

CURRICULUM VITAE OF JAMES D. ABBEY, Ph.D.

Assistant Professor of Information and Operations Management
(June 24, 2017 | Full CV Available Upon Request)

Mays Business School | Texas A&M University
Department of Information and Operations Management
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RESEARCH INTERESTS

- Closed-loop supply chains (CLSC), sustainable operations, and sustainability
- Perceptions and valuations of multiple lifecycle products in both consumer and business-to-business supply chains
- Statistical analysis and modeling with applications in CLSC and multiple lifecycle products
- Healthcare reimbursement systems and applications to operations and supply chains
- Healthcare policy and audit control systems

EDUCATION

Ph.D., Supply Chain & Information Systems, Smeal College of Business, The Pennsylvania State University, University Park, PA. May 2013. GPA 3.96/4.00.

M.S., Business Administration, Supply Chain Management specialty with graduate studies in Statistics as a National Science Foundation VIGRE Fellow, Iowa State University, Ames, IA. August 2008. GPA 3.89/4.00.

B.S., Second Major: Statistics, Iowa State University, Ames, IA. May 2005. GPA 3.97/4.00.

B.S., Economics, Graduated with Distinction in Honors Program and in the Top 2%, Iowa State University, Ames, IA. May 2001. GPA 3.96/4.00.

PUBLISHED & ACCEPTED PAPERS

Abbey, J.D., M.G. Meloy. 2017. Attention by Design: Using Attention Checks to Detect Inattentive Respondents and Improve Data Quality. Accepted at *Journal of Operations Management*. Forthcoming.

Akturk, S.*, J.D. Abbey, N. Geismar. 2017. Strategic Design of Multiple Lifecycle Products for Remanufacturing Operations. Accepted at *Institute of Industrial and Systems Engineering Transactions* (formerly *IIE Transactions*). Forthcoming.

*Result of mentoring a Ph.D. student.

Abbey, J.D., R. Kleber, G.C. Souza, G. Voight. 2017. The Role of Perceived Quality Risk in Pricing Remanufactured Products. *Production and Operations Management* 26(1): 100-115.

PUBLISHED & ACCEPTED PAPERS (continued)

Lee, S.J.*, J.D. Abbey, G.R. Heim, D.C. Abbey. 2016. Seeing the Forest for the Trees: Institutional Environment Impacts on Reimbursement Processes and Healthcare Operations. *Journal of Operations Management* 47-48: 71-79.

*Result of mentoring a Ph.D. student.

Abbey, J.D., M.G. Meloy, J.D. Blackburn, and V.D.R. Guide. 2015. Consumer Markets for Remanufactured and Refurbished Products. *California Management Review* 57(4): 26-42.

Abbey, J.D., J.D. Blackburn, and V.D.R. Guide, Jr. 2015. Optimal Pricing for New and Remanufactured Products. *Journal of Operations Management* 36: 130-146.

Abbey, J.D., M.G. Meloy, V.D.R. Guide, Jr., S. Atalay. 2015. Remanufactured Products in Closed-Loop Supply Chains for Consumer Goods. *Production and Operations Management* 24(3): 488-503.

Abbey, J.D., V.D.R. Guide, Jr., G.C. Souza. 2013. Delayed Differentiation for Multiple Lifecycle Products. *Production and Operations Management* 22(3): 588-602.

Abbey, J.D. 2005. Multithreading Tomorrow While Multitasking Today. *Statistical Computing & Statistical Graphics (American Statistical Association)* 16(2): 12-17.

MANUSCRIPTS, SUBMISSIONS, & WORKING PAPERS

Closed-Loop Supply Chains and Sustainable Operations Research Stream

Abbey, J.D., M. Ketzenberg, R. Metters. 2017. Strategically Managing Product Returns. Under submission to *California Management Review*.

Abbey, J.D., V.D.R. Guide, Jr. 2017. A Typology of Closed-Loop Supply Chains. Under submission to *International Journal of Production Research*.

Ketzenberg, M., J.D. Abbey, G.R. Heim, S. Kumar. 2017. Managing Return Abuse: Customer Profiling with Data Analytics. Under submission to *Journal of Operations Management*.

