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ACADEMIC EXPERIENCE

Associate Professor, Carroll School of Management, Boston College, 2003-

Assistant Professor, Carroll School of Management, Boston College, 1997-2003

Instructor, Carlson School of Management, University of Minnesota, 1994-97

EDUCATION

Ph.D. in Business Administration (Operations Management), University of Minnesota, March 1997

Dissertation title: *Drivers of Quality in the Production System: A Longitudinal Field Study of the Impact of Work Teams on Manufacturing Quality*

Advisors: Professors Rajiv D. Banker and Kingshuk K. Sinha

MS in Statistics, University of Minnesota, June 1995

MBA (Finance concentration), University of Minnesota, June 1989

BS in Mechanical Engineering (Industrial Engineering concentration, Mathematics minor), University of Minnesota, July 1984

COURSES TAUGHT

Boston College

Operations Management (undergraduate and graduate)

Operations Strategy & Consulting (undergraduate)

Quality Management (undergraduate and graduate)

Service Operations (undergraduate and graduate)

Operations Strategy (graduate)

Statistics (graduate)

International Management Experience (graduate)

University of Minnesota

Operations Strategy (graduate)

Quality Management (undergraduate)

Operations Management (undergraduate)

BOOKS

Designing Service Processes to Unlock Value, 3rd Ed., Business Expert Press, 2020.

Designing Service Processes to Unlock Value, 2nd Ed., Business Expert Press, 2016 (co-published with the Center for Services Leadership at the W.P. Carey School of Business at Arizona State University).

Designing Service Processes to Unlock Value, Business Expert Press, 2012.

REFEREED PUBLICATIONS

“A Dynamic Model for Managing Volunteer Engagement,” with Baris Ata, M. Hayri Tongarlak, and Deishin Lee, *Operations Research, Articles in Advance*, 2024, <https://doi.org/10.1287/opre.2021.0419>.

“The Influence of Pandemic-Related Workplace Safety Practices on Frontline Service Employee Wellbeing Outcomes,” with Mahesh Subramony, Maria Golubovskaya, Byron Keating, David Solnet, and Melissa Witheriff, *Journal of Business Research*, Vol.140, 2022, pp.363-374.

“Customer Focused Service Design for Faster and More Efficient Services,” with Gang Li and Mark M. Davis, chapter in *Research Handbook on Services Management*, edited by Mark M. Davis, Ellen Pearce (Commissioning Editor), Edward Elgar Publishing Ltd (UK), 2022.

“Service Research Priorities: Designing Sustainable Service Ecosystems,” with Darima Fotheringham, Mahesh Subramony, Anders Gustafsson, Amy Ostrom, Kay Lemon, Ming-Hui Huang, and Janet McColl-Kennedy, *Journal of Service Research*, Vol.24, No.4, 2021, pp.462-479.

“Service Research Priorities: Managing and Delivering Service in Turbulent Times,” with Amy Ostrom, Kay Lemon, Anders Gustafsson, Ming-Hui Huang, Janet McColl-Kennedy, Mahesh Subramony, and Darima Fotheringham, *Journal of Service Research*, Vol.24, No.3, 2021, pp.329-353.

“Development and Validation of the Pick-up Service Quality Scale of the Buy-Online-Pick-up-in-Store Service,” with Yeonjoo Lee and Sunmee Choi, *Operations Management Research*, Vol.13, No.3-4, 2020, pp.218-232.

“Service Operations: What Have We Learned?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth, Enrico Secchi, and Jie Zhang, *Journal of Service Management*, Vol.29, No.1, 2018, pp.39-54.

“Service Operations: What’s Next?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth, Enrico

Secchi, and Jie Zhang, *Journal of Service Management*

