Jon M. Stauffer

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Education

Indiana University, Kelley School of Business
Ph.D. Operations Management, 2016
- Dissertation: *Care As Needed: Tailored Response in Healthcare Operations & Humanitarian Logistics*
- Dissertation Chair: Professor Kurt M. Bretthauer

Masters in Operations Management (Entrepreneurship Minor), 2014

University of Michigan, Ross School of Business
MBA, Graduated with High Distinction, 2006

Oakland University
Master of Science in Electrical & Computer Engineering, 2001

Purdue University
Bachelor of Science in Mechanical Engineering, Graduated with Highest Distinction, 1999

Academic Employment and Experience

Mays Business School, Texas A&M University, College Station, TX:
Department of Information & Operations Management
Associate Professor (with tenure): 2023-Present
Director, Supply Chain Consortium: 2023-Present
Texas A&M Telehealth Institute Fellow: 2024-Present
Faculty Fellow of the Center for Health Systems & Design: 2017-Present
Assistant Professor: 2016-2023

Kelley School of Business, Indiana University, Bloomington, IN:
Research Assistant / Associate Instructor 2011-2016
Department of Operations and Decision Technologies

Industry Employment and Experience

Control-Tec LLC, *Director of Strategy & Business Development*, Allen Park, MI: 2010-2012

Deloitte Consulting LLC, *Manager, Strategy & Operations*, Fort Worth, TX & Cincinnati, OH: 2007–2010

DaimlerChrysler AG, *Senior Control System Engineer*, Chelsea, MI: 1999-2007

Peer-Reviewed Publications (‡ denotes current or former student, ∗ denotes practitioner)

P10 Maryam Khatami‡, Jon M. Stauffer, Mark Lawley. (2025) How a dedicated postdischarge unit can reduce hospital congestion and costs, *Decision Sciences*, **25** (1), 93-115.

P9 Seulchan Lee‡, Alexandar Angelus, Jon M. Stauffer, Chelliah Sriskandarajah. (2025) Optimal shipping, collaboration, and outsourcing decisions in a hybrid cross-docking supply chain, *IISE-Transactions*, **57** (1), 1-15.

P8 Tuan Le‡, Jon M. Stauffer, Bala Shetty, Chelliah Sriskandarajah. (2023). An Optimization Framework for Analyzing Dual-Donor Organ Exchange, *Production and Operations Management*, **32**(3), 740-761.

P7 Stauffer, Jon M., Manoj Vanajakumari, Subodha Kumar, Theresa Mangapora∗. (2022). Achieving Equitable Food Security: How Can Food Bank Mobile Pantries Fill this Humanitarian Need, *Production and Operations Management*, **31**(4), 1802-1821.

P6 Cho, David D., Jon M. Stauffer. (2022). Tele-Medicine Question Response Service: Analysis of Benefits and Costs, *Omega*. **111**, 102664.

⋆ Featured in Cal-State University, Fullerton Business Spotlight, January 2023

P5 Stauffer, Jon M., Aly Megahed∗, Chelliah Sriskandarajah. (2021). Elasticity Management for Capacity Planning in Software-as-a-Service Cloud Computing, *IISE-Transactions*, **53**(4), 407-424.

⋆ Finalist: Best Service Science Paper, INFORMS Annual Conference 2018

P4 Stauffer, Jon M., Subodha Kumar. (2021). Impact of Incorporating Returns into Pre-Disaster Deployments for Rapid-Onset Predictable Disasters, *Production and Operations Management*, **30**(2), 451-474.

⋆ Runner-up: Best Paper Humanitarian Operations & Crisis Management, POMS Conference, 2020

⋆ Recognized as a POMS Top Cited Article in 2020-2021

P3 Stauffer, Jon M., Alfonso J. Pedraza-Martinez, Lu(Lucy) Yan, Luk N. Van Wassenhove. (2018). Asset Supply Networks in Humanitarian Operations: A Combined Empirical-Simulation Approach, *Journal of Operations Management*, **63**, 44-58.

