

## KAITLIN D. WOWAK

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### Academic Employment

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2012-Present      University of Notre Dame  
Mendoza College of Business  
*Associate Professor* (2021-Present)  
*Assistant Professor* (2013-2021)  
*Visiting Assistant Professor* (2012-2013)

### Education

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2008-2012      Ph.D., Business Administration  
Pennsylvania State University  
Smeal College of Business  
*Concentration:* Supply Chain Management  
*Supporting Area:* Strategic Management  
  
*Dissertation Committee:* Christopher W. Craighead (Chair), Douglas  
Thomas, John E. Tyworth, Vilmos F. Misangyi

2006-2008      M.S., Information and Telecommunication Systems for Business  
Johns Hopkins University  
Carey Business School

2004-2006      B.S., Finance  
University of Florida  
Warrington College of Business

### Research Activities

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#### *Summary*

My research focuses on organizational supply chain effectiveness, with an emphasis on product recalls. The majority of my work is aimed at understanding the antecedents and consequences of product recalls, including how recalls can facilitate organizational learning and capability development to mitigate the impact of future disruptions.

**Refereed Journal Publications<sup>1</sup>**

- Schechter, A., Wowak, K. D., Berente, N., Ye, H., & Mukerhjee, U. Forthcoming. A behavioral perspective on service center routing: The role of inertia. *Journal of Operations Management*.
- Wowak, K. D., Craighead, C. W., Ketchen, D. J., & Connelly, B. L. Forthcoming. Food for thought: Recalls and outcomes. *Journal of Business Logistics*.
- Mukherjee, U., Ball, G., Wowak, K. D., Natarajan, K., & Miller, J. W. Forthcoming. Hiding in the herd: The product recall clustering phenomenon. *Manufacturing & Service Operations Management*.
- Wowak, K. D., Ball, G., Post, C., & Ketchen, D. J. Forthcoming. The influence of female directors on product recall decisions. *Manufacturing & Service Operations Management*.
- Post, C., Ketchen, D. J., & Wowak, K. D. 2021. Should governments mandate more female board representation? Possible intended and unintended consequences. *Business Horizons* 64: 3749-384.
- Ball, G., Shah, R., & Wowak, K. D. 2018. Product competition, managerial discretion, and manufacturing recalls in the U.S. pharmaceutical industry. *Journal of Operations Management* 58-59: 59-72.
- **Winner of the 2019 Journal of Operations Management Jack Meredith Best Paper Award**
- Angst, C. M., Wowak, K. D., Handley, S., & Kelley, K. 2017. Antecedents of information systems sourcing strategies in U.S. hospitals: A longitudinal study. *MIS Quarterly* 41(4): 1129-1152.
- Wowak, K. D., Craighead, C. W., & Ketchen, D. J. 2016. Tracing bad products in supply chains: The roles of temporality, supply chain permeation, and product information ambiguity. *Journal of Business Logistics* 37(2): 132-151.
- Wowak, K. D., Adjerid, I., Angst, C. M., & Guzman, J. C. 2016. A tutorial on empirical ICT4D research in developing countries: Processes, challenges, and lessons. *Communications of the Association for Information Systems* 38(21): 353-374.
- Wowak, K. D., Craighead, C. W., Ketchen, D. J., & Hult, G. T. M. 2016. Toward a “theoretical toolbox” for the supplier-enabled fuzzy front end of the new product development process. *Journal of Supply Chain Management* 52(1): 66-81.

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<sup>1</sup> Total citations as of 7/6/2020: Google Scholar – 1,329; Web of Science – 477

- Wowak, K. D., & Boone, C. 2015. So many recalls, so little research: A review of the literature and roadmap for future research. *Journal of Supply Chain Management* 51(4): 54-72.
- Wowak, A. J., Mannor, M. J., & Wowak, K. D. 2015. Throwing caution to the wind: The effect of CEO stock option pay on the incidence of product safety problems. *Strategic Management Journal* 36(7): 1082-1092.
- Ketchen, D. J., Wowak, K. D., & Craighead, C. W. 2014. Resource gaps and resource orchestration shortfalls in supply chain management: The case of product recalls. *Journal of Supply Chain Management* 50(3): 6-15.
- Wowak, K. D., Craighead, C. W., Ketchen, D. J., & Hult, G. T. M. 2013. Supply chain knowledge and performance: A meta-analysis. *Decision Sciences* 44(5): 843-875.
- Blackhurst, J., \*Dunn, K. S., & Craighead, C. W. 2011. An empirically derived framework of global supply resiliency. *Journal of Business Logistics* 32(4): 374-391.
- Craighead, C. W., Ketchen, D. J., \*Dunn, K. S., & Hult, G. T. M. 2011. Addressing common method variance: Guidelines for survey research on information technology, operations, and supply chain management. *IEEE Transactions on Engineering Management* 58(3): 578-588.

