

Sean M. Handley
Professor and Department Chair
Department of Management Science
Darla Moore School of Business, University of South Carolina
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ACADEMIC APPOINTMENTS

Darla Moore School of Business, University of South Carolina

Department of Management Science
Distinguished Moore Research Fellow – April 2022 to present
Professor – January 2022 to present
Department Chair – January 2021 to present
Moore Research Fellow – July 2019 to April 2022
Associate Professor (with tenure) – July 2017 to December 2021

Mendoza College of Business, University of Notre Dame

Department of IT, Analytics, and Operations
Associate Professor (with tenure) – July 2016 to June 2017
Assistant Professor – July 2012 to June 2016

Rutgers Business School, Rutgers University – The State University of New Jersey

Department of Supply Chain Management and Marketing Sciences
Assistant Professor – September 2009 to June 2012

Fisher College of Business, The Ohio State University

Department of Management Sciences
Visiting Assistant Professor – September 2008 to August 2009

EDUCATION

Fisher College of Business, The Ohio State University

Ph.D. Business Administration, Operations Management – August 2008
Master of Business Administration (MBA) – June 2002

Lindner College of Business, University of Cincinnati

Bachelor of Science, Industrial Management – March 1999

GRANTS, AWARDS, & RECOGNITIONS

Research

- Distinguished Moore Research Fellowship, 2022-2025.
- Darla Moore School of Business Research Grant in the amount of \$4750, 2020.
- Moore Research Fellowship, 2019-2022.
- Darla Moore School of Business Research Grant in the amount of \$4400, 2018.
- Best Paper Award, *Journal of Strategic Contracting and Negotiation*, 2015.
- Chan Hahn Best Paper Award, OM Division of Academy of Management Conference, 2015.
- Chan Hahn Best Paper Award, OM Division of Academy of Management Conference, 2014.
- Best Paper Award finalist, *Journal of Operations Management*, 2013.
- Optimal Preparedness & Response to Pharmaceutical Supply Chain Emergencies (with L. Lei, B. Melamed, and L. Qi), United States Department of Homeland Security research grant in the amount of \$266,519, 2011.
- Doctoral Dissertation Grant in the amount of \$6000, Institute for Supply Management (ISM), 2007.

Teaching

- Dean's Award for Meritorious Teaching, Rutgers Business School, 2011.
- Multiple letters of commendation from the Dean for outstanding teaching performance, The Ohio State University – Fisher College of Business, 2005-2009.

Service

- Associate Editor Service Award, *Journal of Operations Management*, 2019.
- Outstanding Reviewer Award, *Production & Operations Management*, 2016.
- Best Reviewer Award, *Journal of Operations Management*, 2011.

RESEARCH OVERVIEW

My primary scholarly interests lie in studying the approaches and challenges to managing outsourced business processes. Under this umbrella, my specific interests include the following interrelated areas:

- Formal and informal mechanisms for managing outsourcing relationships
- The management of *offshore* outsourcing engagements
- Firm capabilities and the management of outsourcing initiatives
- Quality management with outsourced manufacturing
- The sourcing of technology products and services

Citations: 1579; **h-index:** 14; **i10-index:** 15 (Google Scholar)

Peer Reviewed Articles: 19

Articles in UT Dallas / FT50 List Journals: 13

REFEREED PUBLICATIONS

- [1] Wowak, K., Handley, S., Kelley, K., & Angst, C., *Forthcoming*. Strategic Sourcing of Multi-Component Software Systems: The Case of Electronic Medical Records. *Decision Sciences*.
- [2] Handley, S., Skowronski, K., & Thakar, D., *Forthcoming*. The Single-Sourcing versus Multisourcing Decision in IT Outsourcing. *Journal of Operations Management*.
 - *Authors contributed equally and are listed alphabetically.*
- [3] Eckerd, S., Handley, S., & Lumineau, F., *Forthcoming*. Trust Violations in Buyer-Supplier Relationships: Spillovers and the Contingent Role of Governance Structures. *Journal of Supply Chain Management*.
- [4] Skowronski, K., Benton, W., & Handley, S., 2022. The Moderating Influence of Culture on the Relationship Between Power and Shirking, *Journal of Operations Management*, 68(3), 270-301.
- [5] Handley, S., De Jong, J., & Benton, W.C., 2019. How Service Provider Dependence Perceptions Moderate the Power-Opportunism Relationship with Professional Services. *Production & Operations Management*, 28 (7), 1692-1715.
- [6] Angst, C., Wowak, K., Handley, S., & Kelley, K., 2017. Antecedents of Information Systems Sourcing Strategies in U.S. Hospitals: A Longitudinal Study. *MIS Quarterly*, 41 (4), 1129-1152.
- [7] Handley, S., 2017. How Governance Misalignment and Outsourcing Capability Impact Performance, *Production & Operations Management*, 26 (1), 134-155.
- [8] Handley, S. & Gray, J., 2015. Managing Quality in a Heterogeneous Contract Manufacturing Environment, *Decision Sciences*, 46 (6), 1011-1048.
- [9] Gray, J. & Handley, S., 2015. Managing Contract Manufacturer Quality in the Presence of Performance Ambiguity, *Journal of Operations Management*, 38, 41-55.
 - *An earlier version of this paper won the 2014 OSCM Division's Chan Hahn Best Paper Award at the Academy of Management Conference.*
- [10] Handley, S. & Angst, C., 2015. The Impact of Culture on the Relationship between Governance and Opportunism in Outsourcing Relationships, *Strategic Management Journal*, 36 (9), 1412-1434.

