

Kuo-Ting Hung

Associate Professor

Education

PhD, University of Michigan, Ann Arbor, Michigan, Industrial and Operations Engineering, 2003
MSE, University of Michigan, Ann Arbor, Michigan, Financial Engineering Program, 1998
MSE, University of Michigan, Ann Arbor, Michigan, Industrial and Operations Engineering, 1998
MSE, University of Michigan, Ann Arbor, Michigan, Electrical Engineering: Systems (EES), 1995
BSE, University of Michigan, Ann Arbor, Michigan, Department of Electrical Engineering and Computer Science, 1994

Teaching Interests

Process Improvement
Operations Management
Supply Chain Management
Simulation Modeling

Research Interests

Logistical Operations in Supply Chains
Supply Chain Operations and Relationship Management
New Product Development

Special Certifications and/or Designations

Human Participants Protection Education for Research Teams. (2006 - Present).

Honors/Awards

Scholarship/Research

2007: Distinguished Paper Award, 2007 Decision Sciences Institute, Supply Chain Management Track, Paper Title: Agent Characteristics and Compliance Behavior in Supply Chain Disruptions, Decision Sciences Institute.

2007: Best Paper Award, 2007 Academy of Management, Research Methods Division, Paper Title: Student-Manager Surrogacy Surrogacy Revisited: An Empirical Investigation, Academy of Management.

Service, University

2004: Webby Awards, "Moving SSOM on the Web,"

In developing a comprehensive online component for the Global MBA program, Suffolk University.

Grants, Fellowships, or Contracts

2009 - "Faculty Research Grant," Sawyer Business School, (\$0).

2008 - "Faculty Research Grand," Sawyer Business School, (\$0).

2007 - "Faculty Research Grant," Sawyer Business School, (\$0).

2007 - "Faculty Research Grant," Sawyer Business School, (\$0).

ACADEMIC EXPERIENCE

Courses Taught

Operations Management

INTELLECTUAL CONTRIBUTIONS

Refereed Journal Articles

- Hung, K.-T., Tangpong, C. (2010). General risk propensity in multifaceted business decisions: Scale development. *Journal Of Managerial Issues*, 22(1).
- Dedeke, A., Hung, K.-T. (2010). Simulating the impact of parcel size and bar code quality on the productivity of parcel sorting machines. *International Journal of Industrial and Systems Engineering*, 5(1), 110-128.
- Tangpong, C., Hung, K.-T., Ro, Y. K. (2010). The interaction effect of relational norms and agent cooperativeness on opportunism in buyer-supplier relationships. *To appear in Journal Of Operations Management*.
- Hung, K.-T., Hunt, N., Arslan, H. (2009). Gone with the Wind. *Journal of the International Academy for Case Studies*.
- Hung, K.-T., Hunt, N., Vega, G., Levesque, L., Arslan, H. (2009). On the road to China. *The CASE Journal*, 5(2).
- Arslan, H., Hung, K.-T. Part commonality among multiple vehicle lines. *To appear in International Journal of Business, Marketing, and Decision Sciences*.
- Blodgett, M. S., DeLunay, C., Hung, K.-T. (2009). Source of business ethics convergence: A review of global corporate websites. *Journal of Knowledge Globalization*, 2(1), 79-91.
- Hung, K.-T., Ro, Y. K., Tangpong, C. (2009). Agent characteristics and compliance behavior in supply chain disruptions. *Journal of Business and Management*, 15(1), 51-72.
- Ryu, S., Hung, K.-T. (2009). E-commerce transaction mechanisms and buyer-supplier relationship. *Journal of Business & Economics Research*, 7(2), 79-92.
- Hung, K.-T., Ro, Y. K., Liker, J. K. (2009). Further motivation for continuous improvement in just-in-time logistics. *IEEE Transactions On Engineering Management*, 56(4), 571-583.
- Hung, K.-T., Vega, G. (2009). Kaltim Plywood: Production improvement in developing countries. *Journal of the International Academy for Case Studies*, 15(7), 83-94.
- Dedeke, A., Hung, K.-T. (2008). A simulation study of automating parcel sorting in postal industry. *International Journal of Industrial and Systems Engineering*, 3(5), 515-529.
- Mana, J., Hung, K.-T., Arslan, H. (2008). Application of product development principles in curriculum design. *International Journal of Education Research*, 3(2), 31-41.
- Hung, K.-T., Ryu, S. (2008). Changing risk preferences in supply chain inventory decisions. *Production Planning & Control*, 19(8), 770-780.
- Hung, K.-T., Liker, J. K. (2007). A simulation study of pull system performance under influence of production conditions. *International Journal of Industrial and Systems Engineering*, 2(2), 123-136.
- Ryu, S., Hung, K. (2005). It takes two to tango - Buyer-supplier relationship building. *Journal of Business Case Studies*, 1(4), 67-75.