*\*Note: Papers published before June 2012 are listed under maiden name: Dunn*

### ***Manuscripts under Review***

- Wowak, K. D., Handley, S., Kelley, K., & Angst, C. M. "Strategic sourcing of multi-component software systems: The case of electronic medical records," revise and resubmit at [REDACTED]
- Wowak, K. D., Lalor, J., Somanchi, S., & Angst, C. "Business analytics in healthcare: Past, present, and future trends," under review for special issue on "Business analytics: Emerging practice and research issues," [REDACTED]  
Proposal accepted. Full paper submitted.

### ***Work in Progress***

- "Political affiliations and product recalls," with G. Ball, K. Natarajan, and J. Busenbark. Target: *Production and Operations Management*. Stage: data collection.
- "Do women make firms safer places to work?" with C. Post, V. Villena, and Y. Son. Target: *Journal of Operations Management*. Stage: data collection and analysis.
- "Investor activism and firm operations" with J. Darby and D.J. Ketchen Jr. Target: *Journal of Operations Management*. Stage: data analysis.

- “A holistic understand of recall antecedents: A QCA approach” with J. Campbell. Target: *Journal of Operations Management*. Stage: data collection.
- “Exploitation, exploration, and inertia in service center operations” with A. Schechter and U. Mukerhjee. Target: *Production and Operations Management*. Stage: data analysis.
- “Biases in service operations” with C. Angst, Y. Son, and A. Choi. Target: *Management Science*. Stage: data collection.
- “Biases in the academic review process” with C. Angst, C. Post, and Y. Son. Target: *MIS Quarterly*. Stage: data collection.
- “Does supporting social movements enhance firm performance?” with C. Angst and Y. Son, Target: *Journal of Operations Management*. Stage: data collection.
- “An empirical investigation into medical device recall effectiveness,” with U. Mukherjee. Target: *Management Science*. Stage: data analysis, writing.
- “Control variables in operations management research: A qualitative and quantitative review,” with L. Cheng, C. Craighead, and D.J. Ketchen Jr. Target: *Journal of Operations Management*. Stage: data analysis.

#### *Presentations and Conference Proceedings*

- Schechter, A., Mukerhjee, U., & Wowak, K. D. “Performance impacts of social and knowledge network alignment in expertise search.” INFORMS Annual Meeting; Anaheim, CA; October 2021.
- Wowak, K. D., Ball, G., Post, C., & Ketchen, D. J. Jr. “The influence of female board representation on product recall decisions.” 30<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Washington, DC; May 2019. *Invited Presentation*.
- Wowak, K. D., Handley, S., Kelley, K., & Angst, C. M. “Strategic sourcing of multi-component software systems: The case of electronic medical records.” 30<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Washington, DC; May 2019.
- Wowak, K. D., Ball, G., Post, C., & Ketchen, D. J. Jr. “The influence of female board representation and managerial discretion on product recalls.” 49<sup>th</sup> Annual Meeting of the Decision Sciences Institute; Chicago, IL; November 2018. *Invited Presentation*.
- Post, C., Wowak, K. D., Ball, G., & Ketchen, D. J. Jr. “The influence of female board representation and managerial discretion on product recalls: Evidence from the medical device and pharmaceutical industries.” 78<sup>th</sup> Annual Meeting of the Academy of Management; Chicago, IL; August 2018.

