

George Ball

Associate Professor, Weimer Faculty Fellow

Research Co-Director for the Center for the Business of Life Sciences

Operations and Decision Technologies Department, Kelley School of Business, Indiana University

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EXPERIENCE

Kelley School of Business, Indiana University, Bloomington, IN

Associate Professor (with tenure), Operations and Decision Technologies Department 2021- Present

Assistant Professor, Operations and Decision Technologies Department 2015 - 2021

EDUCATION

Carlson School of Management, University of Minnesota, Minneapolis, MN 2015

Ph.D. Operations Management

Dissertation Title: *Organizational, Operational, and Behavioral Causes of Product Recalls*

Committee: Rachna Shah (Advisor), Karen Donohue, Serguei Netessine, Enno Siemsen

Carlson School of Management, University of Minnesota, Minneapolis, MN 2003

Master of Business Administration

United States Naval Academy, Annapolis, MD 1994

Bachelor of Science

Major: Aerospace Engineering

RESEARCH

Publications

1. Wowak, K., Busenbark, J., Ball, G., Natarajan, K. (2025) "The Politics of Product Safety: Top Management Team Political Ideology and Serious Medical Product Recalls" *Management Science*. <https://doi.org/10.1287/mnsc.2023.03045>
2. Noh, I., Gray, J., Ball, G., Wright, Z., & Park, H. (2025) "Are All Generics Drugs Created Equal? An Empirical Analysis of Generic Drug Manufacturing Location and Serious Drug Adverse Events" *Production and Operations Management*. <https://doi.org/10.1177/10591478251319691>
3. Wang, Y., Ball, G., Anand, G., Park, H. (2025) "Obligatory Responses to FDA Inspection Outcomes and Future Drug Shortages" *Manufacturing & Service Operations Management*. 27(3), 789-807.
4. Ball, G., Bavafa, H., Blanco, C., Park, H.P., Wowak, K. (2024) "Gender and Serious Drug Recalls: A Textual Sentiment Analysis of Drug Reviews on WebMD." *Production and Operations Management*. 34(4): 698-710.
5. Mayo, K., Webb, E., Ball, G., Bretthauer, K. (2023). "Scheduling Smarter: Scheduling Decision Impact on Nurse-Aide Turnover." *Manufacturing & Service Operations Management*. 26(1), 182-196.
6. Darby, J., Ketchen, D., Ball, G., Mukherjee, U. (2023). "CEO Stock Ownership, Recall Timing, and Stock Market Penalties." *Manufacturing & Service Operations Management*. 25(5), 1909-1930.
7. Astvansh, V., Ball, G., Josefy, M. (2022). "The Recall Decision Exposed: Auto Recall Timing and Process Dataset." *Manufacturing & Service Operations Management*. 24(3): 1457-1473.

8. Mayo, K., Ball, G., & Mills, A. (2022). "CEO Tenure and Recall Risk Management in the Consumer Products Industry" *Production and Operations Management*. 31(2): 743-763.
9. Mukherjee, U., Ball, G., Wowak, K., Natarajan, K., Miller, J. (2021). "Hiding in the Herd: The Product Recall Clustering Phenomenon" *Manufacturing & Service Operations Management*. 24(1): 392-410.
10. Wowak, K., Ball, G., Post, C., Ketchen D. (2021). "The Influence of Female Directors on Product Recall Decisions" at *Manufacturing & Service Operations Management*. 23(4): 895-913.
11. Schmidt, C., Wuttke, D., Ball, G., Heese, H.S. (2020). "Does Social Media Elevate Supply Chain Importance? An Empirical Examination of Supply Chain Glitches, Twitter Reactions, and Stock Market Returns" *Journal of Operations Management*. 66(6), 646-669.
12. Ball, G., Shah, R., & Donohue, K. (2018). "The Decision to Recall: A Behavioral Investigation in the Medical Device Industry" *Journal of Operations Management*, 62: 1-15.
13. Ball, G., Shah, R., & Wowak, K. (2018). "Product Competition, Managerial Discretion and Manufacturing Recalls in the U.S. Pharmaceutical Industry" *Journal of Operations Management*, 58: 59-72.
14. Ball, G., Siemsen, E., & Shah, R. (2017). "Do Plant Inspections Predict Future Quality? The Role of Investigator Experience" *Manufacturing & Service Operations Management*, 19(4): 534-550.
15. Shah, R., Ball, G., & Netessine, S. (2017). "Plant Operations and Product Recalls in the Automotive Industry: An Empirical Investigation" *Management Science*, 63(8): 2439-2459.

