

Monique L. Ueltschy Murfield

Richard T. Farmer Endowed Assistant Professor,
Supply Chain & Operations Management
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EDUCATION

- Ph.D.** UNIVERSITY OF TENNESSEE, Knoxville, TN, U.S.A.
Doctor of Philosophy in Business Administration
Emphasis: Logistics and Supply Chain Management
Secondary Area: International Marketing
May 2012
- M.B.A.** BOWLING GREEN STATE UNIVERSITY, Bowling Green, OH
August 2006
- B.S.B.A.** BOWLING GREEN STATE UNIVERSITY, Bowling Green, OH
Marketing and International Business; Spanish Minor
May 2005

ACADEMIC WORK EXPERIENCE

- Richard T. Farmer Endowed Assistant Professor,** June 2019-Present
Supply Chain & Operations Management
Miami University; Oxford, OH
- Assistant Professor, Supply Chain & Operations Management** May 2015 – Present
Miami University; Oxford, OH
- Assistant Professor of Logistics** August 2012 – May 2015
Georgia Southern University; Statesboro, GA
- Graduate Assistant/Research Assistant** August 2008 – May 2012
The University of Tennessee; Knoxville, TN
- Graduate Assistant/Research Assistant** June 2005 – August 2006
Bowling Green State University; Bowling Green, OH

Teaching Experience

Miami University, Oxford, OH

- MGT 431—Logistics Management (F2016; S2017; F2017; F2018; F2019; F2020)
- MGT 302—Introduction to Supply Chain & Operations Management (F2015; S2016; W2018; S2019; W2020; S2020; F2020)

Georgia Southern University, Statesboro, GA

- LOGT 4232—International Logistics (Summer & Fall 2012; Spring, Summer & Fall 2013; Spring, Summer & Fall 2014)
- LOGT 3232—Logistics and Supply Chain Management (Fall 2014)

The University of Tennessee, Knoxville, TN

- Logistics 310 – Intermediate Logistics (Summer 2011, Spring 2012)
- Logistics 421 – Procurement and Strategic Sourcing (Spring 2011; Fall 2010; Spring 2010; Fall 2009)
- Business Administration 353 – Integrated Process Management: Marketplace Simulation Class (Spring 2011; Spring 2009 – Spring 2010)
- Business Administration 331 – Introduction to SCM (Summer 2009)

Bowling Green State University, Bowling Green, OH

- Business Administration 390 – Multinational Business (Summer 2006)

PUBLICATIONS

Refereed Journal Publications

Thomas, Stephanie, **Murfield, Monique L. Ueltschy**, and Eastman, Jacqueline. (forthcoming, 2021) *I Wasn't Expecting That! The Relational Impact of Negotiation Strategy Expectation Violations*. Journal of Supply Chain Management.

Ellram, Lisa M. and **Murfield, Monique L. Ueltschy**. (2019) *Supply Chain Management in Industrial Marketing—Relationships Matter*. Invited paper, Industrial Marketing Management, 79 (May): 36-45.

Robinson, Jessica L., **Murfield, Monique L. Ueltschy**, Manrodt, Karl B., Boone, Christopher A. and Rutner, Paige S. (2018) *Achieving Integration: A Dual Pathway Model of Supply Chain Orientation and Organizational Identification*. International Journal of Logistics Management, 29 (4): 1306-1324.

Ellram, Lisa M. and **Murfield, Monique L. Ueltschy** (2017) *Environmental Sustainability in Freight Transportation: A Systematic Literature Review & Agenda for Future Research*. Transportation Journal, 56 (3): 263-398

Murfield, Monique L., Boone, Christopher A., Rutner, Paige S. and Thomas, Rodney W. (2017) *Investigating Logistics Service Quality in Omni-Channel Retailing*. International Journal of Physical Distribution & Logistics Management, 47 (4): 263-296.

Murfield, Monique L. Ueltschy and Tate, Wendy L. (2017) *Buyer and Supplier Perspectives on Environmental Initiatives: Potential Implications for Supply Chain Relationships*. International Journal of Logistics Management, 28 (4): 1319-1350.

Murfield, Monique L. Ueltschy and Esper, Terry L. (2016) *Supplier Adaptation: A Qualitative Investigation of Customer and Supplier Perspectives*. Industrial Marketing Management, 59: 96-106.

Boone, Christopher A., Skipper, Joseph B., Murfield, Adam L. and **Murfield, Monique L. Ueltschy**, (2016) *Cargo Theft in the Motor Carrier Industry: An Exploratory Study*. Journal of Transportation Security, 9 (1/2): 57-70.

