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, healthcare 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 healthcare 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

Pnina Feldman, Assistant Professor
RESEARCH INTERESTS Operations management incorporating consumer behavior, pricing and revenue management in service and retail, design and innovation in products and services, operations economics, operations marketing interface
EDUCATION PhD, University of Pennsylvania

Janelle Heineke, Professor and Senior Associate Dean, Undergraduate & Specialized Masters Programs
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

Jillian Berry Jaeger, Assistant Professor
RESEARCH INTERESTS Healthcare, including hospital processes and the effect they have on patient care
EDUCATION DBA, Harvard Business School; BS, Massachusetts Institute of Technology

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

INFORMATION ACCURATE AS OF 9/1/18.
**Boston University** Questrom School of Business

Z. Justin Ren, Associate Professor

**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 Department Chair

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

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

<table>
<thead>
<tr>
<th>Assistant Professor</th>
<th>Senior Lecturer</th>
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<tbody>
<tr>
<td>Paul Morrison</td>
<td>Barry Kadets</td>
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<tr>
<td>Associate Professor</td>
<td>Cornelia Newell</td>
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<tr>
<td>J. Robb Dixon</td>
<td>Rebecca Nichols</td>
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<tr>
<td>Lecturer</td>
<td>Professor Emeritus</td>
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<tr>
<td>Rakesh Pandey</td>
<td>Steven Rosenthal</td>
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<tr>
<td>Master Lecturer</td>
<td>Michael Shwartz</td>
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<td>Yoo-Taek Lee</td>
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FOR GENERAL INQUIRIES, PLEASE CONTACT: Mary McDonough, mpmcdono@bu.edu | T: 617-353-4284

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.