

November 2014

**PATRICIA J. DAUGHERTY**

Professor and Bowersox-Thull Chair in Logistics and SCM  
Department of Supply Chain Management  
The Eli Broad College of Business  
Michigan State University  
N326 North Business Complex  
East Lansing, MI 48824  
517-432-6326  
Fax: 517-432-1112  
Mobile: 405-317-9890

**EDUCATION:**

- Ph.D. (1988) Michigan State University - East Lansing, Michigan  
Major: Marketing  
Minors: Logistics; Advertising/Promotion  
Dissertation: Outsourcing Logistical Services:  
Firm-Specific Usage Patterns (An Empirical Study)
- M.B.A. (1981) Western Michigan University - Kalamazoo, Michigan  
General Business Concentration
- B.B.A. (1980) Western Michigan University - Kalamazoo, Michigan  
Cum laude.  
Major: Marketing

**ACADEMIC APPOINTMENTS:**

- |                              |                                                                                                                 |
|------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Fall 2012 -                  | Professor and Bowersox-Thull Chair in<br>Logistics and Supply Chain Management<br>Michigan State University     |
| Fall 2002 -<br>Summer 2011   | Division Director and Siegfried Chair in<br>Marketing and Supply Chain Management<br>The University of Oklahoma |
| Fall 2001 -<br>Summer 2002   | Division Director and Siegfried Chair in Marketing,<br>The University of Oklahoma                               |
| Fall 1999 -<br>Summer 2001   | Interim Division Director in Marketing and Siegfried Professor,<br>The University of Oklahoma                   |
| Summer 1999 -<br>Summer 2001 | Full Professor and Siegfried Professor in Marketing,<br>The University of Oklahoma                              |

Fall 1997 - Spring 1999	Associate Professor and Siegfried Professor in Marketing, The University of Oklahoma
Fall 1995 - Spring 1997	Associate Professor of Marketing and Distribution, The University of Georgia
Fall 1989 - Spring 1995	Assistant Professor of Marketing and Distribution, The University of Georgia
Fall 1988 - Summer 1989	Post Doctoral Fellow, Michigan State University
Fall 1985 - Summer 1988	Research and Teaching Assistant, Michigan State University
Fall 1983 - Spring 1985	Marketing Instructor, Western Michigan University

#### **BUSINESS EXPERIENCE:**

Produce Buyer, The Great A & P Tea Co., Inc.-National Produce Division.

Consultant - Marketing and Logistics.

Clients include:

Baxter Healthcare  
Digital Equipment Corporation  
The Gillette Company  
Nabisco Foods

Owens-Corning Fiberglas  
Ralston Purina Company  
State of Michigan-Dept. of Commerce  
Zellerbach/Mead

#### **REFEREED JOURNAL ARTICLES:**

Scott J. Grawe, Patricia J. Daugherty, and Peter M. Ralston, "Enhancing Dyadic Performance through Boundary Spanners and Innovation: An Assessment of Service Provider-Customer Relationships," forthcoming in Journal of Business Logistics.

Theodore P. Stank, Chad W. Autry, Patricia J. Daugherty, and David J. Closs, "Re-Imagining the Ten Mega Trends that Will Revolutionize Supply Chain Logistics," forthcoming in Transportation Journal.

Scott J. Grawe, Chad W. Autry, and Patricia J. Daugherty, 2014, "Organizational Implants and Logistics Service Innovation: A Relational Social Capital Perspective," Transportation Journal, Vol. 53, No. 2, pp. 180-210.

Peter M. Ralston, Scott J. Grawe, and Patricia J. Daugherty, 2013, "Logistics Salience Impact on Logistics Capabilities and Performance," International Journal of Logistics Management, Vol. 24, No. 2, pp. 136-152.

Judith M. Whipple, Stanley E. Griffis, and Patricia J. Daugherty, 2013, "Conceptualizations of Trust: Can We Trust Them?" Journal of Business Logistics, Vol. 34, No. 2, pp. 117-130.

Scott J. Grawe, Patricia J. Daugherty, and Rajiv P. Dant, 2012, "Logistics Service Providers and Their Customers: Gaining Commitment through Organizational Implants," Journal of Business Logistics, Vol. 33, No. 1, pp. 50-63.

Scott J. Grawe, Patricia J. Daugherty, and James C. McElroy, 2012, "External Organizational Commitment among Organizational Implants: The Case of Logistics Service Providers," Transportation Review Part E, Vol. 48, No. 1, pp. 165-177.

Patricia J. Daugherty, 2011, "Review of Logistics and Supply Chain Relationship Literature and Suggested Research Agenda," International Journal of Physical Distribution & Logistics Management, Vol. 41, No. 1, pp. 16-31.

Patricia J. Daugherty, Haozhe Chen, and Bruce G. Ferrin, 2011, "Organizational Structure and Logistics Service Innovation," International Journal of Logistics Management, Vol. 22, No. 1, pp. 26-51.

Scott J. Grawe, Patricia J. Daugherty, and Anthony S. Roath, 2011, "Knowledge Synthesis and Innovative Logistics Processes: Enhancing Operational Flexibility and Performance," Journal of Business Logistics, Vol. 32, No. 1, pp. 69-80.

Chad W. Autry, Scott J. Grawe, Patricia J. Daugherty, and R. Glenn Richey, 2010, "The Effects of Technological Turbulence and Breadth of Supply Chain Technology Acceptance and Adoption," Journal of Operations Management, Vol. 28, No. 6, pp. 522-536.

Elten Briggs, Timothy D. Landry, and Patricia J. Daugherty, 2010, "Investigating the Influence of Velocity Performance on Satisfaction with Third Party Logistics Service," Industrial Marketing Management, Vol. 30, pp. 640-649.

Haozhe Chen, Yu Tian, Alexander E. Ellinger, and Patricia J. Daugherty, 2010, "Managing Logistics Outsourcing Relationships: An Empirical Investigation in China," Journal of Business Logistics, Vol. 31, No. 2, pp. 279-299.

