

SRIRAM NARAYANAN

Eli Broad Professor in Supply Chain Management

Department of Supply Chain Management

Broad College of Business

Michigan State University

East Lansing, MI-48824

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ACADEMIC POSITIONS HELD

- 2022 March - Founding Director, Center for Ethical and Socially Responsible Leadership
Eli Broad College of Business, Michigan State University
- 2023 August - **Professor (with Tenure)**
Eli Broad Professor in Supply Chain Management
Michigan State University, Department of Supply Chain Management
East Lansing, MI
- 2019 July - **Professor (with Tenure)**
2023 August Kessler Family Endowed Faculty Fellow in Supply Chain Management
Michigan State University, Department of Supply Chain Management
East Lansing, MI
- 2015 - Visiting Scholar, UNC Kenan-Flagler Business School, UNC Chapel Hill
(July-December)
- 2013 - 2019 **Associate Professor (with Tenure)**
Kessler Family Endowed Faculty Fellow in Supply Chain Management
Michigan State University, Department of Supply Chain Management
East Lansing, MI
- 2007 – 2013 **Assistant Professor**
Michigan State University, Department of Supply Chain Management,
East Lansing, MI

EDUCATION

- 2007 **University of North Carolina at Chapel Hill**
Ph.D. in Business Administration
- 2000 **University of Delhi, India**
Master of Business Administration
- 1996 **University of Delhi, India**
Bachelor of Engineering – Mechanical Engineering

INDUSTRY EXPERIENCE

- 2000- 2002 HCL Technologies Limited, Chennai, India: *Assistant Manager*
Led a team of 10 engineers performing verification testing on a systems software product
- 1996-1998 Maruti Udyog Limited (Joint Venture between Suzuki Motor Corporation, Japan and The Government of India) *Purchase Executive*
Planned sourcing strategy, managed logistics of incoming supplies, implemented vendor development initiatives, cost reduction initiatives and performed pricing negotiations

RESEARCH INTERESTS

Productivity and innovation in supply chains; buyer-supplier relationships; socially responsible (inclusive) operations; Design Thinking and Product Innovation; technology management and digital operations; healthcare Operations and retail operations.

HONORS AND AWARDS

- Eli Broad Professor in Supply Chain Management, 2023
- Research Advisory Board for Center for Advanced Studies in Management and Economics (CEFAGE), University of Evora, Portugal, 2023
- Responsible Research in Business Management, Honor Roll Mention, 2022
- Journal of Operations Management Jack Meredith Best Paper Award 2022
- Journal of Operations Management Jack Meredith Best Paper Award 2021, Honorable Mention
- Senior Strategic Review Board, Journal of Operations Management
- Distinguished Service Award from Journal of Operations Management, and Founding Department Editor.
- Michigan Rehabilitation Services (MRS) Champion Award for being a statewide partner. 2021.
Worked on Creating the Abilities, Opportunities and Future of Work Podcast – focused on shedding light on disability employment issues.
- Fellow, Center for Research in Autism, Intellectual, and other Neurodevelopmental Disabilities (C-RAIND), Michigan State University
- John D. and Dorothea J. Withrow Endowed Emerging Research Scholar Award, 2018. (*Recognition: Outstanding Teacher-Scholar and All-Round contributions to the Broad College of Business*)
- Distinguished Partnership Award for Community-Engaged Service, Michigan State University, 2018
- Kessler Family Endowed Faculty Fellow in Supply Chain Management, 2017
- Distinguished Service Award, Decision Sciences Institute, India Chapter, 2016
- Outstanding Senior Editor Award, *Production and Operations Management Journal*, 2016

Finalist for the Davidson Best Paper Award, *Journal of Retailing*, 2015

Broad Integrative Fellow, 2014 -2015 – *This is a Fellowship at the Broad College level where faculty from different departments convene to discuss issues related to integrative teaching.*

Nominated by the Department of Supply Chain Management, Broad College of Business for the John D. and Dorothea, J. Withrow Endowed Emerging Scholar Award, 2010; 2013. (*Recognizing Outstanding Teacher-Scholars in the College*)

Lilly Teaching Fellow, 2013-2014: *This is a University-wide fellowship offered to select outstanding teaching faculty who are focused on innovation in their classrooms. (Offered to 7 faculty university-wide through a competitive process)*

Nominated by the Department of Supply Chain Management, Eli Broad College of Business for university wide teacher-scholar award, 2010 (*This is a university-wide teacher scholar award for those demonstrating outstanding teaching and scholarship abilities*)

Outstanding Reviewer Award, *Decision Sciences Journal*, 2013

Best reviewer award, *Journal of Operations Management*, 2009

PUBLICATIONS IN PRINT/PRESS – PEER REVIEWED PUBLICATIONS

1. Cole, Dustin, Sriram Narayanan and Shawnee Vickery (2023) “Does Leader Disability Status Improve Operational Outcomes of Workers with a Disability? A Detailed Empirical Analysis in an Apparel Context” (Forthcoming: *Journal of Operations Management*)
2. Awaysheh, Amrou; Sriram Narayanan, Brian Jacobs (2023) "Learning to Reduce Industrial Water Consumption" (Forthcoming: *Production and Operations Management Journal*)
3. Ying Zhang, Sriram Narayanan, Tharo Soun, Kalyanmoy Deb and Dustin Cole (2023) “Inclusive Manufacturing: Maximizing Disability Diversity, Cultural Diversity and Productivity” *Production and Operations Management Journal*, 32(12) 3783-3800. *Lead Article for the Issue*
4. Zhang, Chun, Lei Wang and Sriram Narayanan (2023) “The Bright Side of Trust-less Relationships: A Dyadic Investigation of the Role of Trust Congruence on Supplier Knowledge Acquisition Across Borders” *Journal of Operations Management*, 69(7) 1042-1064.
5. Cole, Dustin, Sriram Narayanan, Elizabeth Connors, Meenu Tewari and Kyle Onda (2023) “Water Stress: Opportunities for Supply Chain Research” (Forthcoming - *Production and Operations Management Journal*).
6. Kraude, Richard., Sriram Narayanan, Srinivas Talluri (2022) “Evaluating the Performance of Supply Chain Risk Mitigation Strategies: A Holistic Frontier Methodology,” *European Journal of Operational Research*, 303(3) 1168-1182.
7. Srinivasan, R. Maneesh Kumar, Sriram Narayanan and Tyson Browning (2022) “The Big Pivot” *Supply Chain Management Review*, January-February, 38-41.
8. DeCampos, Hugo, Sriram Narayanan and Claudia Rosales (2022) “Supply Chain Horizontal Complexity and the Moderating Impact of Inventory Turns: A Study of the Automotive Component Industry” *International Journal of Production Economics*. 245, p.108377.

