

Ying Fan

Associate Professor of Operations Management
College of Business and Administration
University of Colorado Colorado Springs
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Colorado Springs, CO USA 80918
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EDUCATION

2010 PhD

Major: Operations Management
Richard Ivey School of Business
Western University, Ontario, London, Canada
Dissertation Title: "Audit Process Quality, Its Key Drivers, and the Client's
Competitive Outcomes in Voluntary Industry Standard Audits: An Empirical Study of
the ISO 9001 and ISO 14001 Certified Organizations"
Advisors: Dr. Carol Prahinski; Dr. Robert Klassen

2001 Master of Management

Major: Management Science and Supply Chain Management
Department of Business Administration
School of Economics and Management
Beijing Jiaotong University, Beijing, China

1996 Bachelor of Engineering

Major: Materials Management and Engineering
Department of Business Administration
School of Economics and Management
Beijing Jiaotong University, Beijing, China

ACADEMIC EXPERIENCE

Associate Professor	University of Colorado Colorado Springs	JUN 2017 to present
Department Chair of Business Analysis		
	University of Colorado Colorado Springs	JUN 2018 to AUG 2021
Assistant Professor	University of Colorado Colorado Springs	AUG 2010 to MAY 2017
Instructor	University of Colorado at Colorado Springs	AUG 2009 to JUL 2010
Research Assistant	Western Ontario (Canada)	SEP 2003 to JUL 2008
Lecturer	Huron University College (Canada)	JAN 2007 to MAY 2008
Lecturer	Beijing Jiaotong University (China)	SEP 2001 to MAY 2002

RESEARCH

Selected Referred Publications

Peer Reviewed Journals

Fan, Y and Niu, R. (2023) "Walk the talk? A multiple case study of quality management implementation in China", *Production, Planning and Control*, 34(5), pp. 477-491.

Niu, R. and Fan, Y.(2021) "A comparative study of online review management in hospitality services", *International Journal of Services and Operations Management*. 38(1), pp. 22-39.

Benton, W. C., Prahinski, C., and Fan Y. (2020) "The influence of supplier development programs on supplier performance", *International Journal of Production Economics*. 230 (December), pp. 1-12.

French, M., Duray, R. and Fan, Y. (2020) "Impact of disasters on routine emergency service response performance", *Journal of Contingencies and Crisis Management*, 29 (3), pp. 303-320.

Niu, R. and Fan, Y., (2018) "An exploratory study of online review management in hospitality services", *Journal of Service Theory and Practice*, 28 (1), pp. 79-98.

Fan, Y., French, M. L., Duray, R., & Stading, G. L. (2017). Service strategy to improve operational capabilities in the public sector. *Service Industries Journal*, 37 (11-12), pp. 703-725.

Fan, Y. and Niu, R.(2017), "Service recovery strategies using social network sites" *International Journal of Services and Operations Management*, 28(4), pp. 540-563.

Fan, Y. and Niu, R.(2016), "To tweet or not to tweet? exploring the effectiveness of service recovery strategies using social media" *International Journal of Operations and Production Management*, 36(9), pp. 1014-1036.

Niu, R. and Fan, Y. (2015), " An in-depth Investigation on Quality Management Practices in China: Programs Adopted and Why", *International Journal of Quality and Reliability Management*, 32(7), pp. 736-753.

French, M. F. Fan, Y. and Stading, G. (2015), "Influencing factors for effective emergency response: empirical evidence from tri-lakes monument fire protection district", *Management Research Review*, 38(5), pp. 559-576.

Fan, Y., French, M. and Stading, G. (2015) "Disaster response: an examination of resource management in the early hours", *Journal of Applied Business and Economics*, 17(2). pp. 22-41.

Niu, R. and Fan, Y. (2012), "What Matters to Customers Using Social Network to Complain, Empirical Evidence from Airline Industry", *Journal of Business and Leadership*, 8, pp. 90-104.

Prahinski, C., and Fan, Y. (2007), "Supplier evaluation: the role of communication quality", *Journal of Supply Chain Management* 43(3), 16-28.

Fan, Y. and Dong, G. (2006), "Opportunities and challenges for supply chain management in the knowledge economy", *Journal of Railway Purchasing and Supply Chain Management* 17 (3), pp. 71-84, Chinese Publication.