J.D. Abbey, Akturk, S.*, N. Geismar, V.D.R. Guide, Jr. 2017. Xerox's Original Equipment Remanufacturing: A Case Study of Design for Remanufacturing in Practice. Under revision for invited resubmission to *Production and Operations Management*.

*Result of mentoring a Ph.D. student.

BOOK CHAPTERS

Abbey, J.D. and V.D.R. Guide, Jr. 2017. Closed-Loop Supply Chains: A Strategic Overview. *Sustainable Supply Chains*. eds. Y. Bouchery, T. Tan, J. Fransoo, C. Corbett, Springer Publications.

Abbey, J.D. and V.D.R. Guide, Jr. 2016. Consumer Markets in Closed-Loop Supply Chains. *Invited chapter for Springer series in Sustainable Operations titled, "Environmentally Responsible Supply Chains."* Atalay Atasu and Chris Tang, eds. New York: Springer Science + Business Media LLC.

Abbey, J.D. and V.D.R. Guide, Jr. 2012. Closed-Loop Supply Chains. In *The Oxford Handbook on Business and the Natural Environment*, Pratima Bansal and Andrew J. Hoffman, eds. New York: Oxford University Press.

ACADEMIC POSITIONS & EXPERIENCE

Assistant Professor, Department of Information and Operations Management (INFO), Mays Business School, Texas A&M University, College Station, TX. July 2013 – present.

Graduate Researcher, Department of Supply Chain & Information Systems, Smeal College of Business, The Pennsylvania State University, University Park, PA. Summer 2009 - spring 2013.

University Graduate Fellow, Supply Chain & Information Systems, Smeal College of Business, The Pennsylvania State University, University Park/State College, PA. Fall 2008 – spring 2009.

Graduate Assistant, Instructor, and *NSF VIGRE Fellow*, Statistics Department, Iowa State University, Ames, IA. Fall 2005 – spring 2008.

TEACHING

TEXAS A&M UNIVERSITY (FALL 2013 - PRESENT)

Mays Business School

Department of Information and Operations Management (INFO)

Mays Summer Teaching Grant for Excellence in the Classroom. Awarded summer of 2015.

Information and Operations Management (INFO) 364: Supply Chain Management, Mays School of Business, Texas A&M University.

Spring 2017. (4.33/5.00* overall rating of instructor quality in a *section of 400 students*)

Spring 2017. (4.19/5.00* overall rating of instructor quality in a *section of 400 students*)

Spring 2016. (4.64/5.00 overall rating of instructor quality)

Spring 2016. (4.33/5.00 overall rating of instructor quality in a *section of 400 students*)

Fall 2014. (4.90/5.00 overall rating of instructor quality)

Fall 2014. (4.66/5.00 overall rating of instructor quality in a *section of 400 students*)

Spring 2014. (4.71/5.00 overall rating of instructor quality)

James D. Abbey

Spring 2014. (**4.89/5.00** overall rating of instructor quality)

Fall 2013. (**4.83/5.00** overall rating of instructor quality)

**The recently implemented use of online teacher evaluations led to a significant, department-wide drop in average evaluations. These evaluations were top 5 out of 17 sections (including small-format sections) for CBK courses.*

THE PENNSYLVANIA STATE UNIVERSITY (FALL 2012)

Smeal College of Business

Supply Chain and Information Systems (SC&IS) Department

Supply Chain Management (SCM) 405: Manufacturing and Services Strategies. Smeal College of Business, The Pennsylvania State University. Fall 2012. (**6.89/7.00** student rating of instructor quality)

IOWA STATE UNIVERSITY (FALL 2005 – SPRING 2008)

Department of Statistics

Graduate Teaching Excellence Award, awarded to the top 10% of university wide graduate instructors. Iowa State University. Spring 2008.