9. Choi, Thomas, Sriram Narayanan, David Novak, Jan Olhager, Jih-Biing Sheu and Frank Wiengarten (2021) “Managing Extended Supply Chains” *Journal of Business Logistics*, 42(2), 200-206.
Wiley Top Cited Article Among work published in an issue between 1 January 2021 – 15 December 2022
10. Srinivasan, Ravi, Adrian Choo, Sriram Narayanan, and Soumodip Sarkar (2021) “Knowledge sources, innovation objectives, and their impact on innovation performance: Quasi-Replication of Leiponen and Helfat (2010)” *Strategic Management Journal*, 42(11), 2104-2136.
11. Choo, Adrian, Sriram Narayanan, Ravi Srinivasan, and Soumodip Sarkar (2021) “Introducing goods innovation, service innovation, or both? Investigating the tension in managing innovation revenue streams for manufacturing and service firms,” *Journal of Operations Management*, 67(6), pp.704-728.
 - *Winner of the Jack Meredith Best Paper Award 2022.*
12. Narayanan, Sriram, Shawnee Vickery, Matthew Castel, Mariana Nicole and Micheal McLeod (2021) “The effects of lean implementation on hospital financial performance” *Decision Sciences Journal*, 53(3) 557-577.
13. Narayanan, Sriram and Edward Terris (2020) “Inclusive Manufacturing: The impact of Disability Diversity on Productivity in a Work Integration Social Enterprise,” *Manufacturing & Service Operations Management*, 22(6) 1107-1286 – Lead Special Issue Article.
 - Paper selected for inclusion in the Responsible Research in Business Management Honor Roll for science that creates a “credible impact on society.”
 - Article was featured by Diversity Inc. Best Practices <https://tinyurl.com/y5t4xaxk>
 - Article Featured by MSU Today <https://tinyurl.com/y6xt5nt8>
 - Article Invited for a Blog Post by M&SOM <https://tinyurl.com/y5t4xaxk>
 - Article Featured by Kanarys <https://tinyurl.com/y4qtoj19>
 - Article Featured by Disability Connect, South Africa <https://tinyurl.com/yvvyvwao>
14. Kumar, Subodha, Sriram Narayanan, and Fabrizio Salvador (2020) “Innovation in supply networks: A research framework and roadmap” *Journal of Operations Management*, 66(7-8), 754-767. – Listed in Order of Last Names. – *Lead article for the Edited Special Issue on Innovation in Supply Networks*
15. Kim, MK, Sriram Narayanan, and Ram Narasimhan (2020) “Supply Network Architecture and its Contingent Impact on Innovation Performance: A Field Study” *International Journal of Production Economics*, 224, 107551.
16. Narayanan, Sriram, Sridhar Balasubramanian, Jayashankar M. Swaminathan and Ying Zhang (2020) “Managing Uncertain Tasks in Technology-Intensive Project Environments: A Multi-Method Study of Task Closure and Capacity Management Decisions,” *Journal of Operations Management*, 66(3), 260-280. (*Lead Article*)
 - *Honorable Mention, Jack Meredith Best Paper Award 2021*
17. Narayanan, Sriram, Ed Terris, and Arjun Sharma (2019) “Abilities-first: Steps to create a human-centric, inclusive supply chain” *Supply Chain Management Review* (November/December) 34-41.

- The article was featured as a podcast one year after the print in 2021
<https://tinyurl.com/yyjrfgk2>
18. Kraude, Richard, Sriram Narayanan, Srinivas Talluri, Prakash Singh and Takehisa Kajiwara (2018) “Cultural Challenges in Mitigating International Supply Chain Disruptions,” *IEEE Transactions of Engineering Management Review* 46(1) 98-105.
 19. Narayanan, Sriram, Carlos Mena, and Riyaz Gilani (2018) “Creative procurement: Walking the talk,” *Supply Chain Management Review* (July/August) 20-25.
 - This article was reprinted in an online edition of “Moving Procurement Forward” produced by Avetta, focused on procurement in digital age. <https://tinyurl.com/yygvv5oo>
 20. Srinivasan, Ravi, Sriram Narayanan and Ram Narasimhan (2017) “An investigation of justice, conflict and moderating effects of supplier autonomy and cultural distance in outsourcing relationships,” *IEEE Transactions of Engineering Management* 65(1) 6-20.
 21. Jacobs, Brian, Richard Kraude and Sriram Narayanan (2016) “Operational productivity, corporate social performance, financial performance, and risk in manufacturing firms,” *Production and Operations Management Journal* 25(12) 2065-2085.
 22. Narayanan, Sriram (2016) “Transferring Knowledge Strategically,” *Inside Supply Management* (August) 34-35
 23. Narayanan, Sriram, Yu Huang and Thomas Choi (2016) “Know What’s in the Cloud,” *Inside Supply Management* (January-February) 30-31.
 24. Narayanan, Sriram, Vallabh Sambamurthy and Thomas Choi (2016) “Getting Value from the Cloud,” *Supply Chain Management Review*, (September/October) 38-43.
 25. Yildiz, Hakan, Scott DuHadway, Sriram Narayanan and Ram Narasimhan, (2016) “Production Planning Using Evolving Demand Forecasts in the Automotive Industry,” *IEEE Transactions on Engineering Management* 63(3) 296-304.
 26. Schoenherr, Tobias, Sriram Narayanan and Ram Narasimhan (2015) “Trust formation in outsourcing relationships: A social exchange theoretic perspective,” *International Journal of Production Economics* 169 401-412.
 27. Narayanan, Sriram, Ram Narasimhan and Tobias Schoenherr (2015) “Assessing the contingent effects of collaboration on agility performance in buyer–supplier relationships,” *Journal of Operations Management* 33-34 140-154.
 28. Sridhar, Shrihari, Sriram Narayanan and Raji Srinivasan (2014) “Dynamic relationships among R&D, advertising, inventory, and firm performance,” *Journal of the Academy of Marketing Science* 42(3) 277-290.
 29. Narayanan, Sriram and Ram Narasimhan (2014) “Governance choice, sourcing relationship characteristics and relationship performance,” *Decision Sciences Journal* 45(4) 717–751.
 30. Narasimhan, Ram, Sriram Narayanan, and Ravi Srinivasan (2013) “An Investigation of Justice in Supply Chain Relationships and their Performance Impact,” *Journal of Operations Management*, 31(5) 236-247.