Peer Reviewed Book Chapters

French, M. Fan, Y. and Stading, G.(2014). "Disaster response: exploring the impact on area emergency services", in Warkentin, M. ed., *Trends and Research in the Decision Sciences: Best Papers from the 2014 Annual Conference*, Pearson/FT Press, 2014, pp. 1-10.

Peer Reviewed Conference Proceedings

Padron T. G. and Fan, Y., "CSR Strategic Orientation in Chinese Companies: During Time of Transition to Global Marketplace" *Proceedings of MBAA International*, International Society of Marketing, Chicago, IL, March 2022.

French, M. F. Fan, Y., Duray, R. and Stading, G., "Improving emergency response performance: contingency effects of environmental uncertainty", *Proceedings of the 46th Annual Meeting of the Decision Sciences Institute (DSI)*, Seattle, WA, November 2015.

Fan, Y. French, M. and Stading, G. (2013), "Influencing Factors for Effective Emergency Response: Empirical Evidence From Tri-Lakes Monument Fire Protection District", *Proceedings of the 44th Annual Meeting of the Decision Sciences Institute (DSI)*, Baltimore, 2013.

Fan, Y. and Niu, R. (2013), "Service Recovery for Social Network Customers", *Proceedings of the Service Management and Science Forum 2013*, Las Vegas, USA, August, 2013.

Fan, Y., Prahinski, C. and Klassen, R. (2010) Knowledge-based Antecedents to Audit Process Quality in Voluntary Industry Standard Audits: Empirical Evidence from ISO 9001 and ISO 14001 Certified Organizations, *Proceedings of the 41st Annual Meeting of the Decision Sciences Institute (DSI)*, San Diego, USA, November, 2010, pg. 3921-3926.

Prahinski, C., Benton, W. C., and Fan, Y. (2007) Supplier Development: the Role of the Buyer-Supplier Relationship, *Proceedings of the 38th Annual Meeting of the Decision Sciences Institute (DSI)*, Phoenix, USA, November, 2007, page 3071-3076.

Prahinski, C., and Fan, Y. (2006) Supplier Evaluation: The Role of Communication Quality and Performance, *Proceedings of the 15th Annual Conference of International Purchasing and Supply Education and Research Association (IPSERA)*, San Diego, USA, April, 2006, paper #20.

Work in progress

Fan, Y. and Niu, R. "Online Review Management in Service Operations: Scale Development and Empirical Validation", Submitted to *International Journal of Contemporary Hospitality Management*, Under Review

Duray, R., Fan, Y., and French, M. "Coordinating Volunteer and Career Emergency Responders: Impact of Organizational Design on Response Times", Submitted to *Journal of Humanitarian Logistics and Supply Chain Management*, Under Review

Fan, Y. and Kim, Y-W. "The Impact of Supplier Development Initiatives on Supply Chain Risk Management, Empirical Evidence from Construction Industry", Submitted to *Journal of Construction Engineering and Management*, Under Review

Gonzalez-Padron, T., Fan, Y., Zhou, M., "Strategic Orientation of Corporate Social Responsibility: The Impact of Organizational Factors and Firm Characteristics", Submitted to *Asian Business & Management*, Under Review

Gonzalez-Padron, T., Fan, Y., Zhou, M., "The Power of Focus, Emphasis, and Intent Exploring the Impact of CSR Strategic Orientation on Market Performance", Submitted to *Asian Journal of Business Ethics*, Under Review

Non-Referred Publications

Teaching Case: Halton Recycling Inc. (2007) Ivey Publishing, London Canada.

Case Teaching Note: Halton Recycling Inc. (2009) Ivey Publishing, London, Canada.

Conference presentations

Fan, Y., and Kim, Y.-W., "The Impact of Supplier Development Initiatives on Supply Chain Risk Management," presented at 34th Annual Meeting of Production and Operations Management Society (POMS) Conference Minneapolis, May 2024.

Duray, R. Fan, Y. and French, M. "The impact of integration on operational performance: Mutual Aid, Organizational Structure, and Emergency Response Time", presented at the 54th Annual Meeting of the Decision Science Institute (DSI), Phoenix, November, 2023.