P2 Stauffer, Jon M., Alfonso J. Pedraza-Martinez, Luk N. Van Wassenhove. (2016). Temporary Hubs for the Global Vehicle Supply Chain in Humanitarian Operations, *Production and Operations Management*, **25**(2), 192-209.

⋆ Winner: Best Paper Humanitarian Operations & Crisis Management, POMS Conference, 2014

P1 Helm, Jonathan E., Adel Alaeddini, Jon M. Stauffer, Kurt M. Bretthauer, Ted Skolarus∗. (2016). Reducing Hospital Readmissions by Integrating Empirical Prediction with Resource Optimization, *Production and Operations Management*, **25**(2), 233-257.

⋆ Finalist: Most Influential POM Service Operations Paper, 2015-2016

Papers Under Review (‡ denotes current or former student)

R1 Healthcare Reimbursement Policy Impact on Multiple-Provider Readmission Reduction Programs
Jon M. Stauffer, Jonathan E. Helm, Kurt M. Bretthauer
Management Science (Preparing for 2nd review)

R2 Understanding Wait Time Evaluation of Patients: The Impact of Appointment Lag Times
Rakesh Mallipeddi‡, Chiraag Mittal, Jon M. Stauffer, Yunxia Zhu
Decision Sciences (Under 1st review)

R3 Appointment Template Design in Multi-Stage Outpatient Clinics under Patient Heterogeneity
Pelin Kesrit‡, Jon M. Stauffer, Chelliah Sriskandarajah
IISE-Transactions on Healthcare Systems Engineering (soon to be under 1st review)

R4 Robotic Mobile Fulfillment Systems: Strategies for Pod Selection and Scheduling
Kerim Kizil‡, Jon M. Stauffer, Chelliah Sriskandarajah
Production and Operations Management (Preparing for 3rd review)

R5 Last-mile Humanitarian Logistics Planning with Isolated Communities
Mahdi Noorizadegan, Esmaeil Keyvanshokooh, Mohammad Fattahi, Jon M. Stauffer
Manufacturing & Service Operations Management (Preparing for 2nd review)

R6 Scheduling Additive Manufacturing Systems: Complexity and Algorithms to Minimize the Number of Late Parts
Michael Stott‡, Chelliah Sriskandarajah, Jon M. Stauffer
Production and Operations Management (Preparing for 2nd review)

R7 Hospital-at-Home: Finding Appropriate Implementation Scenarios
David D. Cho, Jon M. Stauffer
Omega (Under 1st review)

R8 Complexity of Analyzing Dual-Donor Simultaneous Liver-Kidney Exchange
Bala Shetty, Chelliah Sriskandarajah, Jon M. Stauffer,
Operations Research Letters (Under 1st review)

Working Papers (‡ denotes current or former student)

W1 Single Donor Organ Chains: Analyzing Transplant Success
Rakesh Mallipeddi‡, Chelliah Sriskandarajah, Jon M. Stauffer, Yunxia Zhu
Target submission: *Production and Operations Management* in 2025

W2 Search Advertising Analysis
Kerim Kizil‡, Rajiv Mukherjee, Bala Shetty, Chelliah Sriskandarajah, Jon M. Stauffer
Target submission: *Production and Operations Management* in 2025

Research in Progress (‡ denotes current or former student)

Impact of Home Health Social Intervention Visits on Hospital Readmissions
with Maryam Khatami‡, Jonathan E. Helm, Kurt M. Bretthauer

Mobile Public Servers: Scheduling and Analysis
with Kerim Kizil‡, Huseyn Abdulla‡, Chelliah Sriskandarajah

Food Bank Pre-Positioning Analysis
with Kerim Kizil‡, Bala Shetty, Chelliah Sriskandarajah

"Truthiness" at the Doctor's Office: How Information Asymmetry Affects Outpatient Clinic Performance
with Murray Cote, Cynthia Weston; awarded T3 grant in 2021

Optimal Readmission Reduction Policies for Hospital Systems
with Tony Arreola-Risa