Conference Proceedings

- Tangpong, C., Hung, K.-T., Li, J. (2010). *A firm-agent contingency theory of firm behavior in vertical inter-firm (VIR) relationships*. Academy of Management.
- Ro, Y. K., Hung, K.-T., Tangpong, C. (2009). *Agent gender and firm compliance in relational exchange: Is there really a gender effect?*. Decision Sciences Institute.
- Tangpong, C., Hung, K.-T. (2008). *A hidden liability of power: An innovation-inhibiting effect*. Decision Science Institute.
- Hung, K.-T., Tangpong, C. (2008). *General risk propensity in multifaceted business decisions: Scale development*. Decision Science Institute.
- Hung, K.-T., Ro, Y. K., Tangpong, C. (2007). *Agent characteristics and compliance behavior in supply chain disruptions*. Decision Science Institute.
- Hung, K.-T., Ro, Y. K. (2007). *Continuous improvement in JIT logistics: The defect bullwhip effect*. INFORMS.

- Hung, K.-T., Molino, D., Ryu, S. (2007). *Effect of information availability on bullwhip effect in healthcare service supply chains*. 2007 Suffolk University Academic Conference, Scholarship of Application: Integration & Connections.
- Tangpong, C., Hung, K.-T., Ro, Y. K. (2007). *Opportunism in buyer-supplier relationships: The interactionist perspective*. Decision Science Institute.
- Tangpong, C., Ro, Y. K., Hung, K.-T. (2007). *Student-manager surrogacy revisited: An empirical investigation*. Academy of Management.
- Hung, K.-T., Arslan, H., Hunt, N. (2006). *Gone with the Wind*. Eastern Academy of Management.
- Hung, K.-T., Arslan, H. (2006). *Motivations to part commonality*. Production and Operations Management.
- Hung, K.-T., Arslan, H., Hunt, N. (2005). *Gone with the Wind*. North American Case Research Association.
- Arslan, H., Hung, K.-T. (2005). *Motivations to part commonality*. Decision Sciences Institute.

Non-Refereed Presentations or Papers

International

- Hung, K.-T. (2009). *Agent Characteristics and Opportunism in Supply Chain Relationships*. Presented at Waterford Institute of Technology, Executive MBA Seminar, Boston, Massachusetts.
- Hung, K.-T., Ro, Y. K. (2007, November). *Continuous improvement in JIT logistics: The defect bullwhip effect*. Presented at INFORMS Conference, Seattle, Washington.

Local

- Hung, K.-T., Molino, D., Ryu, S. (2007, March). *Effect of information availability on bullwhip effect in healthcare service supply chains*. Presented at 2007 Suffolk University Academic Conference, Scholarship of Application: Integration & Connections, Boston, Massachusetts.
- Hung, K.-T. (2005, October). *Overview of Toyota Production System and its role in China's emerging market*. Presented at Lingnan University Executive MBA Presentation, Boston, Massachusetts.
- Hung, K. (2005, September). *Just-in-Time logistics and supply chain stability*. Presented at Presentation at the Center for Innovation and Change Leadership, Suffolk University, Boston, Massachusetts.