31. Narasimhan, Ram and Sriram Narayanan (2013) "Perspectives on Supply Network-enabled Innovation," *Journal of Supply Chain Management* 49(4) 27–42.
32. Narayanan, Sriram, Jayashankar M. Swaminathan and Srinivas Talluri (2013) "Knowledge Diversity, Turnover, and Organizational-Unit Productivity: An Empirical Analysis in a Knowledge-Intensive Context," *Production and Operations Management Journal* 23(8) 1332-1351 (In order of last names)
33. Raji Srinivasan, Sridhar Shrihari, Sriram Narayanan and Debika Sihi (2013) "Effects of opening and closing stores on chain retailer performance," *Journal of Retailing* 89(2) 126-139 (*Equal Authorship*)
 - This study was featured in the Strategy + Business Blog of Booz Allen Hamilton <http://www.strategy-business.com/article/re00241> and MSU Today, <http://msutoday.msu.edu/news/2013/for-retailers-closing-stores-may-boost-value/>
 - The article was a finalist for the Davidson Award, 2015, for the best Paper published in the Journal.
 - A story based on the article was also featured on NPR <http://www.marketplace.org/shows/marketplace-tech/marketplace-tech-monday-january-19-2015> on January 2015.
34. Lahiri, Nandini and Sriram Narayanan (2013) "Vertical Integration, Innovation and Alliance Portfolio: Implications for Firm Performance," *Strategic Management Journal* 34(9) 1042-1064.
35. Jayaraman, Vaidy, Sriram Narayanan, Yadong Luo and Jayashankar Swaminathan (2013) "Offshoring Business Process Services and Governance Control Mechanisms in Emerging Markets: An Examination of Service Providers from India," *Production and Operations Management Journal* 22(2) 314–334.
36. Narayanan, Sriram, Vaidy Jayaraman, Yadong Luo and Jayashankar M. Swaminathan (2011) "The Antecedents of Process Integration in Business Process Outsourcing and its Effect on Firm Performance," *Journal of Operations Management*, 29(1-2) 3-16 (*Lead Article*).
37. Narayanan, Sriram, Sridhar Balasubramanian and Jayashankar M. Swaminathan (2011) "Managing Outsourced Software Projects: Antecedents of Project Performance and Customer Satisfaction," *Production and Operations Management Journal* 20(4) 508–521.
38. Narasimhan, Ram, Sriram Narayanan (2009) "In Search of Outsourcing Excellence," *Supply Chain Management Review*, March, 36-42.
39. Narayanan, Sriram, Sridhar Balasubramanian and Jayashankar M. Swaminathan (2009) "A Matter of Balance: Specialization, Task Variety, and Individual Learning in a Software Maintenance Environment," *Management Science* 55(2) 1861-1876.
40. Narayanan, Sriram, Ann Maruchek and Robert Handfield (2009) "Electronic Data Interchange: Meta - Analysis, Research Review and Future Directions," *Decision Sciences* 40(1) 121-163.
41. Narasimhan, Ram, Sriram Narayanan and Ravi Srinivasan (2009) "Explicating the Mediating Role of Integrative Supply Management Practices in Strategic Outsourcing: A Case Study Analysis," *International Journal of Production Research* 48(2) 379-404.

42. Talluri, Srinivas, Shawnee Vickery and Sriram Narayanan (2008) “Optimization Models for Buyer-Supplier Negotiations,” *International Journal of Physical Distribution and Logistics Management* 38(7) 551-561.

REPORTS, BOOK CHAPTERS AND OTHER PUBLICATIONS

1. Ratcliffe, A., Kumar, M., & Narayanan, S. 2021. Effective Integration of Lean Operations and Industry 4.0: A Conceptual Overview. In S. Bali, S. Aggarwai and S. Sharma (Eds.), *Industry 4.0 Technologies for Business Excellence: Frameworks, Practices, and Applications*. UK: CRC Press.
2. Narayanan, Sriram, Ed Terris and Dustin Cole. 2021 “Disability Inclusion in Operations,” Forthcoming in *Responsible Business Operations*, Editors: Jayashankar Swaminathan and Vinayak Deshpande, p. 115-135. Springer, Cham.
3. Griffis, Stanley, Sriram Narayanan, Vedat Verter, Judith Whipple, Brent Ross, Trey Malone, and Aleks Schaefer (2020) »Supply Chain Resiliency: Post Pandemic Outlook for the Agri-Food Industry« White paper prepared for MSU College of Business and MSU College of Agricultural and Natural Resources.
4. Srinivasan, Ravi, Maneesh Kumar and Sriram Narayanan (2020) “Human resource management in an Industry 4.0 era: A Supply Chain Management Perspective,” In Thomas, Choi., Julie, Juan Li., Dale, Rogers., M Johnny, Rungtusanatham., Tobias, Schoenherr., Stephan, Wagner. (Eds.), “The Oxford Handbook of Supply Chain Management”, Oxford University Press (Book Chapter)
5. Narayanan, Sriram, and Arjun Sharma (2020) “Industry 4.0 applications in employing individuals with disabilities” – Project Report Submitted to Peckham Inc.
6. Narayanan, Sriram, and Joe Sandor (2017) “Inquire your supplier?” *E3 Newsletter, Institute of Supply Management*, November/December, 5(6). (**Invited article**)
7. Narayanan, Sriram, Yu Huang and Thomas Choi (2016) “Focus Study: Sourcing Cloud-based Services,” A Detailed Practitioner White Paper oR2 -n Sourcing Cloud-based services published by CAPS Research, Arizona.
8. Closs, David, Sriram Narayanan, Hakan Yildiz (2014) “Fundamentally Different: Competencies for Managing Contingent Talent,” *Kelly Outsourcing and Consulting Group*, White Paper.
9. Narasimhan, Ram, Sriram Narayanan and Tobias Schoenherr (2010) “In Search of Outsourcing Excellence: Characteristics and Traits of Sourcing Engagements: A Multi-Industry Study of Outsourcing Practices An executive brief to practicing managers, ” Michigan State University White Paper.
10. Joy, Lois, Nancy Carter, Harvey Wagner and Sriram Narayanan (2007) “The Bottom Line: Corporate Performance and Women’s Representation on Boards: Examining the linkage between gender diversity and corporate performance,” *Catalyst (a non-profit organization dedicated to expanding opportunities for woman and business)* – (Research report for a non-profit)
 - This report has received several practitioner and popular press citations in multiple outlets including *Forbes*, *Fortune*, *Reuters*, www.marketwatch.com among several others.
11. Narayanan, Sriram (2011) “Dead Ringers: How Outsourcing is Changing the Way Indians Understand Themselves,” *Administrative Science Quarterly*, 56(3) 480-484. (**Invited book review**)