Working Papers

1. Wright, Z., Gray, J., Ball, G., Noh, I. "Preannounced Regulatory Inspections: FDA Oversight and Drug Quality Risk."
2. Jeon, D., Ball, G., Souza, G. "Safety Defects and Fuel Efficiency in the Automotive Industry."
3. Jeong, S., Lakhiwal, A., Yoo, E., Ball, G. "Product Recall Ramifications of Relaxing Software Approval Standards at the FDA."
4. Villa, S., Urrea, Ball, G., Parker, R, Beer, R. "Recall Decision-Making Transparency in the Automotive Industry: An Experimental Study."
5. Villa, S., Urrea, G., Ball, G., Gray, J. "Generic Drug Transparency: Testing a Regulatory Policy Proposal."
6. Shahsavand, S., Mayo, K., Ball, G., Wowak, K. "Female FDA Investigators and Medical Device Plant Inspections."
7. Wright, Z., Gray, J., Ball, G., Anand, G., Ruttenberg, D. "Production Quality After an Exogenous Shock: Impact and Persistence."

Editorials and Book Chapters

1. Anand, G., Ball, G., Gray J., Mukherjee, U. (2025). Operations Management in the Pharmaceutical Industry. *Journal of Operations Management*, 71(3): 302-313.
2. Ball, G., Wowak K., Mukherjee, U. (2022). Product Recall Research: Dimensions, Methods, and Regulator Implications. In *Tutorials in Operations Research: Emerging and impactful topics in operations*, 116-132. INFORMS.
3. National Academies of Sciences, Engineering, and Medicine. 2022. *Building Resilience into the Nation's Medical Product Supply Chains*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/26420>.

Research Grants

1. Investigator on 3-year, \$35,000,000 Food and Drug Administration (FDA) quality scorecard grant as a research member of the National Institute for Pharmaceutical Technology and Education (NIPTE)
2. Co-Principal Investigator on 2-year, \$1,700,000 FDA grant to help FDA predict and improve drug firm quality management and learning to reduce drug quality risks.

Research Impact on U.S. federal policy

1. Member of National Academies of Science, Engineering and Medicine committee on Security of America's Medical Product Supply Chain <https://www.nationalacademies.org/our-work/security-of-america-medical-product-supply-chain>
2. Research cited in EPA Risk Management Regulation https://www.epa.gov/sites/production/files/2016-12/documents/rmp_rtc_compiled_12-21-16.pdf

Media Interviews and Mentions

1. "Key FDA drug data goes missing amid DOGE cuts" interviewed on Axios.com <https://www.axios.com/2025/04/24/fda-data-missing-doge-cuts>
2. "All generic drugs are not created equal, study finds" research reported on Sacramento ABC news <https://www.abc10.com/article/money/all-generic-drugs-not-created-equal-study-finds-whats-the-deal-allison-gormly/531-1238e14b-be0d-4d15-8975-d6e655d0e0fe>
3. "All generic drugs are not created equal, study finds" interviewed on Indianapolis NBC news <https://www.wthr.com/article/money/whats-the-deal/all-generic-drugs-not-created-equal-study-finds-whats-the-deal-allison-gormly/531-1238e14b-be0d-4d15-8975-d6e655d0e0fe>
4. "America's generic drug crisis demands investment, not dependence" research quoted in Washington Times <https://www.washingtontimes.com/news/2025/apr/3/america-generic-drug-crisis-demands-investment-dependence/>
5. "India Trade Group Blasts Study Linking Drugs to Safety Risks" interviewed on Bloomberg <https://www.bloomberg.com/news/articles/2025-03-12/study-linking-indian-generic-drugs-to-safety-risks-in-the-us-sparks-backlash?srnd=phx-economics-v2>
6. "Study co-authored by IU researcher finds generic drugs made in India have more severe adverse events" interviewed in Indianapolis Business Journal https://www.ibj.com/articles/study-co-authored-by-iu-researcher-finds-generic-drugs-made-in-india-have-more-severe-adverse-events?utm_source=ibj&utm_medium=home-latest-news
7. "Not all generic drugs have the same quality, study finds," research quoted on Consumers Affairs <https://www.consumeraffairs.com/news/not-all-generic-drugs-have-the-same-quality-study-finds-022025.html>
8. "The medical advice men give online is 'completely meaningless'" interviewed on Businessinsider.com <https://www.businessinsider.com/women-men-medicine-drug-reviews-online-health-medical-advice-webmd-2024-7>
9. "Timing of Medical-Device Recalls Linked to CEO's Ownership Stake in the Company" interviewed on WSJ <https://www.wsj.com/articles/medical-device-recall-ceo-study-cee7c04b>
10. "What makes a company more likely to issue a product recall? Maybe a new CEO" interviewed on Marketplace morning report on NPR <https://www.marketplace.org/2023/05/15/what-makes-a-company-more-likely-to-issue-a-product-recall-maybe-a-new-ceo/>
11. "Peloton Recalls over 2 Million Bikes After More than a Dozen Injuries Reported" interviewed on Healthline.com <https://www.healthline.com/health-news/peloton-recalls-over-2-million-bikes-after-more-than-a-dozen-injuries-reported>

