

Joy M. Field

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ACADEMIC EXPERIENCE

Associate Professor, Carroll School of Management, Boston College, 2003-

Assistant Professor, Carroll School of Management, Boston College, 1997-2003

Instructor, Carlson School of Management, University of Minnesota, 1994-97

EDUCATION

Ph.D. in Business Administration (Operations Management), University of Minnesota, March 1997

Dissertation title: *Drivers of Quality in the Production System: A Longitudinal Field Study of the Impact of Work Teams on Manufacturing Quality*

Advisors: Professors Rajiv D. Banker and Kingshuk K. Sinha

MS in Statistics, University of Minnesota, June 1995

MBA (Finance concentration), University of Minnesota, June 1989

BS in Mechanical Engineering (Industrial Engineering concentration, Mathematics minor), University of Minnesota, July 1984

COURSES TAUGHT

Boston College

Operations Management (undergraduate and graduate)

Operations Strategy & Consulting (undergraduate)

Quality Management (undergraduate and graduate)

Service Operations (undergraduate and graduate)

Operations Strategy (graduate)

Statistics (graduate)

International Management Experience (graduate)

University of Minnesota

Operations Strategy (graduate)

Quality Management (undergraduate)

Operations Management (undergraduate)

BOOKS

Designing Service Processes to Unlock Value, 3rd Ed., Business Expert Press, 2020.

Designing Service Processes to Unlock Value, 2nd Ed., Business Expert Press, 2016 (co-published with the Center for Services Leadership at the W.P. Carey School of Business at Arizona State University).

Designing Service Processes to Unlock Value, Business Expert Press, 2012.

REFEREED PUBLICATIONS

“A Dynamic Model for Managing Volunteer Engagement,” with Baris Ata, M. Hayri Tongarlak, and Deishin Lee, *Operations Research, Articles in Advance*, 2024, <https://doi.org/10.1287/opre.2021.0419>.

“The Influence of Pandemic-Related Workplace Safety Practices on Frontline Service Employee Wellbeing Outcomes,” with Mahesh Subramony, Maria Golubovskaya, Byron Keating, David Solnet, and Melissa Witheriff, *Journal of Business Research*, Vol.140, 2022, pp.363-374.

“Customer Focused Service Design for Faster and More Efficient Services,” with Gang Li and Mark M. Davis, chapter in *Research Handbook on Services Management*, edited by Mark M. Davis, Ellen Pearce (Commissioning Editor), Edward Elgar Publishing Ltd (UK), 2022.

“Service Research Priorities: Designing Sustainable Service Ecosystems,” with Darima Fotheringham, Mahesh Subramony, Anders Gustafsson, Amy Ostrom, Kay Lemon, Ming-Hui Huang, and Janet McColl-Kennedy, *Journal of Service Research*, Vol.24, No.4, 2021, pp.462-479.

“Service Research Priorities: Managing and Delivering Service in Turbulent Times,” with Amy Ostrom, Kay Lemon, Anders Gustafsson, Ming-Hui Huang, Janet McColl-Kennedy, Mahesh Subramony, and Darima Fotheringham, *Journal of Service Research*, Vol.24, No.3, 2021, pp.329-353.

“Development and Validation of the Pick-up Service Quality Scale of the Buy-Online-Pick-up-in-Store Service,” with Yeonjoo Lee and Sunmee Choi, *Operations Management Research*, Vol.13, No.3-4, 2020, pp.218-232.

“Service Operations: What Have We Learned?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth, Enrico Secchi, and Jie Zhang, *Journal of Service Management*, Vol.29, No.1, 2018, pp.39-54.

“Service Operations: What’s Next?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth, Enrico

Secchi, and Jie Zhang, *Journal of Service Management*, Vol. 29, No.1, 2018, pp.55-97.

“Designing Lean Processes with Improved Service Quality: An Application in Financial Services, with Gang Li and Mark M. Davis, *Quality Management Journal*, Vol.24, No.1, January 2017, pp.6-20.

“Using Digital Service Inventories to Create Customer Value,” with Mark M. Davis and Euthemia Stavroulaki, *Service Science*, Vol.7, No.2, June 2015, pp.83-99.

“Decision Models for Workforce and Technology Planning in Services,” with Gang Li, Hongxun Jiang, Tian He, and Youming Pang, *Service Science*, Vol.7, No.1, March 2015, pp.29-47.

“Building the Case for Quality Improvement in the Healthcare Industry: A Focus on Goals and Training,” with Janelle Heineke, James R. Langabeer II, and Jami L. DelliFraine, *Quality Management in Health Care*, Vol.23, No. 3, 2014, pp.138-154.

“Learning by Customers as Co-producers in Financial Services: An Empirical Study of the Effects of Learning Channels and Customer Characteristics,” with Mei Xue and Lorin Hitt, *Operations Management Research*, Vol.5, No.1-2, June 2012, pp.43-56.

