

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

Bob '85 and Kelly Jordan '86 Associate Professor in Business  
Associate Professor of Information & Operations Management  
(March 2, 2021)

Mays Business School | Texas A&M University  
Department of Information and Operations Management  
320P Wehner Building, College Station, TX 77843-4217  
Phone: 979-862-6515 Fax: 979-845-5653  
E-mail: [jabbey@mays.tamu.edu](mailto:jabbey@mays.tamu.edu) Website: <http://www.jamesdabbey.com>

## RESEARCH INTERESTS

---

- Closed-loop supply chains (CLSC), sustainable operations, and sustainability
- Consumer returns systems, processes, and operational factors
- Circular economies and the evolution of reuse systems
- Healthcare reimbursement systems and applications to operations and supply chains
- Healthcare policy and audit control systems
- Interface of marketing and operations/supply chains
- Statistical analysis, experimental design, data analytics, predictive analytics, and predictive modeling

## 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.**, 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

---

15) Ketzenberg, M. J.D. Abbey, G. Heim, S. Kumar. 2020. Assessing Customer Return Behaviors Through Data Analytics. *Journal of Operations Management*. 66(6): 622-645. [Nominee for Best Paper at Journal of Operations Management 2021]

14) Abdulla, H.\*, M. Ketzenberg, J.D. Abbey. 2019. Taking Stock of Consumer Returns: A Review and Classification of the Literature. *Journal of Operations Management*. 65(5): 560-605. [Runner-up for Best Paper at Journal of Operations Management 2020]

\*Result of mentoring a Ph.D. student.

## **PUBLISHED & ACCEPTED PAPERS (continued)**

13) Abbey, J.D., N. Geismar, and G.C. Souza. 2019. Improving Remanufacturing Core Recovery and Profitability Through Seeding. *Production and Operations Management* 28(3): 610-627.

12) Abbey, J.D., R. Kleber, G.C. Souza, G. Voight. 2019. Remanufacturing and consumers' risky choices: Behavioral modeling and the role of ambiguity. *Journal of Operations Management* 65(1): 4-21.

11) Abbey, J.D., M. Ketzenberg, R. Metters. 2018. A More Profitable Approach to Product Returns. *MIT Sloan Management Review* 60(1): 71-74.

10) Abbey, J.D., V.D.R. Guide, Jr. 2018. A Typology of Remanufacturing in Closed-Loop Supply Chains. *International Journal of Production Research* 56(1-2): 374-384.

9) Abbey, J.D., M.G. Meloy. 2017. Attention by Design: Using Attention Checks to Detect Inattentive Respondents and Improve Data Quality. *Journal of Operations Management* 53-56 (November): 63-70.

8) Akturk, S. \*, J.D. Abbey, N. Geismar. 2017. Strategic Design of Multiple Lifecycle Products for Remanufacturing Operations. *Institute of Industrial and Systems Engineering Transactions (formerly IIE Transactions)* 49(10): 967-979.

\*Result of mentoring a Ph.D. student.

7) 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. **[The 3<sup>rd</sup> most downloaded paper at *Production and Operations Management* for 2017]**

6) 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.

5) 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.

4) 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.

3) 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.

**[The 9<sup>th</sup> most downloaded paper at *Production and Operations Management* for 2016]**

2) 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.

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

## **SUBMISSIONS & WORKING PAPERS**

---

### **Closed-Loop Supply Chains and Sustainable Operations Research Stream**

10) Abdulla, H.\*, J.D. Abbey. 2021. Empirically assessing the impact of return policy change in retail organizations. Target journal: *Manufacturing & Service Operations Management*.

9) Abdulla, H.\*, J.D. Abbey, M. Ketzenberg. 2020. Consumer Perceptions of Return Policies: Experimental Evidence of Return Policy Efficacy and Impact. Under revision for *Production and Operations Management*.

\*Result of mentoring a Ph.D. student.

### **Marketing Interface and Crossover Domain Research Streams**

8) Abdulla, H. J.D. Abbey, A.S. Atalay, M.G. Meloy. 2021. Show, Don't Tell: Education and Physical Experience Effects in Remanufactured Product Markets. Under revision for *Manufacturing & Service Operations Management*.

7) Hyodo, J., J.D. Abbey, M.G. Meloy, A.M. Garvey. 2021. Emotionally Enriched or Sentimentally Sullied Products: A Process-Based Framework of Emotional Contagion. Working Paper, University of Nebraska Lincoln, Texas A&M University, The Pennsylvania State University, University of Kentucky. Under revision (additional data collection ongoing) for *Journal of Retailing*.