12. "Over 1 Million Tesla's Recalled for This Scary Reason" interviewed on TheStreet.com
<https://www.thestreet.com/electric-vehicles/over-1-million-teslas-recalled-for-this-scary-reason>
13. "You might not know if your blender will kill you: America's messy, screwed-up product recall system, explained" interviewed on Vox.com
<https://www.vox.com/money/2023/3/9/23620714/product-recalls-cpsc-peloton-fisher-price-danger-consumers>
14. "Volvo Fined \$130 million for Safety Hazard" interviewed on TheStreet.com
<https://www.thestreet.com/automotive/volvo-fined-130-million-for-safety-hazard>
15. "Funding to rebuild health stockpiles has increased under Biden, but more work needed to meet promise" interviewed for PolitiFact article. <https://www.politifact.com/truth-o-meter/promises/biden-promise-tracker/promise/1556/rebuild-health-stockpiles-be-ready-crises/>
16. "Peloton Reaches Costly Settlement Related to Treadmill Recall" interviewed on TheStreet.com
<https://www.thestreet.com/investing/peloton-pays-19-million-penalty-related-to-treadmill-recall>
17. "How Recalls are Costing Automakers Like Rivian and Ford Billions of Dollars" interviewed on CNBC <https://www.youtube.com/watch?v=Nd0lOspGfCU>
18. "A constant information lag: The troubled recall of Philips CPAP machines underscores flaws in device oversight" interviewed in Statnews.com <https://www.statnews.com/2022/12/01/philips-cpap-recall-fda-machines-sleep/>
19. "Is Rivian recall a speed bump or massive pothole that will swallow it" interviewed by Crain's Chicago Business <https://www.chicagobusiness.com/manufacturing/rivian-recall-black-eye-ev-maker>
20. "CBS4 reveals America's hidden recall crisis" interviewed with CBS affiliate in Indianapolis <https://cbs4indy.com/news/cbs4-reveals-americas-hidden-recall-crisis/>
21. "Tesla's software fixes, the NHTSA's status quo, and an impending need for updated recall terminologies." <https://www.teslarati.com/tesla-ota-recalls-vs-nhtsa-terminologies-exclusive/>
22. Interview on ABC news affiliate in Cincinnati related to Proctor & Gamble Benzine-related recalls <https://www.youtube.com/watch?v=2mh-Fp2UewI>
23. Interview on ABC news affiliate in Indianapolis related to FDA's approval of Pfizer COVID vaccine <https://www.wrtv.com/news/coronavirus/fda-grants-full-approval-for-pfizers-covid-19-vaccine-in-those-16-and-older>
24. "Peloton Tested a U.S. Safety Watchdog. It Wasn't the First" <https://www.wsj.com/articles/peloton-tested-a-u-s-safety-watchdog-it-wasn-t-the-first-11628308859>
25. "The device recall crystal ball" interviewed for Medical Device Network <https://www.medicaldevice-network.com/features/the-device-recall-crystal-ball/>
26. "Automakers Delay Recalls to Minimize Negative Attention: Study" covered in Car and Driver: <https://www.caranddriver.com/news/a35649626/automakers-delay-recalls-study/>
27. "More Women on Boards, Fewer Dangerous Products" covered in The Wall Street Journal: <https://www.wsj.com/articles/more-women-on-boards-fewer-dangerous-products-11586284077>
28. "Coronavirus Treatments-If More Women Are On the Board, It's Likely Safer, New Study Finds" covered in Forbes: <https://www.forbes.com/sites/joanmichelson2/2020/05/09/coronavirus-treatmentsif-more-women-are-on-the-board-its-likely-safer-new-study-finds/#5a1750261f35>
29. "Academic Focus Limits Business School's Contributions to Society" covered in Financial Times: <https://www.ft.com/content/5953739c-3b94-11ea-b84f-a62c46f39bc2?emailId=5e5403f47365c30004d34a0d&segmentId=f5ff1a1a-1590-1863-3861-e9c91a6a3b7f>
30. "Why Companies Should Try Harder to Prevent Product Recall" covered in Forbes: <https://www.forbes.com/sites/hbsworkingknowledge/2019/03/07/why-companies-should-try-harder-to-prevent-product-recalls/#e31b45a4bec9>
31. "Can Samsung survive its exploding-phones crisis" interview on CBS news: <https://www.cbsnews.com/news/can-samsung-survive-its-exploding-galaxy-note-7-phone-crisis/>

