

# Carrie Queenan

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## Positions

Clinical Professor, Management Science	2021 – present
Clinical Associate Professor, Management Science	2018 – 2021
Assistant Professor, Management Science	2012- 2018
Moore School of Business University of South Carolina	
Assistant Professor, Operations Management	2007 – 2012
Mendoza College of Business University of Notre Dame	

## Education

<i>Ph.D. Operations Management</i>	Aug 2007
<i>M.S. Management (MBA)</i>	June 1999
Georgia Institute of Technology (Georgia Tech) Atlanta, Georgia	
<i>B.S. Chemical Engineering</i>	Dec 1994
Virginia Polytechnic Institute & State University (Virginia Tech) Blacksburg, Virginia	

## Teaching Experience

*Darla Moore School of Business, University of South Carolina*  
MGSC 489: Sustainability in Operations and Supply Chain (proposed and developed new course)  
MGSC 394: Undergraduate Data Analytics  
MGSC 395: Undergraduate Intro to Operations Management  
MGSC 486: Undergraduate Service Operations (course taught in both traditional face to face setting, as well as in asynchronous format, online)  
MGSC 791: PMBA Intro to Operations Management (course taught using Telepresence to students across South Carolina)  
DMSB 718 – Introduction to Operations Mgt (course taught in IMBA dual degree program joint with Chonnam National University (CNU) in South Korea)

*Mendoza College of Business, University of Notre Dame*  
BAMG 30700: Intro to Process Analytics (Junior level core course)  
MGT 70760: Demand Management and Pricing Optimization (MBA elective)

## **Capstone Consulting Projects Mentored for Operations and Supply Chain Center**

### **Adidas**

Spring 2019 – Warehouse performance Optimization

### **Coca-Cola Consolidated**

Spring 2020 – Dock Scheduling Analysis and Solution

Fall 2020 – Analysis of Company Wide Changes due to COVID-19

Spring 2021 – Trailer Par Refinement

Fall 2021 – Packaging Analysis

Spring 2022 – Transitioning Supply Chain from 5-Day Operations to 7-Day Operations

Fall 2022 – Production Planning Capacity Improvement

### **Michelin**

Fall 2022 – Warehouse truck loading capacity improvement project

### **UPS Global Freight Forwarding**

Fall 2021 – Analysis and Improvement of Procurement Management Tool

Spring 2022 – Customer Support Structure Comparison

### **Service – University of South Carolina**

Member – University Wide Scholarship and Financial Aid Committee (SFAC), Summer 2020 – present

Member, “Teaching and Service Excellence Committee”, MGSC dept, Fall 2019 - present

Chair, Search Committee for Non-tenure track faculty, Fall 2019, Fall 2021-2022

Faculty advisor for Women in Business Council, Fall 2017 - present

PMBA Orientation Panelist, 2015- present

Member – Faculty Council, DMSB, Fall 2020 – Spring 2022

Rising Scholars Faculty Mentor, Fall 2018 - 2022

Undergraduate Program Faculty Committee (UPFC) member, Fall 2018 – Spring 2022

Diversity recruitment: calling accepted students/ lunch with potential students, 2017

College wide PhD student workshop: The Art & Science of Good Reviewing, 2017

Student Veteran Ally 2017 - present

Invited speaker, Women in Business Council, Feb 2017

Management Science Hiring committee, 2016 – 2017

Senator, Faculty Senate, 2014 - 2017

Management Science Department Speaker Series Organizer, 2013- 2017

Management Science Hiring committee, 2012 – 2013

EIMBA/GMBA College Committee, 2012- 2014

### **Other**

Invited guest speaker to Ft Jackson’s Moncrief Army Health Clinic: “Process flows and variation in healthcare”, Dec. 13, 2022

Technical advisor for “A Lean Guide to Running a Law Firm” by Dave Maxfield and Larry Port

### **Refereed Publications**

Queenan, C., K. Cameron, A. Snell, J. Smalley, N. Joglekar. 2019. Patient heal thyself: Reducing Hospital Readmissions with Technology Enabled Continuity of Care and Patient Activation. *Production and Operations Management*. **28**(11) 2841-2853.

Kistler, J., K. Cristaldi, C. Queenan, E. Wells, K. Garber, J. McElligott. 2019. Caregiver Perceptions of Telehealth School-Based Health Centers. *Health Behavior and Policy Review*. **6**(4): 344-352.

Sharma, L., C. Queenan, O. Ozturk. 2019. The impact of information technology and communication on medical malpractice lawsuits. *Production and Operations Management*. **28** (10): 2552-2572.