Stefan E. Genchev, Timothy D. Landry, Patricia J. Daugherty, and Anthony S. Roath, 2010, "Developing Reverse Logistics Programs: A Resource Based View," Journal of Transportation Management, Vol. 21, No. 1, pp. 7-26.

Haozhe Chen, Patricia J. Daugherty, and Timothy D. Landry, 2009, "Supply Chain Process Integration: A Conceptual Framework," Journal of Business Logistics, Vol. 30, No. 2, pp. 27-46.

Haozhe Chen, Patricia J. Daugherty, and Anthony S. Roath, 2009, "Defining and Operationalizing Supply Chain Process Integration," Journal of Business Logistics, Vol. 30, No. 1, pp. 63-84.

Haozhe Chen, Yu Tian, and Patricia J. Daugherty, 2009, "Measuring Process Orientation," International Journal of Logistics Management, Vol. 20, No. 2, pp. 213-227.

Patricia J. Daugherty, Haozhe Chen, Daniel D. Mattioda, and Scott J. Grawe, 2009, "Marketing/Logistics Relationships: Influence on Capabilities and Performance," Journal of Business Logistics, Vol. 30, No. 1, pp. 1-18.

Scott J. Grawe, Haozhe Chen, and Patricia J. Daugherty, 2009, "The Relationship between Strategic Orientation, Service Innovation, and Performance," International Journal of Physical Distribution & Logistics Management, Vol. 39, No. 4, pp. 282-300.

Scott J. Grawe, Haozhe Chen, Daniel D. Mattioda, and Patricia J. Daugherty, 2008, "Profit Contribution Information's Impact on Internal Integration," Journal of Transportation Management, Vol. 19, No. 2, pp. 38-53.

Elten Briggs, Timothy D. Landry, and Patricia J. Daugherty, 2007, "Patronage in Continually Delivered Business Service Contexts," Journal of Business Research, Vol. 60, No. 11, pp. 1144-1151.

Haozhe Chen, Daniel D. Mattioda, and Patricia J. Daugherty, 2007, "Firm-Wide Integration and Firm Performance," The International Journal of Logistics Management, Vol. 18, No. 1, pp 5-21.

R. Glenn Richey, Patricia J. Daugherty, and Anthony S. Roath, 2007, "Firm Technological Readiness and Complementarity: Capabilities Impacting Logistics Service Competency and Performance," Journal of Business Logistics, Vol. 28, No. 1, pp. 195-228.

Patricia J. Daugherty, R. Glenn Richey, Anthony S. Roath, Soonhong Min, Haozhe Chen, Aaron D. Arndt, and Stefan E. Genchev, 2006, "Is Collaboration Paying Off for Firms?" Business Horizons, Vol. 49, No. 1, pp. 61-70.

Patricia J. Daugherty, R. Glenn Richey, Stefan E. Genchev, and Haozhe Chen, 2005, "Reverse Logistics: Superior Performance through Focused Resource Commitment to Information Technology," Transportation Research Part E: Logistics and Transportation Review, Vol. 41, No. 1, pp. 77-92.

Soonhong Min, Anthony S. Roath, Patricia J. Daugherty, Stefan E. Genchev, Haozhe Chen, Aaron D. Arndt, and R. Glenn Richey, 2005, "Supply Chain Collaboration: What's Happening?" The International Journal of Logistics Management, Vol. 16, No. 2, pp. 237-256.

R. Glenn Richey, Haozhe Chen, Stefan E. Genchev, and Patricia J. Daugherty, 2005, "Developing Effective Reverse Logistics Programs," Industrial Marketing Management, Vol. 34, pp. 830-840.

R. Glenn Richey, Stefan E. Genchev, and Patricia J. Daugherty, 2005, "The Role of Resource Commitment and Innovation in Reverse Logistics Performance," International Journal of Physical Distribution & Logistics Management, Vol. 35, No. 4, pp. 233-257.

Matthew B. Myers, David A. Griffith, Patricia J. Daugherty, and Robert F. Lusch, 2004, "Maximizing the Human Capital Equation in Logistics: Education, Experience, and Skills," Journal of Business Logistics, Vol. 25, No. 1, pp. 211-232.

R. Glenn Richey, Patricia J. Daugherty, Stefan E. Genchev, and Chad W. Autry, 2004, "Reverse Logistics: The Impact of Timing and Resources," Journal of Business Logistics, Vol. 25, No. 2, pp. 229-250.

Chad W. Autry and Patricia J. Daugherty, 2003, "Warehouse Operations Employees: Linking Person-Organization Fit, Job Satisfaction, and Coping Responses," Journal of Business Logistics, Vol. 24, No. 1, pp. 171-197.

Patricia J. Daugherty, R. Glenn Richey, Bryan J. Hudgens, and Chad W. Autry, 2003, "Reverse Logistics in the Automobile Aftermarket Industry," The International Journal of Logistics Management, Vol. 14, No. 1, pp. 49-62.

Patricia J. Daugherty, Jack J. Kasulis, and R. Glenn Richey, 2002, "The Role of Customer Service in Trade Promotion Decisions," The International Journal of Logistics Management, Vol. 13, No. 1, pp.43-56.

Patricia J. Daugherty, Matthew B. Myers, and R. Glenn Richey, 2002, "Information Support for Reverse Logistics: The Influence of Relationship Commitment," Journal of Business Logistics, Vol. 23, No. 1, pp. 85-106.

Judith M. Whipple, Robert Frankel, and Patricia J. Daugherty, 2002, "Information Support for Alliances: Performance Implications," Journal of Business Logistics, Vol. 23, No. 2, pp. 67-82.

Chad W. Autry, Patricia J. Daugherty, and R. Glenn Richey, 2001, "The Challenge of Reverse Logistics in Catalog Retailing," International Journal of Physical Distribution & Logistics Management, Vol. 31, No. 1, pp. 26-37.

Patricia J. Daugherty, Chad W. Autry, and Alexander E. Ellinger, 2001, "Reverse Logistics: The Relationship Between Resource Commitment and Program Performance," Journal of Business Logistics, Vol. 22, No. 1, pp. 107-123.

Robert E. Sabath, Chad W. Autry, and Patricia J. Daugherty, 2001, "Automatic Replenishment Programs: The Impact of Organizational Structure," Journal of Business Logistics, Vol. 22, No. 1, pp. 91-105.