12. Narayanan, Sriram and Jayashankar M. Swaminathan (2007) “Information Technology Offshoring to India: Pitfalls, Opportunities and Trends,” *New Models of Firm's Restructuring after Globalization*, edited by Janez Prasnikar and Andreja Cirman, 327-345, 2007. (translated in Slovenian language). (*Book Chapter*)

WORKING PAPERS (UNDER REVIEW/REVISION)

AVAILABLE ON REQUEST

RESEARCH GRANTS - FUNDED

2023: Co-Principal Investigator, \$1,999,188 “Improving Disability Inclusion in the Workforce Through Assessment and Augmentation of Individual Abilities and Workflow Redesign in Real-World Contexts” National Science Foundation.

2022: Co-Principal Investigator, \$499,786 “Exploring the school food system landscape in Michigan to improve meal quality” – Michigan Health Endowment Fund – Collaboration with Michigan Public Health institute, Center for Regional Food Systems at MSU, and the Michigan Department of Education.

2022: Principal Investigator, \$46,000 “Abilities, Opportunities, and Future of Work” Conference funded by the National Science Foundation” – Collaboration with Peckham, State of Michigan and other faculty members at MSU.

2022: Co-Principal Investigator, \$5,00,000 “Empowering Individuals with Disability in Employment Settings: An Ability-First Human-Centric Approach” Strategic Partnership Grant, Michigan State University (Funded) – Includes Matching Grants of \$50,000 each from Peckham Inc. and Source America.

2021: Principal Investigator, \$200,000: The Alliance for African Partnership Research Grant (Implementing an Africa-Asia Business Partnership Forum Using Trans-Local Networks and Transdisciplinary Approaches, with 2 co-PIs), 2021

2021: Principal Investigator, \$ 4,900/- Asian Studies center for A Study of Women Microenterprises (MEs) of Kudumbashree Programme, Kerala.

2019: Principal Investigator, \$ 5,000/- C-RAIND – Michigan State University: To study approaches to employ individuals with disabilities in work environments.

2018/2019: co-Principal Investigator, \$ 10,000/- Asian Studies Strategic Partnership Grants MSU Center for International Development, for conducting an apparel conference in South Asia.

2018: Principal Investigator, \$ 5,000/- from Peckham Inc., for studying Industry 4.0 applications in employing individuals with disabilities.

2016: Principal Investigator, \$ 25,000/- from Peckham Inc., towards conducting follow up studies and data collection for the study that was done in 2015.

2016: \$1,789/-, Professional Development Grant MSU CIBER.

2015: \$ 25,000 from Peckham Inc., towards studying the influence of workforce diversity on employee productivity.

2015: \$ 50,000/- from the Center of Advanced Purchasing Studies, for a sponsored research study on state of cloud-sourcing.

2014: \$ 16,416/-, F. Edward and Carol J. Lake Faculty Excellence Fund.

2013: \$ 2,000/-, Professional Development Grant from MSU CIBER.

2012: \$ 33,765/-, From Kelly Services Inc for studying competencies in service supply chains (With David Closs and Hakan Yildiz).

2012: \$ 11,500/-, From Kelly Services Inc for studying response times in staffing supply chains (With David Closs and Hakan Yildiz).

2012: \$ 14,900/-, Summer Research Grant from the Broad College of Business.

2011: \$ 14,400/-, Summer Research Grant from the Broad College of Business.

2010: \$2,500/-, from MSU CIBER for studying “Innovation in the Global Software Industry”

2009: \$1,000/-, Professional Development Grant MSU CIBER: This grant was provided to attend an invited conference of 40 attendees to the first conference on Technology and Innovation Management at the London Business School.

2008: \$1,000/-, from MSU CIBER for a project on “Agility in Outsourcing”: This grant resulted in two publications that are part of a large-scale project on study of outsourcing.

EDITORIAL RESPONSIBILITIES

Associate Editor: Service Science, an INFORMS Journal (August 2021- Present)

Co-Department Editor: *Decision Sciences Journal* (October 2020-)

Founding Department Editor, *Journal of Operations Management*

Special Issue Editor: *Journal of Operations Management* on Innovation in Supply Networks

Guest Editor, *Journal of Business Logistics*, Special Topics Forum on Managing Extended Supply Chains, 2017-Present

Associate Editor: Service Science (2021-Present)

Associate Editor: *Manufacturing Service and Operations Management* (2020-Present)

Associate Editor: *Management Science* (2018- 2022)

Co-Department Editor: *Journal of Operations Management* (September 2015- December 2021)

Associate Editor: *Journal of Operations Management* (2014-August 2015)

Associate Editor: *Decision Sciences Journal* (2013 – 2020)

Senior Editor: *Production and Operations Management* (2012 – present) – Supply Chain Management

Senior Editor: *Production and Operations Management* (2015 – 2020) – Industry Studies and Public Policy

Editorial Review Board: *Journal of Business Logistics* (2018 – Present)

Editorial Review Board: *Journal of Operations Management* (2010 – 2014)

Editorial Review Board: *IEEE Transactions of Engineering Management* (2010 – present)

Editorial Review Board: *International Journal of Integrated Supply Management* (2012 – present)

SERVICE TO PROFESSIONAL SOCIETIES

Leadership positions

- Member, Nominating Committee, Decision Sciences Institute, 2023
- Co-organizer for the “First South Asian Conference on Sustainability in Textile and Apparel Industry” Organized in Partnership between Michigan State University and Prem

Jain Memorial Trust, in partnership with School of Planning and Architecture, Delhi;
Lady Irwin College, Delhi; LABS powered by IDH and Ellapad, Bangladesh

