 2021-
- Zheng Zeng, Unraveling Healthcare Policies, Drug Pricing, and Insurance Coverage for Enhanced Stakeholder Insights, October 2023-

DBA co-chair:

- Ashish Arte, Assessing the long-term economic impact of mental health in New Jersey, January 2022-

DBA committee:

- Ainsley A. Goulbourne, An overview and assessment of diversity, equity, and inclusion concerns in academic medicine: A comprehensive review, July 2021-

MBA/MD student independent study advisor:

- Devin Vasoya, How hospital location and teaching status affect health disparity for percutaneous cardiovascular procedures, January 2022- July 2022
- Brian Moriarty, Age and racial based inequalities among patients with knee replacement procedures, January 2022- July 2022

M.S. student independent study advisor:

- Robert D'Hondt, Literature review on neonatal mortality rates, June 2023- August 2023
- Perpetual Yankholmes, Patient safety, October 2020-December 2020

Yale's Healthcare Competition advisor:

- Two student groups with students from MBA and specialty master programs, one group advanced into the final round, October 2020

University of Houston

Ph.D. project co-advisor:

- Yuan Ye, Ph.D., Bauer College of Business, University of Houston, Care Experiential Quality and Patient Satisfaction, Fall 2014 - Spring 2017, currently Assistant Prof. with California State University - Sacramento

Master Committee Chair:

- 16 master students between 2011-2017, with one of the students as the winner for graduate research day in 2016 (“Automated Data Extraction of Hospital Safety Score using Screen Scraping Technique”)

Undergraduate Research Advisor:

- Vishal Gulati, Electronic Medical Records and Hospital Performance, 2013 (*Winner for UH Summer Undergraduate Research Fellowship*)

SERVICE

EDITORIAL ACTIVITIES

Associate Editor:

- Decision Sciences Journal (2017 - Present)
- Journal of Operations Management (2023 - Present)

Editorial Review Board:

- Decision Sciences Journal (2010 - 2017)
- Journal of Operations Management (2018 - 2023)
- International Journal of Integrated Supply Management (2012 - 2017)

Co-editor for Special Issues:

- Service Sciences Journal (2016 - 2017)

Ad hoc reviewer:

- Management Sciences, Production and Operations Management Journal, Journal of Service Research, Socio-Economic Planning Sciences, INFORMS J. of Applied Analytics, Service Sciences, Journal of Business Research, Healthcare Management Sciences, Journal of Service Management, Intl. J. of OPM, Intl. J. of PE, OM Research, Operations Management (9e) by Williams J. S.

EXTERNAL SERVICES

Academic Associations

AVP Awards, College of Healthcare Operations Management, POMS, 2023-2024

Conferences committee member, DSI, 2023- ongoing

Conference planning committee

- INFORMS Annual Conference, Houston, TX, Oct 2017
- DSI Annual Meeting, Tampa, FL, Nov 2014

Conference program chair:

- Service Science and Management Forum, Waltham, MA, Jun 2015

Track chair:

- Healthcare analytics track, POMS Annual Conference, Orlando, FL, May 2023
- Healthcare management track, Post-pandemic supply chain and healthcare management conference, Department of Supply Chain Management, June 2021
- Service systems and operations track, DSI Annual Meeting, Online, Nov 2020
- Service systems and operations track, DSI Annual Meeting, New Orleans, LA, Nov 2019

Judge for best paper competition

- College of Healthcare Operations Management, POMS Annual Conference, March 2022, 2019
- College of Service Operations, POMS Annual Conference, March 2018

Session chair:

- CHOM Best Paper Presentations, POMS Annual Conference, Orlando, FL, May 2023
- Healthcare analytics: Value-based care models and performance impacts, POMS Annual Conference, Orlando, FL, May 2023
- Healthcare management: Operational performance in healthcare, DSI Annual Meeting, Chicago, IL, Nov 2018
- Health care & public health, INFORMS Annual Conference, Houston, TX, Oct 2017
- Service systems: Application of hospitality-driven experience design in healthcare, 47th DSI Annual Meeting, Austin, TX, Nov 2016
- Patient safety and medical error, POMS Annual Conference, Orlando, FL, May 2016
- Healthcare service design and implementation, Service Management and Science Forum, Las Vegas, NV, Aug 2013

- Tactical and operational issues in e-Commerce, INFORMS Annual Conference, San Diego, CA, Oct 2011
- Operations and supply chain management – III, Southwest Decision Sciences Conference, Houston, TX, May 2008

Panel discussion facilitator:

- Service operations in an economic downturn, INFORMS Annual Conference, San Diego, CA, Oct 2011

Industry Associations

Member, Community Advisory Council, Healthcare Data and Analytics Association, 2023

Academic Partner, Healthcare Insights, Healthcare Data and Analytics Association, 2022