- [11] Lumineau, F., Eckerd, S., & Handley, S., 2015. Inter-organizational Conflicts: Research Overview, Challenges, and Opportunities, *Journal of Strategic Contracting and Negotiation*, 1 (1), 42-64.
- *This paper won the 2015 Journal of Strategic Contracting and Negotiation Best Paper Award.*
- [12] Handley, S. & Gray, J., 2013. Inter-organizational Quality Management: The Use of Contractual Incentives and Monitoring Mechanisms with Outsourced Manufacturing, *Production & Operations Management*, 22 (6), 1540-1556.
- [13] Handley, S. & Benton, W.C., 2013. The Influence of Task- and Location-specific Complexity on the Control and Coordination Costs in Global Outsourcing Relationships, *Journal of Operations Management*, 31 (3), 109-128.
- *This paper was a 2014 Journal of Operations Management Best Paper Award Finalist.*
- [14] Handley, S. & Benton, W.C., 2012. Mediated Power and Outsourcing Relationships, *Journal of Operations Management*, 30 (3), 253-267.
- [15] Handley, S. 2012. The Perilous Effects of Capability Loss on Outsourcing Management and Performance, *Journal of Operations Management*, 30 (1-2), 152-165.
- [16] Handley, S. & Benton, W.C., 2012. The Influence of Exchange Hazards and Power on Opportunism in Outsourcing Relationships, *Journal of Operations Management*, 30 (1-2), 55-68.
- [17] Gray, J. & Handley, S., 2011. Managing Quality in Outsourced Production: Construct Development and Measurement Validation, *Quality Management Journal*, 18 (2), 26-45.
- [18] Handley, S. & Benton, W.C., 2009. Unlocking the Business Outsourcing Process Model, *Journal of Operations Management*, 27 (5), 344-361.
- [19] Galbreth, M., Hill, J., & Handley, S., 2008. An Investigation of the Value of Cross-docking for Supply Chain Management, *Journal of Business Logistics*, 29 (1), 225-239.

PAPERS UNDER REVIEW

Massimino, B., & Handley, S., *Title Omitted*. Revising for 3rd round of review at *Production & Operations Management*.

RESEARCH PROJECTS IN PROGRESS

Thakar, D., Skowronski, K., Handley, S., & Massimino, B. “The Effects of Experience and Developer Base Expansion on Digital Confidentiality Failure”.

Thakar, D., Handley, S., Skowronski, K., Hora, M. “How Can Biotechs Unlock Value from Drug Development Collaborations?”.

Lee, J., Skowronski, K., Wooten, J., & Handley, S. “The Effects of IoT Monitoring on Franchisee Performance”.

Massimino, B., Gray, J., & Handley, S., “Offshoring, Learning, and Confidentiality Performance”.

Eckerd, S., & Handley, S., “To Err is Human: A Model of Interorganizational Violations and Repair”.

- *An earlier version of this paper won the OSCM Division's Chan Hahn Best Paper Award at the Academy of Management Conference.*

NON-REFEREED PUBLICATIONS

Klock, D., Lei, L., & Handley, S., 2010. “Best Practices in Supply Chain Management” *Commerce Magazine*, December.

ACADEMIC CONFERENCE PRESENTATIONS & DISCUSSIONS

Handley, S., Gray, J., & Massimino, B., “Aligning Offshoring Decisions with Task Characteristics and Management Team Experience”. POMS, 2018.

Handley, S., Gray, J., & Massimino, B., “Aligning Offshoring Decisions with Task Characteristics and Management Team Experience”. POMS, 2017.

Handley, S., Benton, W.C., & De Jong, J., “The Impact of Dependence Perception Alignment on Professional Service Project Outcomes”. POMS, 2016.

Wowak, K., Handley, S., Angst, C., & Kelley, K., “A Longitudinal Study of the Relationship Between IT Sourcing Strategy and Hospital Performance”. POMS, 2016.