- Conference was widely covered in the Indian Local Press such as Hindustan Times, Times of India, and Deccan Herald.
- Co-organizer Co-Chair, Doctoral Consortium for Decision Sciences Institute Annual Conference, Chicago, IL, 2018
- Track Chair for the Quality Management Track for the Decision Sciences Institute Annual Conference, Chicago, IL, 2018
- Vice-president, Professional Development, Decision Sciences Institute (Elected Board Position) – 2017-2019
- Chair, Emerging Economies Doctoral Student Award, Production and Operations Management Annual Conference, 2018.
- International Conference Chair, DSI India Conference 2018.
- Decision Sciences Institute, India Chapter, Board Member, 2016-Present
- Decision Sciences Institute, Marketing Committee, 2016-2018
- Track Chair for the Product Innovation Track for the Decision Sciences Institute Annual Conference, Austin, TX, 2016
- Co-Program Chair, POMS Annual Conference, Orlando, May 2016
- Vice President, Membership, POMS India Chapter, 2015-Present
- Vice President, POMS College of Behavioral Operations, Elected Position (2015- 2016)
- Track Chair for the Lean and Six Sigma Track, Decision Sciences Annual Meeting, Seattle, 2015
- Vice President, Membership, POMS India Chapter (2015-Present), On the India Chapter Board
- Proceedings Editor, POMS Annual Meeting, DC, 2015
- Proceedings Coordinator, POMS Annual Meeting, Atlanta, 2014
- Co-associate program chair for the Decision Sciences Annual Meeting, 2014
- Track Chair for the Service Management Track, Decision Sciences Annual Meeting, Baltimore, 2013
- Coordinator for Instructional Innovation Awards Competition, Decision Sciences Annual Meeting, San Francisco, 2012
- Track Chair for the Product Innovation and technology Management, POMS Annual Meeting, Chicago 2012
- Co-Chair for the Future Academician Colloquium, INFORMS Annual Meeting, Charlotte 2011
- Associate Editor: Academy of Management Conference, Operations Management Division, 2010
- Proceedings Coordinator for the Decision Sciences Annual Meeting, San Diego 2010

Competition reviewing/Judge

- Chair, Emerging Economy Doctoral Student Award for Production and Operations Management Annual Conference, 2018.
- Reviewer, 2017 Elwood Buffa S. Buffa Doctoral Dissertation Competition for the Decision Sciences Institute Annual Conference, 2017.
- Judge for the 2016 Elwood S. Buffa Doctoral Dissertation Competition for the Decision Sciences Institute Annual Conference, 2017.
- Reviewer, Production and Operations Management Student Paper competition, 2016
- Reviewer, Production and Operations Management Student Paper competition, 2015
- Reviewer, Production and Operations Management Student Paper competition, 2014
- Judge for the DSI Instructional Innovation Award, Decision Sciences Annual Meeting, Baltimore, 2013
- Reviewer for the Best Paper Award, Decision Sciences Annual Meeting, Baltimore, 2013
- Judge for the 2011 Elwood S. Buffa Doctoral Dissertation Competition for the Decision Sciences Institute Annual Conference

Other service to societies

- Panelist at the 12th India Decision Sciences Institute conference on a session on *Applying Decision Sciences for Creating Inclusive Environment*, IN, December 27th 2018.
- Panelist in the doctoral consortium at the 12th India Decision Sciences Institute conference on *Enhancing Teaching & Learning Effectiveness*, Mumbai, IN, December 27th 2018.
- Conducted a workshop on Field-based research at the India Decision Institute Conference organized at Indian Institute of Management, Trichy, December 27-30, 2017.
- Conducted a workshop at the doctoral colloquium at the India Decision Institute Conference organized at Indian Institute of Management, Trichy, December 27-30, 2017, on planning a research and teaching career.
- Part of the panel at Junior faculty Consortium at the Decision Sciences Annual Conference, San Francisco, November 21-24, 2015. Participated in a panel discussion on “Learning from the Rising Stars: How to not only make tenure, but to become a prolific scholar.”
- Part of the mentoring team to Junior faculty at the Academy of Management Conference, Vancouver, August 7-10, 2015. Also participated in a panel discussion on “Career Issues for New Faculty and Doctoral Students.”
- Participated as Mentor to students at the Doctoral Consortium, Production and Operations Management Conference, 2015, Washington DC.
- Organized a Professional Panel on “In Pursuit of Lean - Why isn't it more prevalent?” at the Decision Sciences Institute Annual Conference, 2014, Tampa, FL, USA. Panelists included leading academics, practitioners and consultants.
- Conducted a session on Scholarship of Teaching and Learning at the doctoral consortium at POMS-NITIE Annual conference, December 18-20, 2014, Mumbai, India.
- Participated on one-on-one mentoring sessions to doctoral students at the POMS-NITIE Annual conference, December 18-20, 2014, Mumbai, India.

- Participated as a panelist in the Decision Sciences Annual Conference, Junior Faculty Consortium, 2014.
- Technology Coordinator, *Journal of Operations Management* (2013-Present) – My role involves improving the internet presence of the Journal and thinking new ways of engaging the journal stakeholders
- Member, Programs and Meetings Committee, Decision Sciences Society (2012-2013)
- Information Technology Committee, Decision Sciences Institute (2011- 2012)

DEPARTMENT, COLLEGE AND UNIVERSITY SERVICE

Department Service

- Reading Committee Chair, 2021
- Faculty Advisor for MBA Students participating in the Texas Christian University Case Competition, February 2021.
- Director, Operations and Sourcing Management Doctoral Program.
- Member hiring committee – Analytics and Operations searches.
- Faculty Advisor for MBA Students participating in the Texas Christian University Case Competition, February 2020.
- Faculty Advisor for MBA Students participating in the Texas Christian University Case Competition, February 2019.
- Member, Hiring Committee for Department Chair, 2018.
- Chair, Undergraduate Curriculum Committee, 2018.
- Faculty Advisor for MBA Students participating in the Texas Christian University Case Competition, February 2018.
- Member, Department Advisory Committee, 2017-present.
- Hiring Committee for Fixed-term faculty, Department of Supply Chain Management, 2017
- Member, Teaching Advisory Committee, 2017.
- Director, Undergraduate Supply Chain Challenge, Department of Supply Chain Management, 2017.
- Faculty Advisor for MBA Students participating in the Texas Christian University Case Competition, February 2017 – Team won the 4th Prize.
- SCM Undergraduate Course Review Committee, 2017
- Reappointment committee for Department Chair, 2015.
- Member of Operations Management position search committee, 2015.
- Member of Undergraduate curriculum committee, 2014
- Member of External Benchmarking Committee, 2013
- Member of Departmental Strategy Core Committee, 2013