Theodore P. Stank, Scott B. Keller, and Patricia J. Daugherty, 2001, "Supply Chain Collaboration and Logistical Performance," Journal of Business Logistics, Vol. 22, No.1, pp. 29-48.

Alexander E. Ellinger, Patricia J. Daugherty and Scott B. Keller, 2000, "The Relationship Between Marketing/Logistics Interdepartmental Integration and Performance in U.S. Manufacturing Firms: An Empirical Study," Journal of Business Logistics, Vol. 21, No. 1, pp. 1-22.

Matthew B. Myers, Patricia J. Daugherty, and Chad W. Autry, 2000, "Automatic Inventory Replenishment in Supply-Chain Operations: Antecedents and Outcomes," Journal of Retailing, Vol. 76, No. 4, pp. 455-481.

Donald J. Bowersox, Theodore P. Stank, and Patricia J. Daugherty, 1999, "Lean Launch: Managing Product Introduction Risk through Response-Based Logistics," Journal of Product Innovation Management, Vol. 16, No. 4, pp. 557-568.

Patricia J. Daugherty, Matthew B. Myers, and Chad W. Autry, 1999, "Automatic Replenishment Programs: An Empirical Examination," Journal of Business Logistics, Vol. 20, No. 2, pp. 63-82.

Alexander E. Ellinger, Patricia J. Daugherty, and Quentin J. Plair, 1999, "Customer Satisfaction and Loyalty in Supply Chains: The Role of Communication," Transportation Research: Part E: The Logistics and Transportation Review, Vol. 35, No. 2, pp. 121-134.

Alexander E. Ellinger, John C. Taylor, and Patricia J. Daugherty, 1999, "Automatic Replenishment Programs and Level of Involvement: Performance Implications," The International Journal of Logistics Management, Vol. 10, No. 1, pp. 25-36.

Theodore P. Stank, Patricia J. Daugherty, and Chad W. Autry, 1999, "Collaborative Planning: Supporting Automatic Replenishment Programs," Supply Chain Management: An International Journal, Vol. 4, No. 2, pp. 75-85.

Theodore P. Stank, Patricia J. Daugherty, and Alexander E. Ellinger, 1999, "Marketing/Logistics Integration and Firm Performance," The International Journal of Logistics Management, Vol. 10, No. 1, pp. 11-24.

Patricia J. Daugherty, Theodore P. Stank, and Alexander E. Ellinger, 1998 "Leveraging Logistics/Distribution Capabilities: The Impact of Logistics Service on Market Share," Journal of Business Logistics, Vol. 19, No. 2, pp. 35-51.

Alexander E. Ellinger, Patricia J. Daugherty, and Chad W. Autry, 1998, "Automatic Replenishment: The Relationship Between Resource Commitment and Program Performance," Journal of Transportation Management, Vol. 10, No. 2, pp. 1-16.

Theodore P. Stank, Patricia J. Daugherty, and Alexander E. Ellinger, 1998, "Pulling Customers Closer through Logistics Service," Business Horizons, Vol. 41, No. 5, pp. 74-80.

Patricia J. Daugherty, Alexander E. Ellinger, and Quentin J. Plair, 1997, "Using Service to Create Loyalty with Key Accounts," The International Journal of Logistics Management, Vol. 8, No. 2, pp. 83-91.

Alexander E. Ellinger, Patricia J. Daugherty, and Craig M. Gustin, 1997, "The Relationship Between Integrated Logistics and Customer Service," Transportation Research: Part E (The Logistics and Transportation Review), Vol. 33E, No. 2, pp. 129-138.

Craig M. Gustin, Patricia J. Daugherty, and Alexander E. Ellinger, 1997, "Supplier Selection: An Empirical Examination of Systems/Software Purchase Decisions," International Journal of Purchasing and Materials Management, Vol. 33, No. 4, pp. 41-46.

William W. Keep and Patricia J. Daugherty, 1997, "Carrier Selection Criteria and Shippers' Perceptions of Truck Versus Intermodal Transportation," Business & Public Affairs, Vol. 23, No. 2 (Spring), pp. 2-10.

Theodore P. Stank and Patricia J. Daugherty, 1997, "The Impact of Operating Environment on the Formation of Cooperative Logistics Relationships," Transportation Research: Part E (The Logistics and Transportation Review), Vol. 33E, No. 1, pp. 53-65.

Theodore P. Stank, Patricia J. Daugherty, and Alexander E. Ellinger, 1997, "Voice of the Customer: The Impact on Customer Satisfaction," International Journal of Purchasing and Materials Management, Vol. 33, No. 4, pp. 2-9.

Patricia J. Daugherty, Alexander E. Ellinger, and Craig M. Gustin, 1996, "Integrated Logistics: Achieving Logistics Performance Improvements," Supply Chain Management: An International Journal, Vol. 1, No. 3, pp. 25-33. (Best Paper Award 1996)

Patricia J. Daugherty, Theodore P. Stank, and Dale S. Rogers, 1996, "Third Party Service Providers: Purchasers' Perceptions," International Journal of Purchasing and Materials Management, Vol. 32, No. 2, pp. 23-29.

Dale S. Rogers, Patricia J. Daugherty, and Alexander E. Ellinger, 1996, "The Relationship Between Information Technology and Warehousing Performance," The Logistics and Transportation Review, Vol. 32, No. 4, pp. 409-421.

Michael S. Spencer, Patricia J. Daugherty, and Dale S. Rogers, 1996, "Logistics Support for JIT Implementation," International Journal of Production Research, Vol. 34, No. 3, pp. 701-714.

Theodore P. Stank, Patricia J. Daugherty, and Alexander E. Ellinger, 1996, "Information Exchange, Responsiveness, and Logistics Provider Performance," The International Journal of Logistics Management, Vol. 7, No. 2, pp. 43-57.

Theodore P. Stank, Margaret A. Emmelhainz, and Patricia J. Daugherty, 1996 "The Impact of Information on Supplier Performance," Journal of Marketing Theory and Practice, Vol. 4, No. 4, pp. 95-105.

