



Christopher W. Craighead

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Professor Craighead's career has centered on generating knowledge about how to increase supply chain effectiveness, disseminating that knowledge through multiple channels, and elevating people and organizations in the process.

His primary research interest has focused on how to recover from disruptive events in the supply chain. Within this realm, he has published highly influential papers that have shaped the related body of knowledge. For example, his co-authored paper "The Severity of Supply Chain Disruptions: Design Characteristics and Mitigation Capabilities" was recognized as the #3 Most Downloaded Paper and the #10 Most Cited Paper in *Decision Sciences Journal's* 50-year history. A critical theme in his research is service recovery, whereby companies must overcome performance failures to retain customers (e.g., companies, consumers).

The very nature of how supply chains compete is evolving – Professor Craighead's research has also pivoted. Specifically, his more recent research examines the supply chain-entrepreneurship interface. For example, his co-authored paper moves towards a new theory – *Supply Chain Entrepreneurial Embeddedness* – that prescribes how companies can inject entrepreneurial capabilities into their supply chain as a means of competing in normal and disrupted states.

Professor Craighead emphasizes roles in which he can elevate others' scholarship. He has received Best Associate Editor Awards from *Decision Sciences*, *Journal of Operations Management* and *Journal of Supply Chain Management*. Professor Craighead has served as the Director of the Supply Chain Management PhD Program at both the University of Tennessee and Pennsylvania State University, where he led efforts to refresh the programs to better fit academic job market demands and evolving research expectations. He has been a dissertation chair for seven PhD students across three universities and spends considerable effort mentoring junior faculty members. In doing so, he enjoys and excels at teaching the "research craft" necessary to publish in top supply chain journals. For example, since 2015 (year he joined UT), he has published 21 papers with 17 of them involving PhD students and/or junior faculty.

Professor Craighead effectively bridges academia and industry. For example, his research has fueled over 350 executive education programs, which have, in turn, enriched his teaching. At Penn State, he worked as the Director of Research of the Center for Supply Chain Research, where he served as the principal liaison between faculty and industry partners. By bridging academia and industry, Professor Craighead's career has culminated in both theoretical and pragmatic impacts. He has been a strong advocate for such a career strategy, co-authoring papers geared toward helping others in the field realize this dual impact.

ACADEMIC WORK EXPERIENCE

Positions Held

- 2015 - present **University of Tennessee**
FedEx Chair of Supply Chain Management (2022-present)
- Professor (with tenure) of Supply Chain Management (2015-present)
- Dove Professor of Supply Chain Management (2015-2022)
- 2008 - 2015 **The Pennsylvania State University**
Binder Professor of Supply Chain Management (2014-2015)
- Director of Research, Center for Supply Chain Research (2012-2015)
- Associate Professor (with tenure) of Supply Chain Management (2012-2015)
- Rothkopf Professor of Supply Chain Management (2012-2014)
- Assistant Professor of Supply Chain Management (2008-2012)
- 2003 - 2008 **Auburn University**
Associate Professor (with tenure) of Supply Chain Management (2005-2008)
- Assistant Professor of Operations Management (2003-2005)
- 2001 - 2003 **University of North Carolina-Charlotte**
Assistant Professor of Operations Management
- 1998 - 2001 **University of Texas at Arlington**
Assistant Professor of Operations Management

EDUCATION

Degrees

- 1998 Ph.D. in Operations Management, Clemson University
- 1993 Master in Business Administration, East Tennessee State University
- 1990 Bachelor of Science in Computer Science, East Tennessee State University

Professional Certifications

- 2001 Certified Fellow in Production and Inventory Management (CFPIM)
The Association for Operations Management (APICS)

RESEARCH

Research Interests

Strategic Supply Chain Management (general)
Supply Chain Disruptions (specific)
Service Recovery (specific)
Buyer-Supplier Exchanges (specific)
Supply Chain-Entrepreneurship Interface (specific)

Publications: Journal Articles (shown in five-year blocks – most recent block likely less than 5yrs)

2020-2024: 11 out of 11 (100%) – running total: 32 out of 56 (57.1%) – in premier¹ journals

1. Ketchen, D.J., & Craighead, C.W., (2022) “Cognitive Biases as Impediments to Enhancing Supply Chain Entrepreneurial Embeddedness,” *Journal of Business Logistics*, forthcoming.
2. Wang, Q., Cheng, L., Craighead, C.W., & Li, J.J., (2022). “The Roles of Locus of Causality and Buyer Attribution in Mitigation of Recurrent Supplier-Induced Disruptions,” *Journal of Operations Management*, 68(1), 55-93.
3. Wowak, K.D., Craighead, C.W., Ketchen, D.J. Jr., & Connelly, B.L. (2022). “Food for Thought: Recalls and Outcomes,” *Journal of Business Logistics*, 43(1), 9-35.
4. Goldschmidt, K., Kremer, M., Thomas, D., & Craighead, C.W. (2021). “Strategic Sourcing Under Severe Disruption Risk: Learning Failures and Under-Diversification Bias,” *Manufacturing and Service Operations Management*, 23(4), 761-780.
5. Cheng, L., Craighead, C.W., Crook, T.R., & Eckerd, S. (2021). “Leaving it on the Table? An Experimental Examination of Unrealized Bargaining Power in Multimarket Buyer-Supplier Exchanges,” *Journal of Operations Management*, 67(3), 382-406.
6. Ketchen, D.J. Jr., & Craighead, C.W. (2021). “Toward a Theory of Supply Chain Entrepreneurial Embeddedness in Disrupted and Normal States,” *Journal of Supply Chain Management*, 57(1), 50-57.
7. Ketchen, D.J. Jr., & Craighead, C.W. (2020). “Research at the Intersection of Entrepreneurship, Supply Chain Management, and Strategic Management: Opportunities Highlighted by the COVID-19 Pandemic,” *Journal of Management*, 46(8), 1330-1341.
8. Craighead, C.W., Ketchen, D.J. Jr., & Darby, J. (2020). “Pandemics and Supply Chain Management Research: Toward a Theoretical Toolbox,” *Decision Sciences*, 51(4), 838-866.

¹ As defined by the SCM Journal List (scmlist.com), a widely endorsed list of top supply chain outlets. For journals outside of the supply chain field, the FT-50 list is used to determine what constitutes a premier journal. Regardless, all of these are ranked as premiers by the UT Haslam College of Business’ journal lists.

RESEARCH (continued)

9. Scott, A., Craighead, C.W. & Parker, C. (2020). "Now You See It, Now You Don't: Explicit Contract Benefits in Extralegal Exchanges," *Production and Operations Management*, 29(6), 1467-1486.
10. Cheng, L., Craighead, C.W., Wang, Q., & Li, J.J. (2020). "When is the Supplier's Message 'Loud and Clear'? Mixed Signals from Supplier-Induced Disruptions and the Response," *Decision Sciences*, 51(2), 216-254.
11. Jenkins, M., Craighead, C.W., Holcomb, M., Munyon, T., Ketchen, D.J. Jr & Eckerd, S., (2020). "Emerging Market Footholds and Knowledge: An Examination of New Product Launch Performance," *Journal of Business Logistics*, 41(1), 31-53.

RESEARCH (continued)

2015-2019: 8 out of 10 (80%) – running total: 21 out of 45 (46.7%) – in premier journals

12. Craighead, C.W., Ketchen, D.J., & Darby, J. (2019). "Taking AIM at Theoretical *and* Pragmatic Impact: A Call for Actionable, Insightful, and Measurable Research," *Journal of Business Logistics*, 40(4), 289-298.
13. Ketchen, D.J. Jr., Craighead, C.W., & Cheng, L. (2018). "Achieving Research Design Excellence Through the Pursuit of Perfection: Toward Full Theoretical Calibration," *Journal of Supply Chain Management*, 54(1), 16-22.
 - Ketchen Jr, D.J., Craighead, C.W. & Cheng, L. (2018). "Atteindre l'excellence dans les plans de recherche grâce à la quête de la perfection: vers un étalonnage théorique fort," *Logistique & Management*, 1-8. (chosen as reprint for its potential contribution)
14. Scott, A., Parker, C., & Craighead, C.W. (2017). "Service Refusals in Supply Chains: Drivers and Deterrents of Freight Rejection," *Transportation Science*, 51(4), 1086-1101.
15. Craighead, C.W., Ketchen, D.J. Jr., Jenkins, M. T., & Holcomb, M. C. (2017). "A Supply Chain Perspective on Strategic Foothold Moves in Emerging Markets," *Journal of Supply Chain Management*, 53(4), 3-12.
16. Villena, V.H. & Craighead, C.W. (2017). "On the Same Page? How Asymmetric Buyer-Supplier Relationships Affect Opportunism and Performance," *Production and Operations Management*, 26(3), 491-508.
17. Crook, T.R., Craighead, C.W., & Autry, C.W. (2017). "Hold Back or Held Back? The Roles of Constraint Mitigation and Exchange Diffusion on Power 'Non-Use' in Buyer-Supplier Exchanges," *Journal of Supply Chain Management*, 53(2), 10-21.
18. Craighead, C.W., Ketchen, D.J. Jr., & Cheng, L. (2016). "Goldilocks Theorizing in Supply Chain Research: Balancing Scientific and Practical Utility via Middle Range Theory," *Transportation Journal*, 53(3), 241-257.
19. Wowak, K.D., Craighead, C.W., & Ketchen, D.J. Jr. (2016). "Tracing Bad Products in Supply Chains: The Roles of Temporality, Supply Chain Permeation and Product Information Ambiguity," *Journal of Business Logistics*, 37(2), 132-151.
20. Wowak, K.D., Craighead, C.W., Ketchen, D.J. Jr., & Hult, G.T.M. (2016). "Towards a 'Theoretical Toolbox' for the Supplier Enabled Fuzzy Front End of the New Product Development Process," *Journal of Supply Chain Management*, 52(1), 66-81.
21. Helmuth, C.A., Craighead, C.W., Connelly, B.L., Collier, D.Y., and Hanna, J.B. (2015). "Supply Chain Management Research: Key Elements of Study Design and Statistical Testing," *Journal of Operations Management*, 36, 178-186.

