

Ying Fan

Associate Professor of Operations Management
College of Business and Administration
University of Colorado Colorado Springs
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EDUCATION

2010 PhD

Major: Operations Management
Richard Ivey School of Business
University of Western 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
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 present
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	University of Western Ontario (Canada)	SEP 2003 to JUL 2008
Lecturer	Huron University College (Canada)	JAN 2007 to MAY 2008
Lecturer	Beijing Jiaotong University	SEP 2001 to MAY 2002

RESEARCH

Referred Publications

Peer Reviewed Journals

1. Niu, R. and Fan, Y.(forthcoming) “A comparative study of online review management in hospitality services”, *International Journal of Services and Operations Management*.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. Prahinski, C., and Fan, Y. (2007), “Supplier evaluation: the role of communication quality”, *Journal of Supply Chain Management* 43(3), 16-28.
11. Fan, Y. and Dong, G. (1999), “Opportunities and challenges for supply chain management in the knowledge economy”, *Journal of Railway Materials Management* 17 (3), pp. 81-84, Chinese Publication.

Peer Reviewed Book Chapters

12. 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

1. Niu, R. and Fan, Y., “Social media management strategies and service operations” *Proceedings of the 46th Annual Meeting of the Decision Sciences Institute (DSI)*, Seattle, WA, November 2015.
2. 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.

3. 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.
4. 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.
5. 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.
6. 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.
7. 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

1. Fan, Y. and Niu, R. “Quality management practices in China, A multiple case study”, submitted to *Production, Planning and Control*, (Revise and resubmit in January, 2020)
2. Prahinski, C., Benton, W.C. and Fan, Y., “Supplier Development Programs, Governance Power, and Supplier Performance”, submitted to *International Journal of Production Economics*, (Revise and resubmit, January, 2020)
3. French, M., Fan, Y., and Stading, G., “Area disasters: Impact on local emergency services operations”, Submitted to *Journal of Contingencies and Crisis Management* (Revise and Resubmit, January 2020)
4. Gonzalez Padron, T., Fan, Y. and Zhou, M. M., “CSR Strategic Orientation in Chinese Companies and Firm Performance: An Exploratory Study”, prepare for submission.
5. Fan, Y. and Niu, R. “Why do firms manage online reviews? An institutional perspective”, Submitted to *Decision Sciences Journal*, Submitted in October 2018.
6. Fan, Y. and Niu, R. “Key dimensions of online review management systems: empirical evidence from service industry”, prepare for submission.

Non-Referred Publications

1. Teaching Case: Halton Recycling Inc. (2007) Ivey Publishing, London Canada.
2. Case Teaching Note: Halton Recycling Inc. (2009) Ivey Publishing, London, Canada.

Conference presentations

1. 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.

2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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).
8. 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).
9. 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).
10. 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).
11. 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)
12. 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
13. 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
14. 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
15. 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
16. 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

17. 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
18. 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
19. 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
20. 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
21. 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
22. 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
23. 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
24. 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
25. Fan, Y. and Niu, R. “Service Recovery for Social Network Customers”, presented at the Service Management and Science Forum, Las Vegas, USA, August, 2013
26. 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
27. 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
28. 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
29. 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
30. 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

31. 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
32. 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
33. 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
34. 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
35. 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
36. 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
37. 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
38. 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
39. 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
40. 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
41. 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

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
- 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

Assistant 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