**Mei Li, Ph.D**

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# EDUCATION

Doctor of Philosophy, Supply Chain Management, Arizona State University, Tempe, Arizona. 2011

# ACADEMIC EXPERIENCE

Assistant Professor of Supply Chain Management July 2013 – Present Department of Management

Mendoza College of Business, University of Notre Dame Notre Dame, IN

Assistant Professor of Supply Chain Management August 2011 – June 2013 Department of Management

College of Business and Economics, Lehigh University Bethlehem, PA

Research Assistant/Research Associate/Instructor August 2006 – June 2011 Department of Supply Chain Management

W. P. Carey School of Business, Arizona State University Tempe, AZ

# RESEARCH

**Research Interests**

My primary research interest is in service operations, especially in service outsourcing, both at triadic level as well as at the supply network level. My secondary research interest is in research methodology.

# Publications

Li, M, Huang, S., Liu, Y., Crossland, C. The Use of Sparse Inverse Covariance Estimation for Relationship Detection and Hypothesis Generation in Strategic Management. Forthcoming at *Strategic Management Journal (Special Issue on Research Method).*

Sivakumar, K., Li, M., & Dong, B. (2014). Service quality: the impact of frequency, timing, proximity, and sequence of failures and delights. *Journal of Marketing 78*(1), 41-58.\*

## \*Winner of the Best Services Article in 2014 Award by SERVSIG Group of American Marketing Association (AMA).

Li, M., Choi, T.Y., Rabinovich, E., and Crawford, A., 2013. Inter-customer interactions in self-service setting: Implications for perceived service quality and repeat purchasing intentions. *Production and Operations Management Journal* 22(4): 888-914.

Barratt, M., Choi, T. Y., and Li, M., 2011. Qualitative case studies in operations management: Trends and future research implications (1992-2007). *Journal of Operations Management* 29(4):329-342.\*\*

## \*\* Finalist for the Chan Hahn Best Paper Award by the Operation Management, Division of the Academy of Management Conference

Li, M. 2011. Benchmarking Report: Services Outsourcing and Bridge Transfer: A Social Network Perspective. CAPS Research.

Li, M. and Choi, T. Y., 2009. Triads in services outsourcing: Bridge, bridge decay and bridge transfer.

*Journal of Supply Chain Management* 45(3): 27-39.\*

Li, M., Wang, Y., 2010. Inventory: A Double Edged Sword in Supply Chain Management. In S. Lu (Series Ed.), Western Research in the Humanities and Social Sciences. Beijing, China: Renmin University Press.

# Manuscripts under Review

Li, M., Choi, T.Y., Sanders, N. The Intended and Unintended Drivers of Buyer-Supplier Collaboration: Strategic Model versus Trickle-down Model. Under review at *Decision Sciences Journal.*

Skilton, P., Bernardes, E., Li, M., Creek, S. How Does Position In Alliance and Competition Networks Influence Different Types of Product Market Entry? Under review at *Academy of Management Journal*.

Li, M., Angst, C., Skilton, P. Competition, Collaboration and Blended Networks: The Interplay of Network Structural Elements on Performance of U.S. Hospitals. Under review at *Strategic Management Journal*.

Li, M., Bernardes, E., Skilton, P., Giannoccaro, I. Something's Gotta Give-The Consequence of Financial Compression on Supply Network Structure. Target Journal: *Journal of Operations Management*

# Working Papers

Li, M. and Choi, T. Bridge Transfer and Service Outsourcing. Target for Resubmission at *Strategic Management Journal.*

Cho, B. Y., Park, K., Kim, D. and Li, M. The effects of outcome and behavior monitoring on outsourcing success for pure services and quasi-manufacturing services. Target Journal: *Journal of Operations Management*

Li, M., Choi, T.Y. Services Outsourcing Paradox: Giving away the core and keeping the non-core. Target Journal: *Journal of Supply Chain Management Review*

Dong, B., Li, M. To Trust, or not to Trust, that is the Question-A Cross-Cultural Study of the Drivers and Moderators of Trust Worthiness of Online Reviews. Target Journal: *Journal of Operations Management*

Li, M., Huang, S., He, Y. Emergent Behaviors in a Complex Network of Supply Chain Business Practices. Target Journal: *Journal of Operations Management.*

# Manuscripts in Progress

Li, M., Dong, B. Consumer’s Usage of Online Review: A Qualitative Approach

Li, M. Developing and Validating Field Measurement Scale for Bridge Transfer in Services Outsourcing Context.

Li, M., Choi, T.Y., and Li, S. Bridge, Bridge Decay and Bridge Transfer: A Stage Model.

Dong, B., Sivakumar, K., and Li, M. One Major Service Failure vs. Two Minor Service Failures-An Empirical Examination.

Li, M. and Guo, H. First Time's a Charm: An Investigation of Initial In-Game Purchase.

Li, M., Sivakumar, K. The More the Merrier only to a Point: A Conceptualization of Customer Use of Online Reviews.

