OUR MISSION
Through research, publications, and curricula, we aim to develop and enhance operations and technology management. We’re dedicated to creating new ideas and pushing the boundaries of knowledge in our field, to being recognized as a first-class research department with regular publication in highly-regarded academic journals, and to driving the development and delivery of innovative curricula for students and practitioners. The next generation of leaders is rising; we’re committed to arming them with the skills they need to impact their future organizations.

OUR PHILOSOPHY
An organization’s ability to create value is key to its survival. Through operations, strategy is translated into actions that deliver value. We focus our efforts in five value-creating areas—process management, supply chain management, technology innovation, health care delivery, and the application of technology—to promote product and process innovations and to solve business problems. We believe the synergy among these areas has an impact on our research and teaching.

OUR RESEARCH INTERESTS
- Analytics to enhance process outcomes
- Behavioral operations
- Digital product and process management
- Empirical operations management
- Health service management
- Connected and personal health
- Service design and behavioral studies
- Issues related to health care quality, productivity, utilization, appropriateness, information technology, and organizational transformation
- Product development management
- Professional services management
- Startup, technology commercialization, and growth-driven operations
- Supply chain management
- Sustainability and clean energy operations

RESEARCH FACULTY

Arzum Akkas, Assistant Professor

RESEARCH INTERESTS Supply chain management, sustainability, retailing, operations/marketing interface, reverse logistics, business analytics, empirical operations management, and consumer-packaged goods

EDUCATION PhD and MEng, Massachusetts Institute of Technology; BS, Istanbul Technical University

Marcus Bellamy, Assistant Professor

RESEARCH INTERESTS Supply chain management, supply networks and innovation, network analytics and visualization, and empirical research

EDUCATION PhD and MS, Georgia Institute of Technology; BS, University of New Mexico

Jillian Berry Jaeker, Assistant Professor

RESEARCH INTERESTS Health care, including hospital processes and the effect they have on patient care

EDUCATION DBA, Harvard Business School; BS, Massachusetts Institute of Technology

Janelle Heineke, Professor, Department Chair and Everett W. Lord Distinguished Faculty Scholar

RESEARCH INTERESTS Service management, quality management, and managing professionals

EDUCATION DBA, Boston University Questrom School of Business; MBA, Babson College; MSN, Boston College; BSN, Marquette University

Nitin Joglekar, Associate Professor and Dean’s Research Scholar

RESEARCH INTERESTS Analysis of distributed innovation scenarios, clean technology commercialization and adoption practices, and operations-finance-marketing integration at startup firms

EDUCATION PhD, Massachusetts Institute of Technology

Jay Kim, Associate Professor

RESEARCH INTERESTS Developing and implementing global operations and supply chain strategies

EDUCATION PhD, Ohio State University; MBA, Bowling Green State University; BS, Seoul National University

Erol Peköz, Professor

RESEARCH INTERESTS Applied probability and stochastic models, queuing models of congestion in production systems, rare events, Monte Carlo simulation, risk management, and statistical models for health care data

EDUCATION PhD and MS, University of California, Berkeley; BS, Cornell University

Z. Justin Ren, Associate Professor and Dean’s Research Scholar

RESEARCH INTERESTS Supply chain management, service quality, health care management, and China-related issues

EDUCATION PhD and MS, University of Pennsylvania
Joseph D. Restuccia, Professor and Dean’s Research Scholar

RESEARCH INTERESTS
Issues related to health care quality, productivity, and organizational transformation

EDUCATION
DrPH and MPH, University of California, Berkeley; BA, Tufts University

Michael Shwartz, Richard D. Cohen Professor in Management

RESEARCH INTERESTS
Issues related to health care costs, payment, utilization, appropriateness, and quality of care

EDUCATION
PhD, University of Michigan; MBA, University of California, Berkeley; BA, Johns Hopkins University

Anita Tucker, Associate Professor and Dean’s Research Scholar

RESEARCH INTERESTS
Health care quality and productivity, service operations, performance improvement, and behavioral operations

EDUCATION
DBA, Harvard Business School; MS, Purdue University; BS, University of Massachusetts Amherst

SELECTED PUBLICATIONS


TEACHING FACULTY

Assistant Professor
Paul Morrison

Master Lecturer
Mark Kean

Associate Professor
J. Robb Dixon

Senior Lecturer
Barry Kadets

Lecturer
Rakesh Pandey

Cornelia Newell

Rebecca Nichols

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Boston University strives to create environments for learning, working, and living that are enriched by racial, ethnic, and cultural diversity. In support of fostering a diverse faculty, the Questrom School of Business is a member of the PhD Project and the Massachusetts Business School Collaborative.