

PROMOTION RECOMMENDATION  
The University of Michigan-Dearborn  
College of Business

Yi-Su Chen, assistant professor of management studies, Department of Management Studies, College of Business, is recommended for promotion to associate professor of management studies, with tenure, Department of Management Studies, College of Business.

Academic Degrees:

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| Ph.D.  | 2010 | University of Minnesota, Minneapolis, MN   |
| M.B.A. | 1997 | National Taiwan University, Taipei, Taiwan |
| B.A.   | 1995 | National Taiwan University, Taipei, Taiwan |

Professional Record:

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| 2011 – present | Assistant Professor, University of Michigan-Dearborn                  |
| 2011 – 2011    | Lecturer, Wayne State University                                      |
| 2009 – 2009    | Graduate Student Instructor, University of Minnesota                  |
| 2003 – 2004    | Taiwan Service Parts Logistics Manager, Agilent Technologies, Taiwan  |
| 2001 – 2003    | Taiwan Country Manager, Agilent Technologies, Palo Alto/Roseville, CA |
| 2000 – 2000    | Asia Pacific Program Manager, Agilent Technologies, Singapore         |
| 1999 – 1999    | Materials Planner & Senior Buyer, Hewlett Packard, Taiwan             |

Summary of Evaluation:

Teaching: Professor Chen was rated as significantly capable in teaching. She has taught six different courses since her arrival at the College of Business (CoB) in the fall of 2011. She has taught a mixture of both graduate and undergraduate courses in both on-campus and online formats. Professor Chen continuously seeks to improve her teaching effectiveness and student performance by attending workshops, experimenting with different pedagogical approaches as appropriate, and seeking advice from colleagues.

Professor Chen does more than lecture. Through the use of Wall Street Journal articles, mini-cases, videos, games, and online simulations, she involves her students in the learning process. She has received two instructional grants: (1) The “Creative Teaching Fund” which was jointly funded by Hub for Teaching and Learning and the Office of Metropolitan Impact and, (2) “Global Teaching with Videoconferencing” which is a joint effort with colleagues in her discipline. She has used these grants to increase the involvement of her students in the learning process. Professor Chen is a committed teacher who constantly works to improve student learning.

Research: Professor Chen was rated as excellent in research. She has a good balance of quality and quantity. She has published seven papers in peer-reviewed journals, two of these publications appear in the *Journal of Operations Management* (rated as “Superior” by the CoB), and four others appear in journals rated as “Very Good.” She also has a contributed chapter in a refereed handbook on behavioral operations management, in addition to several conference

presentations.

#### Recent and Significant Publications:

- Chen, Y.-S., Dooley, K., Rungtusanatham, M. J. (2016). "Using Text Analysis and Process Modeling to Examine Buyer-Supplier Relationship Dissolution: The Ford Firestone Breakup," *Journal of Purchasing and Supply Management*. (forthcoming).
- Chen, Y.-S., Su, H.-C., Ro, Y. (2016). "Can I Read Your Mind? Perception Gaps between Supplier's Anticipation and Buyer Stated Behaviors," *Journal of Purchasing and Supply Management*. (forthcoming).
- Ro, Y., Su, H.-C., Chen, Y.-S. (2016). "A Tale of Two Perspectives on an Impending Supply Disruption," *Journal of Supply Chain Management*, 52(1), 3-20.
- Kim, Y., Chen, Y.-S., Linderman, K. (2015). "Supply Network Disruption and Resilience: A Network Structural Perspective," *Journal of Operations Management*, 33-34 (1), 43-59.
- Chen, Y.-S., Rungtusanatham, M.J., Goldstein, S. M., Koerner, A. F. (2013). "Theorizing through Metaphorical Transfer in OM/SCM Research: Divorce as a Metaphor for Strategic Buyer- Supplier Relationship Dissolution," *Journal of Operations Management*, 31 (7-8) 579-586.

Service: Professor Chen is rated significantly capable in service. Since joining the College of Business, Professor Chen's service activities include service on LEO search and review committees, tenure-track faculty search committees, the Academic Standards Committee, the Scholarship and Awards Committee, the Faculty Senate, the EMSL Advisory Committee, and the Student Media Committee. Of particular note is the internship referrals she has made and the collaborative program development in which she has participated. These are important service areas in which faculty normally do not engage. Professor Chen also is active in her discipline. In addition to being an ad hoc reviewer for several journals, she either chaired and/or organized seven sessions at national and regional conferences.

#### External Reviewers:

Reviewer A: "Yi-Su has a nice, tight focus of research in the inter-related areas of buyer supplier relationship management, including relationship dissolution, and supplier risk management. ... [Y]i-su has papers under review at several high quality journals. As a whole, Yi-Su's research record certainly warrants her receipt of tenure and promotion to Associate Professor."

Reviewer B: "[M]y overall evaluation of Yi-Su's accomplishment is very positive. She has a focused research area and she is able to carry out rigorous and theoretically interesting research that is grounded in practice. She would meet the requirement for someone being considered for promotion and tenure at our college."

Reviewer C: "[D]r. Chen has advanced our understanding of supply chain relationship dissolutions as well as supply chain disruptions through her signature works published in *Journal of Operations Management*. This line of work showcases her ability to methodically identify important phenomena (e.g. supply chain relationship dissolutions and disruptions), synthesize what has already been known about them, and identify areas that need further advancement,

which logically leads to how her work has approached the phenomena from a different perspective and resulted in new insights.”

Reviewer D: “This is an outstanding record of quality journal publications.”

Reviewer E: “My overall assessment is that Professor Chen’s research record in relation to others in her peer group is commendable, as evidenced by a high level of research activity in terms of both quantity and quality of publications.”

Reviewer F: “[I] am a fan of Dr. Chen’s work in behavioral operations as I think this is an interesting and fruitful area. Her expertise in this also ties into understanding real world phenomenon and human decision-making. ... In my opinion, Dr. Chen is on par with other successful promotion and tenure cases I have observed. Dr. Chen’s two Journal of Operations Management articles are particularly impressive.”

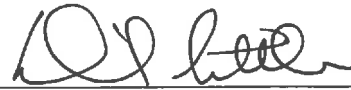
Summary of Recommendation:

We are pleased to recommend, with the strong support of the College of Business Executive Committee, Yi-Su Chen for promotion to associate professor of management studies, with tenure, in the Department of Management Studies, College of Business.



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N. Raju Balakrishnan, Dean  
College of Business



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Daniel Little, Chancellor  
University of Michigan-Dearborn

May 2017