# Conference Presentations

Li, M. Choi, T.Y., Sanders, N. The Intended and Unintended Drivers of Buyer-Supplier Collaboration: Strategic Model vs. Trickle-down Model. POMS 26th Annual Conference, Washington DC., May 2015

Li, M., Dong, B. To Trust, or not to Trust, that is the Question-A Cross-Cultural Study of the Drivers and Moderators of Trust Worthiness of Online Reviews. POMS 26th Annual Conference, Washington DC., May 2015.

Li, M., Bernardes, E., Skilton, P. Network Compressibility. Center for Supply Networks (CaSN) Conference, Phoenix, Arizona, March, 2015.

Skilton, P., Bernardes, E., Li, M. How Does Position In Cooperation And Competition Networks Influence Alliance Formation And Product Market Entry? Accepted for Presentation at 2015 Annual Meeting of the Academy of Management, Vancouver, Canada, August, 2015.

Li, M. The Outsourcing of Customer Facing Services: A Triadic Perspective, the Sixth Research Workshop on Supply Chain Integration and Service Innovation, South China University of Technology, Guangzhou, China, December, 2012.

Li, M. Bridge Transfer and the Outsourcing of Customer Facing Services: A Social Network Perspective, the Decision Sciences Institute, San Diego, California, November, 2010.

Li, M. Role of Transference in Inter-Firm Collaboration: Psychological Model versus Strategic Model, the Academy of Management Conference, Montreal, Canada, August, 2010.

Li, M. and Choi, T.Y. Impact of Bridge Transfer on Service Outsourcing: A Social Network Perspective, the Annual Meeting of the Decision Sciences Institute, New Orleans, November 2009.

Barratt, M., Choi, T.Y., and Li, M. Evolution of Inductive Case Studies in Operations Management, Best Paper Proceedings, the Annual Meeting of the Academy of Management, Philadelphia, August 2007.

Li, M. and Choi, T.Y. Service Outsourcing: Bridge Decay versus Bridge Transfer, the Annual Meeting of the Decision Sciences Institute, Phoenix, November 2007.

# COURSES TAUGHT

2013-Current University of Notre Dame, Notre Dame, IN.

BAMG 30700 Introduction to Process Analytics 2011-2012 Lehigh University, Bethlehem, PA.

SCM 340 Demand and Supply Chain Planning

SCM 186 Supply Chain Operations Management

2006-2011 Instructor/Research Associate/Teaching Assistant, Arizona State University, Tempe, AZ OPM 301 Global Operations Management

SCM 300 Global Supply Operations

SCM 502 Operations and Supply Management (Guest-lectured on Service Outsourcing)

SCM 502 Operations Management (Guest-lectured multiple sessions on Self- service Technology)

Global Executive MBA Class on Supply Chain Management offered in China. Served as a teaching assistant and performed real-time translation for all classes.

# EXPERIENCE IN BUSINESS AND INDUSTRY

2005 – 2006 Program Manager, China MBA Program, W.P. Carey School of Business, Arizona State University, Tempe, Arizona.

2003-2005 Global Program Manager, Supply Chain Operation IT, Global Operation IT Division (GOIT-SCIT), Hewlett-Packard Company, Houston, Texas.

2000-2003 Project Manager, Supply Chain Operations IT, Global Operation IT Division (GOIT- SCIT), Hewlett-Packard Company, Tempe, Arizona.

2000 Project Lead, Tax License Customs and Logistics (TLCL), Hewlett-Packard Company, Palo Alto, California

1999 Information Technology Process Engineer, Tax License Customs and Logistics (TLCL), Hewlett-Packard Company, Palo Alto, California.

# SERVICES

A member of the Review Board for the *Journal of Supply Chain Management*, 2015

Session Chair for “Behavior in Operations Management” at POMS 26th Annual Conference, Washington DC., May 2015

Ad hoc reviewer for the *Journal of Service Research*, 2014, 2015.

Ad hoc reviewer for the *Journal of Supply Chain Management*, 2013, 2014, 2015

Ad hoc reviewer for the *Production and Operations Management* Journal, 2012, 2015

Ad hoc reviewer for the *Journal of Operations Management*, 2009, 2010, 2011, 2012, 2013, 2015 Ad hoc reviewer for the *Decision Sciences Journal*, 2007, 2015

Student referee for selecting the 2008 *Journal of Operations Management* Best Paper Award. Reviewer for the Academy of Management Conference, 2010

Reviewer for the Decision Sciences Conference, 2010

# RESEARCH GRANTS, AWARDS AND HONORS

2015 Winner of the Best Services Article in 2014 Award by American Marketing Association (SERVSIG Group of AMA)

2015 Winner of the Research Grant Awarded by Center for Advanced Purchasing Studies (CAPS)-Principal Investigator

2014 Winner of the FRSP Initiation Grant Awarded by University of Notre Dame-Principal Investigator

2012 Winner of the Faculty Research Grant Awarded by Lehigh University-Principal Investigator

2011 Recognized as an “Outstanding Graduate Student” during University Wide Graduation Ceremony, Arizona State University.

2010 Winner of the Doctoral Grant Awarded by the Institute of Supply Management

2007 Finalist for the Chan Hahn Best Paper Award by the Operation Management, Division of the Academy of Management Conference

2006-2007 Winner of the Supply Chain Management Department Distinguished Doctoral Fellowship Award

2000-2003 Filed two software patents and designated as one of “HP Inventors”