Presentation of Refereed Papers

International

- Tangpong, C., Hung, K.-T., Li, J. (2010). *A firm-agent contingency theory of firm behavior in vertical inter-firm (VIR) relationships*. Presented at Academy of Management, Montreal, Canada.
- Ro, Y. K., Hung, K.-T., Tangpong, C. (2009, November). *Agent gender and firm compliance in relational exchange: Is there really a gender effect?*. Presented at Decision Science Institute, New Orleans, Louisiana.
- Tangpong, C., Hung, K.-T. (2008, October). *A hidden liability of power: An innovation-inhibiting effect*. Presented at Decision Science Institute, Baltimore, Maryland.
- Hung, K.-T., Tangpong, C. (2008, October). *General risk propensity in multifaceted business decisions: Scale development*. Presented at Decision Science Institute, Baltimore, Maryland.
- Arslan, H., DeLaunay, C., Hung, K.-T., Hunt, N., Levesque, L. (2007). *On the road to China*. Presented at Eastern Academy of Management, New Brunswick, New Jersey.
- Hung, K.-T., Ro, Y. K., Tangpong, C. (2007, November). *Agent characteristics and compliance behavior in supply chain disruptions*. Presented at Decision Science Institute, Phoenix, Arizona.
- Tangpong, C., Hung, K.-T., Ro, Y. K. (2007, November). *Opportunism in buyer-supplier relationships: The interactionist perspective*. Presented at Decision Science Institute, Phoenix, Arizona.
- Tangpong, C., Ro, Y., Hung, K.-T. (2007, August). *Student-manager surrogacy revisited: An empirical investigation*. Presented at Academy of Management, Philadelphia, Pennsylvania.
- Hung, K.-T., Arslan, H., Hunt, N. (2006, May). *Gone with the Wind*. Presented at Eastern Academy of Management, Saratoga Springs, New York.
- Arslan, H., Hung, K.-T. (2006, April). *Motivations to part commonality*. Presented at Production and Operations Management, Boston, Massachusetts.

Hung, K.-T., Arslan, H., Hunt, N. (2005). *Gone with the Wind*. Presented at North American Case Research Association, Cape Cod, Massachusetts.

Hung, K.-T., Arslan, H. (2005, November). *Motivations to part commonality*. Presented at Decision Science Institute, San Francisco, California.

Faculty Development

Self-Study Program

2006: Human Participants Protection Education for Research Teams online course Boston, Massachusetts.

Seminar

2009: Suffolk University - Institute for Executive Education Boston, Massachusetts.

2009: Lean Enterprise Institute's webinar

'Making Hospitals Work:

How to improve patient care while saving everyone's time and hospitals' resources' with Ian Taylor and Marc Baker, senior faculty members of the UK's Lean Enterprise Academy and authors of Making Hospitals Work. Boston, Massachusetts.

Workshop

2009: Develop skills on how to mentor others in teaching using a confidential, rigorous and constructive approach. Boston, Massachusetts.

2009: Learn to use advance online teaching technology and techniques for SBS online courses Boston, Massachusetts.

2004 - 2005: Boston, Massachusetts.

SERVICE ACTIVITIES

College/School Assignments

Assurance of Learning - Institutional Service

2009: Learning Goal Mapping for Information System Major; Coordinated and clarified the learning objective mapping of Information Systems (IS) major and its core courses, ISOM313, ISOM314, ISOM423, and ISOM424..

Committee Chair

2009: BSBA Core Course Coordination Documentation;.

Committee Member

2009: Chairs Committee; Lead committee in efforts to survey SBS faculty on Suffolk University Bookstore usage

Lead committee in efforts to examine grade distribution among SBS courses and departments

Compare grade distribution disparity among departments and faculties.

2009: eHealth Innovation Project; Participated in the founding and the development of the project.

2009: Innovation Integration Task Force;.

2008 - 2009: Technology Committee;.

2004 - 2009: Center for Innovation and Change Leadership;.

2005 - 2007: Graduate Programs Committee; Reviewed program proposal from Global MBA program;

Reviewed course proposal from EMBA program and Marketing department (MKT900 - Customer Perspectives: Behavior, Research, and Analysis).

Faculty Mentor

2008 - 2009: Collegial Teaching Consultants Pilot Program; Provided observational feedback to faculties teaching MGT-429, MGT319, ENT-280, and ACCT-201..

2008: Collegial Mentoring Consultants Project, Center of Teaching Excellence; Participated in the development of the Collegial Teaching Mentoring project..