- Ball, G., Wowak, K. D., Post, C., & Ketchen, D. J. Jr. “Female board representation, managerial discretion, and biotechnology product recalls.” 29<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Houston, TX; May 2018. *Invited Presentation*.
- Wowak, K. D., & Johnson-Hall, T. “Managing quality risk and determining sourcing strategy: Differential effects of appraisal, quality management, and auditing.” 28<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Seattle, WA; May 2017. *Invited Presentation*.
- Ball, G., Wowak, K. D., & Post, C. “Board composition and firm responsiveness to product-harm crises.” Annual INFORMS Meeting; Nashville, TN; November 2016.
- Wowak, K. D., Handley, S., Angst, C. M., & Kelley, K. “A longitudinal study of the relationship between information systems sourcing strategy and hospital performance.” 27<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Orlando, FL; May 2016. *Invited Presentation*.
- Wowak, K. D., Handley, S., Angst, C. M., & Kelley, K. “A longitudinal study of the relationship between information systems sourcing strategy and hospital performance.” Healthcare Conference: Patient-Centric HealthCare Management in the Age of Analytics; Indiana University, Kelley School of Business. October 2015. *Invitation-Only Conference*.
- Ball, G., Shah, R., & Wowak, K. D. “Market competition and firm efficiency effects on product recalls.” 26<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Washington, DC; May 2015. *Invited Presentation*.
- Wowak, K. D., Ball, G., Mukherjee, U., & Miller, J. W. “Follow the leader: Spillover effects of product recalls.” 26<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Washington, DC; May 2015. *Invited Presentation*.
- Wowak, K. D., Craighead, C. W., & Ketchen, D. J. Jr. “Keeping products safe and secure: Bad product traceability in supply chains.” 25<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Atlanta, GA; May 2014. *Invited Presentation*.
- Wowak, K. D., Craighead, C. W., & Ketchen, D. J. Jr. “A product recall taxonomy: Towards a greater understanding of the recall process and underlying resource gaps.” 25<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Atlanta, GA; May 2014. *Invited Presentation*.
- Wowak, K. D., Craighead, C. W., & Ketchen, D. J. Jr. “Why do some product recalls succeed and others fail? A grounded theory investigation of the recall process.” 44<sup>th</sup> Annual Meeting of the Decision Sciences Institute; Baltimore, MD; November 2013.
- *Winner, Best Empirical/Theoretical Paper Award*
- Wowak, K. D., Craighead, C. W., & Ketchen, D. J. Jr. “Where’s the beef? Recall stressors, bad product traceability, and recall outcomes.” Annual Meeting of the Council of Supply Chain Management Professionals; Denver, CO; October 2013.

Wowak, A. J., Mannor, M. J., & Wowak, K. D. “Take it back: The effect of CEO stock options on the likelihood of product recalls.” 74<sup>th</sup> Annual Meeting of the Academy of Management; Orlando, FL; August 2013.

\*Dunn, K. S., & Craighead, C. W. “Towards a holistic understanding of product recalls in food supply chains.” 42<sup>nd</sup> Annual Meeting of the Decision Sciences Institute; Boston, MA; November 2011.

\*Dunn, K. S., Craighead, C. W., Ketchen, D. J. Jr., & Hult, G. T. M. “Is supply chain knowledge a firm’s most valuable resource?” 42<sup>nd</sup> Annual Meeting of the Decision Sciences Institute; Boston, MA; November 2011. *Featured Session*.

Blackhurst, J., \*Dunn, K. S., & Craighead, C. W. “Towards a theoretical model of supply resiliency.” 40<sup>th</sup> Annual Meeting of the Decision Sciences Institute; New Orleans, LA; November 2009.

*\*Note: Presentations given before June 2012 are listed under maiden name: Dunn*

## Teaching Activities

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### *University of Notre Dame*

- Process Analytics (Master of Science in Management)
- Introduction to Process Analytics (Undergraduate)

### *Pennsylvania State University*

- Strategic Procurement (Undergraduate)

### *Directed Student Learning*

Supervised Undergraduate Research. 2015. “Effect of Visual Manipulations on Campus Recycling Behavior,” Student Advised: Corinne Eckert.

## Media Mentions

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My research and general expertise has been profiled in a wide variety of print and online media outlets, including:

*ABC News* (1) (2) (3) (4)

*Academic Times* (1)

*Ars Technica* (1)

*ASQ* (1)

*The Atlantic* (1)

*Atlanta Journal Constitution* (1) (2) (3)

*Battle Creek Enquirer* (1)

*Bloomberg* (1)

*Breitbart* (1)

*Business Insider* (1) (2)

*MarketWatch* (1) (2)

*Medical Xpress* (1)

*Medtech Insight* (1)

*Miami Herald* (1) (2) (3) (4)

*Money and Markets* (1)

*Morning Call* (1)

*NBC Boston* (1)

*NBC Montana* (1)

*NBC News* (1)

*NBC New York* (1)