32. “Medical Device Manufacturers Rely on Doctors to Find Defects” interview with NPR:
<https://indianapublicmedia.org/news/study-medical-device-manufacturers-rely-on-doctors-to-find-defects.php>
33. “Study finds that generic drugs suffer more recalls” interview with Indianapolis Business Journal:
<https://www.ibj.com/articles/69116-study-finds-that-generic-drugs-suffer-more-recalls>
34. “Generic drugs are competing against one another to get cheaper-but it’s having an unintended consequence on the health of Americans” interview with Business Insider: <https://www.msn.com/en-in/news/other/generic-drugs-are-competing-against-one-another-to-get-cheaper-but-its-having-an-unintended-consequence-on-the-health-of-americans/ar-AAyjrY6>
35. “As generic drug competition increases, so do product recalls” interview with FDAnews:
<https://www.fdanews.com/articles/187154-as-generic-drug-competition-increases-so-do-product-recalls-study-finds>
36. “Medical device managers less likely to issue recalls if physicians find defects: 3 study insights” covered in Becker’s Healthcare: <https://www.beckersasc.com/supply-chain/medical-device-managers-less-likely-to-issue-recalls-if-physicians-find-defects-3-study-insights.html>
37. “BFFs with FDA? Repeat Visits From Investigators Can Lead to Poor Device Quality, Recalls, Study Suggests” covered in Pharmaintelligence.com:
<https://medtech.pharmaintelligence.informa.com/MT121849/BFFs-With-FDA-Repeat-Visits-From-Investigators-Can-Lead-To-Poor-Device-Quality-Recalls-Study-Suggests>
38. “Device Recalls Surge in Recent Years, Prompting Question: Why?” covered in General Surgery News:
<https://www.generalsurgerynews.com/Article/PrintArticle?articleID=35860>
39. “Overtime and Growth of Factory-Installed Options May be Culprits in Record Recalls” covered in Edmunds.com:
<https://www.edmunds.com/car-news/overtime-and-growth-of-factory-installed-options-may-be-culprits-in-record-recalls.html>
40. “7-Year FDA Review Reveals Importance of Rotating Plant Inspectors” covered in: Engineering.com
<https://www.engineering.com/AdvancedManufacturing/ArticleID/15823/7-Year-FDA-Review-Reveals-Importance-of-Rotating-Plant-Inspectors.aspx>
41. “Inspectors could reduce medical device recall rates by 20%” covered in Clinical-innovation.com:
<http://www.clinical-innovation.com/topics/analytics-quality/reducing-medical-device-recall-rates-20>
42. “Unfixed Recalls an Ongoing Issue” interview on PetroChoice.com:
<https://www.petrochoice.com/unfixed-recalls-an-ongoing-issue/>