Business Statistics 226: Introduction to Business Statistics I. *Four semesters as a solo-instructor.* Iowa State University. Fall 2006 through spring 2008. (**4.36/5.00** four semester average teacher evaluation)

Business Statistics 328 (528): Applied Business Statistics (MBA Statistics). *Substitute instructor for half semester.* Iowa State University. Two sections. Summer 2006. (no review given)

Statistics 480: Statistical Computing Applications. *Co-Instructor (multiple sessions) and teaching assistant.* Iowa State University. Spring 2006. (no review given)

Statistics 401: Statistical Methods for Research Workers (Graduate level). *Computing instructor and distance learning lab teaching assistant.* Iowa State University. Fall 2005. *Some videos of lectures available upon request.* (**4.89/5.00** teacher evaluation)

SERVICE

UNIVERSITY, COLLEGE, & DEPARTMENTAL SERVICE

Texas A&M | Mays Business School | Information & Operations Management Dept.

- **Committee member** for Xingzhi Jia, Ph.D. Candidate.
- **Hiring Committee** for the INFO Department. Fall 2016 – spring 2017. Resulted in the hire of Alex Angelus.
- **Invited Presenter and Discussant** for the Texas A&M Health Sciences Center Medical Students Education on Insurance and Reimbursement in Healthcare January 2017.

- **Dean's Lunch & Learn Presenter and Discussant** for the Lunch & Learn Series as part of the Mays Business School Pillars for Research, Teaching, and Service December 2016.
- Mays Strategic Planning Initiative Work Team. Work Team #2: Advance the World's Prosperity. Spring 2016.
- **Committee member** for Seung Jun Lee. Dissertation defended March 4, 2016.
- **Committee member** for M. Serkan Akturk. Proposal defended March 2, 2016.
- Harvard Case Competition, Faculty Judge. February 2016.
- **Hiring Committee** for the INFO Department. Fall 2015 – spring 2016. Resulted in the hire of Jon Stauffer (Indiana).
- **Vision 2020 INFO Department Representative**. Spring 2015. Vision 2020 defines long-term precepts and goals that the university will target at a strategic level.
- **Hiring Committee** for the INFO Department. Fall 2014 – spring 2015. Resulted in hire of Anupam Agrawal (INSEAD).

Iowa State University

- Liberal Arts and Sciences Computer Advisory Committee (LASCAC): Evaluated computer purchasing proposals of *one to two million dollars per year*. 2005 - 2008.
- University Honors Council Representative. 1999-2000
- Honors Program Grant Review Sub-committee. 1999 - 2000.

SERVICE FOR PROFESSIONAL SOCIETIES

- **Joint Conference Chair** for Sustainable Operations Mini-Conference (60 attendees) for Production and Operations Management 2017 Annual Conference
- Session Chair, Sustainable Operations Track, Production and Operations Management 2017 Annual Conference
- Manufacturing and Service Operations Management (M&SOM) Sustainable Operations SIG Reviewer and Judge for Best Paper, Sustainable Operations Conference 2017
- Production and Operations Management Society College of Sustainable Operations Best Student Paper Award Judge, Production and Operations Management Conference 2017
- Academy of Management Operations Management Division Best Student Paper Award Judge, Academy of Management Conference 2016
- Instructional Innovation Award Committee Member and Judge, Decision Sciences 2016 Annual Conference
- Manufacturing and Service Operations Management (M&SOM) Behavioral Operations SIG Judge for Best Paper, Behavioral Operations Conference 2016
- Production and Operations Management Society College of Sustainable Operations Best Student Paper Award Judge, Production and Operations Management Conference 2016
- **Track Chair** for Production and Operations Management 2015 Annual Conference, Closed-Loop Supply Chain Track
- Manufacturing and Service Operations Management (M&SOM) Behavioral Operations SIG Judge for Best Paper, Behavioral Operations Conference 2015

- Session Chair, Institute for Operations Research and the Management Sciences (INFORMS) Annual Conference 2015
- **Track Chair** for Production and Operations Management 2014 Annual Conference, OM Practice Track
- Decision Science Institute Best Student Paper Award Judge, Decision Sciences Annual Conference 2013
- Panel Member for Decision Sciences Doctoral Consortium 2013, Joining the Professorate: The Transition from Student to Faculty

