

## Daisy Wang

311 Gessner  
East Stroudsburg University

570-422-3832  
dwang2@esu.edu

### Education

#### **Southern Illinois University Carbondale, College of Business and Administration**

Ph.D. May 2011

Major: Supply Chain Management

Minor: Strategic Management

#### **The Ohio State University, Fisher College of Business**

MBA, March 2004

Double majors: Consulting and Finance

Minor: Accounting

### Scholarly Activity

#### **Peer-reviewed Journal Articles (In Press, Under Review, or Submitted)**

**Daisy Wang** and Yue Xi, "The Paradox of Weakness: How Weak Partners in Supply Chain Contribute to Productivity Increases," *Journal of International Business and Economics*, Volume 18, Issue 2 (2018): 5-12.

Yue Xi, **Daisy Wang**, Weichu Xu, and Sheila Handy "Service Improvement for Handicapped Senior Transportation," *European Journal of Management*, Volume 16, Issue 3 (2016): 57-62.

**Daisy Wang**, Yue Xi, and Weichu Xu "The Righteous Fairness in Waiting Lines," *Journal of Academy of Business and Economics*, Volume 16, Issue 3 (2016): 21-26.

Weichu Xu, Yue Xi, **Daisy Wang**, and Jian Yu, "Leadership` Development in Business Education: A Theoretical Study on University Campus," *Journal of Leadership and Management*, Volume 7, Issue 8 (2016): 33-40.

Li-Ming Chiang and **Daisy Wang**, "Consumerism," *Encyclopedia of Tourism*, Springer (2016)

**Daisy Wang**, "Customer Satisfaction in Queue," *Business Studies Journal*, Volume 7, Issue 1 (2015): 61-66.

Weichu Xu, **Daisy Wang**, and Yue Xi, “How to Choose an Internationalization Strategy for Chinese Family Businesses: A Theoretical Study,” *Journal of Organizational Advancement, Strategic and Institutional Studies*, Volume 7, Issue 1 (2015): 99-109.

Weichu Xu, **Daisy Wang**, Jian Yu and Chaolin Chen, “The Impact of Leadership Styles on Organizational Outcomes: A Theoretical Study of American and Chinese Organizations,” *Journal of Leadership and Management*, Volume 1, Issue 2 (2014): 87–94.

**Daisy Wang**, “The Relationship between Power Asymmetry and Strategic Fit in Supply Chain Operations,” *European Journal of Management*, Volume 12, Issue 1 (2012), pp 102-106.

Kiattisak Phongkusolchit and **Daisy Wang**, “How Do Technology Anxiety and Trust Affect Preventative Medicine?” *Journal of International Management Studies*, Volume 12, Issue 2 (2012), pp 110-115.

**Daisy Wang**, “Comparing the Ecology of SMEs in Taiwan and USA,” *International Journal of Business Strategy*. Volume 11, Issue 2, (2011), pp 143-152.

**Daisy Wang** and Kiattisak Phongkusolchit, “Bringing Synergy to Firm Strategy: IT Strategy for Better Firm Performance in SMEs,” *European Journal of Management*. Volume 11, Issue 1, (2011), pp 97-101.

**Daisy Wang**, Jasmine Lin, and Kiattisak Phongkusolchit, “The Keys to E-Service Recovery: A Fast and Fair Fix,” *Business Studies Journal*. Volume 2, Issue 2, (2010), pp 21-34.

**Daisy Wang**, “Examining Survival and Market Entry of SMEs: An Ecological Perspective,” *Review of Business Research*. Volume 7, Issue 1, (2007), pp 199-207.

Jasmine Lin and **Daisy Wang**, “Organizational Rationality: Exchange Rate Uncertainty and Firm Strategy,” *Review of Business Research*. Volume 7, Issue 5, (2007), pp 177-183.

### **Refereed Conference Proceedings**

**Daisy Wang**, “An Ecological Perspective of SMEs: A Comparative Study,” *2010 Midwest Academy of Management Meeting Proceedings*, October 2010.

**Daisy Wang** and Suresh Tadisina, “Moderating Effect of Supply Chain Operations Strategies,” *Proceeding of Decision Science Institute 40<sup>th</sup> Annual Meeting*, November 2009, pp 1851-1856.

**Daisy Wang** and Suresh Tadisina, “The Role of Power in Service Quality, Purchase Intentions and Purchase Actions: An Empirical Study,” *Proceeding of Decision Science Institute 39<sup>th</sup> Annual Meeting*, November 2008, pp 4771-4776.