### **Healthcare Research and Healthcare Reimbursement Stream**

6) Abbey, J.D., N. Geismar, R. Oliva. 2021. Understanding the RACket: Assessing the Efficacy of Recovery Audit Contractors (RAC) in U.S. Healthcare Reimbursement Systems. Under revision for resubmission to *Journal of Operations Management*.

## **SELECTION OF WORKING PROJECTS**

---

### **Healthcare Research and Healthcare Reimbursement Stream**

5) Lee, S.J.\*, J.D. Abbey, G.R. Heim, D.C. Abbey. 2021. The Role of Reimbursement Processes in Healthcare Operations and Supply Chains. Working paper, Texas A&M University. Slated for submission to *Production and Operations Management*, Timing TBD.

\*Result of mentoring a Ph.D. student.

4) Abbey, J.D., N. Geismar, R. Oliva, 2021. The Impact of Hospital Size and Mergers on Healthcare Charge Structures. Data Analysis and Theory Development in Progress, Texas A&M University, Target Journal and Timing TBD.

James D. Abbey

3) Geismar, N., J.D. Abbey, R. Oliva. 2020. When Revenue is Not Revenue: The Paradox of Phantom Revenue in Healthcare Systems. Working Paper in progress, Texas A&M University. Targeted for *Harvard Business Review*. Timing TBD.

### **Closed-Loop Supply Chains and Sustainable Operations Research Stream**

2) J.D. Abbey, Akturk, S.\*, N. Geismar. 2021. Xerox's Original Equipment Remanufacturing: A Case Study of Design for Remanufacturing in Practice. Under revision for requested resubmission to *Production and Operations Management*. Timing TBD.

\*Result of mentoring a Ph.D. student.

1) Mutha, A., Abbey, J.D., V.D.R. Guide, Jr. 2021. Remanufacturing Strategies in a Circular Economy. Working paper, Texas A&M University, The Pennsylvania State University. Targeted for *California Management Review*. Timing TBD.

I have other ongoing research projects not listed above. For details, please contact me.

### **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**

---

Associate Professor, Department of Information and Operations Management (INFO), Mays Business School, Texas A&M University, College Station, TX. September 2019 – present.

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.

James D. Abbey

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

## **GRANTS, FUNDED RESEARCH, & MONETARY AWARDS**

### **\$30,000 Monash (Australia) University Research Seed Grant 2020.**

Seed funding to start research into textile (i.e., clothing) reuse and disposal behaviors in Australia. Will involve intensive research into consumer behavior, psychology, and sociological norms. The cross-disciplinary team includes operations, psychology, sociology, experimentalists, and data analytics experts.

### **\$30,000 Texas A&M Triads for Transformation President's Research Grant 2017.**

Multidisciplinary seed-grant program that is part of the President's Excellence Fund designed to further Texas A&M University's commitments to the three pillars of advancing transformational learning; enhancing discovery and innovation and expanding impact on our community, state, nation, and world.

### **\$5,000 Dean's Research Mini-Grant 2020.**

A seed grant to fund the beginning of a partnership with the Human Behavioral Lab (HBL) at Texas A&M University. Using state-of-the-art neurophysiological tools at TAMU Human Behavior Lab (<https://hbl.tamu.edu/>), we plan to initiate a paradigm shift in Behavioral Operations—one akin to the new divisional petition occurring at Academy of Management—that we will call NeurOM, in a similar vein to Neuro-Economics and Neuro-Marketing. Specifically, we are developing an inter-disciplinary research agenda to study the neurophysiological processes underlying key theoretical and empirical findings in Behavioral Operations that indicate various decision biases, heuristics, information search patterns, etc. We expect that such investigations with objective, real-time measurements will reveal managerially actionable insights regarding the use of different de-biasing techniques, decision support systems, and feedback mechanisms to improve the efficacy in different supply chain and operations contexts.

### **\$15,000 Mays Grand Research Challenge Grant (Health Care) 2018.**

Mays Business School seed grants to support research in three focal pillars: health care, energy, and entrepreneurship. The research analyzes and proposes policy measures to improve Medicare's severely dysfunctional system of auditing and fraud prevention for hundreds-of-billions of dollars of annual payments handled by auditing firms known as Recovery Audit Contractors. The work will be the first to critically analyze all current policy measures--none of which are sufficient to fix the system's systemic flaws--and then propose far more stringent policy measures to bring the system into a long-term sustainable state.

### **\$6500 Montague Teaching Innovations Grant.**

Center for Teaching Excellence. In honor of Kenneth Montague '37. Awarded fall of 2017. The Center for Teaching Excellence exists to provide leadership and services that contribute to improvement of teaching quality at Texas A&M University. The Montague-Center for Teaching Excellence Scholars Program was initiated in 1991 as a cornerstone effort in this quest for sustained excellence.