Rosenzweig, E., C. Queenan, K. Kelley. 2019. Virtuous cycles of service quality: An empirical test. *International Journal of Production and Operations Management*. **39** (2): 357-380. *This paper was selected as runner up for IJOPM's 2019 Best Paper Award.*

Tiwari, V., C. Queenan, P. St Jacques. 2017. Impact of waiting and provider behavior on surgical outpatients' perception of care. *Perioperative Care and Operating Room Management*. Volume 7 pages 7-11.

Queenan, C., T. Kull, S. Devaraj. 2016. Culture-Technology Interactions in Healthcare Improvements. *Decision Sciences Journal*, 47(5) 851-880.

Queenan, C., C. Angst, S. Devaraj. 2011. Doctors' orders—If they're electronic, do they improve patient satisfaction? A complements/substitutes perspective. *Journal of Operations Management*, 29 (7-8) 639-649.

Angst, C., S. Devaraj, C. Queenan, B. Greenwood. 2011. Performance Effects Related to the Sequence of Integration of Healthcare Technologies. *Production and Operations Management*, 20 (3) 319-333. - *This paper received the 2013 POMS College of Service Operations Most Influential Paper Award.*

Queenan, C., M. Ferguson, J. Stratman. 2011. Revenue Management Performance Drivers: An Empirical Assessment within the Hotel Industry. *Journal of Revenue Management and Pricing*, 10 (2) 172-188.

Ferguson, M. and Queenan, C. 2009 Starting with Good Inputs: Unconstraining Demand Data in Revenue Management. *INFORMS Transactions on Education*, 9 (3) 180-187.

Metters, R., C. Queenan, M. Ferguson, L. Harrison, J. Higbie, S. Ward, B. Barfield, T. Farley, A. Kuyumcu and A. Duggasani. 2008. Harrah's Cherokee: the killer application of Revenue Management. *Interfaces*. 38 (3) 161-175.

Queenan, C., M. Ferguson, J. Higbie, and R. Kapoor. 2007. A Comparison of Unconstraining Methods to Improve Revenue Management Systems. *Production and Operations Management (POMS)*. 16 (6) 729-746.

### **Service – Editorial**

Reviewer for text “Service Management” by Bordoloi, Fitzsimmons, and Fitzsimmons  
Associate Editor, Healthcare Operations Department, *JOM*, 2015 - 2019  
Editorial Review Board Member, *JOM*, 2010 – 2015  
Editorial Review Board Member, *POMS*, 2015 - 2019  
Ad-hoc reviewer for *IJPE*, *MSOM*, *DSJ*, *POMS*, *JOM*

### **Service – Operations Management Community**

*POMS*’ Operational Excellence College Awards chair (2019-2020)  
*POMS* 2018, 2019, 2020 conference co-track chair, *POMS* practice leaders  
Reviewer for most influential paper award: *POMS*’ College of Service Operations, 2018  
Panel Coordinator: “The Art & Science of Good Reviewing”, *POMS* 2017 conference  
*POMS* 2017 conference co-track chair, Healthcare Operations Management  
*INFORMS* Healthcare Operations Conference 2015, *POMS* track co-chair  
Reviewer for best paper award: *POMS*’ College of Healthcare Operations Management, 2015, 2017  
Reviewer for best paper award: *POMS*’ College of Supply Chain Management, 2014-2015,  
Reviewer for best paper award:, *INFORMS* Healthcare Application Society, 2015  
College of Healthcare Operations Management (CHOM), *POMS*, secretary, June 2010 – June 2012  
*POMS* 2012 conference co-track chair healthcare in operations  
*POMS* 2011 conference co-track chair healthcare in operations  
*POMS* 2010 conference co-track chair healthcare in operations  
*INFORMS* 2009 conference – session chair for invited sessions in RM and Service Ops  
Newsletter Editor, *INFORMS* Revenue Management and Pricing Section, 2008 – 2010

### **Honors**

2020 – Runner up for *IJOPM*’s 2019 Best Paper Award  
2019 – Outstanding USC teacher as voted by KEPCO EIMBA 3<sup>rd</sup> cohort of students  
2017 Alfred G Smith Excellence in Teaching Award (Darla Moore School of Business wide teaching award – one recipient per year)  
2015 *POMS* Journal Outstanding Reviewer  
Journal of Operations Management Reviewer Service Award for 2010-2014  
2014 Socio Economic Planning Sciences Journal Certificate of Reviewing Excellence  
2013 *POMS* College of Service Operations Most Influential Paper Award  
2013 Decision Sciences Journal Outstanding Reviewer