*Canadian Manufacturing* (1)  
*Cape Code Times* (1)  
*Car and Driver* (1)  
*CBS Evening News* (1)  
*CBS Austin* (1)  
*Center for Effective Government* (1)  
*Chicago Sun Times* (1)  
*Chicago Tribune* (1)  
*CNBC* (1)  
*CNN Money* (1)  
*The Conversation* (1) (2)  
*Dailey World* (1)  
*Denver Post* (1)  
*Detroit News* (1) (2)  
*Digital Journal* (1)  
*Economist* (1)  
*Economic Times* (1)  
*Engineering and Technology* (1)  
*European Pharmaceutical Review* (1)  
*Florida Today* (1) (2)  
*Food Online* (1)  
*Food Safety News* (1)  
*Food Quality News* (1)  
*Forbes* (1) (2) (3) (4)  
*Fortune* (1) (2)  
*Fox Business* (1)  
*Fox News* (1)  
*Fox Reno* (1)  
*Fox San Antonio* (1)  
*Fresno Bee* (1)  
*Futurity* (1)  
*Good King News* (1)  
*Great News Update* (1)  
*Green Bay Press Gazette* (1)  
*Health Medicine Network* (1)  
*Houston Chronicle* (1) (2) (3) (4) (5)  
*Huron Daily Tribune* (1)  
*Idaho Statesman* (1)  
*Illinois Ag Connection* (1)  
*Indiana Ag Connection* (1)  
*Infosurhoy* (1)  
*International Business Times* (1)  
*Journal and Courier* (1)  
*Lab Manager* (1)  
*Las Angeles Times* (1) (2) (3)  
*Las Vegas Sun* (1)  
*NBC San Diego* (1)  
*News at IU Bloomington* (1)  
*Newsday* (1)  
*News Law* (1)  
*News Medical Life Science* (1)  
*News Times* (1)  
*Newswise* (1) (2)  
*New York Times* (1) (2) (3) (4) (5) (6) (7) (8)  
*NPR* (1) (2) (3) (4)  
*Notre Dame Magazine* (1)  
*Notre Dame News* (1) (2) (3) (4) (5) (6) (7)  
*Particle News* (1)  
*PBS* (1) (2) (3)  
*Pensacola News Journal* (1)  
*Perishable News* (1)  
*Pharmacy Choice* (1)  
*PharmExec.com* (1)  
*Phys.org* (1) (2)  
*Public Now* (1)  
*Refrigerated and Frozen Foods* (1)  
*Rome News Tribune* (1)  
*San Antonio Express News* (1)  
*San Francisco Chronicle* (1) (2) (3) (4) (5)  
*Science Daily* (1)  
*Science Magazine* (1) (2)  
*Seattle Post Intelligencer* (1) (2) (3)  
*Seattle Times* (1) (2) (3)  
*Soft Trace* (1)  
*Spend Matters* (1)  
*Supply Chain Brain* (1)  
*Taiwan News* (1)  
*Technica* (1)  
*The Telegraph* (1) (2) (3)  
*Toronto News* (1)  
*USA Today* (1) (2) (3) (4) (5)  
*U.S. News & World Report* (1) (2) (3) (4) (5)  
*Wall Street Journal* (1) (2) (3)  
*Washington Examiner* (1)  
*Washington Post* (1) (2) (3) (4) (5) (6) (7)  
*Washington Times* (1) (2) (3)  
*WIA Report* (1)  
*Wichita Eagle* (1)  
*Winnipeg Free Press* (1)  
*WNDU* (1)  
*Yahoo! Finance* (1)  
*Yahoo! News* (1) (2) (3)

## **Professional Service Activities**

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### ***Track Chair***

Co-Chair for Supply Chain Management Track. 32<sup>nd</sup> Annual Meeting of the Production and Operations Management Society; Virtual; April 2021.

Co-Chair for Supply Chain Management Track. 31<sup>st</sup> Annual Meeting of the Production and Operations Management Society; Virtual; April 2020.

Co-Chair for Managing Risk in Supply Chains Track. 50<sup>th</sup> Annual Meeting of the Decision Sciences Institute; New Orleans, LA; November 2019.

Co-Chair for Purchasing and Supply Management Track. 27<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Orlando, FL; May 2016.

### ***Session Organizer***

Session Organizer. “Meet the Department Editors” Session for DSI’s PhD Consortium. 52<sup>nd</sup> Annual Meeting of the Decision Sciences Institute; Virtual; November 2021.

Session Organizer for Purchasing and Supply Management Track. 31<sup>st</sup> Annual Meeting of the Production and Operations Management Society; Virtual; May 2020.

Session Organizer for Operational Excellence Track. 29<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Houston, TX; May 2018.

Session Organizer for Quality and Operations Strategy Track. 28<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Seattle, WA; May 2017.

### ***Coordinators, Panels, and Consortium Mentoring***

Panelist. POMS Doctoral Consortium. “Launching your Career: Teaching & Service.” 31<sup>st</sup> Annual Meeting of the Production and Operations Management Society; Virtual; April 2021.