## **TEACHING**

---

### **TEXAS A&M UNIVERSITY (FALL 2013 - PRESENT)**

Mays Business School

Department of Information and Operations Management (INFO)

### **Teaching Awards at Texas A&M Mays Business School**

**Montague University-Level Distinguished Teaching Award 2017-2018.** Center for Teaching Excellence. In honor of Kenneth Montague '37. Awarded fall of 2017.

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

### **Continuing Education and Best Practices in Teaching**

**21<sup>st</sup> Century Classroom Center for Teaching Excellence Faculty Fellow (21CCB Faculty Fellow).** Development of best practices for active learning classrooms with large sections (~600) students. Center for Teaching Excellence. Spring 2019 to fall 2020.

**Scientific Case Writing and Teaching Summit.** The seminal teaching summit for case writing and teaching for science and analytics. Buffalo, NY. September 27-28, 2019.

**Teaching with Technology Summit.** Sponsored by Pearson. Intensive two day training on modern online tools (e.g., plagiarism detection, randomization of numerical work to prevent cheating, etc.). Las Vegas, NV. April 2-4, 2019.

**Connecting with the Classroom.** Sponsored by McGraw Hill. Two day group-driven best teaching practices with online tools. Particular focus on adaptive simulation tools and large format content delivery. The neuro science of memory short course discussed improving student retention. Tucson, AZ. February 14-16, 2019.

### **Teaching Deliveries at Texas A&M Mays Business School**

#### **Master of Business Administration (Full Time Program):**

Fall 2019. Applied Predictive Analytics SCMT 650. Rating **4.57/5.00**.

Fall 2020. Applied Predictive Analytics ISTM 660. Rating **4.50/5.00** [new evaluation system using the question "I engaged in critical thinking and/or problem solving"]. [COVID Hybrid Delivery]

#### **Visual Analytics Primer for Supply Chain Consortium (Shell, Applied Materials, Dell, etc.)**

November 8, 2019. A nine hour intensive training in the fundamentals of managing with visual analytics. Held at Shell's Corporate Headquarters in Houston, TX.

#### **Data Analytics Full Day Course for the Center for Executive Development.**

January 2019: Overall aggregate instructor rating **4.92/5.00**.

December 2017: Overall aggregate instructor rating **4.74/5.00**.

**Master of Science in Finance Boot Camp:**

August 2020: Visual Analytics in Tableau.

August 2019: Visual Analytics in Tableau.

**Information and Operations Management (INFO) 364: Supply Chain Management for Core Business Knowledge (CBK) Curriculum.**

Spring 2020. (4.52/5.00\* overall rating of instructor quality in a *section of 300+ students. COVID Online Teaching Semester.*)

Spring 2020. (4.22/5.00 overall rating of instructor quality in a *section of 300+ students. COVID Online Teaching Semester.*)

Spring 2019. (4.38/5.00\* overall rating of instructor quality in a *section of 300+ students*)

Spring 2019. (4.36/5.00\* overall rating of instructor quality in a *section of 300+ students*)

Spring 2018. (4.50/5.00\* overall rating of instructor quality in a *section of 300+ students*)

Spring 2018. (4.44/5.00\* overall rating of instructor quality in a *section of 300+ students*)

Fall 2017. (4.68/5.00\* overall rating of instructor quality)

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)

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

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

*\*The use of online teacher evaluations led to a significant, department-wide drop in average evaluations. These evaluations were all top 5 out of ~20 sections (including small 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*)

James D. Abbey

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. (4.89/5.00 teacher evaluation)

## **SERVICE**

---

### **UNIVERSITY, COLLEGE, & DEPARTMENTAL SERVICE**

#### Texas A&M University Service

- **Faculty Senator (Seat 5) for Mays Business School** fall 2019 to spring 2022. The Texas A&M Faculty Senate is a competitively elected position with senators serving for a three-year term. The Senate serves as the primary source of faculty shared governance with regard to all levels of Texas A&M University's mission.
- **Faculty Senate Caucus Leader for Mays Business School** fall 2020 to present. Report directly during the Executive Council (Deans and Department Head) monthly meetings. Responsibility to represent Mays Business School concerns to the full Faculty Senate.
- **21<sup>st</sup> Century Classroom Faculty Fellow (21CCB Faculty Fellow)** spring 2019 to fall 2020. Development of best practices for active learning classrooms with large sections (~600) students. Center for Teaching Excellence.
- **Faculty Senate, Legislative Affairs Committee Member** 2019 – present. Duties include evaluation of legislation and discussion of Texas University issues with Members of the Texas Congress.
- **Faculty Fellow of the Center for Health Systems & Design (CHSD)** three year appointment from fall of 2017 to fall of 2020.
- **Invited Presenter and Discussant** for the Texas A&M Health Sciences Center Medical Students Education on Insurance and Reimbursement in Healthcare: January 2017, May 2018, May 2019, May 2020.
- **Vision 2020 INFO Department Representative**. Spring 2015. Vision 2020 defines long-term precepts and goals that the university will target at a strategic level.