Donald J. Bowersox and Patricia J. Daugherty, 1995, "Logistics Paradigms: The Impact of Information Technology," Journal of Business Logistics, Vol. 16, No. 1, pp. 65-80.

Patricia J. Daugherty, Alexander E. Ellinger, and Dale S. Rogers, 1995, "Information Accessibility: Customer Responsiveness and Enhanced Performance," International Journal of Physical Distribution & Logistics Management, Vol. 25, No. 1, pp. 4-17.

Patricia J. Daugherty, Richard Germain, and Cornelia Dröge, 1995, "Predicting EDI Technology Adoption in Logistics Management: The Influence of Context and Structure," The Logistics and Transportation Review, Vol. 31, No. 4, pp. 309-324.

Patricia J. Daugherty and Paul H. Pittman, 1995, "Utilization of Time-Based Strategies: Creating Distribution Flexibility/Responsiveness," International Journal of Operations and Production Management, Vol. 15, No. 2, pp. 54-60.

Craig M. Gustin, Patricia J. Daugherty, and Theodore P. Stank, 1995, "The Effects of Information Availability on Logistics Integration," Journal of Business Logistics, Vol. 16, No. 1, pp. 1-21.

Dale S. Rogers and Patricia J. Daugherty, 1995, "Warehousing Firms: The Impact of Alliance Involvement," Journal of Business Logistics, Vol. 16, No. 2, pp. 249-269.

Dale S. Rogers, Patricia J. Daugherty, and Theodore P. Stank, 1995, "Benchmarking Programs: Opportunities for Enhancing Performance," Journal of Business Logistics, Vol. 16, No. 2, pp. 43-63.

Jo Ann L. Asquith, Patricia J. Daugherty, and Marla Royne Stafford, 1994, "Advertising and Ad Agency Views on Electronic Zipping," Journal of Promotion Management, Vol. 2, No. 2, pp. 87-100.

Patricia J. Daugherty, Cornelia Dröge, and Richard Germain, 1994, "Benchmarking Logistics in Manufacturing Firms," The International Journal of Logistics Management, Vol. 5, No. 1, pp. 9-18.

Patricia J. Daugherty, Dale S. Rogers, and Michael S. Spencer, 1994, "Just-in-Time Functional Model: Empirical Test and Validation," International Journal of Physical Distribution & Logistics Management, Vol. 24, No. 6, pp. 20-26.

Patricia J. Daugherty, Marla Royne Stafford, and Jo Ann L. Asquith, 1994, "Electronic Zipping: Leading Advertisers' Perspectives," Journal of Media Planning, Vol. 8, No. 1, pp. 55-63.

Richard Germain, Cornelia Dröge, and Patricia J. Daugherty, 1994, "A Cost and Impact Typology of Logistics Technology and the Effect of Their Adoption on Organizational Practice," Journal of Business Logistics, Vol. 15, No. 2, pp. 227-248.

Richard Germain, Cornelia Dröge, and Patricia J. Daugherty, 1994, "The Effect of Just-in-Time Selling on Organizational Structure," Journal of Marketing Research, Vol. XXXI, No. 4, pp. 471-483.

T. Scott Graham, Patricia J. Daugherty, and William N. Dudley, 1994, "The Long Term Strategic Impact of Purchasing Partnerships," International Journal of Purchasing and Materials Management, Vol. 30, No. 4, pp. 13-18.

Craig M. Gustin, Theodore P. Stank, and Patricia J. Daugherty, 1994, "Computerization: Supporting Integration," International Journal of Physical Distribution & Logistics Management, Vol. 24, No. 1, pp. 11-17.

Michael S. Spencer, Patricia J. Daugherty, and Dale S. Rogers, 1994, "Towards a Deeper Understanding of JIT: A Comparison Between APICS and Logistics Managers," Production and Inventory Management Journal, Vol. 35, No. 3, pp. 23-28.

Michael S. Spencer, Dale S. Rogers, and Patricia J. Daugherty, 1994, "JIT Systems and External Logistics Suppliers," International Journal of Operations and Production Management, Vol. 14, No. 6, pp. 60-74.

Theodore P. Stank, Patricia J. Daugherty, and Craig M. Gustin, 1994, "Organizational Structure: Influence on Logistics Integration, Costs, and Information System Performance," The International Journal of Logistics Management, Vol. 5, No. 2, pp. 41-52.

Theodore P. Stank, Dale S. Rogers, and Patricia J. Daugherty, 1994, "Benchmarking: Applications by Third Party Warehousing Firms," The Logistics and Transportation Review, Vol. 30, No. 1, pp. 55-72.

Patricia J. Daugherty, Richard J. Fox, and Frederick J. Stephenson, Jr., 1993, "Frequency Marketing Programs: A Clarification with Strategic Marketing Implications," Journal of Promotion Management, Vol. 2, No. 1, pp. 5-26.

Patricia J. Daugherty, Theodore P. Stank, and Craig M. Gustin, 1993, "Information Needs and Information Availability: The Strategic Gap," The Journal of Transportation Management, Vol. 5, No. 2, pp. 1-20.

Michael S. Spencer and Patricia J. Daugherty, 1993, "A Review of JIT Transportation Literature and Proposed Directions for Future Research," The Journal of Transportation Management, Vol. V, No. 1, pp. 19-46.



Patricia J. Daugherty, Robert E. Sabath, and Dale S. Rogers, 1992, "Competitive Advantage through Customer Responsiveness," The Logistics and Transportation Review, Vol. 28, No. 3, pp. 257-271.

Patricia J. Daugherty, Theodore P. Stank, and Dale S. Rogers, 1992, "The Impact of Formalization on Warehousing Firms," The International Journal of Logistics Management, Vol. 3, No. 2, pp. 49-61.

Dale S. Rogers, Patricia J. Daugherty, and Theodore P. Stank, 1992, "Enhancing Service Responsiveness: The Strategic Potential of EDI," International Journal of Physical Distribution & Logistics Management, Vol. 22, No. 8, pp. 15-20.