Kiattisak Phongkusolchit and **Daisy Wang**, “Strategic Positioning in Supply Chain Relationship,” *Conference Proceedings of International Academy of Business and Public Administration Disciplines*, Volume 5, Issue 3, May 2008, pp 615-621.

**Daisy Wang** and Suresh Tadisina, “Seeking Fit between IT and Service Operation Strategy,” *Proceeding of Decision Science Institute 38<sup>th</sup> Annual Meeting*, November 2007, pp 2181-2186.

**Daisy Wang** and Suresh Tadisina, “When the Sand Cone Model Meets SMEs,” *Proceedings of Production and Operations Management Society 18<sup>th</sup> Annual Conference*, May 2007, pp 1021-1029.

Kiattisak Phongkusolchit and **Daisy Wang**, “The Influences of Expected Service Quality and Technology Anxiety on Intention to Use Self-Service Technologies,” *Proceedings of International Academy of Business and Public Administration Disciplines*, May 2007.

**Daisy Wang** and Kiattisak Phongkusolchit, “When Flexibility Meets Sand Cone Model: Operations Strategies for SMEs,” *Proceedings of International Academy of Business and Economics Conference*, Volume 2, Issue 1, 2006, pp 447-551.

#### **Refereed Conference Presentations**

**Daisy Wang** and Yue Xi, “The Paradox of Weakness: How Weak Partners in Supply Chain Contribute to Productivity Increases,” International Academy of Business and Economics Conference, Munich Germany, June 2018.

Weichu Xu and **Daisy Wang**, “Giving a Fish, Teaching Fish or Combing both Together: A Theoretical Study of Sustainable Poverty Reduction in China,” Industry Studies Association Annual Conference, Washington DC, May 2017.

**Daisy Wang**, Yue Xi, and Weichu Xu “The Righteous Fairness in Waiting Lines,” International Academy of Business and Economics Conference, Orlando FL, March 2015.

Yue Xi, **Daisy Wang**, Weichu Xu, and Sheila Handy “Service Improvement for Handicapped Senior Transportation,” International Academy of Business and Economics Conference, Orlando FL, March 2015

**Daisy Wang** and Yue Xi, “The Paradox of Weakness: How Weak Partners in Supply Chain Contribute to Productivity Increases,” Allied Academy International Conference, Las Vegas NV, November 2014.

**Daisy Wang**, “Customer Satisfaction in Queue,” Allied Academy Annual conference, Nashville TN, March 2014.

**Daisy Wang** and Jasmine Lin, “The Effectiveness and Efficiency of APPs Teaching,” *Society of Business Research Conference*, Phoenix AZ, March 2013

Jasmine Lin and **Daisy Wang**, “Customer Satisfaction in Queue,” *Decision Science Institute 43<sup>rd</sup> Annual Meeting*, San Francisco, CA, November 2012

**Daisy Wang** and Suresh Tadisina, “Supply Chain Relationships and Supply Chain Operations Strategies,” *Production and Operations Management Society 22<sup>nd</sup> Annual Conference*, Reno, NV, May 2011.

**Daisy Wang** and Jasmine Lin, “E-Service Recovery: a Scenario Study,” *Academy of Management Meeting*, Montreal, Canada, August 2010.

**Daisy Wang**, “The Paradox of Weakness: How Weak Partners in Supply Chains Contribute to Productivity Increases,” *Production and Operations Management Society 20<sup>th</sup> Annual Conference*, Orlando, FL, May 2009.

Michael Abebe, Suresh Tadisina, and **Daisy Wang**, “Customer Satisfaction and Loyalty Effects of Service Recovery in Online Environments,” *Production and Operations Management Society 20<sup>th</sup> Annual Conference*, Orlando, FL., May 2009.

**Daisy Wang**, “Power, Supply Chain Relationships, Operations Strategies, and Supply Chain Performance,” *Production and Operations Management Society 19<sup>th</sup> Annual Conference*, La Jolla, CA, May 2008.

Michael Abebe and **Daisy Wang**, “The Effect of Electronic Service Recovery on Satisfaction, Loyalty and Positive Word-of-Mouth in a Business-to-Consumer Environment,” *Academy of Management Meeting*, Philadelphia PA, August 2007.

**Daisy Wang** and Suresh Tadisina, “The Role of Power in Service Quality, Purchase Intentions, and Purchase Actions,” *Production and Operations Management Society 18<sup>th</sup> Annual Conference*, Dallas, TX, May 2007

### **Work in Progress**

Daisy Wang and Kiattisak Phongkusolchit, “How to apply self-service medical device to Technology Acceptance Model?”

