

## YAN DONG

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**FIELD OF INTEREST:** Supply chain management, supply chain contracts and incentive mechanisms design, operations and technology management, distribution channels, marketing and operations interface.

### EDUCATION

Ph.D. Robert H. Smith School of Business, University of Maryland  
Logistics Management and Operations Management

### PUBLICATIONS

“Transshipment incentive contracts in a multilevel supply chain,” with K. Xu and P. Evers, forthcoming, *European Journal of Operational Research*.

"Linkages between customer service, customer satisfaction and performance in the airline industry," with A. Stevens and M. Dresner, forthcoming, *Transportation Research E*.

“Supply chain learning and spillover in vendor managed inventory,” with Y. Yao and M. Dresner, forthcoming, *Decision Sciences*.

“Emerging market penetration, inventory supply and financial performance,” with C. Han and M. Dresner, forthcoming, *Production and Operations Management*.

“When acquisition spoils retention: Direct selling vs. delegation under CRM,” with Y. Yao and H. Cui, *Management Science*, 2011, 57(7) 1288-1299.

“Managing supply chain backorders under vendor managed inventory: An incentive approach and empirical analysis,” with M. Dresner and Y. Yao, *European Journal of Operational Research*, 2010, 203(2) 350-359. (An early version of the paper won the Plowman Best Paper at 2007 CSCMP Educator’s Conference)

“Paradigms, revolutions, and tipping points: The need for using multiple methodologies within the field of supply chain management,” (Commentary) with C. Carter, and N. Sanders, *Journal of Operations Management*, 2008, 26(6) 693-696.

“The impact of efficient replenishment on supply chain outcomes,” with M. Dresner and V. Shankar, *Journal of Retailing*, 2007, 83(3) 253-278. (Honorable Mention , The 2009 William R. Davidson Awards for best papers)

“Analyzing information-enabled stockout management under vendor-managed inventory,” with

M. Dresner and Y. Yao, *Information Technology and Management*, 2007, 8(2).

“Environmental determinants of vendor managed inventory: An exploratory analysis,” with M. Dresner and K. Xu, *Transportation Research E*, 2007, 43(4) 355-369.

“Information gaming in demand collaboration and supply chain performance,” with K. Xu, *Journal of Business Logistics*, 2004, 25(1) 121-144. (An early version of the paper won the Plowman Best Paper at 2002 CLM Educator’s Conference)

“A supply chain model of vendor managed inventory,” with K. Xu, *Transportation Research E*, 2002, 38(2) 75-95.

“JIT purchasing and performance: An exploratory analysis of buyer and supplier perspectives,” with C. Carter and M. Dresner, *Journal of Operations Management*, 2001, 19(4) 471-483.

“Towards better coordination of the supply chain,” with K. Xu and P. Evers, *Transportation Research E*, 2001, 37(1) 35-54.

## **WORKING PAPERS**

“Stockout recovery in distribution channels,” with K. Xu and Y. Yao, under third revision, *Marketing Science*.

“Supplier inspection and quality audit in multiple-level supply chains,” with X. Wan, K. Xu, and Y. Xu, major revision, *Management Science*.

“The value of VMI beyond information sharing,” with Y. Yao and M. Dresner, under second round review, *Production and Operations Management*.

“Designing exception based demand collaboration mechanisms,” with X. Huang, K. Xu, and K. K. Sinha, under review, *Journal of Management Information Systems*.

“Transaction frequency and determinants of procurement channel choice,” under review, *Production and Operations Management*.

“Scheduled flight delays: The Strategic impact of service failures and consumer loss aversion,” working paper, to be submitted to *Management Science*.

“Product variety, procurement, and fulfillment,” working paper, to be submitted to *Production and Operations Management*.

“Global presence of multinationals and inventory performance: Intensity vs. extensity of global sales,” working paper.

“Contracting customer retention under pooled and distributed interorganizational information systems, working paper.