M. Bixby Cooper, Cornelia Dröge, and Patricia J. Daugherty, 1991, "How Buyers and Operations Personnel Evaluate Service," Industrial Marketing Management, Vol. 20, pp. 81-85.

Patricia J. Daugherty and Cornelia Dröge, 1991, "Organisational Structure in Divisionalized Manufacturers: The Potential for Outsourcing Logistics Services," International Journal of Physical Distribution & Logistics Management, Vol. 21, No. 3, pp. 22-29.

Patricia J. Daugherty and Michael S. Spencer, 1990, "Just-in-Time Concepts: Applicability to Logistics/Transportation," International Journal of Physical Distribution & Logistics Management, Vol. 20, No. 7, pp. 12-18.

Donald J. Bowersox and Patricia J. Daugherty, 1987, "Emerging Patterns of Logistics Organization," Journal of Business Logistics, Vol. 8, No. 1, pp. 46-60.

#### **OTHER REFEREED PUBLICATION:**

Thomas J. Page, Jr., Patricia J. Daugherty, Dogan Eroglu, David Hartman, Scott Johnson, and Doo Hee Lee, 1988, "Measuring Emotional Response to Advertising: A Comment on Stout and Leckenby," Journal of Advertising, Vol. 17, No. 4, pp. 49-52.

#### **PUBLICATIONS REPRINTED:**

Patricia J. Daugherty and Cornelia Dröge, 1997, "Organizational Structure in Divisionalized Manufacturers: The Potential for Outsourcing Logistical Services," International Journal of Physical Distribution & Logistics Management, Vol. 27, No. 5/6, 337-349. Originally published in International Journal of Physical Distribution & Logistics Management, Vol. 21, No. 3 1991, pp. 22-29.

Theodore P. Stank, Patricia J. Daugherty, and Craig M. Gustin, 1996, "Organizational Structure: Influence on Logistics Integration, Costs, and Information System Performance," IT Management (Select), No. 3 (September), 60-73. Originally published in The International Journal of Logistics Management, Vol. 5, No. 2 1994, pp. 41-52.

Dale S. Rogers, Patricia J. Daugherty, and Theodore P. Stank, 1993, "Enhancing Competitive Advantage: The Strategic Potential of EDI," Logistics Information Management, Vol. 6, No. 3, 27-32. Originally published in International Journal of Physical Distribution & Logistics Management, Vol. 22, No. 8 1992, pp. 15-20.

Donald J. Bowersox and Patricia J. Daugherty, 1992, "Achieving and Maintaining Logistics Leadership: Logistics Organizations of the Future," Logistics Information Management, Vol. 5, No. 1, pp. 12-17. Originally published in 1989 Proceedings of the Annual Meeting of the Council of Logistics Management.

#### **REFEREED CONFERENCE PROCEEDINGS:**

Haozhe Chen, Patricia J. Daugherty, and Soonhong Min, 2008, "Customer Orientation, Service Innovative Capability, and Firm Performance: Is Supply Chain Process Integration a Missing Link?" Enhancing Knowledge Development in Marketing (AMA Summer Educators' Conference Proceedings), Abstract, Vol. 19, p. 234.

R. Glenn Richey, Jack J. Kasulis, and Patricia J. Daugherty, 2001, "Managing Promotion Program Participation in the Supply Chain," Developments in Marketing Science (Academy of Marketing Science Conference Proceedings), Abstract, Vol. 24, p. 179.

Patricia J. Daugherty, Matthew B. Myers, and R. Glenn Richey, 2000, "Information Support for Reverse Logistics: The Influence of Relationship Commitment," Enhancing Knowledge Development in Marketing (AMA Summer Educators' Conference Proceedings) Abstract, Vol. 11, p. 76.

Patricia J. Daugherty, Matthew B. Myers, and Alexander E. Ellinger, 1999, "Automatic Replenishment Programs: Forging Supply Chain Relationships," Developments in Marketing Science (Academy of Marketing Science Conference Proceedings), Vol. 22, p. 219.

Patricia J. Daugherty, Chad W. Autry, Matthew B. Myers, and Theodore P. Stank, 1998, "Automatic Replenishment Programs: An Empirical Examination," 1998 Marketing Exchange Colloquium (American Marketing Association Conference Proceedings), p. 311.

Alexander E. Ellinger and Patricia J. Daugherty, 1998, "Integration and Performance: An Examination of the Marketing/Logistics Interface," Developments in Marketing Science (Academy of Marketing Science Conference Proceedings), Vol. 21, p. 113.

Richard Germain, Cornelia Dröge, and Patricia J. Daugherty, 1993, "An Empirical Investigation of JIT Exchange, Strategy, and Organization," Enhancing Knowledge Development in Marketing (AMA Educators' Conference Proceedings) Abstract, Vol. 4, p. 477.

Marla Royne Stafford, Jo Ann L. Asquith, and Patricia J. Daugherty, 1993, "Electronic Zipping: Ad Agency Views," Developments in Marketing Science (Academy of Marketing Science Conference Proceedings), Vol. 16, pp. 451-456.

Patricia J. Daugherty, Marla Royne Stafford, and Jo Ann L. Asquith, 1992, "An Exploratory Investigation of Advertisers' Opinions on and Reactions to Electronic Zipping," Proceedings of the 1992 Conference of The American Academy of Advertising, Abstract, p. 161.

Patricia J. Daugherty and Marla Royne Stafford, 1991, "Trade Promotions: High Profile Strategies," Marketing: Toward the Twenty-First Century (Proceedings of the Annual Meeting of the Southern Marketing Association), pp. 280-283.

Cornelia Dröge, Richard Germain, and Patricia J. Daugherty, 1989, "Servicing the Exchange Relationship: The Effect of Organizational Configuration," Marketing: Positioning for the 1990's (Proceedings of the Annual Meeting of the Southern Marketing Association), pp. 153-157.

Richard Germain and Patricia J. Daugherty, 1989, "The Effect of Product Diversification and Size on the Organizational Structure of Demand Servicing Activities," Enhancing Knowledge Development in Marketing (AMA Educators' Conference Proceedings), Series No. 55, pp. 126-131.