RESEARCH (continued)

2010-2014: 9 out of 12 (75%) – running total: 13 out of 35 (37.1%) – in premier journals

22. Wang, Q., Craighead, C.W., & Li, J.J. (2014). "Justice Served: Mitigating Damaged Trust Stemming from Supply Chain Disruptions," *Journal of Operations Management*, 32(6), 374-386.
23. Ketchen, D.J. Jr., Crook, T.R. & Craighead, C.W. (2014). "From Supply Chain to Supply Ecosystem: Implications for Strategic Sourcing Research and Practice," *Journal of Business Logistics*, 35(3), 165-171.
24. Ketchen, D.J. Jr., Wowak, K.D. & Craighead, C.W. (2014). "Resource Gaps and Resource Orchestration Shortfalls in Supply Chain Management: The Case of Product Recalls," *Journal of Supply Chain Management*, 50(3), 6-15.
25. Boone, C.A., Craighead, C.W., Hanna, J.B., & Nair, A. (2013). "Implementation of a Systems Approach for Enhanced Supply Chain Continuity and Resiliency: A Longitudinal Field Study," *Journal of Business Logistics*, 34(3), 222-235.
26. Wowak, K.D., Craighead, C.W., Ketchen, D.J. Jr., & Hult, G.T.M. (2013). "Supply Chain Knowledge and Performance: A Meta-Analysis," *Decision Sciences*, 44(5), 843-875.
27. Wang, Q., Li, J.J., Ross, W.T. Jr., & Craighead, C.W. (2013). "The Interplay of Drivers and Deterrents of Opportunism in Buyer-Supplier Relationships," *Journal of the Academy of Marketing Science*, 41(1), 111-131.
28. Harrison, T.P., Houn, P.J., Thomas, D.J., & Craighead, C.W. (2013). "Supply Chain Disruptions are Inevitable—Get READI: Resiliency Enhancement Analysis via Deletion and Insertion," *Transportation Journal*, 52(2), 262-274.
29. Blackhurst, J., Dunn, K., & Craighead, C.W. (2011). "An Empirically-Derived Framework of Global Supply Resiliency," *Journal of Business Logistics*, 32(4), 374-391.
30. Craighead, C.W., Ketchen, D.J. Jr., Dunn, K., & Hult, G.T.M. (2011). "Addressing Common Method Variance: Guidelines for Survey Research on Information Technology, Operations and Supply Chain Management," *IEEE Transactions on Engineering Management*, 58(3), 578-588.
31. Thrasher, E., Craighead, C.W., & Byrd, T.A. (2010). "An Empirical Investigation of Integration in Healthcare Alliances," *Decision Support Systems*, 50(1), 116-127.
32. Hult, G.T.M., Craighead, C.W., & Ketchen, D.J. Jr. (2010). "Risk Uncertainty and Supply Chain Decisions: A Real Options Perspective," *Decision Sciences*, 41(3), 435-458.
33. Martin, P., Guide, V.D.R., & Craighead, C.W. (2010). "Supply Chain Sourcing of Remanufacturing Operations: An Empirical Investigation of Re-Make versus Buy," *Decision Sciences*, 41(2), 301-324.

RESEARCH (continued)

2005-2009: 2 out of 15 (13.3%) – running total: 4 out of 23 (17.4%) – in premier journals

34. Deane, J.K., Craighead, C.W., & Ragsdale, C.T. (2009). "Mitigating Environmental and Density Risk in Global Sourcing," *International Journal of Physical Distribution and Logistics Management*, 39(10), 861-883.
35. Craighead, C.W., Hult, G.T.M., & Ketchen, D.J. Jr. (2009). "The Effects of Innovation-Cost Strategy, Knowledge and Action in the Supply Chain on Firm Performance," *Journal of Operations Management*, 27(5), 405-421.
36. Shook, C.L., Adams, G.L., Ketchen, D.J. Jr., & Craighead, C.W. (2009). "Towards a Theoretical Toolbox for Strategic Sourcing," *Supply Chain Management: An International Journal*, 14(1), 3-10.
37. Craighead, C.W., & Meredith, J. (2008). "Operations Management Research Paradigms: Evolution and Alternative Future Paths," *International Journal of Operations and Production Management*, 28(8), 710-726.
38. Boone, C.A., Craighead, C.W., & Hanna, J.B. (2008). "Critical Challenges of Inventory Management in Service Parts Supply: A Delphi Study," *Operations Management Research*, 1(1), 31-39.
39. Skipper, J.B., Craighead, C.W., Byrd, T.A., & Rainer, R.K. Jr. (2008). "Towards a Theoretical Foundation of Supply Network Interdependence and Technology-Enabled Coordination Strategies," *International Journal of Physical Distribution and Logistics Management*, 38(1), 39-56.
40. Blackhurst, J., Wu, T., & Craighead, C.W. (2008). "A Systematic Approach for Supply Chain Conflict Detection with a Hierarchical Petri Net Extension," *OMEGA: The International Journal of Management Science*, 36(5) 680-696.
41. Craighead, C.W., Blackhurst, J., Rungtusanatham, M.J., & Handfield, R.B. (2007). "The Severity of Supply Chain Disruptions: Design Characteristics and Mitigation Capabilities," *Decision Sciences*, 38(1), 131-156.
42. Boone, C.A., Craighead, C.W., & Hanna, J.B. (2007). "Postponement: An Evolving Supply Chain Concept," *International Journal of Physical Distribution and Logistics Management*, 37(8), 594-611.
43. Craighead, C.W., Hanna, J.B., Gibson, B., & Meredith, J. (2007). "Research Approaches in Logistics: Trends and Alternative Future Directions," *International Journal of Logistics Management*, 18(2), 22-40.
44. Boone, C.A., Drake, J.R., Bohler, J.A., & Craighead, C.W. (2007). "Supply Chain Management Technology: A Review of Empirical Literature and Research Agenda," *International Journal of Integrated Supply Management*, 3(2), 105-124.

RESEARCH (continued)

45. Craighead, C.W., Patterson, J.W., Roth, P.L., & Segars, A.H. (2006). "Enabling the Benefits of Supply Chain Management Systems: An Empirical Study of EDI in Manufacturing," *International Journal of Production Research*, 44(1), 135-157.
46. Blackhurst, J., Craighead, C.W., & Handfield, R.B. (2006). "Vendor-Managed Inventory: Gaps between Expected and Actual Performance," *International Journal of Integrated Supply Management*, 2(1/2), 91-105.
47. Cumbie, B.A., Jourdan, S.Z., Peachey, T.A., Dugo, T.M., & Craighead, C.W. (2005). "Enterprise Resource Planning Research: Where Are We Now and Where Should We Go From Here?" *Journal of Information Technology Theory & Application*, 7(2), 21-36.
48. Blackhurst, J., Craighead, C.W., Elkins, D., & Handfield, R.B. (2005). "An Empirically-Derived Agenda of Critical Research Issues for Managing Supply Chain Disruptions," *International Journal of Production Research*, 43(19), 4067-4081.

RESEARCH (continued)

2000-2004: 2 out of 8 (25%) in premier journals

49. Craighead, C.W., Karwan, K.R., & Miller, J.L. (2004). "The Effects of Severity of Failure and Customer Loyalty on Service Recovery Strategies," *Production and Operations Management*, 13(4), 307-321.
50. Craighead, C.W., & Shaw, N.G. (2003). "E-Commerce Value Creation and Destruction: A Resource-Based Supply Chain Perspective," *DATA BASE for Advances in Information Systems*, 34(2), 39-49.
51. Craighead, C.W., & LaForge, R.L. (2003). "A Taxonomy of Information Technology Adoption Patterns in Manufacturing Firms," *International Journal of Production Research*, 41(11), 2431-2449.
52. Craighead, C.W., & LaForge, R.L. (2002). "Information Technology to Facilitate Product Flow: A Survey of U.S. Manufacturing," *Production and Inventory Management Journal*, 43(3/4), 24-29.
53. Patterson, J.W., Fredendall, L.D., & Craighead, C.W. (2002). "The Impact of Non-Bottleneck Variation in a Manufacturing Cell," *Production Planning and Control*, 13(1), 76-85.
54. Craighead, C.W., Patterson, J.W., & Fredendall, L.D. (2001). "Protective Capacity Positioning: Impact on Manufacturing Cell Performance," *European Journal of Operational Research*, 134(2), 425-438.
55. Miller, J. L., Craighead, C.W., & Karwan, K.R. (2000). "Service Recovery: An Integrated Framework and Empirical Investigation," *Journal of Operations Management*, 18(4), 387-400.
56. LaForge, R.L., & Craighead, C.W. (2000). "Computer-Based Scheduling in Manufacturing Firms: Some Indicators of Successful Practice," *Production and Inventory Management Journal*, 41(1), 29-34.