Vice President and President-Elect

- INFORMS Houston local chapter, 2017

INTERNAL SERVICES

Rutgers University

- Program Director, Healthcare Analytics and Intelligence Program, RBS, 2018-
 - Enhanced the competitiveness of the program by obtaining the STEM designation and through recruiting international and minority students
 - Managed curriculum design, budgeting, student recruitment and marketing, industry outreach, staff and faculty supervision, mentorship
 - Graduated over 60 specialty master students with placements in pharmaceutical companies, hospitals, medical schools, consulting firms, and government agencies
 - Established connections with healthcare analytics professionals in the nation, recruited NJ-NY based executives for the program's advisory board
- Track co-chair and facilitator, Post-pandemic supply chain and healthcare management conference, Department of Supply Chain Management, June 2021
- Ph.D. admission committee, Department of Supply Chain Management, 2019, 2020
- Alfred J. Battaglia Memorial Fellowship selection committee, Department of Supply Chain Management, 2020
- Program coordinator for graduate-level Project Management courses, 2019-
- Hiring committee for program director of MHA, Bloustein School, 2020-2021

Pen State University Behrend

- Faculty recruitment committee, 2017
- Learning innovation committee, 2017

University of Houston

- Study abroad scholarship selection committee, 2015 - 2017
- Program coordinator, 2016 - 2017
 - Student recruitment, outreach with local companies, curriculum development
- Promotion & Tenure committee chair, 2016
- Academic honesty hearing committee, 2016
- Reader for graduate research competition submissions, 2014 - 2016
- Grant reviewer for GEAR research program, 2009, 2015
- Leading judge for graduate research day, 2015
- Organizer for research seminars, 2013 -2015
- Accreditation committee, 2014 - 2016
- Faculty recruitment committee, 2010, 2013, 2015
- Undergraduate summer research faculty advisor, 2015
- Undergraduate mentoring program, 2014 - 2016
- Advisory board member for faculty association, 2012 - 2014

- Academic service committee chair, 2009 - 2011
- Curriculum committee
 - Chair: 2008 - 2011
 - Member: 2007 - 2008
- Faculty advisor
 - Wiley's Operations and Supply Chain Management Contest, 2006 - 2008

PROFESSIONAL ASSOCIATION

- Command, Control, and Interoperability Center for Advanced Data Analysis, 2023 - Present
- Healthcare Data and Analytics Association, 2019 - Present
- Decision Sciences Institute, 2005 - Present
- Production and Operations Management Society, 2006 - Present
 - Member of Healthcare Operations Management College, 2012 - Present
 - Member of Service Operations College, 2009 - 2012
- Institute for Operations Research and Management Sciences, 2009 - 2018
- Project Management Institute, 2012 - 2019

PROFESSIONAL EXPERIENCE

PROFESSIONAL TRAINING

- Mini-MBA in Healthcare Supply Chain, faculty lead, *Montefiore*, 2021, 2022
 - Worked with RBS executive education to craft the curriculum and design course content by tailoring to the training needs of the client
- Solutions for Intelligence Healthcare, invited presentation to the advisory board, *PDI Healthcare*, 2020
- Quality Systems in U.S Health Care & Six Sigma Overview, invited workshops, in collaboration with *Baylor College of Medicine*, 2016
- Project Management Training Series for *KBR*, 2014
- Project Management Training Series for *PetroChina*, 2009, 2010, 2013
- Leadership Training Series for *Edgen Murray*, 2010
- Quality Training Series for *Texas Manufacturing Assistance Center*, 2009

CONSULTING

- Harris County Juvenile Probation, EMR integration, 2013
- Baker Hughes Process Management, 2009

PROJECT MANAGER

- Shanghai Shenmo Scientific Innovation Co., 2000-2002

MEDIA REPORT

- The state of the ongoing campaign to vaccinate, interview with The World and Everything in It, March 2021, <https://wng.org/podcasts/the-world-and-everything-in-it-march-9-2021-1617913631>
- Kinks in the vaccine supply chain, interview with The World and Everything in It, January 2021, <https://wng.org/podcasts/kinks-in-the-vaccine-supply-chain-1617914239>
- As NJ COVID-19 cases spike, some residents shun hospitals, interview with NJ Spotlight, October 2020, <https://www.njspotlight.com/video/as-nj-covid-19-cases-spike-some-residents-shun-hospitals/>

- Quoted in the news report of “This giant medical products company is unknown no more” by Crain’s Chicago Business, May 2020, <https://www.chicagobusiness.com/health-care/giant-medical-products-company-unknown-no-more>
- Medical equipment shortage interview with CGTN, April 2020, <https://newsus.cgtn.com/news/2020-04-01/David-Ding-on-medical-equipment-shortage-in-U-S-PjMN6edpDO/index.html>