Fan, Y., Niu, R., and Madlberger, M., "Managing Supply Chain Risks using Blockchain Technology: Institutional Drivers, Strategic Choices and Impact", presented at 33rd Annual Meeting of Production and Operations Management Society (POMS) Conference, Orlando, May 2023.

Fan, Y., "An Empirical Study of Patient Navigation Services: A Service Impact Chain Perspective", presented at 33rd Annual Meeting of Production and Operations Management Society (POMS) Conference, Orlando, May 2023.

Fan, Y., Niu, R., and Madlberger, M., "The Impact of Big Data Analytics Capabilities on Supply Chain Risk Management: Empirical Evidence from European Companies", presented at the 53 Annual Meeting of the Decision Science Institute (DSI), Houston, November, 2022.

Fan, Y., and Niu, R. "Why Do Service Firms Manage Online Reviews: An Institutional Perspective", presented at the 53 Annual Meeting of the Decision Science Institute (DSI), Houston, November, 2022.

- Fan, Y., and Stock, G., "From service profit chain to service impact chain: An Exploratory Study of Patient Navigation Programs and Service Impacts", presented at the 52 Annual Meeting of the Decision Science Institute (DSI), Virtual, November, 2021.
- Fan, Y., and Niu, R. "The impact of Big Data analytics capabilities on supply chain risk management", presented at the 51 Annual Meeting of the Decision Science Institute (DSI), Virtual, November, 2020.
- French, M., Duray, R. & Fan, Y., "Volunteer vs career firefighters: The impact of organizational structure on emergency response performance", presented at the 51st Annual Meeting of the Decision Sciences Institute (DSI), Virtual, November 2020
- French, M., Duray, R. & Fan, Y., (2019), Improving emergency response performance in public sector: the role of task complexity and integration, presented at the 50th Annual Meeting of the Decision Sciences Institute (DSI), New Orleans, November 2019.
- Run, N. & Fan, Y., (2019), A study of supply chain risk management: empirical evidence from Chinese companies, presented at the 50th Annual Meeting of the Decision Sciences Institute (DSI), New Orleans, November 2019.
- Duray, R., Fan, Y. & French, M. (2019), Integration, task complexity and emergency response performance in public sector, presented at 30th Annual Meeting of Production and Operations Management Society (POMS) Conference, Washington D.C., May 2019.
- French, M.L., Duray, R. & Fan, Y (2018). Volunteer versus professionally staffed fire agencies: A study of collaboration on emergency response performance using a national database, presented at the 49th Annual Meeting of the Decision Sciences Institute (DSI), Chicago, November 2018.
- Fan, Y., Niu, R., "Impact of Online Review Management On Service Performance", presented at the 49th Annual Meeting of the Decision Sciences Institute (DSI), Chicago, November 2018.
- Fan, Y., Niu, R. "Online review management in service operations: Scale development and empirical validation", presented at The Asia-Pacific Decision Science Institute International Conference (APDSI), Bangkok, Thailand, July 2018.
- French, M. L., Fan, Y., Stading, G. L., Production and Operations Management Society International Conference 2017, "Emergency services operations: Impact of disasters on resource capabilities," Sydney, Australia. (December 12, 2017).
- Duray, R. M., Fan, Y., French, M., 48th Annual Meeting of the Decision Sciences Institute (DSI), "Answering Big Data Questions: a Categorization of Big Data Research," Washington, DC. (November 2017).
- Fan, Y., Niu, R., 48th Annual Meeting of the Decision Sciences Institute (DSI), "Institutional Drivers for Online Review Management Practices: Empirical Evidence from Hospitality Services," Washington D.C. (November 18, 2017).
- Duray, R. M., French, M., Fan, Y., 28th Annual Meeting of Production and Operations Management Society (POMS), "Improving operational capability of the public sector, an operations strategy perspective," Seattle, WA. (May 2017).
- Fan, Y., Niu, R., 28th Annual Meeting of Production and Operations Management Society (POMS), "Why Do Service Firms Manage Online Reviews? An Institutional Perspective," Seattle. (May 7, 2017)
- Fan, Y. and Niu, R. "A comparative study of online review management strategies: evidence from US and China", presented at the 27th Annual Meeting of Production and Operations Management Society (POMS), Orlando, USA, May 2016

French, M., Fan, Y. and Duray, R. “The impact of external integration on emergency services performance: an empirical investigation”, presented at the 27th Annual Meeting of Production and Operations Management Society (POMS), Orlando, USA, May 2016