RESEARCH (continued)

Manuscripts Nearing Submission, Under Review or Revising to Re-Submit²

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Work in Progress

Multiple research projects at various stages of development

² All papers involve PhD students and/or junior faculty and are targeting premier outlets.

RESEARCH (continued)

Research Awards/Honors

1. Certificate for the distinct achievement of placing as the Most Downloaded Paper for 2021, *Decision Sciences Journal*, based on the 2020 paper entitled “Pandemics and Supply Chain Management Research: Toward a Theoretical Toolbox.”
2. Certificate for the distinct achievement of placing as the 4th Most Downloaded Paper for 2021, *Decision Sciences Journal*, based on the 2007 paper entitled “The Severity of Supply Chain Disruptions: Design Characteristics and Mitigation Capabilities.”
3. Certificate for the distinct achievement of placing as the Most Cited Paper for 2020-2021, *Decision Sciences Journal*, based on the paper entitled “Pandemics and Supply Chain Management Research: Toward a Theoretical Toolbox.”
4. Certificate for the distinct achievement of placing as the Paper with the 2nd Highest Citation Rate for 2020-2021, *Decision Sciences Journal*, based on the paper entitled “Pandemics and Supply Chain Management Research: Toward a Theoretical Toolbox.”
5. Best Theory-Driven Empirical Research Paper, 2021. “Driving or Deterring Pre-Recall Consumer Harm? An Examination of Institutional Investor Orientation.” Decision Sciences Institute (DSI) 52nd Annual Conference. virtual.
6. Vallett Family Outstanding Research Award, 2021. Haslam College of Business, University of Tennessee. A college-wide award that recognizes outstanding research productivity as reflected in research that enhances the national and international reputation of the Haslam College of Business and that has a substantial impact on an academic discipline or business practice.
7. F. Perry and Elaine Ozburn Award for Innovative Research, 2020. Department of Supply Chain Management, University of Tennessee.
8. Certificate for the distinct achievement of placing as the #3 Most Downloaded Paper (based on Journal Citation Reports™) in the 50-year history of the *Decision Sciences Journal*, 2020. Based on the paper entitled “The Severity of Supply Chain Disruptions: Design Characteristics and Mitigation Capabilities.”
9. Certificate for the distinct achievement of placing as the #10 Most Cited Paper (based on Journal Citation Reports™) in the 50-year history of the *Decision Sciences Journal*, 2020. Based on the paper entitled “The Severity of Supply Chain Disruptions: Design Characteristics and Mitigation Capabilities.”
10. Recognized as the #26 Most Cited Paper (based on Web of Science) in the 60-year history of *International Journal of Production Research*, 2020. Based on the paper “An Empirically-Derived Agenda of Critical Research Issues for Managing Supply Chain Disruptions.”
11. F. Perry and Elaine Ozburn Award for Innovative Research, 2017. Department of Marketing and Supply Chain Management, University of Tennessee.

RESEARCH (continued)

12. Best Empirical/Theoretical Paper, 2013. "Why do some Product Recalls Succeed and others Fail?: A Grounded Theory Investigation of the Recall Process," 44th Annual Meeting of the Decision Sciences Institute, Baltimore, MD.
13. Emerald Management Reviews Citation of Excellence Award for 2011. The article "The Severity of Supply Chain Disruptions: Design Characteristics and Mitigation Capabilities" (*Decision Sciences*, 2007) was chosen (based on citations and impact) as one of the top-50 articles with proven impact since its publication date of 2007. This article was selected from approximately 15,000 articles in the top-300 business, management and economics journals worldwide.
14. "Phase 3" level of acknowledgement/support from the Academic Research Support Program, The Institute for Supply Management, 2011. Phase 3 is based on (a) teaching and research record; (b) evidence of significant academic leadership; and (c) evidence of significant contribution to the profession of supply management.
15. Best Paper Award, *Decision Sciences Journal*, "Risk Uncertainty and Supply Chain Decisions: A Real Options Perspective," 2010. According to the award announcement, "This article possesses exceptional managerial significance and a high level of intellectual stimulation in addition to a solid academic contribution."
16. Best Paper Award, *Business Horizons*, "Time Bandits: How They Are Created, Why They Are Tolerated, and What Can Be Done about Them," 2008.
17. Best Paper Award, *International Journal of Physical Distribution and Logistics Management*, "Postponement: An Evolving Supply Chain Concept," chosen by the Editors of *IJPDLM* for the Outstanding Paper Award Winner at the Literati Network Awards for Excellence, 2008.
18. Outstanding Research Award, College of Business, Auburn University, 2006. Based on research productivity over a three-year period.
19. Wickham Skinner Best Paper Award, "An Empirically-Derived Matrix of Service Failures: Implications for Service Recovery Strategies," Production and Operations Management Society, 2002.
20. Childress-Klein Research Fellowship, Belk College of Business Administration, University of North Carolina at Charlotte, 2002.
21. First Place at Local Level and at Regional Level, Third Place at International Level, "Protective Capacity Positioning: Impact on Manufacturing Performance," Fogarty International Student Paper Competition sponsored by the APICS Educational & Research Foundation, 1997.
22. George & Marion Plossl Research Fellowship, "Information Technology within the Supply Chain: Implications for Manufacturing Plant Performance," Dissertation Competition sponsored by the APICS Educational & Research Foundation, 1997.

RESEARCH (continued)

23. First Place Student Paper Award, “Towards a Predictive Model for Market Value Added,” 27th Annual Meeting of the Southeast Decision Sciences Institute, Atlanta, GA, 1997.

Presentations: Conference Papers, Panel Discussions, Special Sessions, Workshops

1. Ketchen, D.J. Cheng, L., & Craighead, C.W. (2022). “The Effect of Pleas for Support on Independent and National Brand Businesses During a Pandemic.” Production and Operations Management Society (POMS) 32nd Annual Conference. virtual.
2. Helmuth, C. A., Connelly, B. L., Ketchen, D. J., Craighead, C. W., Lee, K. B. & Vendette, S. (2021). “Driving or Deterring Pre-Recall Consumer Harm? An Examination of Institutional Investor Orientation.” Decision Sciences Institute (DSI) 52nd Annual Conference. virtual.
3. Cheng, L., Craighead, C.W., Crook, T.R., & Eckerd, S., (2021). “Unexploited Power in Multimarket Buyer-Supplier Negotiation: An Experimental Study.” Production and Operations Management Society (POMS) 31st Annual Conference. virtual.
4. Wang, Q., Cheng, L., Craighead, C.W., Jensen, M., & Li, J.J., (2021). “A Cross-Cultural Investigation of Supplier-Induced Disruptions and Resolutions.” Production and Operations Management Society (POMS) 31st Annual Conference. virtual.
5. Panelist, 2020, “Managing Supply Chains Beyond Covid-19: Preparing for the Next Global Mega-Disruption” webinar hosted by the *Journal of Supply Chain Management*.
6. Cheng, L., Craighead, C.W., Wang, Q., & Li, J.J., (2019). “When is the Supplier’s Message ‘Loud and Clear’? Mixed Signals from Supplier-Induced Disruptions and the Response.” Presented as part of a research workshop on mediation and moderation. Decision Sciences Institute (DSI) 50th Annual Conference. New Orleans, LA.
7. Wang, Q., Cheng, L., Craighead, C.W., Jensen, M., & Li, J.J. (2019). “A Cross-Cultural Investigation of Supply Chain Disruption Resolution: Interplay Between Resolution Approaches and Violation Type,” Decision Sciences Institute (DSI) 50th Annual Conference. New Orleans, LA.
8. Cheng, L., Craighead, C.W., Crook, T.R., & Eckerd, S. (2019). “Leaving it on the Table? An Experimental Examination of Underleveraged Power in Multimarket Buyer-Supplier Exchanges,” Decision Sciences Institute (DSI) 50th Annual Conference. New Orleans, LA.
9. Cheng, L., Craighead, C.W., Crook, T.R., & Eckerd, S. (2019). “Leaving it on the Table? An Experimental Examination of Underleveraged Power in Multimarket Buyer-Supplier Exchanges,” Council of Supply Chain Management Professionals (CSCMP) Annual Conference. Anaheim, CA
10. Cheng, L., Craighead, C.W., Wang, Q., & Li, J.J. (2018). “When is the Supplier’s Message ‘Loud and Clear’? Mixed Signals from Supplier-Induced Disruptions and the Response,” 49th Annual Meeting of the Decision Science Institute. Chicago, IL

RESEARCH (continued)