Teaching

Published Pedagogical Case Studies with Teaching Notes (Peer-Reviewed and Published)

T2 Brazos Valley Food Bank: Fostering Partnerships, Feeding Hope - Part B. (2022) Manoj Vanajakumari, Jon M. Stauffer, and Subodha Kumar. (published at Ivey Case Publishing)

T1 Supply Chain Hubs in Global Humanitarian Logistics. (2017) Jon M. Stauffer, Alfonso J. Pedraza-Martinez, and Luk N. Van Wassenhove. (published at INSEAD Case Publishing)

SCMT616 - Supply Chain Management: Mays Business School, Texas A&M University
- Fall 2024 - 1st cohort Masters in Supply Chain Analytics: Evaluation 4.86 out of 5.00
- Developed entirely new course from scratch, including lecture material, tests, homework, case studies, current event discussions, facility tours, and group activities with full responsibility for class policy, office hours, and two lectures every week.

SCMT364 - Operations Management: Mays Business School, Texas A&M University
- Fall 2023 - 2 extra-large sections: Evaluations 4.52, and 4.51 out of 5.00
- Fall 2022 - 2 large sections, 1 Honors Section: Evaluations 4.90, 4.53, and 4.49 out of 5.00
- Fall 2021 - 2 large sections, 1 Honors Section: Evaluations 4.83, 4.79, and 4.59 out of 5.00
- Fall 2020 - 2 large sections, 1 Honors Section: Evaluations 4.38, 4.29, and 4.12 out of 5.00
- Fall 2019 - 3 large sections, Evaluations: 4.83, 4.70, and 4.68 out of 5.00
- Fall 2018 - 2 large sections, 1 Honors Section, Evaluations: 4.97, 4.75, and 4.63 out of 5.00
- Fall 2017 - 3 large sections, Evaluations: 4.81, 4.79, and 4.75 out of 5.00
- Fall 2016 - 3 large sections, Evaluations: 4.90, 4.65, and 4.64 out of 5.00
- Developed lecture material, tests, homework, case studies, current event discussions, and group activities with full responsibility for class policy, office hours, and two lectures every week.

⋆ Winner, 2020-2021 Montague - Center for Teaching Excellence Scholar, Texas A&M University

Operations Management in Healthcare: Mays Business School, Texas A&M University
- Fall 2019 - Guest Lecturer: Business of Healthcare (BUSN 489)
- Spring 2019 - Guest Lecturer: Healthcare Challenges and Careers (BUSN 481)
- Developed lecture material, current event discussions, and engaged students on the impact of operations management in healthcare administration.

P300 - Introduction to Operations Management: Kelley School of Business, Indiana University
- Fall 2015 - 2 sections, Teaching evaluations: 6.25 and 6.40 out of 7.00
- Spring 2015 - 2 sections, Teaching evaluations: 6.55 and 6.69 out of 7.00
- Spring 2014 - 2 sections, Teaching evaluations: 6.67 and 6.73 out of 7.00
- Developed lecture material, tests, homework, and group activities with full responsibility for class policy, office hours, and two lectures every week.

⋆ Winner, Kelley School of Business Panschar Teaching Award, 2016
⋆ Finalist, Kelley School of Business Panschar Teaching Award, 2015

Conference Presentations (Presenting Author Only)

Achieving Equitable Food Security: How Can Food Bank Mobile Pantries Fill this Humanitarian Need
INFORMS Healthcare 2023, Toronto, CA - July 2023

Building a Resilient Humanitarian Supply Chain
Panel Speaker, DSI Annual Conference, Houston, TX – November 2022

Humanitarian Organization Pre-Disaster Deployment for Predictable Disasters
POMS 2021 31th Annual Conference, online – May 2021
POMS 2019 30th Annual Conference, Washington D.C. – May 2019

Elasticity Management for Capacity Planning in Cloud Computing Services
INFORMS 2018 Annual Conference, Phoenix, AZ – Nov. 2018