Donald J. Bowersox, Patricia J. Daugherty, Cornelia L. Dröge, Dale S. Rogers, and Daniel L. Wardlow, 1989, "An Examination of North American Leading Edge Logistics," Developments in Marketing Science (Academy of Marketing Science Proceedings), Vol. 12, pp. 445-449.

Donald J. Bowersox, Edward J. Morash, and Patricia J. Daugherty, 1988, "Boundary Spanning in Channels of Distribution," Developments in Marketing Science (Academy of Marketing Science Proceedings), Vol. XI, pp. 470-474.

#### **OTHER PUBLICATIONS:**

Patricia J. Daugherty, Scott J. Grawe, and John A. Caltagirone, 2010, "A Real-World Look at SCM," Supply Chain Management Review, Vol. 14, No.4-, pp. 12-19.

Robert Sabath, Patricia J. Daugherty, Daniel D. Mattioda, and Haozhe Chen, 2007, "Who – and What – Is Profitable?" Supply Chain Management Review, Vol. 11, No. 5, pp. 44-50.

Chad W. Autry, Patricia J. Daugherty, and Thomas L. Freese, 2003, "Contents Under Pressure," DC Velocity, Vol.1, No. 8 (August), pp. 40-42.

Patricia J. Daugherty, Robert F. Lusch, Matthew B. Myers, and David A. Griffith, 2000, "Linking Compensation and Retention," Supply Chain Management Review, Vol. 4, No. 3 (July/August), pp. 64-72.

Patricia J. Daugherty, Alexander E. Ellinger, and Craig M. Gustin, 1998, "Integrating Logistics: The Performance Connection," (Oak Brook, IL: Proceedings of the Annual Meeting of the Council of Logistics Management), pp. 383-388.

Patricia J. Daugherty, Dale S. Rogers, and Theodore P. Stank, 1992, "Escalating Expectations: Service Trends in the 90's," (Chicago, IL: Proceedings of the Annual Meeting of the Council of Logistics Management), pp. 103-117.

Donald J. Bowersox, Patricia J. Daugherty, and Maurice P. Lundrigan, 1990, "Logistics Strategy and Structure: Strategic Linkage," (Chicago, IL: Proceedings of the Annual Meeting of the Council of Logistics Management), Vol. I, pp. 53-63.

Donald J. Bowersox and Patricia J. Daugherty, 1989, "Achieving and Maintaining Logistics Leadership -- Logistics Organizations of the Future," (Chicago, IL: Proceedings of the Annual Meeting of the Council of Logistics Management), Vol. I, pp. 59-72.

Donald J. Bowersox and Patricia J. Daugherty, 1989, "Making the Leading Edge," Logistics World, Vol. 2, No. 3, September, pp. 151-156.

Donald J. Bowersox, Patricia J. Daugherty, Cornelia L. Dröge, Dale S. Rogers, and Daniel L. Wardlow, 1988, "Leading Edge Logistics," (Chicago, IL: Proceedings of the Annual Meeting of the Council of Logistics Management), Vol. I, pp. 123-132.

Donald J. Bowersox, Patricia J. Daugherty, Dale S. Rogers, and Daniel L. Wardlow, 1987, "Integrated Logistics: A Competitive Weapon," (Chicago: IL: Proceedings of the Annual Meeting of the Council of Logistics Management), Vol. I, pp. 1-14.

Patricia J. Daugherty, 1987, "Shipper Perceptions Regarding Integrated Multimodal Transportation," Proceedings of the 17th Annual Albert Haring Symposium, Indiana University Graduate School of Business, Bloomington, IN, pp. 113-127.

Donald J. Bowersox and Patricia J. Daugherty, 1986, "Organization Trends Beyond Stage III," (Chicago, IL: Proceedings of the Annual Meeting of the Council of Logistics Management), Vol. II, pp. 49-56.

#### **BOOK CHAPTER:**

Patricia J. Daugherty, 1994, "Strategic Alliances," in The Logistics Handbook, Ed. James F. Robeson and William C. Copacino, (New York: The Free Press), pp. 757-769.

#### **BOOKS:**

Donald J. Bowersox, Patricia J. Daugherty, Cornelia L. Dröge, Richard N. Germain, and Dale S. Rogers, 1992, Logistical Excellence: It's Not Business as Usual, (Burlington, MA: Digital Press).

Donald J. Bowersox, Patricia J. Daugherty, Cornelia L. Dröge, Dale S. Rogers, and Daniel L. Wardlow, 1989, Leading Edge Logistics: Competitive Positioning for the 1990's, (Chicago, IL: Council of Logistics Management).

#### **RESEARCH UNDER REVIEW:**

Yemisi Bolumole, Scott J. Grawe, and Patricia J. Daugherty, "Customer Service Responsiveness in Logistics Outsourcing Contracts: The Influence of Job Autonomy and Role Ambiguity among On-Site Representatives," submitted to Transportation Journal.

Haozhe Chen, Patricia J. Daugherty, Soonhong Min, and Enping Mai, "Exploring the Mediation Effects of Supply Chain Process Integration and Service Innovation Capability in the Customer Orientation-Firm Performance Relationship," submitted to Supply Chain Management: An International Journal.

Haozhe Chen, Patricia J. Daugherty, and Angela Van Valen, "Ensuring the Effectiveness of Purchased Reverse Logistics Software through Joint Development Process," under second review at Transportation Journal.

### **RESEARCH IN PROGRESS:**

Haozhe Chen, Patricia J. Daugherty, and Angela Van Valen, topic: reverse logistics.

Angela Van Valen, Patricia J. Daugherty, and Haozhe Chen, topic: consumer level reverse logistics.

MSU SCM Research Team, topic: Beyond the Horizon.