11. Cheng, L., Craighead, C.W., Wang, Q., & Li, J.J. (2018). "When is the Supplier's Message 'Loud and Clear'? Mixed Signals from Supplier-Induced Disruptions and the Response," Annual Meeting of the Council of Supply Chain Management Professionals. Nashville, TN. (Selected as one of the finalists for the *E Grosvenor Plowman Award* for best paper of the ARS)
12. Wang, Q., Cheng, L., Craighead, C.W. & Li, J.J. (2018). "The Role of Causal Attributions upon Supply Chain Disruptions," The Bi-Annual Academic Conference, Institute for the Study of Business Markets (ISBM), Chicago, IL.
13. Wang, Q., Craighead, C.W., Li, J.J. & Cheng, L. (2017). "An Examination of Causal Attribution in Supplier-Induced Disruptions," 48th Annual Meeting of the Decision Science Institute. Washington D.C.
14. Wang, Q., Craighead, C.W., Li, J.J. & Cheng, L. (2017). "The Role of Causal Attribution in Supply Chain Disruption Repair," Annual Meeting of the Council of Supply Chain Management Professionals. Atlanta, GA.
15. Jenkins, M., Holcomb, M., Craighead, C., Munyon, T., & Eckerd, S. (2017). "The Role of Supply Chain Knowledge in Improving Product Launch Performance in Emerging Markets," Annual Meeting of the Council of Supply Chain Management Professionals. Atlanta, GA.
16. Clottey, T. Eckerd, S. & Craighead, C.W. (2016). "Quantity Discount Schedules: A Laboratory Experiment of Buyer Preferences," 47th Annual Meeting of the Decision Sciences Institute. Austin, TX.
17. Goldschmidt, K.H., Thomas, D., Kremer, M. & Craighead, C.W. (2016). "Supply Base Diversification in the Presence of Supply Disruptions," Annual Meeting of the Production and Operations Management Society. Orlando, FL.
18. Scott, A., Craighead, C.W., & Parker, C. (2016). "Service Refusals in the Supply Chain," Annual Meeting of the Production and Operations Management Society. Orlando, FL.
19. Goldschmidt, K.H., Kremer, M., Thomas, D., & Craighead, C.W. (2015). "Supply Base Diversification in the Presence of High Impact, Low Probability Supply Disruptions," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. Philadelphia, PA.
20. Scott, A., Craighead, C.W., & Parker, C. (2015). "The Impact of Commitment Specificity on Supplier Behavior: Evidence from For-Hire Trucking," Annual Meeting of the Council of Supply Chain Management Professionals. San Diego, CA.
21. Scott, A., Craighead, C.W., & Parker, C. (2015). "The Impact of Commitment Specificity on Supplier Behavior: Evidence from For-Hire Trucking," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. Philadelphia, PA.

RESEARCH (continued)

22. Villena, V.H. & Craighead, C.W. (2015). "Asymmetric Buyer-Supplier Relationships: Their Consequences on Opportunism and Performance," Academy of Management Annual Meeting. Vancouver, British Columbia.
23. Mani, V. & Craighead, C.W. (2015). "Supply Chain: The Counterfeiter's 'Playground,'" Annual Meeting of the Production and Operations Management Society. Washington, D.C.
24. Villena, V.H. & Craighead, C.W. (2015). "Revealing the Consequences of Asymmetric Buyer-Supplier Relationships on Opportunism and Performance," Annual Meeting of the Production and Operations Management Society. Washington, D.C.
25. Panelist, 2014, "Integrating Internal Operations with Supply Chain Operations," Educators Conference, Annual Meeting of the Council of Supply Chain Management Professionals, San Antonio, TX.
26. Panelist, 2014, "Opportunities to Position JBL for the Future," Educators Conference, Annual Meeting of the Council of Supply Chain Management Professionals, San Antonio, TX.
27. Villena, V.H., & Craighead, C.W. (2014). "Unpacking the Consequences of Asymmetric Buyer-Supplier Relationships on Opportunism and Performance," 45th Annual Meeting of the Decision Sciences Institute. Tampa, FL.
28. Goldschmidt, K.H., Kremer, M., Thomas, D., & Craighead, C.W. (2014). "Sourcing Decisions Leading Up to and Following High Impact, Low Probability Disruptions," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. San Francisco, CA.
29. Scott, A., Parker, C., & Craighead, C.W. (2014). "Exploring Shipper-Carrier Dynamics in a Truckload Environment," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. San Francisco, CA.
30. Wowak, K.D., Craighead, C.W., & Ketchen, D.J. Jr. (2014). "A Product Recall Taxonomy: Towards a Greater Understanding of the Recall Process and Underlying Resource Gaps," Annual Meeting of the Production and Operations Management Society. Atlanta, GA.
31. Wowak, K.D., Craighead, C.W., & Ketchen, D.J. Jr. (2014). "Keeping Products Safe and Secure: Bad Product Traceability in Supply Chains," Annual Meeting of the Production and Operations Management Society. Atlanta, GA.
32. Panelist, 2013, "Current Research Trends in Supply Chain Management," Educators Conference, Annual Meeting of the Council of Supply Chain Management Professionals, Denver, CO.
33. Panelist, 2013, "Service Sourcing and the Triple Bottom Line," 44th Annual Meeting of the Decision Sciences Institute, Baltimore, MD.

RESEARCH (continued)

34. Wowak, K.D., Craighead, C.W., & Ketchen, D.J. Jr. (2013). "Why Do Some Product Recalls Succeed and Others Fail?: A Grounded Theory Investigation of the Recall Process," 44th Annual Meeting of the Decision Sciences Institute. Baltimore, MD.
35. Goldschmidt, K.H., Kremer, M., & Thomas, D. & Craighead, C.W. (2013). "Sourcing Strategy and Disruption Response: Theory and Experiment," 44th Annual Meeting of the Decision Sciences Institute. Baltimore, MD.
36. Goldschmidt, K.H., Kremer, M., Thomas, D., & Craighead, C.W. (2013). "Sourcing Strategy and High Impact Low Probability Disruption Response: Theory and Experiment," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. Minneapolis, MN.
37. Wowak, K.D., Craighead, C.W., Ketchen, D.J. Jr. (2013). "Supply Chain Integration and Bad Product Traceability: Capability Stressors and Fractures," *Proceedings of the 42nd Annual Supply Chain Management Educators Conference (abstract only)*, Annual Meeting of the Council of Supply Chain Management Professionals. Denver, CO.
38. Wang, Q., Craighead, C.W. & Li, J.J. (2012). "Disruptions in Buyer-Supplier Relationships: Threats or Opportunities?" American Marketing Association (AMA) Winter Educators' Conference. St. Petersburg, FL.
39. Dunn, K., & Craighead, C.W. (2011). "Towards a Holistic Understanding of Product Recalls in Food Supply Chains," 42nd Annual Meeting of the Decision Sciences Institute. Boston, MA.
40. Dunn, K., Craighead, C.W., Ketchen, D.J. Jr., & Hult, G.T.M. (2011). "Is Supply Chain Knowledge a Firm's Most Valuable Resource?" 42nd Annual Meeting of the Decision Sciences Institute. Boston MA.
41. Thrasher, E.H., & Craighead, C.W. (2011). "IT Integration across Healthcare Integrated Delivery Systems: Examining the Benefits for Participating Hospitals," 42nd Annual Meeting of the Decision Sciences Institute, Boston, MA.
42. Kuzu, K., Craighead, C.W., & Xu, S. (2010). "Empirical Investigation of Perceptions, Behavior and Patience in Queuing Systems," 41st Annual Meeting of the Decision Sciences Institute. San Diego, CA.
43. Boone, C.A., Craighead, C.W., Hanna, J.B., & Nair, A. (2010). "A Field-Based Investigation of Service Part Inventory Management: Implications for Supply Disruption Mitigation," Production and Operations Management Society National Conference. Vancouver, British Columbia.
44. Panelist, 2009, "Current and Future Issues in Supply Chain Management," 40th Annual Meeting of the Decision Sciences Institute, New Orleans, LA.
45. Blackhurst, J., Dunn, K., & Craighead, C.W. (2009). "Towards a Theoretical Model of Supply Resiliency," 40th Annual Meeting of the Decision Sciences Institute. New Orleans, LA.