Global Vehicle Supply Chains in Humanitarian Operations: A Network Analysis Approach
POMS 2018 29th Annual Conference, Houston, TX – May 2018
INFORMS 2017 Annual Conference, Houston, TX – Oct. 2017
POMS 2017 28th Annual Conference, Seattle, WA – May 2017
INFORMS 2016 Annual Conference, Nashville, TN – Nov. 2016

Payment Policy Impact on Reducing Hospital Readmissions
INFORMS 2021 Annual Conference, Anaheim, CA – Oct. 2021
POMS 2021 31th Annual Conference, online – May 2021
INFORMS 2018 Annual Conference, Phoenix, AZ – Nov. 2018
POMS 2018 29th Annual Conference, Houston, TX – May 2018
INFORMS 2016 Annual Conference, Nashville, TN – Nov. 2016
INFORMS 2015 Annual Conference, Philadelphia, PA – Nov. 2015
INFORMS Healthcare 2015, Nashville, TN – July 2015

Reducing Hospital Readmissions by Integrating Empirical Prediction with Resource Optimization
POMS 2018 29th Annual Conference, Houston, TX – May 2018
INFORMS 2014 Annual Conference, San Francisco, CA – Nov. 2014
Health Systems Optimization Workshop, Chicago, IL – Sept. 2014

Global Vehicle Supply Chain Management in Humanitarian Operations
POMS 2015 26th Annual Conference, Washington D.C. – May 2015
POMS 2014 25th Annual Conference, Atlanta, GA – May 2014

Hospital Readmissions - Forecasting and Optimization
POMS 2014 25th Annual Conference, Atlanta, GA – May 2014

Supply Chain Structure: Minimizing Costs while Maximizing Disaster Response
INFORMS 2012 Annual Conference, Phoenix, AZ – Oct. 2012

Society & Conference Service

POMS 2025 Annual Conference, Atlanta, GA.
Co-Program Chair for entire conference.

Production and Operations Management Society (POMS) Officer:
Secretary 2023 and 2024, (elected position on world-wide vote.)

INFORMS Healthcare Conference 2023, Toronto, Ontario. "Humanitarian Healthcare Applications".
Session Chair.

POMS 2022 Annual Conference, online. Crisis/Disaster Management and Covid-19 Pandemic Track.
Track Chair.

POMS Nominating Committee, POMS 2022 elections.

Decision Sciences Institute, 2021 Elwood Buffa Dissertation Award judge.

INFORMS Healthcare Conference 2019, Boston, MA. "Healthcare Modeling Applications".
Session Chair.

POMS 2018 Annual Conference, Houston, TX. "Humanitarian and Developing Country Operations".
Session Chair.

INFORMS 2017 Annual Conference, Houston, TX. "Humanitarian and Developing Country Operations".
Session Chair.

POMS 2017 Annual Conference, Seattle, WA. "Applications in Humanitarian Logistics".
Session Chair.

Professional Activities

Journal Referee and Review Experience (alphabetical order)

Decision Sciences Journal: Associate Editor 2023-Present, Editorial Review Board 2020 - 2023

European Journal of Operations Research (EJOR)

Journal of Humanitarian Logistics and Supply Chain Management

Journal of Operations Management (JOM)

Manufacturing & Service Operations Management (MSOM)

Operations Research (OR)

Production and Operations Management (POM): Guest Senior Editor 2023 - Present, Editorial Review Board 2020 - Present

Memberships

Production and Operations Management Society (POMS)

Institute for Operations Research and Management Sciences (INFORMS)

Manufacturing and Service Operations Management Society (MSOM)

Decision Sciences Institute (DSI)

Research Mentorship

Maryam Khatami; PhD student in Operations Research, Department of Industrial and Systems Engineering, Texas A&M University. *PhD Committee Member*. (1st appointment, Kelley School of Business, Indiana University)

Kerim Kizil; PhD student in Department of Information and Operations Management, Mays Business School, Texas A&M University. *PhD Co-Advisor*. (expected graduation 2026)