INDUSTRY SERVICE & OUTREACH

- **Co-Chair for the Closed-Loop Supply Chain Workshop 2017.**
 - Annual international workshop for over 60 academics from around the world.
 - Theme for 2017: Servicizing in Closed-Loop Supply Chains.
 - Workshop features executives from Xerox, Caterpillar, and Cummins.
 - Event held in Bloomington Indiana at the Kelley School of Business in Fall 2017.
- **Co-Chair for the Closed-Loop Supply Chain Workshop 2015.**
 - Annual international workshop for over 45 academics from around the world.
 - Theme for 2015: Topics in reuse and consumer returns.
 - Recruited fifteen practitioner participants, dominantly from Houston
 - Workshop features nearly 20 participants from Halliburton, Avangard Innovative, Strategic Materials, Cycleon (RLG), and Dell.
 - Event held at CityCentre Executive Education Facility in Houston, TX. Fall 2015.
- Remanufacturing Industries Council (RIC) Consensus Body to formally establish a definition of remanufacturing for the American National Standards Institute (ANSI) and International Standards Organization (ISO). Service throughout 2015-2016.
 - Discussion period information:
https://www.ansi.org/news_publications/news_story.aspx?menuid=7&articleid=6a1e7962-3ea5-4881-9653-d226085e65db
 - RIC Details: <http://www.remancouncil.org/advocate/regulatory/ansi-standards>

EDITORIAL SERVICE

- **Editorial Review Board Member**, Production and Operations Management Journal
 - *Outstanding Reviewer Recognition 2016*
- **Editorial Review Board Member**, Journal of Operations Management
 - *Outstanding Reviewer Recognition 2017*
- Reviewer for Manufacturing and Service Operations Management
- Reviewer and Judge for POMS Best Paper Competitions
- Reviewer and Judge for INFORMS Best Paper Competitions
- Reviewer and Judge for INFORMS M&SOM Sustainable Operations SIG
- Reviewer and Judge for AOM Best Paper Competitions
- Reviewer and Judge for DSI Best Paper Competitions

- Ad-hoc Reviewer for Journal of Industrial Ecology
- Ad-hoc reviewer for Journal of Business Logistics
- Ad-Hoc Reviewer for Decision Sciences

HONORS & AWARDS

Texas A&M University

- **Outstanding Reviewer Award** for service from 2014-2017, *Journal of Operations Management*, recognized and *Academy of Management Conference* in Atlanta, GA August 6, 2017.
- **Best Reviewer Recognition** at *Production and Operations Management Journal*, Recognized at *Production and Operations Management Conference*, May 7, 2016
- Mays Summer Teaching Grant for Excellence in the Classroom, 2015

The Pennsylvania State University

- Jeanne and Charles Rider Graduate Fellowship, The Pennsylvania State University, 2012
- Competitive Dissertation Stipend Award, Smeal College of Business, The Pennsylvania State University, 2010, 2011, and 2012
- The Frank P. and Mary Jean Smeal Endowment Fund Scholarship, Smeal College of Business, The Pennsylvania State University, 2008-2012
- University Graduate Fellow, Smeal College of Business, The Pennsylvania State University, 2008

Iowa State University

- Graduate Teaching Excellence Award, Iowa State University, 2008
- NSF VIGRE Fellow, Iowa State University, 2005-2008
- Beta Gamma Sigma, 2005
- Top 2% of students and Honors graduate (Iowa State University)
- Phi Beta Kappa, 2001
- Phi Kappa Phi, 1999

PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS

- Productions and Operations Management Society (POMS)
- Academy of Management (AOM)
- Decision Sciences Institute (DSI)
- European Operations Management Association (EUROMA/EIASM)
- The Institute for Operations Research and the Management Sciences (INFORMS)

POPULAR PRESS

- @Mays Magazine (2017 Special Issue). “Mays Grand Challenges: Health Care.” This article discussed the major topics of the Lunch & Learn (December 2016) that brought out the significant challenges of both care provision (Dr. Berry's topic) and commensurate business issues with the payment side of the U.S. healthcare system (Dr. Abbey).
- “The Amazing Deals Most Consumers Are Overlooking”. Appearing on the CNBC Fiscal Times. August 11, 2014 by Marine Cole available at http://www.cnbc.com/id/101910098?utm_source=newswire&utm_medium=email&utm_term=322781_HTML&utm_content=08-15-2014-14-52&utm_campaign=Penn%20State%20Today
- “Study finds consumers perceive remanufactured products as “dirty”. Appearing on The Recycler. July 29, 2014 available at: <http://www.therecycler.com/posts/study-finds-consumers-perceive-remanufactured-products-as-dirty/>

CONFERENCE AND INVITED PRESENTATIONS

*Abbey, J.D., R. Kleber, G.C. Souza, G. Voight. The Role of Perceived Quality Risk in Pricing Remanufactured Products. May 4-8, POMS 2017 Annual Conference.