Coordinator. “Best regional paper award.” 51<sup>st</sup> Annual Meeting of the Decision Sciences Institute; Virtual; November 2020.

Mentor. Operations and Supply Chain Management (OSCM) Division Junior Faculty and Doctoral Consortium. 80<sup>th</sup> Annual Meeting of the Academy of Management; Virtual; August 2020.

Mentor. Operations and Supply Chain Management (OSCM) Division Junior Faculty and Doctoral Consortium. 79<sup>th</sup> Annual Meeting of the Academy of Management; Boston, MA; August 2019.



Panel Co-Organizer. “Emerging trends and future directions for empirical operations management research.” 27<sup>th</sup> Annual Meeting of the Production and Operations Management Society; Orlando, FL; May 2016.

Panelist. DSI Doctoral Consortium for Pre-Proposal Defense Students. 45<sup>th</sup> Annual Meeting of the Decision Sciences Institute; Tampa, FL; November 2014.

### ***Journal Reviewing***

Associate Editor

*Decision Sciences* (2020-present)

*Journal of Operations Management* (2018-present)

*Journal of Supply Chain Management* (2020-present)

Ad Hoc Reviewer

*Journal of Business Logistics*

*Management Science*

*Manufacturing & Service Operations Management*

*MIS Quarterly*

*Production and Operations Management*

*Service Science*

### ***Conference Reviewing***

Academy of Management Annual Conference (2014-present)

Decision Sciences Institute Annual Conference (2014-present)

### ***Other Reviewing***

Academy of Management OM/OSCM Division Best Student Paper Award Review Committee (2014, 2015, 2020)

Decision Sciences Institute Best Paper Award Committee (2020)

MSOM Healthcare Special Interest Group Review Committee (2021)

### ***Service Activities***

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#### ***University of Notre Dame***

College Service

Contributor, AACSB Maintenance of Accreditation Review, 2017

Contributor, AACSB Maintenance of Accreditation Review, 2012

Department Service

Member, Open-rank operations management faculty search committee, 2020

Member, Assistant professor faculty search committee, 2019

Chair, Open-rank operations management faculty search committee, 2018  
Member, Open-rank operations management faculty search committee, 2017  
Member, Open-rank operations management faculty search committee, 2016

## **Outreach Activities**

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### ***Industry Presentations and Sessions***

Co-Hosted Webinar for the Association for Automatic Identification and Mobility's Track and Trace Committee, "The case for food traceability." July 2016.

Session Facilitator, Corporate Sponsors Meeting, Center for Supply Chain Research, The Pennsylvania State University, Breakout Session on "Through thick and thin: Managing inter-organizational relationships during product recalls." November 2011.

Session Facilitator, Corporate Sponsors Meeting, Center for Supply Chain Research, The Pennsylvania State University, Breakout Session on "To the customer and back: Managing product recalls." November 2010.

Session Facilitator, Corporate Sponsors Meeting, Center for Supply Chain Research, The Pennsylvania State University, Breakout Session on "Traceability in food supply chains." November 2009.

## **Honors and Awards**

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Outstanding Professor Award, MSM Program – *University of Notre Dame* (2020)

Best Reviewer Award – *Journal of Supply Chain Management* (2019)

Best Reviewer Award – *Academy of Management OSCM Division* (2019)

Jack Meredith Best Paper Award – *Journal of Operations Management* (2019)

Nominee, Outstanding Professor Award, MSM Program – *University of Notre Dame* (2019)

Nominee, Outstanding Professor Award, MSM Program – *University of Notre Dame* (2018)

Nominee, Outstanding Professor Award, MSM Program – *University of Notre Dame* (2017)

James Dincolo Teaching Excellence Award – *University of Notre Dame* (2017)

Office of the Dean Mission Award – *University of Notre Dame* (2017)

Best Reviewer Award – *Academy of Management OSCM Division* (2017)

Best Reviewer Award – *Journal of Supply Chain Management* (2015)

Best Reviewer Award – *Decision Sciences Journal* (2014)

Best Reviewer Award – *Academy of Management OM Division* (2014)

Best Empirical/Theoretical Paper Award – *Decision Sciences Institute* (2013)

Summa Cum Laude Graduate – *University of Florida* (2006)

**Other Activities**

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***Professional Memberships***

Academy of Management

Council of Supply Chain Management Professionals

Decision Sciences Institute

Institute for Supply Management

Production and Operations Management Society