RESEARCH (continued)

46. Thrasher, E.H., Craighead, C.W., & Byrd, T.A. (2009). "The Role of Information Technology and Supply Chain Integration within Healthcare Strategic Alliances," 40th Annual Meeting of the Decision Sciences Institute. New Orleans, LA.
47. Kuzu, K., Craighead, C.W., & Xu, S. (2009). "Comparison of Perceptions and Behavior in Ticket and Physical Queues," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. San Diego, CA.
48. Deane, J.K., Ragsdale, C.T., & Craighead, C.W. (2008). "Mitigating Risk in Global Sourcing: Towards a Decision Support Tool for Supplier Selection," 39th Annual Meeting of the Decision Sciences Institute. Baltimore, MD.
49. Thrasher, E.H., Craighead, C.W., & Byrd, T.A. (2007). "Healthcare Supply Network Integration: An Interdisciplinary Empirical Investigation," 38th Annual Meeting of the Decision Sciences Institute. Phoenix, AZ.
50. Boone, C.A., Hanna, J.B., Craighead, C.W., & Gibson, B. (2007). "A Grounded Theory Investigation of Supply Chain Research Issues in Service Inventory Management," *Proceedings of the 36th Annual Supply Chain Management Educators Conference*, Council of Supply Chain Management Professionals. Philadelphia, PA.
51. Blackhurst, J., Craighead, C.W., & Rungtusanatham, M.J. (2007). "Dealing with the Inevitable: Managing Supply Chain Disruptions," Production and Operations Management Society National Conference. Dallas, TX.
52. Skipper, J. B., Craighead, C.W., Byrd, T.A., & Rainer, R.K. (2007). "Towards a Theoretical Model of Supply Chain Interdependence and Coordination Strategies," 37th Annual Meeting of the Southeast Decision Sciences Institute. Savannah, GA.
53. Boone, C.A., Craighead, C.W., Hanna, J.B., & Nair, A. (2006). "Mitigation of Supply Chain Disruptions by Utilizing a Systems Approach for Service Parts Inventory," 37th Annual Meeting of the Decision Sciences Institute. San Antonio, TX.
54. Blackhurst, J., Craighead, C.W., & Handfield, R.B. (2006). "Supply Disruption Recovery Capabilities: An Empirical Investigation," Production and Operations Management Society National Conference. Boston, MA.
55. Craighead, C.W., Hanna, J.B., Gibson, B., & Meredith, J. (2006). "A Content Analysis of Past Approaches to Logistics Research and Proposed Future Directions," 36th Annual Meeting of the Southeast Decision Sciences Institute. Boston, MA.
56. Craighead, C.W., & Meredith, J. (2005). "Operations Management Research Paradigms: Evolution and Alternative Future Paths," 36th Annual Meeting of the Decision Sciences Institute. San Francisco, CA.

RESEARCH (continued)

57. Blackhurst, J., Craighead, C.W., & Handfield, R.B. (2005). "Towards a Theoretical Model of Supply Chain Disruption Impacts," 36th Annual Meeting of the Decision Sciences Institute. San Francisco, CA.
58. Craighead, C.W., Blackhurst, J., & Handfield, R.B. (2004). "Global Supply Chain Disruptions: A Triangulated Research Investigation," 35th Annual Meeting of the Decision Sciences Institute. Boston, MA.
59. Elkins, D., Blackhurst, J., Craighead, C.W., & Handfield, R.B. (2004). "An Empirically-Derived Agenda for Quantitative Tools to Analyze & Mitigate Supply Chain Disruptions," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. Denver, CO.
60. Craighead, C.W., Miller, J.L., & Karwan, K.R. (2002). "An Empirically-Derived Matrix of Service Failures: Implications for Service Recovery Strategies," 33rd Annual Meeting of the Decision Sciences Institute. San Diego, CA.
61. Craighead, C.W., Karwan, K.R., & Miller, J.L. (2002). "The Effects of Severity of Failure and Loyalty of Customer on Service Recovery Strategies," Production and Operations Management Society National Conference. San Francisco, CA.
62. Craighead, C.W., & LaForge, R.L. (2002). "An Exploratory Study of Scheduling Practices in Alternative Manufacturing Environments," Production and Operations Management Society National Conference. San Francisco, CA.
63. Frazier, G.V., & Craighead, C.W. (2001). "An Empirical Investigation and Modeling of Inventory Management and Product Proliferation in Grocery Supply Chains," *Proceedings of the 32nd Annual Meeting of the Decision Sciences Institute (abstract only)*. San Francisco, CA.
64. Frazier, G.V., & Craighead, C.W. (2000). "Modeling the Impact of Product Proliferation on Grocery Supply Chains," *Proceedings of the 31st Annual Meeting of the Decision Sciences Institute*. Orlando, FL.
65. Miller, J.L., Craighead, C.W., & Karwan, K.R. (2000). "Categorization of Recovery Techniques Using Content Analysis of Service Failure Incidents," *Proceedings of the 31st Annual Meeting of the Decision Sciences Institute*, Orlando, FL.
66. Craighead, C.W. (2000). "An Empirically-Derived Taxonomy of Manufacturing Supply Chains," Production and Operations Management Society National Conference. San Antonio, TX.
67. Craighead, C.W., Karwan, K.R., & Miller, J.L. (1999). "Empirically-Derived Profiles of Service Failure Encounters: Implications for Service Recovery," *Proceedings of the 30th Annual Meeting of the Decision Sciences Institute*. New Orleans, LA.

RESEARCH (continued)

68. Patterson, J.W., Fredendall, L.D., & Craighead, C.W. (1999). "The Impact of Non-Bottleneck Variation on Flow Shop Performance," *Proceedings of the 30th Annual Meeting of the Decision Sciences Institute (abstract only)*. New Orleans, LA.
69. Craighead, C. W., Patterson, J. W., Roth, P. L., & Segars, A. H. (1999). "An Empirical Investigation of Interorganizational Information System Utilization in Manufacturing Supply Chains: Factors of Influence and Benefits Realized," Production and Operations Management Society National Conference. Charleston, SC.
70. Invited Presenter, 1998, "Emerging Issues in Supply Chain Management," Invited by the APICS Educational & Research Foundation to conduct special session on Supply Chain Management, 28th Annual Meeting of the Southeast Decision Sciences Institute, Roanoke, VA.
71. Craighead, C.W., Patterson, J.W., & Fredendall, L.D. (1998). "Protective Capacity Positioning: Impact on Flow Shop Performance," *Proceedings of the 29th Annual Meeting of the Decision Sciences Institute*. Las Vegas, NV.
72. Karwan, K.R., Miller, J.L., & Craighead, C.W. (1998). "Investigating the Relative Effectiveness of Service Recovery Techniques," *Proceedings of the 29th Annual Meeting of the Decision Sciences Institute*. Las Vegas, NV.
73. Miller, J.L., Craighead, C.W., & Karwan, K.R. (1997). "Service Recovery: An Integrated Framework and Empirical Investigation," *Proceedings of the 28th Annual Meeting of the Decision Sciences Institute*. San Diego, CA.
74. Drenevich, P.L., Craighead C.W., & Cannon A.R. (1997). "Towards a Predictive Model for Market Value Added," *Proceedings of the 27th Annual Meeting of the Southeast Decision Sciences Institute*, Orlando, FL.
75. Miller, J.L., & Craighead, C.W. (1996). "Service Recovery: Toward an Integrated Framework," Institute for Operations Research and the Management Sciences (INFORMS) Annual Meeting. Atlanta, GA.
76. Ferguson, L.S., Craighead, C.W., & Patterson, J.W. (1996). "TQM in the POM Survey Course: No Way?" Production and Operations Management Society National Conference. Indianapolis, IN.
77. Miller, J.L., & Craighead, C.W. (1996). "Service Recovery: Toward an Integrated Framework," *Proceedings of the 26th Annual Meeting of the Southeast Decision Sciences Institute*. Charleston, SC.

TEACHING

Teaching Awards

1. Smeal College of Business MBA Association Teaching Award, The Pennsylvania State University, 2013
2. The Management Department's Outstanding Teaching Award, Auburn University, 2007
3. College of Business McCartney Teaching Award, Auburn University, 2006
4. College of Business Outstanding MBA Teacher of the Year Award, Auburn University, 2004
5. College of Business Award for Outstanding Undergraduate Teaching, University of Texas at Arlington, 2001
6. University Award for Outstanding Graduate Teaching Assistant, Clemson University, 1997
7. College of Business and Public Affairs Award for Outstanding Graduate Teaching Assistant, Clemson University, 1997

Teaching/Mentoring Leadership Positions

- | | |
|--------------|---|
| 2019-present | <p>Facilitator, Research and Career Development Workshops, Department of Supply Chain Management, Haslam College of Business, University of Tennessee</p> <ul style="list-style-type: none">• Initiated a series of workshops to help mentor junior faculty• Organize and deliver various research, publication and career topics |
| 2016-2019 | <p>Ph.D. Program Director, Department of Supply Chain Management, Haslam College of Business, University of Tennessee</p> <ul style="list-style-type: none">• Led the recruitment process• Advised students• Managed the annual evaluation of the students and program• Developed and participated in various processes to ensure student success• Created/refined marketing and operating content and documentation• Represented the SCM Program in the Haslam Ph.D. Committee;• Oversaw the program's other facets |
| 2012-2014 | <p>Ph.D. Program Coordinator, Supply Chain and Information Systems Department, Smeal College of Business, Pennsylvania State University</p> <ul style="list-style-type: none">• Led the recruitment process• Advised students• Managed the annual evaluation of the students and program• Developed and participated in various processes to ensure student success• Created/refined marketing and operating content and documentation• Represented the SC&IS PhD Program in the Smeal Ph.D. Committee• Oversaw the program's other facets |

TEACHING (continued)

Significant Curriculum Development

- Helped lead a substantial redesign of the PhD Programs in Supply Chain Management and Marketing during Spring 2016 (UT)
- Helped lead a substantial redesign of the PhD Program in Supply Chain & Information Systems during Spring 2012 (PSU)
- Helped lead the design and launch of a new undergraduate Supply Chain Management major, merging the Operations Management and Logistics majors and faculty 2007 (AU)