HONORS and AWARDS

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| 1. MBA Class of 2025 Teaching Excellence Award | 2025 |
| 2. MBA Class of 2024 Teaching Excellence Award | 2024 |
| 3. POMs conference Healthcare best paper award Finalist | 2024 |
| 4. MSOM Society Responsible Research Award Finalist | 2023 |
| 5. Trustee Teaching Award, Indiana University | 2022 |
| 6. Responsible Research in Management Award from the Academy of Management Fellows | 2022 |
| 7. Sauvain Teaching Award Finalist, Kelley School of Business | 2022 |
| 8. Alpha Kappa Psi Teaching Excellence Award Nominee, Kelley School of Business | 2022 |
| 9. Trustee Teaching Award Finalist, Indiana University | 2021 |
| 10. Top 50 Undergraduate Professors of 2021, Poets and Quants | 2021 |
| 11. M&SOM Meritorious Service Award | 2021, 2023, 2024, 2025 |

12. Alpha Kappa Psi Teaching Excellence Award, Kelley School of Business	2021
13. Outstanding Junior Faculty Award Winner, Indiana University	2019
14. Jack Meredith Best Paper Award, <i>Journal of Operations Management</i>	2019
15. Distinguished Service Award for <i>Management Science</i> reviews	2019
16. Alpha Kappa Psi Teaching Excellence Award, Kelley School of Business	2019
17. Trustee Teaching Award, Indiana University	2017
18. Alpha Kappa Psi Teaching Excellence Award, Kelley School of Business	2017
19. Trustee Teaching Award Finalist, Indiana University	2016
20. Alpha Kappa Psi Teaching Excellence Award, Kelley School of Business	2016
21. Trustee Teaching Award Finalist, Indiana University	2015
22. Kristy Cua Doctoral Student Excellence Award and Fellowship	2014
23. Carlson School Doctoral Dissertation Fellowship	2013
24. Roger and Marlene Schroeder Doctoral Research Grant	2013
25. Carlson School PhD Student Teaching Award	2013
26. Best Presentation Award, Carlson School Multi-disciplinary Research Summit	2013
27. Roger and Marlene Schroeder PhD Student First Year Paper Award	2012

WORKSHOPS and PRESENTATIONS:

Annual Conference Presentations

1. INFORMS Annual Meeting. "Female Technical and Operational Leaders and Medical Device Complaints." (October 2024).
2. POMS Annual Meeting. "Generic Drug Transparency: Testing a Regulatory Policy Proposal." Healthcare operations best paper award presentation (April 2024).
3. POMS Annual Meeting. Panelist on Supply Chain disruptions (April 2024)
4. INFORMS Annual Meeting. "Product Recall Research: Dimensions, Methods and Regulator Implications" in INFORMS TutORials session (October 2022).
5. INFORMS Annual Meeting. Service Operations Management Session Chair (October 2021).
6. INFORMS Annual Meeting. "Bad Things Come to Those Who Wait: Firm Stock Ownership, Recall Timing, and Stock Market Penalties" with J. Darby, D. Ketchen, U. Mukherjee (October 2021).
7. MSOM Annual Meeting. Special Interest Group (SIG) Healthcare Operations Management Co-Chair (June 2021).
8. INFORMS Annual Meeting. "User-Generated Web Data Predicts Quality Risk: Evidence from the Pharmaceutical Industry" with H. Bavafa, C. Blanco, H.P. Park (October 2020).
9. POMS Annual Meeting. Panelist and Session Moderator for "Conducting Research with External Stakeholders such as government agencies and firm" in Operational Excellence Mini-Conference. (May 2019).
10. POMS Annual Meeting. Invited Session presenter. "Quality inspections, gender and customer intimacy" with P. Kent. (May 2019).
11. POMS Annual Meeting. Invited Session Chair on product recall research. (May 2019).
12. POMS Annual Meeting. Invited Session Panelist addressing secondary data research. "Secondary Data Resources and Methods Used in Recall Research." (May 2018).
13. POMS Annual Meeting. "The Influence of Female Board Representation and Managerial Discretion on Product Recalls" with K. Wowak, C. Post, and D. Ketchen. (May 2018).
14. POMS Annual Meeting. Session Leader for Product Recall Research. Invited Session in Operational Excellence Track on Product Recalls. (May 2018).