- Search Committee Member for Supply Chain Faculty, 2013, 2014
- Member of Undergraduate Curriculum Committee, 2012 - 2014
- Member of committee on competitive mapping of the supply chain department, 2012
- Member of faculty merit raises evaluation policy review committee, 2010

College service

- Graduate education mentoring liaison for Broad College of Business with the Graduate School, Michigan State University.
- College Strategic Planning Research sub-committee, 2019.
- Organizing Committee Member, Additive Manufacturing Symposium, to be organized in September 23-25th 2018 – Jointly Organized by the College of Engineering and College of Business, Demmer Center of Business Transformation.
- Judge for the MBA Extreme Green Business Pitch Competition, 2017 and 2018.
- Faculty Lead for Innovation Interest Area, MBA Full-Time Program.
- Worked on setting up the program for PGEMP – Executive Education Program for SP Jain Institute of Management, 2017.
- Master’s Program Committee, 2017
- Advisory Committee, Center for Business and Social Analytics, Broad College of Business, (2016- Present)
- Academic Director, MSU-SP Jain Post Graduate Program in Management, 2016- Present
 - Responsible for designing the program structure for the three week visit of SP Jain Institute of Management and Research MBA students to MSU.
- Member Undergraduate Program Committee, 2012- 2016
- Member of the College Technology Committee, 2010-2011
- Participant in the new faculty orientation for 2012 at the Broad College

University service

- Provost Search Committee, 2019.
- Local Organizing Chair, Evolutionary Multi-Objective Optimization (EMO) 2019 conference held at Michigan State University organized by the EMO society.
- Member of search committee for the Director of Work-Life Balance at MSU, 2015.
- Panelist at the Survive and Thrive Workshop organized by the MSU Office of the Faculty and Organizational Development, 2014
- Member of the MSU Alumni Club of Mid-Michigan Quality in Undergraduate Teaching Award Committee, 2014
- University Grievance hearing Panel, 2015.

OTHER SERVICE OF NOTE

- Member of Executive Steering Committee, Michigan Bridge Academy.
- Worked to create the Production and Operations Management Society Podcast Service.
- Co-Founder: *Abilities, Opportunities and Future of Work Podcast* – a podcast started in collaboration with Michigan Rehabilitation Services and Eli Broad College of Business to further disability employment.
 - <https://soundcloud.com/user-425986640-288441195>

EXTERNAL SPEAKING INVITATIONS

Invited Research Seminar, University of Maryland, USA, March, 2024

Keynote talk, Xaviers Labor Relations Institute, International Conference on “Enabling Social and Business Responsibility in our Globalized World,” Jamshedpur, India, February 2024.

Invited Research Seminar, Southern Methodist University, Dallas, January 2024

Invited Research Seminar, Brigham Young University, Utah, January 2024

Keynote Talk, Meta-Sponsored Conference on Human Side of Sustainability, IE Business School, Spain, October, 2023

Invited Speaker and Panelist for the POMS Sustainability Mini Conference, May 2023 – “Discussed Research Opportunities in Diversity, Equity and Inclusion”

Invited Research Seminar, University of Nevada at Las Vegas, April 2022

Invited Research Seminar, Auburn University, April 2022

Keynote Talk, International Conference on Emerging Trends in Operations and Analytics – TA Pai Institute of Management, Manipal, India, March 2023

Invited Research Seminar, “Business Case for Disability Inclusion” Darden School of Business, University of Virginia, January 2023

Invited Research Seminar, “Does Safety Matter? Role of Formal Safety Institutions in Preventing Women Microenterprise Failure in India” University of Arkansas, October 5, 2022

TEA Talks, Jamshedpur Management Association, “Diversity, Equity and Inclusion in Supply Chains,” Jamshedpur Management Association, September, 2022.

Invited Research Seminar, “Business Case for Disability Inclusion,” SP Jain Institute of Management Research, Mumbai, August 2022.

Invited Research Seminar, “Writing Introduction to Research Papers,” Xavier Labor Relations Institute, Jamshedpur, August 2022.

Invited Research Panelist, Open Technology Models in Retail, Indian Institute of Management Ahmedabad, India, August, 2022.

Invited Research Seminar, Indian Institute of Management Ahmedabad, India, August, 2022.

Invited Research Seminar, Georgia State University, February 2022

Invited Research Seminar, Ivey School of Business, Western Ontario, February 2022

Invited Research Seminar, Ohio State University, October 2021

Invited Virtual Research Seminar, Bauer College of Business, University of Houston, October 2021

Invited Virtual Research Seminar, Smeal College of Business, Penn State University, April 2021

Keynote Talk on “Disability Inclusion in Operations,” K.J. Somaiya Institute of Management, Mumbai, December 18th 2020.

Invited Research Talk, Darla Moore School of Business, University of South Carolina, December 2019

Invited Research Talk, Kelly School of Business, Indiana University, September 2019

Invited Talk at the ISM Wisconsin Chapter on September 11th, 2018 on Bringing It All Back Home - Bringing Outsourcing Back Internal. at Professional Development Meeting, ISM - Northeast Wisconsin, Inc., Appleton, WI.

Invited workshop delivered at the *Indian Institute of Management*, Tiruchirappalli, India, on June 10th 2018 on “*Field-based research.*”

Panelist in Food@MSU, *Our Table* discussion conducted by College of Arts and Letters on March 21st 2018.

Presentation to MSU Supply Chain Council on *Driving Industry Engagement - Examples from Experience*, January 24th 2018.

Invited research talk at *National Institute of Technological and Industrial Engineering*, Mumbai, IN, January 8th 2018.

Talk at the US Embassy, Dhaka on January 2, 2018 on “*Sustainability in garment manufacturing: Reinvigorating facilities and operations*” at the Humphrey Fellow meeting.

Invited research talk at *Texas Christian University*, TX, USA on February 2nd 2018.

Invited research talk at *Faculty of Management Studies*, Delhi University, IN, January 5th 2018.

Invited research talk at *SP Jain Institute of Management Research*, Mumbai, IN, December 18th 2017.

Invited research talk at *Arizona State University*, WP Carey School of Business, Tempe, AZ, October 27th 2017.

Invited research talk at IE Business School, Spain, June 12, 2017.

Joint invited Talk with Ed Terris, Amy Seabold at Pekcham on “The “Sweet Spot” of Diversity on Productivity in Apparel Manufacturing” at the Source America Training and Achievement Conference, New Orleans, Wednesday May 3 2017.