Significant Course Development

- Designed the Strategic Procurement Class in the Online Masters in SCM (PSU)
- Developed a new doctoral seminar in Supply Chain Management (AU)
- Developed a new undergraduate course in Supply Chain Management (UNCC)
- Developed a new graduate course in Supply Chain Management (UNCC)
- Developed a new graduate course in Supply Chain Management (UTA)

Teaching-Mentoring Oriented Publications/Presentations/Panels

1. Speaker, (2022). "Seeking Research-Fueled Impact," PhD Colloquium, Supply Chain Management Department, University of Arkansas, virtual.
2. Panelist, (2021). "Meet the Department Editors," Doctoral Student Consortium, 52nd Annual Meeting of the Decision Sciences Institute, virtual.
3. Mentor, (2021). Academy of Management Annual Conference, OSCM Joint Junior Faculty and Doctoral Student Consortium, virtual.
4. Moderator, (2021). "Surviving the Job Search: Keys to Success," Annual Logistics Doctoral Symposium, virtual.
5. Craighead, C.W. (2018). "Supply Chain Risk Management," Chapter 17 of *Leveraging Supply Chain Management to Drive Organizational Success*, Edited by T.P. Stank & S.D. Scott. Dubuque, IA: Great River Learning.
6. Moritz, B.B. & Craighead, C.W. (2015). "Ashmark Corporation: Dealing with a Supply Disruption," Ivey Publishing, nominated for EFMD Case Competition, 2015 and 2016.
7. Co-Coordinator, (2013). Doctoral Consortium, 44th Annual Meeting of the Decision Sciences Institute, Baltimore, MD.
8. Panelist, (2013). "Research Trends in Supply Chain Management," Professional and Faculty Development Program, 44th Annual Meeting of the Decision Sciences Institute, Baltimore, MD.
9. Panelist, (2009). "Conducting the Job Search," Doctoral Student Consortium, 40th Annual Meeting of the Decision Sciences Institute, New Orleans, LA.

TEACHING (continued)

10. Panelist, (2009). "Managing the Academic Career," New Faculty Consortium, 40th Annual Meeting of the Decision Sciences Institute, New Orleans, LA.
11. Panelist, (2006). "Having a Career/Having a Life," New Faculty Consortium, 37th Annual Meeting of the Decision Sciences Institute, San Antonio, TX.
12. Panelist, (2006). "Secrets to Success—A panel of faculty at various stages in their careers share their secrets to success (and happiness)," Doctoral Student Consortium, 37th Annual Meeting of the Decision Sciences Institute, San Antonio, TX.
13. Panelist, (2006). "How to Interview for a Job," Doctoral Student Consortium, 37th Annual Meeting of the Decision Sciences Institute, San Antonio, TX.
14. Panelist, (2005). "The Academic Interviewing Process," Doctoral Student Consortium, 36th Annual Meeting of the Decision Sciences Institute, San Francisco, CA.
15. Panelist, (2005). "Rekindling the Fading Stars: Attracting Students Back to OM, IS and the Decision Sciences," 35th Annual Meeting of the Southeast Decision Sciences Institute, Raleigh, NC.
16. Craighead, C.W. (2005). "Right on Target for Time Series Forecasting," 36th Annual Meeting of the Decision Sciences Institute. San Francisco, CA.
17. Panelist, (2004). "Having a Career/Having a Life," New Faculty Consortium, 35th Annual Meeting of the Decision Sciences Institute, Boston, MA.
18. Panelist, (2004). "External Service: Journal Reviewing," New Faculty Consortium, 35th Annual Meeting of the Decision Sciences Institute, Boston, MA.
19. Craighead, C.W. (2004). "Right on Target for Time Series Forecasting," *Decision Sciences Journal of Innovative Education*, 2(2), 207-212.

TEACHING (continued)

Graduate Courses Taught

- Research and Theoretical Foundations (Doctoral)
- Strategic Procurement (Online Masters in SCM, On-Campus MBA)
- Supply Chain Management Research Seminar (Doctoral)
- Supply Chain Management Practicum (Doctoral)
- Supply Chain Strategy (On-campus MBA, Online Masters in SCM)
- Supply Chain Management (On-campus MBA)
- Operations Management (Executive MBAs, On-campus MBA and Distance MBA)
- Quantitative Methods--Management Science portion (On-Campus MBA and Distance MBA)

Undergraduate Courses Taught

- Strategic Sourcing/Procurement
- Supply Chain Management
- Logistics
- Operations Management
- Operations Strategy
- Operations Planning and Control
- Management Science
- Management Information Systems
- Principles of Management
- Organizational Management
- Principles of Marketing

Selected* Student Evaluations: Last 3 Years (2019-2021), Mean Scores (out of 5)

Level/Course	Instructor Contribution	Instructor Responsiveness	Respectful and Positive Learning Environment
<i>Undergraduate</i> SCM 421: Strategic Sourcing (6 course sections)	4.8	4.8	4.9
<i>Masters (online)**</i> SCM 545: Supply Chain Strategy and Customer Value (1 course section)	4.8	4.7	4.8
<i>PhD</i> MKT/SCM 611: Research and Theoretical Foundations (3 course sections)	4.8	4.8	5.0

*key metrics used by the University of Tennessee, **taught as an overload during Fall 2021

TEACHING (continued)

Ph.D. Dissertation Chair

- Co-Chair, Yu (Jade) Chu, Supply Chain Management, University of Tennessee, 2021, Assistant Professor, University of Northern Iowa
- Chair, Li Cheng, Supply Chain Management, University of Tennessee, 2019, Assistant Professor at University of Dayton
- Co-Chair, Mathew Jenkins, Supply Chain Management, University of Tennessee, 2017, Assistant Professor at East Tennessee State University
- Co-Chair, Alex Scott, Supply Chain Management, Pennsylvania State University, 2016, Assistant Professor at University of Tennessee
- Chair, Kyle Goldschmidt, Supply Chain Management, Pennsylvania State University, 2014, Associate Professor (with tenure) at University of Saint Thomas
- Chair, Kaitlin Wowak, Supply Chain Management, Pennsylvania State University, 2012, Associate Professor (with tenure) at University of Notre Dame
- Co-Chair, Christopher Boone, Supply Chain Management, Auburn University, 2006, Lt. Colonel in the United States Air Force (retired 2012), Assistant Professor at Mississippi State University

Ph.D. Dissertation Committee Memberships

- Catherine Helmuth, Strategic Management, Auburn University, 2017
- Ulrich Schmelzle, Supply Chain Management, University of Tennessee, 2017
- Joonhwan In, Supply Chain Management, University of Tennessee, 2016
- Nathan Bragaw, Strategic Management, Pennsylvania State University, 2013
- Kaan Kuzu, Operations Management, Pennsylvania State University, 2010
- Evelyn Thrasher, Information Systems, Auburn University, 2006
- Frank Morris, Information Systems, Auburn University, 2006

Master's and Undergraduate Honors Thesis Committees

- Faith Barre, Chancellors Undergraduate Honors, Supply Chain, University of Tennessee, 2021
- Ge Xiao, Masters in MIS, Auburn University, 2005
- Manuel Offermanns, Masters in MIS, Auburn University, 2005
- Joe Burneff, Masters in MIS, Auburn University, 2004
- Chair, James Bible, Undergraduate Honors, Operations Management, UNCC 2003

OUTREACH

Executive Education (served as a faculty expert in over 350 sessions)

University of Tennessee, Haslam Executive Education Programs, September 2016-2021

Open Enrollment Program

- Global Supply Chain Executive Development Program

Custom Program

- United States Air Force

Corp U, A Udemy Company, June 2014-Present

Online Courses (sample) that cover entire end-to-end supply chain

- Identifying the Forces Shaping Your Supply Chain
- Finding Value in Your End-To-End Supply Chain
- Assessing Supply Chain Effectiveness
- Driving Integrated Supply Chain Performance
- Aligning Your Supply Chain for Transformation
- Sustaining Competitive Advantage
- Leading a World-Class Procurement Organization
- Leading the Modern Supply Chain—Boot Camp

Clients

- Agilent Technologies
- Anheuser-Busch
- Bare Escentuals
- Bimbo Bakeries
- BJ's Wholesale Club
- Boston Scientific
- Campbell's
- Comcast
- Daimler
- Dow
- ExxonMobil
- General Mills
- Gore
- IBM
- Johnson & Johnson
- Lincoln Electric
- MasterCard
- Merck
- Nestle
- Newell
- Owens Corning
- Verizon

The Pennsylvania State University Executive Programs, September 2010-2015

Open Enrollment Programs

- Essentials of Supply Chain Management
- Processes & Tools for Supply Chain Success
- Achieving Supply Chain Transformation
- Global Supply Chain Strategy & Risk Management

Custom Programs

- Office Depot
- Parker Hannifin
- Wholesale & Retail Sector Education & Training Authority (WRSETA)
- Navy Inventory Control Point (NAVICP)

OUTREACH (continued)