“Service Co-production with Information Stickiness and Incomplete Contracts: Implications for Consulting Services Design,” with Mei Xue, *Production and Operations Management*, Vol.17, No.3, May-June 2008, pp.357-372.

“Supplier Relations and Supply Chain Performance in Financial Services Processes,” with Larry C. Meile, *International Journal of Operations and Production Management*, Vol. 28, No. 2, 2008, pp. 185-206.

“Sourcing Practices and Boundaries of the Firm in the Financial Services Industry,” with M. Hossein Safizadeh and Larry P. Ritzman, *Strategic Management Journal*, Vol.29, No.1, January 2008, pp.79-91.

“The Use of Recycled Materials in Manufacturing: Implications for Supply Chain Management and Operations Strategy,” with Robert P. Sroufe, *International Journal of Production Research*, Vol. 45, Nos. 18-19, September-October 2007, pp.4439-4463.

“Process Drivers of E-Service Quality: Analysis of Data from an Online Rating Site,” with Gregory R. Heim, *Journal of Operations Management*, Vol. 25, No. 5, August 2007, pp. 962-984.

“Uncertainty Reduction Approaches, Uncertainty Coping Approaches, and Process Performance in Financial Services,” with Larry P. Ritzman, M. Hossein Safizadeh,

and Charles E. Downing, *Decision Sciences Journal*, Vol. 37, No. 2, May 2006, pp.149-175.

“Comparing E-Service Performance Across Industry Sectors: Drivers of Overall Satisfaction in Online Retailing,” with Lauren M. Trabold and Gregory R. Heim, *International Journal of Retail and Distribution Management*, Vol. 34, No. 4/5, 2006, pp.240-257.

“Applying Process Knowledge for Yield Variation Reduction: A Longitudinal Field Study,” with Kingshuk K. Sinha, *Decision Sciences Journal*, Vol. 36, No. 1, February 2005.

“Managing Quality in the E-Service System: Development and Application of a Process Model,” with Gregory R. Heim and Kingshuk K. Sinha, *Production and Operations Management*, Vol. 13, No. 4, Winter 2004, pp. 291-306.

“An Empirical Analysis of Financial Services Processes with a Front-Office or Back-Office Orientation,” with M. Hossein Safizadeh, and Larry P. Ritzman, *Journal of Operations Management*, Vol. 21, No. 5, 2003, pp. 557-576.

“The Value of Outsourcing: A Field Study,” with Charles E. Downing and Larry P. Ritzman, *Information Systems Management*, Vol. 20, No. 1, Winter 2003, pp. 86-91.

“Work Team Performance Over Time: Three Case Studies of South African Manufacturers,” with Anton W. Grutter and Norman H.B. Faull, *Journal of Operations Management*, Vol. 20, No. 5, 2002, pp. 519-548.

“Beyond Design: Implementing Effective Manufacturing Work Teams,” *Quality Management Journal*, Vol. 8, No. 2, 2001, pp. 29-43. (reprinted in *Effective Teamwork*, S. Reddy (Ed.), ICFAI University Press: Hyderabad, India, 2005, pp.129-156.)

“Work Team Implementation and Trajectories of Manufacturing Quality: A Longitudinal Field Study,” with Rajiv D. Banker and Kingshuk K. Sinha, *Manufacturing & Service Operations Management*, Vol. 3, No. 1, 2001, pp. 25-42.

“Predicting the Trajectory of Manufacturing Quality with Work Team Implementation,” with Kingshuk K. Sinha, *Journal of Quality Management*, Vol. 5, 2000, pp. 103-118.

“Impact of Work Teams on Manufacturing Performance: A Longitudinal Field Study,” with Rajiv D. Banker, Roger G. Schroeder, and Kingshuk K. Sinha, *Academy of Management Journal*, Vol. 39, No. 4, 1996, pp. 867-890.

WORKS-IN-PROGRESS

“Creating Human-Technology Synergies at the Organizational Frontlines: A Readiness and Affordances Perspective” with Mahesh Subramony and Ilias Danatzis, *submitted to Journal of Business Research*.

“Digitalizing Retail Banking Services: Customer Focus, Process Alignment, and Performance Improvement,” with Ting Cao, M. Johnny Rungtusanatham, and M. Murat Kristal, *submitted to Technological Forecasting & Social Change*.

SERVICE TO THE PROFESSION AND COMMUNITY

Current Editorial Boards:

Service Science (an INFORMS journal) Deputy Editor, 2024 –.

Operations Management Research Area Editor, 2019 –.

Decision Sciences Journal Associate Editor, 2007 –.

Production and Operations Management Journal Editorial Review Board, 2015 –.

Journal of Service Management Associate Editor, 2015 –.

Journal of Service Management Service Operations Expert Research Panel Co-Chair, 2015 –.

Quality Management Journal Editorial Review Board, 2007 –.

Boston College:

Academic Technology Advisory Board (ATAB) member, 2023 –.