Ketzenberg, M., J.D. Abbey, G. Heim, S. Kumar. Predicting Return Abuse with Data Analytics. May 4-8, POMS 2017 Annual Conference.

*Abbey, J.D., R. Kleber, G.C. Souza, G. Voight. The Role of Perceived Quality Risk in Pricing Remanufactured Products. November 12-16, INFORMS 2016 Annual Conference.

*Abbey, J.D., V.D.R. Guide, Jr., M.G. Meloy, J.D. Blackburn. 2016. *Consumer Markets for Remanufactured and Refurbished Products*. May 6-9, Production and Operations Management Society (POMS) 2016 Annual Conference.

Abbey, J.D., R. Kleber, G.C. *Souza, G. Voight. *The Role of Perceived Quality Risk in Pricing Remanufactured Products*. May 6-9, Production and Operations Management (POMS) 2016 Annual Conference.

*Abbey, J.D. Empirical triangulation: using a multi-method, multi-sample approach to empirical OM research. Sustainable Operations Mini-Conference, part of the Production and Operations Management Society (POMS) 2016 Annual Conference.

Abbey, J.D., *Akturk, M.S., Geismar, N., and V.D.R. Guide, Jr. *Optimal Design in a Remanufacturing Setting*. November 1-4, INFORMS 2015 Annual Conference.

James D. Abbey

Abbey, J.D., *Guide, V.D.R., Jr., *A Typology of Closed-loop Supply Chains with Remanufacturing*. November 1-4, INFORMS 2015 Annual Conference.

Abbey, J.D., *Akturk, M.S., Geismar, N., and V.D.R. Guide, Jr. *Optimal Design in a Remanufacturing Setting*. May 8 – 11, Production and Operations Management (POMS) 2015 Annual Conference.

*Abbey, J.D., Guide, V.D.R., Jr. *Consumer Perceptions of Closed-Loop Supply Chains*. February 28 – March 1, Georgia Tech Scheller Sustainable Operations Workshop 2015.

*Abbey, J.D., Blackburn, J.D., and Guide, V.D.R., Jr. *Analysis of Optimal Pricing for New and Remanufactured Products*. November 9-12, INFORMS 2014 Annual Conference.

*Abbey, J.D., Blackburn, J.D., Meloy, M.G. *Barriers and Strategies for Product Reuse in Consumer Markets*. October 17-18, Closed-Loop Supply Chains Workshop 2014: “Hot problems in CLSC: Seeking relevance.”

*Abbey, J.D. *Markets and Pricing for Remanufactured Consumer Products: Evidence from Experiments on U.S. Consumers*. September 25-26, World Remanufacturing Summit 2014.

*Abbey, J.D., Blackburn, J.D., and Guide, V.D.R., Jr. *Analysis of Optimal Pricing for New and Remanufactured Products*. May 9-12, Production and Operations Management (POMS) 2014 Annual Conference.

*Abbey, J.D. *Joining the Professorate: The Transition from Student to Faculty*, Presenter and Panel Member for Decision Sciences Doctoral Consortium 2013. Nov. 16-19, Decision Sciences 2013 Annual Conference.

*Abbey, J.D., Blackburn, J.D., and Guide, V.D.R., Jr. *Consumer Markets for Remanufactured Products: Empirical Evidence and Economic Models*. May 3-6, Production and Operations Management (POMS) 2013 Annual Conference.

*Abbey, J.D., Blackburn, J.D., Guide, V.D.R., Jr., and Ovchinnikov, A. Invited talk on *Closed-Loop Supply Chains: Markets for Recovered Consumer Goods*. May 2, Sustainable Operations Mini-Conference, Production and Operations Management (POMS) 2013 Annual Conference.