15. INFORMS Annual Meeting. "Product Innovation Consequences of Product Recalls in the Medical Device Industry" with A. Stern and J. Macher (Oct 2017)
 16. INFORMS Annual Meeting. "The Decision to Recall: A Behavioral Investigation in the Medical Device Industry" with R. Shah and K. Donohue (Nov 2016)
 17. INFORMS Annual Meeting. "Board Composition and Product Recall Decisions in FDA Regulated Industries: The Effect of Female Board Representation" K. Wowak, C. Post, and D. Ketchen (Nov 2016).
 18. INFORMS Annual Meeting. "Responsiveness and Learning in the Medical Device Recall Process" with R. Shah (Nov 2016).
 19. POMS Annual Meeting. "Follow the Leader: Spillover Effects of Product Recalls" with K. Wowak, U. Mukherjee and J. Miller (May 2016).
 20. POMS Annual Meeting. "Market Competition and Firm Efficiency Effects on Product Recalls" with R. Shah and K. Wowak (May 2016).
 21. POMS Annual Meeting. "Fast to Respond or Slow to Learn: An Empirical Examination of the Recall Responsiveness Dilemma" with R. Shah (May 2016).
 22. INFORMS Annual Meeting. "The Decision to Recall: A Behavioral Investigation in the Medical Device Industry" with R. Shah and K. Donohue (Nov 2015).
 23. POMS Annual Meeting. "Fast or Slow: An Empirical Examination of Product Recall Responsiveness" with R. Shah (May 2015).
 24. POMS Annual Meeting. "Market Competition and Firm Efficiency Effects on Product Recalls" with R. Shah and K. Wowak. (May 2015).
 25. POMS Annual Meeting. "Leading Indicators of Recalls in the US Pharmaceutical Industry" with R. Shah (May 2014).
 26. POMS Annual Meeting. "The Decision to Recall: A Behavioral Investigation in the Medical Device Industry" with R. Shah and K. Donohue (May 2014).
 27. Decision Sciences Institute Annual Meeting. "Product Recall Duration and Future Medical Device Recalls" with R. Shah (Nov 2013).
 28. INFORMS Annual Meeting. "Plant Operations and Product Recalls in the Automotive Industry: An Empirical Investigation" with R. Shah and S. Netessine (Oct 2013).
 29. Multi-disciplinary Academic Research Summit Annual Conference, Carlson School of Management. "Inspections, Recalls, and Auditors: Process Quality Information in Medical Device Manufacturing" with E. Siemsen and R. Shah (Aug 2013).
 30. POMS Annual Meeting. "FDA Quality Inspections and Medical Device Recalls: Understanding the Effectiveness of the Auditing Process" with E. Siemsen and R. Shah (May 2013).
 31. Decision Sciences Institute Annual Meeting. "The Decision to Recall: A Behavioral Investigation in the Medical Device Industry" with R. Shah and K. Donohue (Nov 2012).
 32. POMS Annual Meeting. "Product Recalls and the Shop-Floor: How Manufacturing Decisions Can Influence Product Recalls" with R. Shah (May 2012).
 33. Decision Sciences Institute Annual Meeting. "The Nature of a Recall" with R. Shah (Nov 2011).
 34. POMS Annual Meeting. "The Impact of Manufacturing Inventory Levels on New Product Innovativeness" with R. Shah (May 2011).
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Invited Presentations

35. *West Virginia University John Chambers College of Business and Economics*. “Product Recall Ramifications of Relaxing Software Approval Standards at the FDA” (March 2025).
 36. *Washington University in St Louis, Olin Business School*. “Are all Generics Created Equal: An Empirical Analysis of Generic Drug Manufacturing Location and Serious Drug Adverse Events” (March 2023).
 37. *University of Colorado Boulder, Leeds School of Business*. “Are all Generics Created Equal: An Empirical Analysis of Generic Drug Manufacturing Location and Serious Drug Adverse Events” (February 2023).
 38. *University of Illinois Urbana-Champaign, Gies College of Business*. “Are all Generics Created Equal: An Empirical Analysis of Generic Drug Manufacturing Location and Serious Drug Adverse Events” (January 2023).
 39. *Andrew Van de Ven Engaged Scholarship Conference*. “Insights Developed from Research Engagement with the Food and Drug Administration.” (June 2022)
 40. *University of North Carolina Chapel Hill, Kenan-Flagler Business School*. “Fast or Slow: An Empirical Examination of Product Recall Responsiveness” with R. Shah (Nov 2015)
 41. *University of Notre Dame, Mendoza College of Business*. “Fast or Slow: An Empirical Examination of Product Recall Responsiveness” with R. Shah (Nov 2015)
 42. *Food and Drug Administration, White Oak, MD*. “Medical Device Product Recall Research Overview” presented to Dr. Jeffrey Shuren, Director of the Center for Device and Radiological Health, FDA, with R. Shah (Apr 2014).
 43. *Food and Drug Administration, White Oak, MD*. “Medical Device Product Recall Research Overview” presented to Ann Ferriter, Director of Division of Analysis and Program Operations, FDA, with R. Shah (Nov 2013).
 44. *University of Pennsylvania, Wharton School of Business, Empirical Workshop*. “Plant Operations and Product Recalls in the Automotive Industry: An Empirical Investigation,” with R. Shah and S. Netessine (Oct 2013).
 45. *University of Michigan, Ross School of Business, Behavioral Operations Conference*. “Behavioral Biases and the Product Recall Decision,” with R. Shah and K. Donohue (June 2013).
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TEACHING

