

ANGELA L. JONES

Ph.D. Candidate

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EDUCATION:

Ph.D. Program (2012-Present) **Michigan State University** - East Lansing, Michigan

- Major: Logistics; Minor: Marketing
- Dissertation Committee: *Dr. Patricia J. Daugherty* (co-chair), *Dr. Stanley E. Griffis* (co-chair), *Dr. Judith M. Whipple*, and *Dr. Clay Voorhees*
- Dissertation: “*Customer Returns: Determinants and Consequences of the Returns Experience*”
- My three essay dissertation addresses consumer returns in multi-channel supply chains. I examine customer motivations to stay in the same mode or switch modes for returns and how perceptions of justice relate to satisfaction and attitudes toward the retailer.

M.B.A. (1997) **The Pennsylvania State University** – University Park, PA

- Logistics / MIS Concentration

B.S. (1994) **The Pennsylvania State University** – University Park, PA

- Major: Management Science and Information Systems
- Minor: Spanish

REFEREED JOURNAL ARTICLES:

Haozhe Chen, Patricia J. Daugherty, and Angela L. Jones, 2016. “Ensuring Returns Management Software Effectiveness through Joint Development Orientation,” Transportation Journal, Vol. 55, No. 1, pp. 1-30.

WORKING PAPERS:

“Customer Appraisals of Shipping Charge Fairness: Impact on Satisfaction, Repurchase Intentions, and Word of Mouth.” (with Stanley E. Griffis and Patricia J. Daugherty)

Overview:

Online retail shipping charges represent a substantial portion of customers’ total cost. Shipping charges have increased in recent years and online customers see these charges expressly displayed before placing an order. Perceptions of the fairness of these prices are believed to be a differentiator for online shoppers’ selection of a retailer and to influence subsequent purchase behavior. The focal study assesses shipping charge fairness upon outcomes in terms of customer satisfaction, repurchase, and positive word of mouth. Customer perceptions of fairness are found to influence satisfaction as well as willingness to repurchase and make positive referrals. Additionally, segmentation of customers based upon usage patterns, i.e. heavy users, may reveal different behavioral responses in terms of word of mouth and repurchase intention.

Status:

Undergoing revision based on comments from review at *Journal of Business Logistics*. To be submitted to *International Journal of Physical Distribution & Logistics Management* in May 2017.

“Does channel staying or switching moderate the relationship between customer experience and satisfaction, repurchase intentions, and positive word of mouth?” (with, Patricia J. Daugherty, Stanley E. Griffis, and Judith M. Whipple)

Overview:

In this research, we examine customer channel choice for retail returns. Retailers are increasingly offering more ways for customers to shop and interact through different channels, including options for returning product through different channels. Some consumers choose to stay in the same channel when returning product, while others choose to switch channels. Survey research is conducted to analyze how differences between consumers staying in the same channel or switching channels for returns influences how the retailing experience relates to customer satisfaction and behavior.

Status:

Data collection and analysis completed. To be submitted to *Journal of Business Logistics* in Summer 2017.

“How do perceptions of justice relate to returns and customer satisfaction?” (with, Stanley E. Griffis, Patricia J. Daugherty, and Clay M. Voorhees)

Overview:

This research is focused on the effects of interpersonal and informational justice. The broadened base of interactions between consumers and retailers across multiple channels makes it is important to understand how multichannel interactions impact the customer and their perceptions of service. A focus on interpersonal and interactional justice provides insight into the way that customers perceive that they are treated and provided with information through interactions with the retailer. We conduct a scenario based experiment to investigate how perceptions of justice relate to satisfaction and attitudes toward the retailer.

Status:

Data collection and analysis completed. To be submitted to *Journal of Business Logistics* in Fall 2017.

ACADEMIC EXPERIENCE:

Fall 2012 - Present Research Assistant (advisor: Patricia J. Daugherty and Stanley E. Griffis)
Michigan State University

Fall 2013, 2014, 2015 Course Instructor: SCM 373-Logistics & Transportation Mgmt (48 students)
Michigan State University

Spring 2013 Teaching Assistant: SCM 303 – Introduction to Supply Chain Management
(advisor: M. Bixby Cooper) **Michigan State University**

BUSINESS EXPERIENCE:

United Stationers *Merchandising Operations Manager-* Deerfield, IL

OfficeMax *Manager, Operations Process-*Naperville, IL

Sears Logistics Services *Management roles for ecommerce logistics operations, supply chain
network design, transportation systems projects -Hoffman Estates, IL
Furniture Distribution Center Manager-Melrose Park, IL*

General Electric *Management Information Systems-*Erie, PA

CONFERENCES:

Co-Presenter (with Patricia J. Daugherty and Haozhe Chen):
2013 CSCMP Educators Conference- topic: Reverse Logistics Capability.

Logistics Doctoral Symposium
Iowa State University (April 2014)
Arizona State University (February 2015)
Michigan State University (April 2016)

PhD Project Doctoral Student Association Conference (2012 - 2016)

SERVICE:

2013-2014 One Million Degrees Coach/Mentor for students interested in supply chain careers
2015-2016 Treasurer, Association of Future Business Researchers

PROFESSIONAL ASSOCIATION MEMBERSHIPS:

Council of Supply Chain Management Professionals
The PhD Project Doctoral Student Association

List of References

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