#### Texas A&M | Mays Business School Service

- **Judge, Humana-Mays International Analytics Competition**. November 12, 2020. A joint event between Mays Business School and Humana with a \$50,000 grand prize (won by Wharton) for assessment of how to detect, predict, and improve transportation services for elderly patients.
- **Chair, Center for International Business Studies (CIBS) Four Year Formal Recertification and Performance Evaluation**. Authored an extensive, nearly 200 page, report examining the past four years and plan for the coming four years in the multi-



million dollar CIBS center, which is among the prestigious CIBE funded international business centers. Spring 2020.

- **Strategic Plan Chair:** Development of a revised and Mays Business School-aligned departmental strategic plan. Fall 2019.
- **Judge, Humana-Mays International Analytics Competition.** November 14, 2019. A joint event between Mays Business School and Humana with a \$30,000 grand prize (won by UCLA) for assessment of how to detect, predict, and prevent Long Term Opioid Therapy (LTOT) abuse, which causes over 140 deaths per day in the U.S. alone.
- **Health Care Initiatives Council.** Development of the “Business of Health Care” teaching initiatives and alumni outreach. Spring 2018 – fall 2019.
- **Hiring Committee** for the INFO Department. Fall 2017 – spring 2018. Resulted in the hire of Andres Jola-Sanchez.
- **Doctoral Committee Co-Chair** 2017 - present for Huseyn Abdulla.
- **Doctoral Committee Member** 2016 - 2019 for Xingzhi Jia.
- **Hiring Committee** for the INFO Department. Fall 2016 – spring 2017. Resulted in the hire of Alex Angelus.
- **Dean’s Lunch & Learn Presenter** 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).
- **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

- Session Chair, Closed-Loop Supply Chain Track, Production and Operations Management 2019 Annual Conference.
- Sustainability Early Career Conference 2019, discussant and referee.
- **Mini-Conference Co-Chair** (with Dr. Neil Geismar) for Sustainable Operations Mini-Conference (~50 attendees) for Production and Operations Management 2018 Annual Conference
- Manufacturing and Service Operations Management (M&SOM) Sustainable Operations SIG Reviewer and Judge for Best Paper, Sustainable Operations Conference 2018

- Production and Operations Management Society College of Sustainable Operations Best Student Paper Award Judge, Production and Operations Management Conference 2018
- **Mini-Conference Co-Chair** (with Dr. Brian Jacobs) 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
- **Chair** and Panel Member for Decision Sciences Doctoral Consortium 2013, Joining the Professorate: The Transition from Student to Faculty

### **INDUSTRY SERVICE & OUTREACH**

- **Co-Chair [doctoral discussants focus] for the Closed-Loop Supply Chain Workshop 2017** (Lead Chair: Gil Souza)
  - Annual international workshop for over 40 academics from around the world.
  - Theme for 2017: Servicizing in Closed-Loop Supply Chains.
  - Workshop features executives from GE, 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](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

- **Associate Editor & Editorial Review Board Member**, Journal of Operations Management
  - *Best Associate Editor for Journal Operations Management 2018*
  - *Best Reviewer Award 2017*
- **Senior Editor & Editorial Review Board Member**, Production and Operations Management Journal
  - *Best Reviewer Award 2016*
- 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

- **Mays Faculty Service Excellence Award**. Mays Business School. Awarded December of 2020.
- **Paul Kleindorfer Award in Sustainability (2019)**. The highest award for sustainability research based on breadth and innovativeness of works that have social and environmental impact in business. The award is highly competitive among a large field of sustainability scholars within the fields of operations and supply chain management.
- **Best Associate Editor Award** Journal of Operations Management 2018, recognized and *Academy of Management Conference* in Chicago, Illinois August 12, 2018.