Other

2009; Revised the AOL questions for ISOM319, Operations Management.

2008;; Co-Develop the AOL questions for ISOM319, Operations Management.

Student Placement

2005 - 2009: Writing Student Recommendation and Reference Letters; 2010: Ashwini Poojary - Recommendation Letter for Merit Based Scholarship
2010: Ying Li - Reference Letter
2010: Xintain Liu - Recommendation Letter for Suffolk MSA
2010: Luther Yee - Recommendation Letter for Transportation Scholarship
2009: Xiaoying Guo - Recommendation Letter for PhD Programs
2008: Yohauo Chiu - Reference Letter
2007: James MacDonald - Recommendation Letter for Suffolk MBA
2006: Abel Ghanooni - Recommendation Letter for Suffolk MSF
2006: Ates Civitci - Recommendation Letter for Suffolk MSF
2006: Samule Huang - Recommendation Letter for Suffolk BSBA
2006: Ozge recommendation - Recommendation Letter for Graduate Study
2006: Nicholas J Picard - Reference Letter
2005: Cedric Rosenfeld - Recommendation Letter for Graduate Study.

Directed Student Learning

Internship Advisor

2006: Forecasting Analyst Internship at OSRAM-SYLVANIA.

Supervised Research

2009: Forecasting Requirements of Service Capacity through Analysis of Student Flow -
This research project aims to assist the planning of capacitated service resources such as classroom or faculty in higher education institutions. Service capacity planning in higher education institutions (for example, number of sections to be offered) is often based on crude projections of future student enrollment in each course. A difference between the actual and the forecasted demands (i.e., student enrollment), and thus the supply (i.e., number of sections offered), can create additional and last-minute burdens to the academic administrators and frustrations to the prospective students. In this research, we propose an analytical framework to forecast the student flow pattern at the course level through an undergraduate business program. Insights gained from this study can lead to better decision-makings in the scheduling of course sections while achieving efficient resources utilization and improving student learning experience..

University Assignments

Other Institutional Service Activities

2004: Suffolk University; Work with Balatti Learning Center to develop a tutoring system for students from MBA, EMBA, and other special programs..

Department Assignments

Committee Chair

2003 - 2009: Operations Management Faculty Recruitment; Lead recruitment efforts for operations management faculty
Review and rate over 100 applicants annually
Schedule and interview potential candidates at conferences
Organize campus visit for 3 to 4 candidates
Provide recommendations to department chairperson.

2007: Departmental Journal List Committee; lead operations management group to define list for Operations Management journals.

Department Chair

2009: Information System and Operations Management Department; Manage a group of 18 full time faculty (6 tenured, 6 tenure-track, 6 instructors) and 10-12 lecturers.

Schedule faculty teaching to meet undergraduate and graduate program demand.
Direct faculty to meet SBS mission and departmental mission..

Other Institutional Service Activities

2007 - 2009: Student Recruitment; Recruit students to Information Systems major (undergraduate) and concentration (graduate)
Promote ISOM courses to students at undergraduate and graduate classes.

Professional Service

Editorial Review Board Member

2007 - 2009: International Journal of Electronic Business; The Electronic Business Management Society (EBMS) promotes high-quality e-business, e-industry, e-government and e-society research. The goal of the journal is to improve the information infrastructure and broadband network construction, establishing interconnected networks, improve the legal environment, build better internet security, expand information network education, enhancing research and development and build international cooperation..

2004 - 2009: Institute of Electrical and Electronics Engineers (IEEE); Member of the Editorial Board of a peer-reviewed professional journal.

Other

2003 - 2009: INFORMS; Chief Information Officer for INFORMS, Technology Management Section.

Reviewer, Conference Paper

2007: Academy of Management; Annual Conference.

Professional Memberships

Editorial Board Member, Journal of Knowledge Globalization. (2009 - Present).

Editorial Board Member, International Journal of Electronic Business Management. (2007 - Present).

Fellow, Center for Innovation and Change Leadership. (2005 - Present).

Editorial Board Member, IEEE Transactions of Engineering Management. (2004 - Present).

Chief Information Officer, INFORMS, Technology Management Section. (2003 - Present).