Michael Stott; PhD student in Department of Information and Operations Management, Mays Business School, Texas A&M University. *PhD Co-Advisor*. (expected graduation 2027)

Societal Impact Statement

My research and teaching have a critically important impact on society in the areas of healthcare, humanitarian relief. My research on healthcare looks at ways to reduce readmissions, which are extremely costly and challenging for both patients and healthcare providers, where wasted time and resources could be better applied to other areas benefiting all of society. I research various scheduling and operational improvements that physicians, hospitals, and home health agencies can implement to more cost-effectively reduce readmissions. I also consider public policy implications on motivating cost-effective readmission reduction. In addition, my research looks to improve the discharge process from hospitals to improve patient flow and organ matching mechanisms to increase the number of transplants performed. All of these healthcare projects improve the patient experience and overall health of society.

My research on humanitarian relief considers how to best position supply depots globally to provide timely, effective, sustainable, and environmentally-friendly aid to people recovering from natural and man-made disasters. My research has also improved the national pre-positioning of supplies in advance of hurricanes and other predictable disasters. Finally, I have worked with food banks at the local level, which provide nutrition to food insecure people, to improve their operations and equitable distribution of food. This stream of research is especially important to society, as it improves the delivery of the physical food, shelter, and clothing people locally or across the world need to survive.

My teaching impacts how the next generation of leaders understand and view the operations, planning, and supply chains of organizations. I encourage curiosity and lifelong learning to help students understand the tradeoffs faced in every situation by using real-world cases, simulation activities, extensive current event discussions in the context of operations and supply chain principles, and my nearly 15 years of experience as an engineer, strategy consultant, and entrepreneur. I also share my research with students, to illustrate how operations management can have a profound impact in addressing societal challenges in healthcare services, healthcare policy, feeding the hungry, and disaster preparedness and recovery. The thousands of students I teach can have a much larger impact on society as the leaders of businesses, governments, and social movements than myself or any one person will ever have, which is why I think high quality teaching is so important.

Awards and Honors

Awards

Winner: 2020-2021 Montague - Center for Teaching Excellence Scholar, Texas A&M University

Runner-Up: Best Paper in Humanitarian Operations & Crisis Management, POMS Conference, 2020

Finalist: Best Paper in Humanitarian Operations & Crisis Management, POMS Conference, 2019

Finalist: Best Service Science Paper, INFORMS Annual Conference, 2018
Finalist: Most Influential POM Service Operations Paper, 2015-2016
Top Ph.D. Student, Kelley School of Business, 2016
Winner: Kelley School of Business Panschar Teaching Award, 2016
Top Operations & Decision Technologies Ph.D. Student, Kelley School of Business, 2015
Finalist: Kelley School of Business Panschar Teaching Award, 2015
Best Paper Award, Humanitarian Operations & Crisis Management, POMS Conference, 2014
Winner: Deloitte Consulting Global Excellence Award, 2010
Finalist: Emerging Market Case Competition, 2005
Mechanical Engineer of the Year, Purdue University, 1999
National Merit Scholar, 1995

Honors

Chicago Booth Review featured article on Reducing Readmissions, February 2016
Lean Six Sigma Blackbelt
Beta Gamma Sigma Honor Society - Member
Tau Beta Pi Honor Society - Vice President Purdue Chapter, 1998
Pi Tau Sigma Honor Society - Member
Alpha Lambda Delta Honor Society - Member

Computer Skills

C++, Python, MATLAB, Visual Basic (VBA), & Latex
CPLEX, AMPL & Excel Solver optimization software
Arena & Excel Simulation
Stata & R statistics software
Statnet & NodeXL network analysis software

References

Professor Kurt M. Bretthauer
Kelley School of Business
Indiana University
1309 E. 10th Street, Bloomington, IN 47405
Phone: (812) 855-3487
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Professor Luk N. Van Wassenhove
Technology and Operations Management
INSEAD
Boulevard de Constance
77305 Fontainebleau, France
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Professor Alfonso J. Pedraza-Martinez
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