Invited workshop speaker at the India DSI Conference, Nasik on “Publishing in Top Tier Journals,” Panelist December 29th 2016.

Invited research talk at the *College of Business*, University of Illinois at Urbana Champagne, IL, October 14th 2016.

Invited research talk at *Darla Moore College of Business*, University of South Carolina, September 30th 2016.

Invited research talk at *Scheller College of Business*, Georgia Institute of Technology, March 4th 2016.

Keynote talk at SP Jain Institute of Management Research Business Academia Conclave “Make-in-India: Is a Paradigm Shift Needed?,” January 9th, 2016.

Invited research talk at *University of North Carolina at Chapel Hill*, Kenan-Flagler Business School, August 21, 2015.

Invited Panelist at *Texas Christian University* on “Managing Innovation Knowledge Across the Supply Chain” Texas Christian University, June 3-5, 2016.

Industry talk on “Productivity and Employee Retention” at Volvo Manufacturing Facility in New River Valley, West Virginia, September 24th 2015.

Invited Panelist for on “Managing Innovation Knowledge Across the Supply Chain”, June 3-5, 2016.

Invited research talk at *Mays School of Business*, Texas A&M University, January 30, 2015.

Invited talk at the POMS-NITIE Conference, Mumbai, India on December 2014, “Scholarship of Teaching and Learning” – at doctoral consortium.

Invited research talk at *Cambridge University, Judge School of Business* “Dexterity in resource productivity and Social Responsibility: Effects on Financial Performance,” 4th July 2014.

Invited research talk at *University College of London*, UK on “Dexterity in resource productivity and Social Responsibility: Effects on Financial Performance,” 3rd July 2014.

Invited panelist for 2014 Production and Operations Management Annual Conference in a session on “Learning in Supply Chains,” Atlanta.

Invited panelist for 2014 Production and Operations Management Annual Conference in a session on “Discussion on Detection of Small Effects,” Atlanta.

Invited Research Talk at *Smeal College of Business*, Penn State University, November 30th, 2012.

Invited talk on “Innovation Impetrative” *HCL Technologies*, Business Process Outsourcing Division, Noida, India, August 8th 2012.

Invited research talk at Indian School of Business, August 19th 2011, Invited Research Talk.

Invited research talk at *Carlson Graduate School of Business, University of Minnesota*, February 11th 2011.

Invited research talk at *Rady School of Management*, University of California at San Diego, November 19th, 2011.

Invited talk on “Operations of Software Outsourcing” at *HCL Technologies*, Software Division, Chennai, India on 21st December 2010.

Presentation to Supply Chain Council, Michigan State University, October 14th 2009.

Invited panelist at the Kshitij 2009, University of Delhi, Faculty of Management Studies (FMS), September 6th 2009 Information Technology summit – This participation was featured by news outlets: <http://www.mbauniverse.com/campusinner.php?id=2346>, FMS is ranked consistently among the top 10 business schools in India.

Invited Panelist at Crains Detroit Round Table on *The Challenges, Risks and Rewards of Diversification* organized in conjunction with Honigman Miller Schwartz and Cohn, October 20th 2009.

DOCTORAL ADVISING AND ENGAGEMENT

Current committees

2023: Ryan Schollmeier (Michigan State University) (**Committee member**)

Thesis title: Examining policy-related issues and their effect on labor dynamics and the supply chain

Discipline: Logistics Management

Completed committees

2023: Llord Brooks (University of Arkansas) (**External Committee Member**) – University of South Florida

Thesis title: Essays Examining Humanitarian Supply Chains: Investigating Operational Characteristics, Activities, and Performance

Discipline: Logistics Management

2023: Micah Ward (Michigan State University) (**Committee Member**) – Iowa State University

Thesis title: Exploring Challenges and the Evolution of the Retail Industry: A Consumer Perspective

Discipline: Logistics Management

2022: Jason Shin (Michigan State University) (**Committee member**) – Fordham University

Thesis title: Time Series Analysis for the Adoption of Electronic Commerce in Manufacturing Industry

Discipline: Logistics Management

2022: Zhenzhen Yan (Michigan State University) (**Co-Chair** with Prof. Tobias Schoenherr) – Wayne State University

Thesis title: Essays on Strategic Purchasing

Discipline: Operations and Sourcing Management

2022: Cole, Dustin (Michigan State University) (**Chair**) – Auburn University

Discipline: Operations and Sourcing Management

Thesis title: Essays on Community-engaged Supply Chains

2022: Ming Li (Michigan State University) (**Committee member**) – Currently at University of Central Arkansas

Thesis title: Longitudinal Examination of Firm-level Supply Chain Sustainability

Discipline: Logistics Management

2021: Huang, Herbie (UNC Chapel Hill) (External Committee Member) - At Ali Baba in Singapore

Thesis title: Climate Disclosures, Supplier Governance, and Market Solutions on Environmental Sustainability

Discipline: Operations Management

2021: Jassi, Poonam (IE Business School) (External Committee Member, **President of the Academic Committee**) - DBA

Thesis title: The impact of Characteristics of workers schedules on the specific worker outcome absenteeism.

Discipline: Operations Management, Doctoral of Business Administration

2021: Ryu, Jaemin (Michigan State University) (External Committee member) – At National Bank of Korea

Thesis title: How (de-)regulation or technological progress affects productivity in banking industry
Discipline: Economics

2021: Lee, Gyusuk (Michigan State University) (Committee member) – At IE Business School, Spain.

Thesis title: Essays on supply network structures and structural positions of firms: A social network perspective

Discipline: Operations and Sourcing Management

2019: Sethuraman, Nagarajan (UNC Chapel Hill) (External Committee Member) - At Kansas University

Thesis title: Digital Disruption & Innovative Operations: Operational Implications of 3D Printing Business Models and Maker Movement

Discipline: Operations Management

2017: Zhexiong Tao (McGill University)

Thesis title: Manufacturers' responses to external pressures: power and corruption

2017: R Sreedevi (Indian Institute of Management Bangalore) – At SP Jain Institute of Management Research

Thesis title: Essays on Supply Chain Risk Management

2017: Kraude, Richard (**Co-Chair** with Professor Srinivas Talluri) – At University of Buffalo, SUNY

Thesis title: Risk Management in Supply Chains and New Product Development

Discipline: Operations and Sourcing Management

2016: Castel, Matthew (**Co-Chair** with Professor Shawnee Vickery) – At Boise State University, Boise, Idaho.