*Abbey, J.D., Blackburn, J.D., and Guide, V.D.R., Jr., *Consumer Markets for Remanufactured Products: Empirical Evidence and Economic Models*. November 17-20, Decision Sciences Institute (DSI) 2012 Annual Conference.

*Abbey, J.D., Blackburn, J.D., and Guide, V.D.R., Jr., *Consumer Markets for Remanufactured Products: Empirical Evidence and Economic Models*. October 14-17, INFORMS 2012 Annual Conference.

*Abbey, J.D., Guide, V.D.R., Jr., and Van Wassenhove, L.N., *OEM Remanufacturing*. April 19-23, Production and Operations Management (POMS) 2012 Annual Conference.

James D. Abbey

*Abbey, J.D., Guide, V.D.R. Jr., Meloy, M., and Atalay, S., *Consumer Perceptions of Remanufactured Consumer Products*. November 19-22, Decision Sciences Institute 2011 Annual Conference.

*Abbey, J.D., Guide, V.D.R. Jr., Meloy, M., and Atalay, S., *Consumer Perceptions of Remanufactured Consumer Products*. April 29 - May 2, POMS 2011 Annual Conference.

Abbey, J.D., *Guide, V.D.R. Jr., and Souza, G., *Delayed Differentiation for Multiple Lifecycle Products*. April 29 - May 2, POMS 2011 Annual Conference.

*Abbey, J.D., Guide, V.D.R. Jr., Meloy, M., and Atalay, S., *Consumer Perceptions of Remanufactured Consumer Products*. May 7-10, INFORMS 2010 Annual Conference.

*Abbey, J.D., Guide, V.D.R. Jr., and Souza, G., *Delayed Differentiation for Multiple Lifecycle Products*. May 7-10, POMS 2010 Annual Conference.

*Abbey, J.D., Guide, V.D.R. Jr., Meloy, M., and Atalay, S., *Consumer Perceptions of Remanufactured Products in Consumer Markets*. May 7-10, POMS 2010 Annual Conference.

*Abbey, J.D., Guide, V.D.R. Jr., and Souza, G., *Delayed Differentiation for Multiple Lifecycle Products*. October 11-14, INFORMS 2009 Annual Conference.

*Abbey, J.D., Guide, V.D.R. Jr., and Souza, G., *Delayed Differentiation for Multiple Lifecycle Products*. Invited talk at Otto-von-Guericke University Magdeburg, Magdeberg, Germany, September 16, 2009.

*Abbey, J.D., Guide, V.D.R., Jr., and L.N. Van Wassenhove, *OEM Remanufacturing Strategy, Closed-Loop Supply Chain Workshop 2009 (CLSC 9)*, Braunschweig Germany, September 18-19, 2009.

Abbey, J. D., Galbreth, M. R., and *Guide, V.D. R. Jr., *Managing Sustainability*. May 1-4, POMS 2009 Annual Conference.

*Johnson, D. J., Abbey, J. D., and Blackhurst, J., *Analyzing the Impact of Overseas Sourcing on Inventory, Backorders and Safety Stock in an MRP Driven System*. Decision Sciences Institute annual meeting in Baltimore, MD. November 22-25, 2008.

*Indicates presenting author

BUSINESS EXPERIENCE

Technology Officer and Consultant, Abbey & Abbey, Consultants, Inc., Ames, IA, February 1999 to 2008. Member of the Healthcare Consulting Group. Worked in healthcare consulting related to APC integrity, compliance issues, revenue enhancement, education services, litigation support, chargemaster audits, RAC audit assistance, and HIPAA compliance. AACI consults in forty-two states and has produced four books published by McGraw-Hill, four books published by HcPro, and six books published by Productivity Press, a part of the Taylor & Francis Group.

Technology Officer, Advanced Management Resources, Ames, IA, September 1993 to February 1999. Began as an office assistant in high school and progressed to technology officer. Primary duties included creation and deployment of networks; hardware acquisition; software deployment and security; and web programming for web-based education services.