Handley, S., Lumineau, F., & Eckerd, S. “The Influence of Conflict and Governance on Trust in Buyer-Supplier Relations”. POMS, 2015.

- Handley, S. "An Examination of the Relationship between Outsourcing Capability and Exchange Hazards". DSI, 2014.
- Handley, S., Benton, W.C., & De Jong, J., "The Influence of Power in Professional Services Outsourcing". POMS, 2014.
- Handley, S., & Eckerd, S., "A Model of Inter-organizational Conflict Resolution". POMS, 2014.
- Handley, S., & Gray, J., "Managing Quality in a Heterogeneous Contract Manufacturing Environment" POMS, 2013.
- Handley, S. "The Moderating Impact of Culture on the Effectiveness of Contractual and Relational Governance Mechanisms" DSI, 2012.
- Handley, S. & Benton, W.C. "Control, Coordination, and Complex Global Outsourcing Services" POMS, 2012.
- Handley, S. & Benton, W.C. "The Influence of Exchange Hazards and Power on Opportunism in Outsourcing Relationships" DSI, 2011.
- Handley, S. & Benton, W.C. "Antecedents of Outsourcing Firm Reliance on Mediated Supply Chain Power" POMS, 2011.
- Handley, S. & Gray, J. "Contracting and Monitoring: Substitutes or Complements for Mitigating Quality Risk with Outsourced Manufacturing" DSI, 2009.
- Handley, S. & Gray, J. "Mechanisms for Mitigating Quality Risk with Outsourced Manufacturing" DSI, 2008.
- Handley, S. & Gray, J. "Mechanisms for Mitigating Quality Risk with Outsourced Manufacturing" INFORMS, 2008.
- Handley, S. & Benton, W.C. "Evaluation, Implementation, and Management of Outsourcing Initiatives" INFORMS, 2007.
- Handley, S. & Benton, W.C. "Business Case Evaluation and Management of Outsourcing Initiatives" DSI, 2007.
- Handley, S. & Benton, W.C. "The Financial Implications of Outsourcing" POMS, 2007.

INDUSTRY PRESENTATIONS & DISCUSSIONS

Handley, S. “Managing Quality in Outsourced Production” Presented at the APICS Michiana membership meeting, South Bend, IN, March 2014.

Handley, S. “Lean Supply Chain Management” Presented at the Association for Manufacturing Excellence Great Lakes Region Conference, South Bend, IN, September 2012.

Handley, S. “Panelist Discussion on Supply Risk Management” Moderated an executive panel discussion at the Institute for Supply Management – New Jersey’s Supply Management Forum, Bridgewater, NJ, March 2011.

Handley, S. “Panelist Discussion on Supply Management’s Role in Sustainability” Moderated an executive panel discussion at the Institute for Supply Management – New Jersey’s Supply Management Forum, Bridgewater, NJ, March 2010.

INVITED SEMINAR PRESENTATIONS

“The Joint Influence of Conflict and Governance on Trust in Buyer-Supplier Relations”, Presented in the University at Buffalo’s School of Management seminar series, March 27, 2015.

“The Moderating Impact of Culture on the Effectiveness of Contractual and Relational Governance Mechanisms”, Presented in the University of Maryland’s Smith School of Business seminar series, March 12, 2013.

TEACHING EXPERIENCE

University of South Carolina

- MGSC 395, UG Operations Management (Core course)
- MGSC 487, UG Global Sourcing Strategies and Applications
- MGSC 497, Operations and Supply Chain Consulting Project Course (Client: Collins Aerospace – formerly, United Technologies Aerospace Systems)
 - Spring 2018, “Standard Hardware Procurement Cost Optimization”
 - Fall 2018, “Total Landed Cost Assessment”
 - Spring 2019, “Contractual Escalation and Indices Impact Forecasting”
 - Fall 2019, “eRFQ Strategy Recommendation”
 - Spring 2020, “Final Inspection Turnback Reduction”
- MGSC 771, PMBA Global Sourcing Strategies and Applications
- Honors Theses:
 - Drake Turnquist, Spring 2019, Supervisor
 - Brandon Ratterree, Fall 2019, Second Reader
 - Amanda Semmelmeier, Spring 2020, Second Reader

University of Notre Dame

- BAMG30700, UG Introduction to Process Analytics (Core operations course)
- MGT60700, MBA Process Analytics (Core operations course)
- MGT70740, MBA Strategic Sourcing and Procurement Management
- MBA Independent Study Supervisor, Li Zhang, Spring 2014

Rutgers University

- 22:799:580, MBA Operations Analysis (Core course)
- 22:799:608, MBA Procurement Management and Global Sourcing

The Ohio State University

- Business Management 902, PhD Seminar Series
- Business Management 811, MBA Six Sigma Projects
- Business Management 630, Introduction to Operations Management
- Business Management 330, Statistical Techniques

