

ANDY A. TSAY, PH.D.

Professor of Business & Analytics

Department of Information Systems and Analytics (ISA)

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Profile: <https://goo.gl/TYXFWD> Google Scholar: <https://goo.gl/bLCcor>

Media appearances: <https://goo.gl/chWizU>

AREAS OF EXPERTISE

I have expertise in analytics and quantitative modeling. I study the management of heavily outsourced global supply chains (e.g., electronics, apparel, food). My work helps manufacturers and retailers better engage with their suppliers and customers. I have been interviewed more than 50 times by global broadcast and print media regarding these and other topics.

ACADEMIC POSITIONS

2014-present **PROFESSOR** (Assistant Professor from 1995, Associate Professor from 2002)
Leavey School of Business, Santa Clara University, Santa Clara, CA

- More than 35 professional publications
- More than 50 appearances in global broadcast and print media, such as *The New York Times*, *San Francisco Chronicle*, ABC News, CBS News, Voice of America, China Central Television (CCTV), China Radio International (CRI), and *China Daily*
- Lectured to industry and academic audiences in N. America, Europe, and Asia
- Consulted for large firms and startups in Silicon Valley and China
- Eight-time recipient of *Extraordinary Faculty Award for Teaching, Research, & Service* (1998, 1999, 2001, 2002, 2003, 2009, 2015, 2016): won 3 times prior to tenure (no other honoree has been as junior as I was on first receiving this award, and none have won more than twice before tenure). The school stopped giving this award after 2009 then resumed for 2015-2017.
- Two-time recipient of *Breetwor Fellowship* (2002-04; 2006-08): awarded to tenured faculty members who have "distinguished themselves as teaching scholars and are making notable service contributions to the School, the University, and the profession"
- *Dean Witter Foundation Fellowship* (2000-02): awarded to junior professors deemed to be "promising teaching scholars"

Research highlights:

- Cited more than 6500 times, with *h-index*=21 and *i10-index*=25 (Google Scholar)
- Lead author of two of the Top Ten Most Cited articles in the 20-year history of the *Manufacturing & Service Operations Management* journal (out of 655 total, reported Jan 2020 at <https://pubsonline.informs.org/doi/10.1287/msom.2019.0798>); one of only two

researchers on the list more than once, and the only one with multiple lead authorships

- *Emerald Management Reviews Citations of Excellence Award* (2012): awarded to only 50 articles annually for impact as evaluated 3 years post-publication; competition pool consisted of the ~15,000 articles published in 2008 in 300 top management journals across all business specialties
- *Extraordinary Research Award*: received 9 times (in 7 of these the recognition was incorporated into the all-encompassing *Extraordinary Faculty Award*)

Teaching highlights:

- *Wickham Skinner Award for Teaching Innovation* (2007), Productions & Operations Management Society (POMS): one award given worldwide annually
- *Extraordinary Teaching Award*: received 18 times (in 8 of these the recognition was incorporated into the all-encompassing *Extraordinary Faculty Award*)
- *"Open Classroom" Professor* (2006-present): one of 8 in entire university (and the only business professor) appointed by Provost's Office to mentor other faculty in teaching
- Reached the school's highest recognized performance level (top ~10% of 170+ instructors) for 18 of the last 22 years

Courses taught: (* = developed the course; ** = significant redesign)

- MBA: *Operations Management*** (OMIS 357/3357); *Decision-making and Analytics I*** (OMIS 353/3350); *Decision-making and Analytics II* (OMIS 355/3352); *Supply Chain Outsourcing** (OMIS 388/3388); *Business Analytics** (OMIS 3000)
- Executive MBA: *Quantitative Modeling** (EMBA 801); *Business Analytics*** (EMBA 901); *Analytics** (EMBA 903)
- Undergraduate: *Operations Management*** (OMIS 108)

Service highlights:

- *Outstanding Senior Editor of the Production & Operations Management journal* (2015): ten awardees selected annually from out of over 200 active Senior Editors
- *Extraordinary Service Award*: received 16 times (in 5 of these the recognition was incorporated into the all-encompassing *Extraordinary Faculty Award*)
- *Leavey Impact Award for Service* (2014): one award given school-wide annually for exemplary contributions over the past 5 years
- *Business School Award for Service to the Community* (2002): one award given school-wide annually
- *Business School Award for Enhancing Students' Career Development* (2002): one award given school-wide annually
- *Outstanding New Educational Program* (2001): one award given university-wide annually
- *Outstanding Faculty Advisor of a Student Organization* (2000): no other business professor received this student-nominated, university-wide award in its 18-yr history