French, M., Fan, Y. and Stading G. “Improving resource management in early hours of a disaster”, presented at the 26th Annual Meeting of the Production and Operations Management Society (POMS), Washington D.C., USA, May 2015

Fan, Y. and Niu, R. “The impact of online review management strategies on service operations”, presented at the 26th Annual Meeting of the Production and Operations Management Society (POMS), Washington D.C., USA, May 2015

Fan, Y. and Stock, G. “An Exploratory Study on Patient Navigation Programs: Navigator Roles, Processes and Outcomes”, presented at the 45th Annual Meeting of Decision Science Institute (DSI), Tampa, USA, November, 2014

French, M., Fan, Y. and Stading, G. “Disasters, Impact on Area Emergency Services”, presented at the 45th Annual Meeting of Decision Science Institute (DSI), Tampa, USA, November, 2014

Niu, R. and Fan, Y. “An In-depth Investigation of Quality Management Practices in China”, presented at the 45th Annual Meeting of Decision Science Institute (DSI), Tampa, USA, November, 2014

Fan, Y. and Niu.R. “Impact of Online Customer Reviews on Service Operations”, presented at the 45th Annual Meeting of Decision Science Institute (DSI), Tampa, USA, November, 2014

Fan, Y. and Niu.R. “Quality management practices in China: Antecedents and Performance outcomes”, presented at the 25th Annual Meeting of the Production and Operations Management Society (POMS), Atlanta, USA, May, 2014

Fan, Y., Dooley, M. and Stading, G. “Disaster Response: An Examination of Resource Management in the Early Hours”, presented at the 25th Annual Meeting of the Production and Operations Management Society (POMS), Atlanta, USA, May, 2014

Niu, R. and Fan, Y. “Impact of Social Media on Service Operations”, presented at the 25th Annual Meeting of the Production and Operations Management Society (POMS), Atlanta, USA, May, 2014

French, M., Fan, Y. and Stading, G. “Area Disasters: Impact on Local Emergency Services Resources”, presented at the 25th Annual Meeting of the Production and Operations Management Society (POMS), Atlanta, USA, May, 2014

Prahinski, C. Benton, W.C. and Fan, Y., “The Influence of Supplier Development Program on Supplier Performance”, presented at the 25th Annual Meeting of the Production and Operations Management Society (POMS), Atlanta, USA, May, 2014

Fan, Y. and Niu, R. “Service Recovery for Social Network Customers”, presented at the Service Management and Science Forum, Las Vegas, USA, August, 2013

Gonzalez Padron, T., Fan, Y. and Zhou, M. M., “CSR Strategic Orientation in Chinese Companies” presented at the 6th International Annual Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Beijing, China, June 2013

Fan, Y. and Niu, R. “Quality Program Implementation in China”, presented at the 24th Annual Meeting of the Production and Operations Management Society (POMS), Denver, USA, April, 2013