Industry-Facing Publications, Presentations, Sessions and Videos

1. Ketchen, D.J. Jr., & Craighead, C.W. (2021). "Toward a Theory of Supply Chain Entrepreneurial Embeddedness in Disrupted and Normal States," JSCM Video: Toward A Theory Of Supply Chain Entrepreneurial Embeddedness - Supply Chain Management Review (scmr.com)
2. Ketchen, D.J., & Craighead, C.W., (2020). "Take a CLEAN Look at Your Business Post-COVID-19," Entrepreneur & Information Exchange, <https://eiexchange.com/content/take-a-clean-look-at-your-business-post-covid19> This article reached over 303,000 views by August 2022 and was repackaged as one of the best-read articles on how to navigate the pandemic: The New Normal: Overcoming Post-Pandemic Challenges to Survival and Growth | EIX.org (eiexchange.com)
3. Panelist, "Customer Focused Supply Chain Mega Trends," Supply Chain Forum, University of Tennessee, November 2017
4. Session Facilitator, "Managing the Supplier Relationship: The Supplier and the Customer Perspectives," Supply Chain Forum, University of Tennessee, April 2017
5. Bell, J.E. & Craighead, C.W. (2016). "Raw Material 'Feast or Famine?' Integrating Supply Networks to Overcome Resource Scarcity," Chapter 10 of *Achieving Supply Chain Integration*, Edited by M.A. Moon & C.W. Autry. Upper Saddle River, NJ: Pearson Publishing.
6. Fields, D., Craighead, C.W., & Ketchen, D.J. Jr. (2015). "Not Too Much—Not Too Little: Fostering a 'Goldilocks' Procurement Strategy," *Supply Chain Management Review*, 19(2), 46-51.
7. Panelist, "Supply Chain Mega Trends: Faculty Panel," Supply Chain Forum, University of Tennessee, November 2015
8. Session Facilitator, "Supply Chain Synchronization: Future Ecosystem," Supply Chain Leaders Forum, Center for Supply Chain Research, Pennsylvania State University, March 2015
9. Grenoble, S., Ruamsook, K., Bechtel, L., Craighead, C.W., & Wilkerson, T. (2014). "Counterfeiting: An Omnipresent, Yet Elusive, Supply Chain Issue," *Supply Chain Management Review*, 18(4), 40-46.
10. Ruamsook, K., & Craighead, C.W. (2014). "A Supply Chain Talent Perfect Storm?" *Supply Chain Management Review*, 18(1), 12-17.
11. Invited Panelist, "The Resiliency Impact of Strategic Decisions," Annual Meeting of the Council of Supply Chain Management Professionals, September 2014

OUTREACH (continued)

12. Session Facilitator, "Supply Chain Visibility and Alignment," Supply Chain Leaders Forum, Center for Supply Chain Research, Pennsylvania State University, September 2014
13. Thomchick, E., Ruamsook, K., Craighead, C.W. & Pietrucha, M. (2014). "Supply Chain Skills Shortage: A Threat to Economic Competitiveness," 8th University Transportation Center (UTC) Spotlight Conference on the Role of Freight Transportation in Economic Competitiveness. Washington, DC.
14. Session Facilitator, "Why Do Some Product Recalls Succeed and Others Fail?," Corporate Sponsors Meeting, Center for Supply Chain Research, Pennsylvania State University, April 2013
15. Session Facilitator, "Managing Global Supplier Risk," Pittsburgh Chapter of the Institute of Supply Management (ISM), March 2013.
16. Session Facilitator, "The Counterfeit Parts Challenge in the Supply Chain," LMI, October 2012
17. Session Facilitator, "Research Idea Generation Workshop," Corporate Sponsors Meeting, Center for Supply Chain Research, Pennsylvania State University, April 2012
18. Session Facilitator, "Product Design/Packaging for Sustainability Success," Supply Chain Leaders Forum, Center for Supply Chain Research, Pennsylvania State University, March 2012
19. Invited Presenter, "The Multiple Facets of Faculty" Smeal College of Business' Board of Visitors, Pennsylvania State University, October 2011
20. Invited Presenter, "Managing Global Supply Chain Risk and Disruptions," Smeal College of Business' Alumni Society Board, Pennsylvania State University, November 2010
21. Session Facilitator, "To the Customer and Back: Managing Product Recalls," Corporate Sponsors Meeting, Center for Supply Chain Research, Pennsylvania State University, November 2010
22. Session Facilitator, "Managing Supply Chain Resilience," Sales and Operations Planning Benchmarking Consortium, Center for Supply Chain Research, Pennsylvania State University, March 2010
23. Session Facilitator, "Improving Supply Chain Collaboration," Supply Chain Leaders Forum, Center for Supply Chain Research, Pennsylvania State University, March 2010
24. Co-Session Facilitator, "Traceability in Food Supply Chains," Corporate Sponsors Meeting, Center for Supply Chain Research, Pennsylvania State University, November 2009

OUTREACH (continued)

25. Session Facilitator, "Global Supply Chain Risk and Disruption Mitigation," Corporate Sponsors Meeting, Center for Supply Chain Research, Pennsylvania State University, April 2009
26. Handfield, R.B., Blackhurst, J., Elkins, D., & Craighead, C.W. (2008). "A Framework for Reducing the Impact of Disruptions to the Supply Chain: Observations from Multiple Executives," Chapter 2 of *Supply Chain Risk Management: Minimizing Disruptions in Global Sourcing*. Boca Raton, FL: Auerbach Publications, Taylor and Francis.
27. Elkins, D., Handfield, R.B., Blackhurst, J., & Craighead, C.W. (2008). "A To-Do List to Improve Supply Chain Risk Management Capabilities," Chapter 4 of *Supply Chain Risk Management: Minimizing Disruptions in Global Sourcing*. Boca Raton, FL: Auerbach Publications, Taylor and Francis. (Note: This chapter is a reprinted version of Elkins, D., Handfield, R.B., Blackhurst, J. & Craighead, C.W., 2005, "18 Ways to Guard Against Disruption," *Supply Chain Management Review*).
28. Ketchen, D.J. Jr., Craighead, C.W., & Buckley, M.R. (2008). "Time Bandits: How They are Created, Why They are Tolerated, and What can be Done about Them," *Business Horizons*, 51(2), 141-149.
29. Invited Panelist and Panel Session Coordinator, "Building Supply Chain Disruption Mitigation Capabilities," Business Continuity Planning Track, Council of Supply Chain Management Professionals, October 2006
30. Invited Presenter, "It's a Wrap: Moving Forward with Business Continuity Planning," Business Continuity Planning Track, Council of Supply Chain Management Professionals, October 2006
31. Craighead, C. W., Blackhurst, J., Handfield, R., & Rungtusanatham, M. (2006). "Towards a Theoretical Model and Decision Framework of Supply Chain Disruptions," 6th International Supply Chain Risk Management Seminar on Supply Chain Risk Management. Oestrich-Winkel, Germany.
32. Elkins, D., Handfield, R.B., Blackhurst, J., & Craighead, C.W. (2005). "18 Ways to Guard Against Disruption," *Supply Chain Management Review*, 9(1), 46-53.
33. Invited Presenter, "Managing Risk and Disruptions in Global Supply Chains," Society for the Advancement of Management, March 2005
34. Invited Presenter, "Managing Risk and Disruptions in Global Supply Chains," American Society for Quality, November 2004
35. Invited Presenter, "Disruptions and Global Sourcing: Building Resilient Supply Chains," Supply Chain Resource Consortium, North Carolina State University, April 2004
36. Shaw, N.G., & Craighead, C.W. (2003). "Technology Enablers to Recover from Failures in E-Services," *Communications of the ACM*, 46(6), 56-57.

OUTREACH (continued)

37. Invited Presenter, “Customer Service as a Competitive Weapon,” Small Business Development Center, Auburn University, September 2003
38. Craighead, C.W., & Shaw, N.G. (2000). “Enabling Systems to Talk to Each Other,” *APICS: The Performance Advantage*, 10(11), 22.
39. LaForge, R.L., & Craighead, C.W. (1998). *Manufacturing Scheduling and Supply Chain Integration: A Survey of Current Practice*, Research monograph published by the APICS Educational & Research Foundation as part of the *Research Paper Series* (APICS Grant # 97-13).