### **DOCTORAL DISSERTATION COMMITTEES:**

Michigan State University:

Peter M. Ralston (Iowa State University)

The University of Oklahoma:

Aaron Arndt, Co-Chair (2008)

Chad W. Autry, Chair (2001)

Elten Briggs, Co-Chair (2006)

Haozhe Chen, Chair (2007)

Stefan E. Genchev, Co-Chair (2007)

Scott J. Grawe, Chair (2010)

Daniel Mattioda, Chair (2007)

Milorad M. Novicevic (2001)

R. Glenn Richey, Chair (2003)

Thomas D. Sigerstad (2004)

Birud Sindhav, Co-Chair (2001)

The University of Georgia:

Luther Trey Denton (1991)

Alexander E. Ellinger, Chair (1997)

T. Scott Graham (1992)

Michael G. Luckett (1995)

Carol M. Motley (1994)

Sergio Olavarrieta (1997)

Anthony L. Patti (1996)

Paul H. Pittman (1994)

Michael S. Spencer (1992)

Theodore P. Stank, Co-Chair (1994)

### **DOCTORAL CANDIDATE ADVISORY COMMITTEES:**

Michigan State University:

William Muir

Angela Van Valen

Robert Wiedmer

The University of Oklahoma:

Aaron Arndt

Chad W. Autry

Elten Briggs

Haozhe Chen

Stefan Genchev

Scott J. Grawe

Timothy S. Kiessling

Greg McAmis

R. Glenn Richey

The University of Georgia:

Alexander E. Ellinger

Gwen F. Hanks

Michael G. Luckett

Enrique Manzur

Carol M. Motley

Sergio Olavarrieta

Paul H. Pittman (Management)

Michael S. Spencer (Management)

Marla Royne Stafford

Theodore P. Stank

**UNIVERSITY COMMITTEE ASSIGNMENTS/SERVICE:**

Michigan State University:

Broad College Advisory Council Fall 2012

Broad College Doctoral Program Committee 2012-

Broad College Watson/IBM Project Committee (Co-Chair) 2012-

Logistics Doctoral Program Director 2012-

SCM Doctoral Program Committee (Chair) 2012-

SCM Logistics Faculty Search Committee (Chair) 2014-15

SCM Faculty Search Committee (Co-Chair) 2012-13; 2013-14

SCM Strategic Planning Sub-Committee (Chair) 2013-14

SCM Teaching Advisory Committee 2012-

Strategic Initiative Team (College Strategic Planning) Spring 2013

The University of Oklahoma:

Ad Hoc Committee on Research with Human Subjects (Chair) 2001-02

Adopt-a-Prof Faculty Program 2005-06

Assessment Committee 1999-2006

Campus Departmental Review Panel 2006-07

Compliance Document Review Committee 2002

Division Doctoral Committee (Chair) 2002-09

Executive Committee 1999-2009

Faculty Search Committee 1999, 2001, 2002, 2003, 2004, 2005, 2008, 2009

Library Committee 1997-99

Marketing/Supply Chain Management Ph.D. Coordinator, 2002-08

Master of Business Administration Committee 1998-99; 2008-09

MBA Winthro Scholarship Selection Committee 2009

Non-Degree Program Committee 2003-2005

Organizational Structure Committee 2009

Ph.D. Committee (College) 2002-07

Professional Development Specialists Search Committee (Chair) 2007-08

Provost's Action Committee on Writing 2006-07; 2009

Michael F. Price International Business Chair Search Committee 1998-99

Price College Media Response Team 2004-05

Rath Search Committee (Management) 2009

Research and Instructional Support Grant Committee 1998

Ruby K. Powell Professorship Search Committee 1997-99; 2008-09

Summer Research Grant Committee 1998-99

Undergraduate Curriculum & Professional Development Task Force Summer 2010

Walton Search Committee (Chair) 2007

The University of Georgia:  
College Library Committee 1993-96  
Dean Search and Screening Committee 1996  
Educational Policy Committee 1995-97  
Faculty Concerns Committee 1991-94

## **PROFESSIONAL ACTIVITIES:**

Academy of Marketing Science:  
1996-98 Vice President of Membership USA  
1994-96 Vice President of Publicity & Public Relations

Collaborative Commerce Standards Institute 2003-2004  
Education Committee

### **Conferences:**

Discussant:  
1991 Southern Marketing Association Conference  
Moderator:  
2003 Council of Logistics Management Educators' Conference  
Panel Member:  
2003-04 Council of Logistics Management Educators' Conference  
Presenter:  
2003 AMA Faculty Consortium on Supply Chain Management  
2013 CSCMP Educators' Conference  
Session Chair:  
2008 American Marketing Association – Summer Conference  
1993 Southern Marketing Association Conference  
Track Co-Chair:  
2008 Academy of Marketing Science Conference  
1996 American Marketing Association - Summer Conference

### **Council of Supply Chain Management Professionals:**

(formerly the Council of Logistics Management)  
1990-92 Atlanta Roundtable Board of Directors  
2011 Chair, LaLonde Best Paper Procedures Review Committee  
1996 Chair Doctoral Symposium  
2003 Chair Doctoral Dissertation Award Review Committee  
1993, 2002, 2004 Member Doctoral Dissertation Award Review Committee  
1998 Educators Conference Plowman Award Committee  
1998-06 Education Strategies Committee (LEC sub-committee)  
1998 Founders' Award Committee  
2009, 2014 JBL Editor Search Committee  
2003-06 Oklahoma Roundtable President  
1998-02 Oklahoma Roundtable Vice President-Program Chairman  
(Founding member of Oklahoma Roundtable)  
2005-06 Program Chair 2006 Annual Conference  
2006-07 Chair North American Annual Conference  
2007-08 Board of Directors/Program Committee Chair

Editor:

2001 – 2005 Journal of Business Logistics

Eminent Area Editor (Logistics)

2014 -- present Decision Sciences Journal

Associate Editor:

2010 – present Journal of Supply Chain Management

2008-2012 – Logistics and Transportation Review (TRE) Part E

Editorial Advisory Board:

2010 – present Journal of Business Logistics

Editorial Review Boards:

European Business Review

International Journal of Global Logistics and Supply Chain Management

International Journal of Logistics Management

International Journal of Physical Distribution and Logistics Management

Journal of Transportation Management

Supply Chain Management: An International Journal

1995 Co-Editor Special Issue Journal of Marketing Theory & Practice

Senior Advisory Board:

Journal of Marketing Theory and Practice

Reviewer:

*Ad hoc* reviewer:

Journal of the Academy of Marketing Science

Journal of International Business Studies

Journal of Marketing

Journal of Operations Management

Journal of Retailing

2012 Academy of Marketing Science Conference

2011 American Marketing Association – Winter Conference

2008 Supply Chain Management Professionals Educators' Conference

2004 Special Issue Journal of Operations Management

2004 American Marketing Association Dissertation Competition

2004 American Marketing Association Faculty Consortium Presenter

2002 Society for Marketing Advances Doctoral Dissertation Proposal Competition

2001 American Academy of Advertising Conference

2000 Academy of International Business Conference

2000 American Marketing Association – Winter Conference

1999 American Marketing Association - Winter Conference

1998 American Marketing Association - Winter Conference

1998 Council of Logistics Management Educators' Conference

1997 Special Issue of Journal of Business Research

1997 American Marketing Association - Winter Conference

1996 American Marketing Association - Summer Conference

1996 Academy of Marketing Science Conference



1996 Council of Logistics Management Educators' Conference  
1995 American Marketing Association - Summer Conference

*Ad hoc* reviewer:

1994 American Academy of Advertising Conference  
1993 Academy of Business Administration Conference  
1992 American Marketing Association - Summer Conference  
1991 American Marketing Association - Summer Conference  
1989 Academy of Marketing Science Conference

State of Oklahoma

2003 Department of Commerce Special Project  
2003 Economic Development Generating Excellence (EDGE) Project  
- Infrastructure and Logistics Expert Panel

Supply Chain Leaders in Action (DBM Association)

2012 Scottsdale, AZ

Misc.:

2000-2011 University of Arkansas – Supply Chain Management Research Center  
National Board of Scholars

#### **PROFESSIONAL ASSOCIATION MEMBERSHIPS:**

American Society of Transportation and Logistics  
APICS, The Association for Operations Management  
Council of Supply Chain Management Professionals (formerly CLM)  
Reverse Logistics & Sustainability Council  
Warehousing Education and Research Council

#### **AWARDS/HONORS:**

- American Brands/Rayonier International Business Scholar - 1998
- UGA Terry Research Fellow - 1992, 1993, 1994, 1995, 1996.
- DC Velocity Rainmaker – 2004.
- Logistics/Supply Chain Management Doctoral Symposium Faculty
  - 2005 – The University of Oklahoma
  - 2006 – Penn State University
  - 2007 – University of Maryland
  - 2008 – University of Alabama
  - 2009 – Michigan State University
  - 2011 – University of Tennessee
  - 2012 – The Ohio State University
  - 2013 – University of Arkansas
  - 2014 – Iowa State University

- Council of Logistics Management/  
Council of Supply Chain Management Professionals Doctoral Symposium Faculty –  
1991, 1993, 1995, 1999, 2000, 2001, 2003, 2004, 2011, 2013, 2014.
- American Marketing Association Doctoral Consortium Fellow - 1988.
- A. T. Kearney Post Doctoral Fellow -  
Michigan State University - 1988/89.
- Presenter at the Seventeenth Annual Albert Haring Symposium,  
Indiana University - 1987.
- Western Michigan University Marketing Hall of Fame – 2011.

Best Paper Awards:

- \*\* International Journal of Logistics Management, 2005  
Outstanding Paper Award 2006  
Soonhong Min, Anthony S. Roath, Patricia J. Daugherty,  
Stefan E. Genchev, Haozhe Chen, Aaron D. Arndt, and R.  
Glenn Richey, "Supply Chain Collaboration: What's Happening?"  
Vol. 16, No. 2, pp. 237-256.
- \*\* Supply Chain Management: An International Journal, 1996  
Patricia J. Daugherty, Alexander E. Ellinger, and Craig M. Gustin,  
"Integrated Logistics: Achieving Logistics Performance  
Improvements," Vol. 1, No. 3, 25-33.
- \*\* Channels and Physical Distribution track, 1988  
Eleventh Annual Conference of the Academy of Marketing Science.  
Donald J. Bowersox, Edward A. Morash, and Patricia J. Daugherty,  
"Boundary Spanning in Channels of Distribution."

Other Paper Awards:

- \*\* Honorable Mention -- Bernard J. LaLonde Best Paper Award 2012  
Journal of Business Logistics  
Scott J. Grawe, Patricia J. Daugherty, and Anthony S. Roath  
"Knowledge Synthesis and Innovative Logistics Processes:  
Enhancing Operational Flexibility and Performance,"  
Vol. 32, No. 1, pp. 69-80.
- \*\* Highly Commended Award 2012:  
International Journal of Logistics Management  
Patricia J. Daugherty, Haozhe Chen, and Bruce G. Ferrin  
"Organizational Structure and Logistics Service Innovation,"  
Vol. 22, No. 1, pp. 26-51.
- \*\* Highly Commended Award 2010:  
International Journal of Physical Distribution & Logistics Management, 2009  
Scott J. Grawe, Haozhe Chen, and Patricia J. Daugherty  
"The Relationship between Strategic Orientation, Service Innovation, and Performance,"  
Vol. 39, No. 4, pp. 282-300.

**\*\* Highly Commended Award 2000:**

Supply Chain Management: An International Journal, 1999

Theodore P. Stank, Patricia J. Daugherty, and Chad W. Autry

“Collaborative Planning: Supporting Automatic Replenishment Programs,”  
Vol. 4, No. 2, pp. 75-85.

**CLASSES TAUGHT:**

Academic Profession Seminar (Ph.D.)

Advertising/Sales Promotion

Business-to-Business Marketing (M.B.A.)

Current Issues in Logistics (M.B.A.)

Distribution Management/Channels

Emerging Topics in Logistics (M.B.A.)

Evolution of Logistics Thought (Ph.D.)

Logistics Management (undergraduate and M.B.A.)

Logistics/Supply Chain Management (M.B.A. and Ph.D.)

Marketing Management

Physical Distribution Management (undergraduate and M.B.A.)

Principles of Marketing

Principles of Transportation (undergraduate and M.B.A.)

Purchasing/Sourcing (M.B.A.)

Supply Chain Management

Strategic Logistics (undergraduate and M.B.A.)