- Fan, Y. and Stock, G. “Patient Navigation: Program Models, Critical Success Factors and Program Measures”, presented at the 24th Annual Meeting of the Production and Operations Management Society (POMS), Denver, USA, April, 2013
- Fan, Y., Dooley, M. and Stading, G. “Organizational Characteristics, Knowledge-based Resources and Effective Emergency Response”, presented at the 24th Annual Meeting of the Production and Operations Management Society (POMS), Denver, USA, April, 2013
- Fan, Y. and Niu, R. “Service Recovery Strategies Using Social Networks”, presented at the 23rd Annual Meeting of the Production and Operations Management Society (POMS), Chicago, USA, May, 2011
- Fan, Y. Prahinski, C. and Klassen, R. “Audit Process Quality in Voluntary Industry Standard Audits, Knowledge-based Antecedents and the Moderating Effect of Clients’ Top Management Commitment”, presented at the 42nd Annual Meeting of the Decision Sciences Institute (DSI), Boston, USA, November, 2011
- Fan, Y. Zhou, M. “Scar or Scratch? The Effect of Ethics Quality Crisis on Firm Performance” , presented at the 22nd Annual Meeting of the Production and Operations Management Society (POMS), Reno, Nevada, USA, May, 2011
- Fan, Y. Prahinski, C. and Klassen, R. “Knowledge-based Antecedents to Audit Process Quality in Voluntary Industry Standard Audits: Empirical Evidence from ISO 9001 and ISO 14001 Certified Organizations”, presented at the 41st Annual Meeting of the Decision Sciences Institute (DSI), San Diego, USA, November, 2010
- Prahinski, C., Benton, W.C. and Fan, Y. “ The Influence of Supplier Development on Buyer-Supplier Relationship”, presented at the 21st Annual Meeting of the Production and Operations Management Society (POMS), Vancouver, Canada, May, 2010
- Fan, Y., Prahinski, C. And Klassen, R. “Audit Quality, Its Key Drivers, and Outcomes in Voluntary Industry Standards Auditing” presented at the 40th Annual Meeting of the Decision Sciences Institute (DSI), New Orleans, USA, November, 2009
- Prahinski, C., Benton, W.C. and Fan, Y. “The Influence of Supplier Development Program on Buyer-Supplier Relationship”, presented at the 39th Annual Meeting of the Decision Sciences Institute (DSI), Baltimore, USA, November, 2008
- Prahinski, C., Benton, W.C. and Fan, Y. “Supplier Development: the Role of the Buyer-Supplier Relationship,” presented at The 38th Annual Meeting of the Decision Sciences Institute (DSI), Phoenix, USA, November, 2007
- Prahinski, C., Benton, W.C. and Fan, Y. “The Impact of Supplier Development on Buyer-Supplier Relationship,” presented at The Annual Meeting of the Institute of Operations Research and Management Sciences (INFORMS), Seattle, USA, November, 2007
- Fan, Y. Prahinski, C. and Klassen, R. D. “Green product development and environmental excellence: a literature review and future research agenda,” presented at The 37th Annual Meeting of the Decision Sciences Institute (DSI), San Antonio, USA, November, 2006

Prahinski, C. and Fan, Y. "Supplier Evaluation: The Role of Communication Quality and Performance," presented at The 15th Annual Conference of International Purchasing and Supply Education and Research Association (IPSERA), San Diego, USA, April, 2006

Prahinski, C. and Fan, Y. "A Knowledge-Based View of Supplier Evaluation: the Relationship between Content, Frequency and Performance," presented at The 36th Annual Meeting of the Decision Sciences Institute (DSI), San Francisco, USA, November, 2005

GRANTS AND HONORS

Faculty Assembly Woman's Committee (FAWC) ADVANCEment grant, 2021-2022

Online Course Grant, UCCS Faculty Resource Center, 2018

Faculty Research Grant, with Niu, R., Webster University, 2017

Faculty Summer Research Grant, College of Business, UCCS, 2016-2017

Faculty Summer Research Grant, College of Business, UCCS, 2015-2016

Faculty Summer Research Grant, College of Business, UCCS, 2013-2014

Faculty Research Grant, with Niu, R., Webster University, 2011-2012

Faculty Research Grant, with Niu, R., Webster University, 2012-2013

Teaching Enhancement Grant, Provost Office, UCCS, 2010-2011

Doctoral Student Grant, International Purchasing and Supply Education and Research Association (IPSERA), 2006

Plan for Excellence Doctoral Fellowship, Richard Ivey School of Business, University of Western Ontario, 2003 – 2007

Excellent Graduate Student Scholarship, School of Economics and Management, Beijing Jiaotong University, 2000-2001

Excellent Undergraduate Scholarship, School of Economics and Management Beijing Jiaotong University, 1996-1997

COURSES TAUGHT

- Fundamentals of Operations Management
- Service Operations: Design, Delivery and Analytics
- Operations Management: Competing through Capabilities
- Managing Service Operations
- Operations Research

PROFESSIONAL ORGANIZATIONS

Member, Decision Sciences Institute (DSI)

Member, Production and Operations Management Society (POMS)

New Faculty Development Consortium, DSI, November 2010

Member, Institute for Operations Research and Management Science (INFORMS)

Doctoral Consortium, Institute of Supply Management, April 2006

PROFESSIONAL WORK EXPERIENCE

Project Manager Project Development Department, China National Investment & Reinsurance Co. Ltd, Beijing, China 2000 - 2002

Accountant

Road Transportation Division, He Bei Ministry of Transportation, Shi
Jiazhuang, China, 1996 – 1998