UNIVERSITY SERVICE

University of South Carolina

- Darla Moore School of Business, Research Metrics Task Force member (Fall 2020)
- Department of Management Science, Tenure Track Hiring Committee member (Fall 2019-Spring 2020).
- Darla Moore School of Business, Study abroad faculty assistant (Vietnam, May 2019).
- Department of Management Science, PhD Program Review Committee member (Spring 2019).
- Department of Management Science, Strategic Review Committee co-chair (February 2019-September 2019).
- Darla Moore School of Business, Faculty Advisory Committee member (2018-2020).
- Day at Moore – Majors Information Panelist (Spring 2018).
- Department of Management Science, Research Seminar Series coordinator (2018-2020).
- Operations and Supply Chain Center, faculty mentor (2017 – 2020).
- Department of Management Science, Tenure and Promotion Committee member (Fall 2017; Fall 2018; Fall 2020).
- Department of Management Science, PhD student first year qualifying exam committee member (Fall 2017; Fall 2018; Fall 2020).
- Department of Management Science, peer teaching evaluator (Fall 2017; Spring 2019; Spring 2020).

University of Notre Dame

- Mendoza College of Business, Study abroad faculty assistant (China, March 2017).
- Mendoza College of Business, College Council representative (2016-2017).
- Department of IT, Analytics, and Operations, Research Seminar Series coordinator (2016-2017).
- University New Faculty Orientation, Junior Faculty panelist (August 2015).
- Mendoza College of Business, GE MBA Case Competition judge (Fall 2013).
- Department of IT, Analytics, and Operations, Tenure Track Hiring Committee member (Fall 2012; Fall 2016).
- Mendoza College of Business, Supported the MBA program learning goal assessment in preparation for AACSB re-accreditation (Fall 2012).

Rutgers University

- Department of Supply Chain Management and Marketing Sciences, MBA Program co-director (Fall 2010-May 2012).
- Department of Supply Chain Management and Marketing Sciences, MBA Open House representative (Spring 2010; Fall 2010; Spring 2011; Fall 2011).
- Department of Supply Chain Management and Marketing Sciences, Regional MBA Supply Chain Case Competition co-coordinator (Spring 2011; Spring 2012)
- Institute for Supply Management (ISM) Services Group - Undergraduate Student Scholarship and Case Competition, Rutgers faculty supervisor (December 2010; December 2011).

PROFESSIONAL SERVICE

Journal Service

- *Decision Sciences Journal*
 - Associate Editor (2017-present)
 - Adhoc Reviewer (2011-2017)
- *Journal of Operations Management*
 - Co-Department Editor, Strategy and Organization (2020-present)
 - Associate Editor (2017-2020)
 - Editorial Review Board Member (2011-2017)
 - Adhoc Reviewer (2009-2011)
- *Journal of Supply Chain Management*
 - Editorial Review Board Member (2011-present)
- *Production & Operations Management*
 - Editorial Review Board Member (2015-present)
 - Adhoc Reviewer (2010-2015)
- *Management Science*
 - Adhoc Reviewer (2018-present)

Conference and Society Service

- Academy of Management, Operations and Supply Chain Management (OSCM) Division
 - Division Chair (August 2022).
 - Division Chair-Elect (August 2021).
 - Program Chair (August 2020).
 - Professional Development Workshop (PDW) Chair (August 2019).
 - Committee Member for Chan Hahn Best Paper Award (August 2018).
- Decision Sciences Institute
 - Coordinator for Best Teaching Case Study Competition (November 2016).
 - Co-Chair for Decision Models in Procurement Track (November 2015).
 - Co-Chair for Lean, Quality and Six Sigma Track (November 2014).
 - Panel Discussant for Doctoral Consortium (November 2014 and 2016).
 - Fundraising Chair (2011 and 2012).
 - Session Chair (November 2005 and November 2011).
- Production and Operations Management Society
 - Co-Chair for Purchasing and Supply Management Track (May 2015).
 - Committee Member for SCM Best Student Paper Competition (May 2015).
 - Session Chair (April 2011 and May 2014).

INDUSTRY EXPERIENCE

One World Logistics, Inc. (A subsidiary of Honda Motor Corp.)

Manager – Logistics and Administration (June 2002 to August 2004)

Assistant Manager – Logistics (June 2001 to May 2002)

Technical Specialist – Logistics (May 2000 to May 2001)

Customized Transportation, Inc. (A division of CSX)

Logistics Coordinator (April 1999 to May 2000)

General Electric Aircraft Engines

Indirect Sourcing Co-op (March 1998 to September 1998)

London Industries

Purchasing Department Co-op (June 1997 to September 1997)

Quality Department Co-op (January 1997 to March 1997)