- **Montague Distinguished University-Level Teaching Excellence Award (2017).** Center for Teaching Excellence. An award in honor of Kenneth Montague '37, a distinguished alumnus and trustee of Texas A&M's University Development Foundation. Established by Ken and Judy Montague in 1991.
- **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 (2019 Special Issue). "Mays Grand Challenges: Data Analytics. Data Analytics Addressing Social Impact." The article highlighted my research, published in *Sloan Management Review*, into the management of over \$350 billion in annual consumer returns in the U.S. using advanced data analytics methods.

- RLA Magazine (Reverse Logistics Association August 2019): “A View from Academia,” Reverse Logistics Magazine, Edition 102. <http://rlmagazine.com/edition102p29.php>. The Reverse Logistics Association is among the largest industry groups centered on issues of consumer returns and reuse systems. “The Reverse Logistics Association is a members’ driven, global trade association for the returns and reverse industry, offering information, research, solutions and services for Manufacturers, Branded, and Retail companies from Third Party Providers. Our goals are to educate and inform Reverse Logistics professionals around the world, and be the voice of the reverse industry.”
- @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](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** (\*Indicates presenting author)

\*Abdulla, H., M. Ketzenberg, J.D. Abbey. *Taking Stock of Consumer Returns: A Review and Classification of the Literature*. November 22-24, Decision Science Institute (DSI) 2019 Annual Conference, New Orleans, LA.

Abbey, J.D., \*H.N. Geismar. G.C. Souza. *Improving Remanufacturing Core Recovery and Profitability Through Seeding*. EURO Annual Conference 2019, Dublin, Ireland.

\*Abbey, J.D., H.N. Geismar, R. Oliva. *Understanding the RACket: Assessing the Efficacy of Recovery Audit Contractors (RAC) in U.S. Healthcare Reimbursement Systems*. May 2-6, POMS 2019 Annual Conference, Washington, D.C.

\*Abdulla, H., M. Ketzenberg, J.D. Abbey. *Taking Stock of Consumer Returns: A Review and Classification of the Literature*. May 2-6, POMS 2019 Annual Conference, Washington, D.C.

Abbey, J.D., \*H.N. Geismar. G.C. Souza. *Improving Remanufacturing Core Recovery and Profitability Through Seeding*. May 2-6, POMS 2019 Annual Conference, Washington, D.C.

James D. Abbey

Akturk, S., J.D. Abbey, \*H.N. Geismar. *Strategic Design of Multiple Lifecycle Products for Remanufacturing Operations*. May 2-6, POMS 2019 Annual Conference, Washington, D.C.

\*Abbey, J.D., V.D.R. Guide, Jr. *A Typology of Remanufacturing in Closed-Loop Supply Chains*. May 4-9, POMS 2018 Annual Conference. May 2-6, POMS 2019 Annual Conference.

Guide, V.D.R., Jr., J. Abbey. *Servicizing at the Xerox Corporation*. Closed-Loop Supply Chain Workshop 2017, held at Indiana University Bloomington.

\*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.

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.

James D. Abbey

\*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.

\*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.

James D. Abbey

\*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.

## **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.

## **SOCIETAL IMPACT STATEMENT**

---

Dr. Abbey has co-chaired numerous events from 2015 and onward that brought both practitioners and academics together to share state-of-the-art ideas and practice in industry. These events create a direct pathway and synergy with local and international business leaders in the area of sustainable operations and supply chains. Dr. Abbey has also regularly given talks for the Texas A&M Medical school on healthcare reimbursement and auditing systems.



Further, Dr. Abbey continues to focus on publishing in practitioner-oriented outlets, such as California Management Review and Sloan Management Review, to disseminate and share research findings in a way that can help industry leaders improve the supply chain operations. As his Ph.D. students attest, Dr. Abbey continually seeks to address real-world questions of managers in all research projects. The topics include closed-loop supply chains, circular economies, and other sustainability-focused topics. Dr. Abbey also specializes in analyzing return policies, which represent a \$369 billion dollar per year (and growing) challenge for both online and brick & mortar retailers. This research has gathered much attention both in academic and practitioner circles. Finally, though a challenge to publish as the topic is largely absent in the literature though common in legal matters, Dr. Abbey and co-authors continue to research and present policy improvements for the deeply flawed system of healthcare reimbursement and auditing by the Center for Medicare and Medicaid Services (CMS). This research has the potential to offer fundamental operational improvements in the way healthcare payments are monitored and controlled in the U.S. healthcare system that represents the largest single sector of the U.S. GDP.

Through his focus on maintaining practical relevance using real-world data and acquiring primary experimental data, Dr. Abbey will continue to forge new paths and improved understanding of the underpinnings behind the varied topics discussed above. Though the publication cycle is long, the perseverance to finish the research and commensurately disseminate the work in practitioner-oriented journals has been and remains a dominant focus of his work.