Faculty, Kelley School of Business, Indiana University

1. MBA Core Operations Management <i>103 graduate students</i>	2024
2. MBA Core Operations Management <i>96 graduate students</i>	2023
3. MBA Core Operations Management <i>124 graduate students</i>	2022
4. Honors I-Core Operations Management <i>209 undergraduate students</i>	2021
5. Honors I-Core Operations Management <i>200 undergraduate students</i>	2020
6. PhD Operations Management Empirical Research Seminar <i>2 doctoral students</i>	2020
7. Honors I-Core Operations Management <i>171 undergraduate students</i>	2019

8. Kelley Direct Data Analytics-Product Recall seminar <i>40 graduate students</i>	2019
9. MS Information Systems-Operations Management Jumpstart <i>40 graduate students</i>	2019
10. PhD Operations Management Empirical Research Seminar <i>2 doctoral students</i>	2018
11. Kelley Direct Data Analytics-Product Recall seminar <i>40 graduate students</i>	2019
12. Honors I-Core Operations Management <i>164 undergraduate students</i>	2018
13. Honors I-Core Operations Management <i>161 undergraduate students</i>	2017
14. PhD Operations Management Empirical Research Seminar <i>2 doctoral students</i>	2016
15. Honors I-Core Operations Management <i>207 undergraduate students</i>	2016
16. Honors I-Core Operations Management <i>171 undergraduate students</i>	2015

SERVICE

1. Research Co-Director for the Center for the Business of Life Sciences	2022-Present
2. Senior Editor, Production and Operations Management	2022-Present
3. Department Editor, Journal of Operations Management	2025-Present
4. Associate Editor, Journal of Operations Management	2021-Present
5. Reviewer: Management Science, M&SOM, POMS, JOM	2012-Present
6. Academic Council, Kelley School of Business, Indiana University	2022-2024
7. M&SOM Healthcare Special Interest Group (SIG) Co-Chair	2021
8. Session Chair at POMs Annual Conference	2018
9. Undergraduate honors student senior theses advisor	2016-2018
10. Faculty advisor for National Supply Chain Case Competition	2016-2020
11. Session Leader at DSI Annual Conference	2016, 2018
12. POMs Annual Conference PhD Student Consortium facilitator	2015-2016
13. Carlson School of Management, University of Minnesota <i>Chair of Supply Chain Department PhD Student Group</i>	2012-2014
<i>Graduate Student Advisory Committee Member</i>	2011-2014
14. Session Chair, POMS Annual Conference	2014
15. Reviewer, POMS Annual Conference	2013
16. Reviewer, Decision Sciences Institute Annual Conference	2011, 2014

PROFESSIONAL AFFILIATIONS

1. Institute for Operations Research and the Management Sciences (INFORMS)
 2. Manufacturing and Service Operations Management (MSOM)
 3. Production and Operations Management Society (POMS)
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PROFESSIONAL EXPERIENCE

AGA Medical Corporation, Minneapolis, MN	2005-2010
• Director of Manufacturing and Distribution	
Guidant Corporation, Minneapolis, MN	1999-2005
• Production Manager	
• Process Improvement Manager/Production Supervisor	
United States Navy	1994-1999
• Combat Information Center Division Officer, USS TRENTON (LPD-14)	
• Engineering and Operations Division Officer, USS JOHN S MCCAIN (DDG-56)	