Daisy Wang, “How do we apply NBA, NFL, or MLB in service supply chain?”

Daisy Wang, “Ethical Issues in Service Industries.”

Jasmine Lin and Daisy Wang, “Perceived vs. Deceived Waiting Time?”

Daisy Wang, “The Impacts of Supply Chain Orientation and Power on Operations Strategies of Upstream Suppliers.”

Daisy Wang, “How IT Strategy Brings Synergy to Firm Strategy for Better Firm Performance: An Empirical Study in SMEs.”

Daisy Wang, “How much Further Could Strategies go? Firms? Supply Chains? “

## **Employment History**

### **ACADEMIC EXPERIENCE**

#### **Teaching Experience**

##### **East Stroudsburg University**

Associate Professor, Department of Business Management      January 2014-Present

##### **The University of TN at Martin**

Assistant Professor, Department of Management,      August 2010-December 2013

##### **Minot State University**

Assistant Professor, Department of Business Administration      August 2009—July 2010

##### **Southern Illinois University Carbondale**

Instructor, Department of Management      July 2005—July 2008

### **GRANTS AWARDED**

2017 FDR Mini Grant to attend the Harvard Business School Case Method Teaching Seminar in March.

2014 FDR Grant to attend the Allied Academies International Conference in March and present paper titled *Customer Satisfaction in Queue*.

2012 UTM Faculty Development Technology Grant for paper titled *How Do Technology Anxiety and Trust Affect Preventative Medicine?*

2012 WDSI Junior Faculty Scholarship for paper titled *The Relationship between Power Asymmetry and Strategic Fit in Supply Chain Operations*.(withdrawn by author)

2008 SIUC Dissertation Research Award (about \$17,880) for the dissertation titled *Missing Link between Supply Chain Relationships and Supply Chain Performance: the Moderating Effect of Supply Chain Operations Strategies*.

2008 Pontikes Center for the Management of Information Grant for *The Role of Power in Service Quality, Purchase Intentions, and Purchase Actions*.

2007 Pontikes Center for the Management of Information Grant for *Seeking Fit between IT and Service Operations Strategy: Building IT Capabilities for Effective Service Delivery*.

2007 Research Support, Ministry of Education, Taiwan, for *The Role of Power in Service Quality, Purchase Intentions, and Purchase Actions*.

2006 Pontikes Center for the Management of Information Grant for *When Flexibility Meets Sand Cone Model: Operations Strategies for SMEs*.

## **Faculty/Teaching Development Activities**

Harvard Business School Case Method Teaching Seminar part 1, March, 2017

Harvard Business School Case Method Teaching Seminar part 2, June, 2018

Greendot Training in July 2013

AACSB Creativity and Innovation Seminar in October 2012

AACSB Experiential Learning Seminar in October 2012

Conference for Higher Quality of Online Education in Fargo in October, 2009

New Faculty Development Consortium at DSI 2009

## **Public Service/University Service/Consulting Activity**

University Service:

- Member of TAOC CPL committee (Summer 2018—Present)
- Member of CoB Dean search committee (Summer 2018—Fall 2018)
- Member of University Senate (Spring 2017—Present)
  - Senate secretary in spring 2017
- Member in LAC committee (Fall 2015—Spring 2018);
- Member in Strategic Goal 3 Committee (Fall 2015—Fall 2016)
- Member in Middle States Faculty Work Group (Spring 2015—Spring 2016);
- Member in Conference Services Review Committee (Spring 2015).
- Member in Revised GE Program SLO I Taskforce (Spring 2015)

Department Service

- Chair of the management faculty search committee (Spring 2015): successfully hired Dr. Douglas Nay;
- Member of the Finance faculty search committee (Spring 2017 and Fall 2017): successfully hired Dr. Han;
- Marshall at the graduation ceremony in Spring 2014;
- Member of Promotion committee for Dr. Qien Xie (Fall 2016);
- Worked and Assisted Dr. Sheila Handy to design a new management class (MGT325 Logistics Management). This course became available in Fall 2017;
- Developed “Introduction to Business” and “International Market Field Studies classes;”
- Served as chair or member of departmental retention committees.

## **Professional Societies and Other Relevant Activities**

### **Membership**

Academy of Management (AOM)

Decision Sciences Institute (DSI)

Institute of Supply Management (ISM)

International Academy of Business and Economics (IABE)