- *Outstanding Undergraduate Business Student Association Award (2000)*: one award given school-wide annually
- 2010-
2017 **DEPARTMENT CHAIR, Operations Management & Information Systems (renamed Information Systems & Analytics in 2018)**
Leavey School of Business, Santa Clara University, Santa Clara, CA. I managed strategic direction, curriculum, faculty/staff hiring and performance, scheduling, and budget for one of 6 academic departments in a leading business school.
- 16 tenure-stream faculty, 20+ adjunct faculty, 1 administrative assistant
 - Presence in Executive MBA, MBA, specialized MS programs (Information Systems; Business Analytics; Supply Chain Management & Analytics), and undergraduate programs
 - Undergraduate major (Management Information Systems), undergraduate joint-major (Accounting & Information Systems), undergraduate minor (Management Information Systems)
 - 140+ course sections delivered per year
- 2006-
present **VISITING PROFESSOR**
National School of Development, Peking University, Beijing, China.
- *2004-2007 Teaching Excellence Award*, Beijing International MBA (BiMBA) program
- 2008-
present **SENIOR EDITOR (focus: *Supply Chain Management*)**
***Production & Operations Management*, published by the Production & Operations Management Society (POMS).** This is an A-level journal that *Business Week* (20 total journals), *Financial Times* (50 total journals), and *UT Dallas Business School Research Rankings* (24 total journals) count in their influential rankings of business schools.
- *Outstanding Senior Editor Award (2015)*: ten awardees selected annually from out of more than 200 active Senior Editors
- 2013-
present **ASSOCIATE EDITOR**
***Decision Sciences*, published by the Decision Sciences Institute (DSI).**
- 2002-
2010 **ASSOCIATE EDITOR (focus: *Operations & Supply Chain Management*)**
***Management Science*, published by the Institute for Operations Research and the Management Sciences (INFORMS).** This is the elite journal in management science, which *Business Week* (20 total journals), *Financial Times* (50 total journals), and *UT Dallas Business School Research Rankings* (24 total journals) count in their influential rankings of business schools.
- 2005-
2009 **AREA EDITOR (focus: *Scheduling & Logistics*)**
***IIE Transactions*, published by the Institute of Industrial Engineers (IIE).** I also previously served on this journal's editorial review board from 2001-2005 (the maximum allowed number of 2-year terms). In 2016 the organization name changed to "Institute of Industrial and Systems Engineers (IISE)" and the journal name became *IISE Transactions*.
- 2000-
2006 **EDITORIAL REVIEW BOARD MEMBER**
***Manufacturing & Service Operations Management*, published by INFORMS.** This is the premier research journal for the analytics of operations management,

which *Financial Times* (50 total journals) and *UT Dallas Business School Research Rankings* (24 total journals) count in their influential rankings of business schools.

1995- **SENIOR RESEARCH FELLOW**
present **Value Chain Innovation Initiative, Stanford University, Stanford, CA**

EDUCATION

Ph.D., Business (emphasis: *Operations, Information and Technology*)

GRADUATE SCHOOL OF BUSINESS, STANFORD UNIVERSITY, Stanford, CA

Performance highlights:

- Highest score in department on both the 1st-year and 2nd-year qualifying exams
- First in cohort to complete dissertation and graduate

Dissertation: *Supply Chain Control with Quantity Flexibility*

Advisory Committee: Hau L. Lee, William S. Lovejoy, Seungjin Whang

Oral Defense Committee: David Baron, J. Michael Harrison, Warren Hausman, Seungjin Whang, Robert Wilson

M.S., Engineering (emphasis: *Engineering-Economic Systems*)

STANFORD UNIVERSITY, Stanford, CA

Performance highlights:

- *Schlumberger Well Services National Engineering Fellowship* (full scholarship + stipend)

Master's Thesis: *Just-In-Time Manufacturing Strategies For U.S. Industry: Methods, Models and Implications for Competitive Advantage*

B.S. with Departmental Distinction, Mathematical & Computational Science

STANFORD UNIVERSITY, Stanford, CA

Performance highlights:

- *Phi Beta Kappa* (national academic honor society)
- *President's Award for Academic Excellence in Freshman Year*
- Nominee, *Boothe Prize for Excellence in First-Year Writing*