Selected Engagement (e.g., interviews) for Industry-Facing Material (3-year period: 2019-2021)

1. Did Q&A for Haslam’s outreach on preparing for holiday shopping season amid supply chain issues, October 2021, [Holiday Season Shipping and Supply Chain Disruptions: What You Need to Know | Haslam College of Business Haslam College of Business \(utk.edu\)](#)
2. Did Q&A for Haslam’s Supply Chain Program on preparing for black swan events, September 2021, [How to Prepare Your Supply Chain for the Next Black Swan Event: Q&A with Chris Craighead \(utk.edu\)](#)
3. Did interview (and was quoted) for Supply Chain Dive on outsourcing, Spring 2020, <https://www.supplychaindive.com/news/logistics-insource-outsource/571612/>
4. Did interview (and was quoted) for Supply Chain Dive on risk management, Fall 2019, <https://www.supplychaindive.com/news/managing-supply-chain-risk-in-an-economic-downturn/567535/>

Industry-Facing Leadership Position

- 2012-2015 **Director of Research**, Center for Supply Chain Research (CSCR),
The Pennsylvania State University
- Participated in the CSCR Leadership Team
 - Served as the principal liaison between the SC&IS Department and Smeal Faculty and CSCR
 - Attended corporate sponsors meetings and led discussions on CSCR’s research agenda
 - Helped identify, for other faculty’s benefit, CSCR’s areas of research focus
 - Assisted in coordinating, compiling, and communicating CSCR’s Annual Research Report
 - Counseled CSCR in selecting awardees for Smeal Research Grants funded by CSCR
 - Briefed visitors and prospective sponsors on CSCR’s research activities
 - Represented CSCR on visits to companies and industry conferences and symposia
 - Encouraged and participated in writing applied research articles for publication in practitioner-oriented journals and trade magazines

OUTREACH (continued)

Industry Outreach Projects

- Co-investigator, “Supply Chain Assessment and Strategy,” SABIC, 2015.
- Member of interdisciplinary team, Professor Craighead played an integral part in obtaining \$10 million in support from General Electric for research focused on shale gas supply chains. The funds were used to create and operate an interdisciplinary research center, Center for Collaborative Research on Intelligent Natural Gas Supply Systems (CCRINGSS) at The Pennsylvania State University, 2014.
- Co-principal investigator, “ERP and Supply Chain Assessment,” Naval Supply Systems Command (NAVSUP), \$56,048, 2014.
- Co-principal investigator, “Counterfeit Parts in the Supply Chain,” LMI, \$40,000, 2012.
- Co-investigator, “Supply Chain Breakthrough Idea Generation,” Exxon-Mobil, 2012.
- Co-principal investigator, “Disruptions and Global Supply Chain Material Availability,” General Motors, Order-to-Delivery Group, 2004.
- Co-principal investigator, “Manufacturing Scheduling and Supply Chain Integration: A Survey of Current Practice,” APICS Educational & Research Foundation, \$5,000, 1997.

SERVICE

Awards for Editing and Reviewing Excellence

1. Best Associate Editor Award, *Journal of Supply Chain Management*, 2013
2. Best Associate Editor Award, *Decision Sciences Journal*, 2013
3. Best Reviewer Award, *Decision Sciences Journal*, 2011
4. Best Associate Editor Award, *Journal of Operations Management*, 2007
5. Reviewer of the Year Award, *Journal of Operations Management*, 2003

Service to Profession: Journals—Governing Position

- Member, Supply Chain Member (SCM) Congress, governing the SCM Journal List, 2016-present

Service to Profession: Journals—Current Editor Positions

- Department Editor, Logistics Department, *Decision Sciences*, 2020-present
- Associate Editor, *Journal of Operations Management*, 2004-2015, 2021-present
- Senior Editor, *Journal of Business Logistics*, 2021-present
- Associate Editor, *Journal of Supply Chain Management*, 2013-present
- Special Issue Co-Editor, Ketchen, D.J. & Craighead, C.W., “Past Accomplishments and Future Challenges Within Supply Chain Management Research,” *Journal of Business Logistics*, 2021-
- Special Issue Co-Editor, Ketchen, D.J. & Craighead, C.W., “Annual Review Issue: Past Accomplishments and Future Challenges Within Supply Chain Management Research,” (second annual review issue), *Journal of Business Logistics*, 2022-

Service to Profession: Journals—Past Editor Positions

- Associate Editor, *Journal of Business Logistics*, 2013-2020
- Associate Editor, *Decision Sciences*, 2010-2015
- Special Issue Co-Editor, Craighead, C.W., Ketchen, D.J. & Crook, T.R., “Strategic Sourcing and Performance,” *Journal of Business Logistics*, 2012-2014
- Area Editor, *Operations Management Research*, 2007-2011

Service to Profession: Journals—Past Editorial Review Board Positions

- *Production and Operations Management*, 2005-2020
- *Journal of Operations Management*, 2004, 2019-2020
- *IEEE Transactions on Engineering Management*, 2013-2017
- *Journal of Business Logistics*, 2010-2013
- *Production & Inventory Management Journal*, 2008-2011
- *Decision Sciences*, 2005-2010
- *Decision Sciences Journal of Innovative Education*, 2004-2007

SERVICE (continued)

Service to Profession: Journals—Ad Hoc Reviewing

- *California Management Review*
- *European Journal of Operational Research*
- *IEEE Transactions on Engineering Management*
- *Interfaces*
- *International Journal of Integrated Supply Management*
- *International Journal of Inventory Research*
- *International Journal of Operations and Production Management*
- *International Journal of Physical Distribution and Logistics Management*
- *International Journal of Production Economics*
- *International Journal of Production Research*
- *Journal of Organization Design*
- *Journal of Retailing*
- *Manufacturing and Service Operations Management*
- *MIS Quarterly*
- *MIT Sloan Management Review*
- *OMEGA: The International Journal of Management Science*
- *Transportation Journal*

Service to Profession: Organizations/Conferences

Panelist/Presenter/Moderator

- Doctoral Consortium, Annual Meeting of the Decision Sciences Institute, 2005, 2006, 2009, 2021
- OSCM Joint Junior Faculty and Doctoral Student Consortium, Academy of Management Annual Conference, 2021
- Annual Logistics Doctoral Symposium, 2021
- New Faculty Consortium, Annual Meeting of the Decision Sciences Institute, 2004, 2006, 2009

Session Chair/Facilitator

- Annual Meeting of the Decision Sciences Institute, 1999-2000, 2004-2006, 2011
- Production and Operations Management Society National Conference, 1999-2000, 2002

Reviewer/Judge

- International Purchasing and Supply Education and Research Association, 2021
- Council of Supply Chain Management Professionals, Educator's Conference, 2018
- Decision Sciences Institute, Best Analytical Paper Award for Annual Meeting, 2013
- Decision Sciences Institute, Buffa Doctoral Dissertation Award Competition, 2008, 2010, 2013
- Annual Meeting of the Decision Sciences Institute, 1999-2003, 2005-2009, 2011, 2014
- Academy of Management Conference, 2002
- Hawaii International Conference on System Sciences, 2004
- Southeast Decision Sciences Institute's Annual Meeting, 2003

Track Chair

- Southeast Decision Sciences Institute's Annual Meeting, 2002

SERVICE (continued)

Service to Department/College/University

University of Tennessee

- Chair, IRB Departmental Review, 2020 - present
- Member, Haslam College Faculty Research Council, 2015- present
- Member, Haslam College Promotion and Tenure Committee, 2021
- Member, SCM Department Head Search Committee, 2021
- Member, Haslam College Deans Faculty Advisory Council, 2019-2020
- Chair, Supply Chain Management Faculty Search Committee, 2021
- Member, Supply Chain Management Ph.D. Program Admissions Committee, 2020-2021
- Member, Supply Chain Management Faculty Search Committee, 2019
- Member, SCM Departmental Graduate Studies Committee, 2017-2019
- Member, Haslam College PhD Directors Committee, 2016-2019
- Member, Business Analytics and Statistics Faculty Search Committee, 2018
- Member, Supply Chain Management Faculty Search Committee, 2017
- Member, Academic Review Team for Department of Management, 2017
- Member, Haslam College Graduate Policies Committee, 2016
- Member, M&SCM Department Doctoral Program Reformation Task Force, 2016
- Member, M&SCM Department Head Search Committee, 2015-2016

The Pennsylvania State University

- Member, Smeal College Promotion and Tenure Committee, 2014-2015
- Member, SC&IS Department Chair Search Committee, 2014-2015
- Member, Managing Committee, Center for Collaborative Research on Intelligent Natural Gas Supply Systems (CCRINGSS), 2014-2015
- Member, Smeal Graduate Fellowship Committee, 2012-2015
- Faculty Advisor, Subset of SCM Majors, 2008-2015
- Member, SC&IS Department Promotion and Tenure Committee, 2013-2014
- Member, University Graduate Council Committee, 2013-2014
- Member, University Graduate Council Committee on Graduate Research, 2013-2014
- Member, Center for Supply Chain Research Executive Director Search Committee, 2013
- Member, MBA Curriculum and Policy Advisory Committee, 2012-2013
- Member, Supply Chain Management Faculty Search Committee, 2010-2011
- Member, Ph.D. Recruitment Committee, 2010-2014
- Member, Ph.D. Candidacy Exam Committee, 2009-2014
- Member, Ph.D. Program Review Committee, 2010

SERVICE (continued)

Auburn University

- Member, College Research Committee, 2007-2008
- Member, College Priorities and Goals Committee, 2006-2007
- Chair, Lowder Teaching Award (college-wide) Committee, 2007
- Member, MBA Scholarship Committee, 2007
- Member, Supply Chain Management (SCM) Curriculum Development Committee, 2006
- Member, Supply Chain Management Faculty Search Committee, 2006-2007
- Member, College Strategic Planning Sub-Committee on Research and Scholarly Activities, 2005
- Faculty Advisor, APICS Student Club, 2003-2006
- Member, Operations Management Course and Curriculum Committee, 2003-2006

University of North Carolina at Charlotte

- Member, Department Course and Curriculum Committee, 2002-2003
- Faculty Advisor, APICS Student Club, 2001-2003
- Faculty Advisor, Subset of OM Majors, 2001-2003

University of Texas at Arlington

- Member, Production and Operations Management Curriculum Committee, 1998-2001