Thesis Title: Hospital focus: An examination of its antecedents, complementarities, synergies, and effects on triple aim hospital performance outcomes

Discipline: Operations and Sourcing Management

2016: Dreyfus, David (Committee member) – At Rutgers Business School, Rutgers University, New Jersey

Thesis title: Essays on Service Disruptions and Efficiency in Acute Episodes of Care

Discipline: Operations and Sourcing Management

2016: Duhadway, Scott (Committee member) – At Portland State University, Portland, Oregon.

Thesis Title: An Investigation of the Impact of Trust, Knowledge, and Dependence Asymmetries on Relational Performance in Buyer-Supplier Dyads

Discipline: Operations and Sourcing Management

2015: Huang, Yu (Committee member) – ABD

Thesis title: The antecedents of the adoption and use of cloud computing in organizations

Discipline: Accounting and Information Systems

2013: Kim, Myung Kyo (Committee member) – At Kansas State University, Kansas, Missouri

Thesis title: Toward a new perspective of the supply chain: Supply network architecture as a strategic intent outcome and supply chain performance driver of a firm.

Discipline: Operations and Sourcing Management

2012: Srinivasan, Ravi (Committee member) - At Sellinger School of Business, Loyola University, MD.

Thesis title: Governing inter-organizational relationships in the presence of *ex post* opportunism and uncertainty: An alignment model of managing outsourcing

Discipline: Operations and Sourcing Management

2011: Lee, Jung Young (Committee member) - At College of Business, Northern Illinois University, IL

Thesis title: Incremental Innovation and Radical Innovation: The impacts of human, structural, social, and relational capital elements

Discipline: Operations and Sourcing Management

MASTERS PROGRAM THESIS ADVISING

- 2010: Craig Parsons
- 2014: Rand Stille
- 2016: Bill Loupe
- 2016: Diedre Hill
- 2016: Lisa Burns
- 2017: Jonathan Chen

UNDERGRADUATE BROAD SCHOLARS GUIDED

- 2008: Alex Webb
- 2009: Ryan Holcomb
- 2010: Brian Kim
- 2011: Erin Murphy
- 2012: Nathan Kujacznski
- 2013: Jason Chen
- 2014: Eric Varghese
- 2015: Erica Burdt
- 2017: Alexandra Kelly Smith

HUMPHREY FELLOW ADVISING

- Dejan Mak, Serbia
- Mamunur Rahman, Bangladesh (Co-mentor with Prof. Matt Syal, Professor of Construction Management)

FULBRIGHT SCHOLAR ADVISING

- Dr. Budi Harsanto, Universitas Padjadjaran, Indonesia.

TEACHING EXPERIENCE

MSU Teaching

1. *SCM 815: Emerging Topics in Supply Chain Management: Product Innovation and Technology Management in Supply Chains*
Audience: MBA Students
2. *SCM 475: Project Management*
Audience: Senior Undergraduates
3. *SCM 910: Introduction to Supply Chain Management Research*
Audience: Doctoral Students.
4. *SCM 916: Statistical Research Methods in Supply Chain Management*
Audience: Doctoral Students.
5. *SCM 883: Product Innovation and Technology Management – (Physical class moved to Online Class)*
Audience: Master of Sciences (M.S) in Supply Chain Management, Working Executives
6. *SCM 869: Service Supply Chains*
Audience: Full time M.B.A
7. *SCM 372: Manufacturing Planning and Control*
Audience: Junior and Senior Undergraduates

Non-MSU Teaching

8. *Advanced Supply Chain Management*
Audience: Doctoral Students, SP Jain Institute of Management Research – Mumbai
9. *Management of Innovation and Technology in Organizations*
Audience: Doctoral Students, IIM Bangalore
10. *Introductory Quantitative Management*
Audience: Junior and Senior Undergraduates, UNC Chapel Hill
11. *BUSI 403: Operations Management*
Institution: Junior and Senior Undergraduates, UNC Chapel Hill

TEACHING CASE DEVELOPMENT

1. Narayanan, Sriram, Aaron Ratcliffe (2019) “Volvo Trucks – Implementing, Integrating and Scaling Vehicle Monitoring” – Case study designed in collaboration with Volvo Motors.
2. Narayanan, Sriram (2017) “Leveraging the Connected Chiller Opportunity: Johnson Controls – Transforming Service Delivery and Customer Experience” – Case study designed with Johnson Controls Inc.
3. Mi Ran Kim, Sriram Narayanan, Hang Nguyen, Hayong Yun, and Isabel Wang (2015) “Implementing Customer Focused Sustainability Practices at Marriott: Integrating People, Profit and Planet Perspectives” – Case study with Marriott as Part of *Broad Integrative Fellow Program* (Authors in alphabetical order).
4. Sriram Narayanan and David Closs (2011) “Handling Service Failures in Large Offshore Outsourcing Deals” Case developed for SCM 869 (M.B.A service operations), Developed in collaboration with a large Indian Software Company, *Administered: Spring 2011*

5. Cheryl Dalsin, Rob Guderian and Sriram Narayanan (2011) “Customer Quality Issues and Transit Time Analysis” Developed for SCM 372 (Undergraduate operations management) developed in collaboration with Intel Corp. This case was administered as an in-class case contest. *Administered:* Spring 2011, Spring 2012
6. Cheryl Dalsin, Rob Guderian and Sriram Narayanan (2012) “Shipment Volume Linearity and Shift Data” Developed for SCM 869 (Graduate Service Supply Chain) developed in collaboration with Intel Corp. This case was administered as an in-class case contest. *Administered:* Spring 2012
7. Sriram Narayanan (with multiple employees at Gexpro Services) (2010) “Inventory management at Gexpro” Developed for SCM 372 (undergraduate operations management), Developed in collaboration with Gexpro Inc. This case was administered as an in-class case contest for about 120 students. *Administered:* Spring 2010, Spring 2011
8. Sriram Narayanan and Morgan Swink (2010) “Governance challenges in Business Process Offshoring: The Base Solution” Developed in collaboration with Wipro Technologies.
9. Jayashankar M. Swaminathan and Sriram Narayanan (2007) “Indo-Soft: Capacity Planning in Software Services,” Currently being administered in classes at UNC Chapel Hill and administered in the MSU Service Supply Chain classes.

REFERENCES

Upon Request