Murfield, Monique L. Ueltschy, Esper, Terry L., Tate, Wendy L., and Petersen, Kenneth J. (2016) *Supplier Role Conflict: An Investigation of Its Relational Implications and Impact on Supplier Accommodation*. Journal of Business Logistics, 37 (2): 168-184.
Winner of the 2016 Bernard J. LaLonde Best Paper Award, & Featured in Supply Chain Quarterly article December 2017.

Stolze, Hannah, **Murfield, Monique L. Ueltschy**, and Esper, Terry L. (2014) *The Role of Social Mechanisms in Demand and Supply Integration—An Individual Network Perspective*. Journal of Business Logistics, 36 (1): 49-68.

Thomas, Rodney W., Davis-Sramek, Beth, Esper, Terry L. and **Murfield, Monique L.**, (2014) *Attribution Effects of Time Pressure in Retail Supply Chain Relationships: Moving from 'What' to 'Why'*. Journal of Business Logistics, 35 (3): 225-240.
Finalist for the 2014 Bernard J. LaLonde Best Paper Award.

Norton Jr., William I., **Murfield, Monique L. Ueltschy**, and Baucus, Melissa S. (2014) *Leader Emergence: The Development of a Theoretical Framework*, Leadership and Organization Development Journal, 35 (6): 513-529.

Mollenkopf, D., Stolze, H., Tate, W., **Ueltschy, M.** (2010), *Green, Lean and Global Supply Chain Strategies*. International Journal of Physical Distribution and Logistics Management, 40 (1/2): 14-41.

Ueltschy, L.C., **Ueltschy, M.L.**, Fachinelli, A.C. (2007), *The Impact of Culture on the Generation of Trust in Global Supply Chain Relationships*, Marketing Management Journal, 17 (1): 15-26.

Articles Featuring My Research

Supply Chain Quarterly Staff. (2017) *When Suppliers and their Customers Don't See Eye-to-eye*. *Supply Chain Quarterly* Quarter 4 Issue. Available at <http://www.supplychainquarterly.com/articles/20171214-when-suppliers-and-their-customers-dont-see-eye-to-eye/>

Published Refereed Conference Proceedings (*Also presented)

Ellram, Lisa M., **Murfield, Monique L. Ueltschy**, and Giunipero, Larry. *Metrics of The Future: Moving Supply Management Beyond Cost Reduction*. Accepted to present at IPSERA Conference, April 2020: Knoxville, TN. *

Ellram, Lisa M., Tate, Wendy L., **Murfield, Monique L. Ueltschy**, and Holcomb, Mary. *The Impact of Logistics and Transportation Commoditization on Supply Chain Relationships and Firm Performance in the Automotive Industry*. Council of Supply Chain Management Professional Educators' Conference, Sept. 24, 2017: Atlanta, GA. *

Thomas, Stephanie, Eastman, Jacqueline, and **Murfield, Monique L. Ueltschy** (2016) *The Impact of Extra-Relational Factors and Negotiation Strategy Expectation Violations on Ongoing Buyer-Supplier Relationships*. Council of Supply Chain Management Professional Educators' Conference, September 25, 2016: Orlando, FL. *

Boone, Christopher A., **Murfield, Monique L. Ueltschy**, Rutner, Paige, and Thomas, Rodney W. (2015), *Exploring the Impact of Logistics Service Quality on Customer Satisfaction and Loyalty in an Omni-Channel Environment*. Council of Supply Chain Management Professionals Educators' Conference, September 26, 2015: San Diego, CA.*

Davis, Donna F., Golicic, Susan L., McCarthy-Bryne, Teresa M., and **Murfield, Monique L. Ueltschy**. (2015) *The Importance of Supply Chain Relationships in Omnichannel Fulfillment*. 18th Academy of Marketing Science World Marketing Congress, July 14-18, 2015: Bari, Italy.*

Murfield, Monique L. Ueltschy and Tate, Wendy L. (2011) *Environmental Purchasing: Current Themes and Directions for Theoretical Development*. Academy of Management Annual Meeting, August 12-16, 2011: San Antonio, TX.*

Ueltschy, M.L. and Tate, W.L. (2009) *The Impact of Environmental Initiatives on Buyer-Supplier Relationships—A Dyadic Perspective*. Council of Supply Chain Management Educators' Conference, September 20, 2009: Chicago, Illinois.*

Ueltschy, M., Stolze, H., Tate, W., Mollenkopf, D. (2009) *The Interface of Green, Lean and Global Supply Chain Strategies*. Midwest Decision Sciences Institute, April 16-18, 2009: Oxford Ohio.*

Ueltschy, L.C. and **Ueltschy, M.L.** (2006), *The Impact of Culture on the Generation of Trust in Global Supply Chain Relationships*. 4th Worldwide Research Symposium on Purchasing and Supply Chain Management (IPSERA), April 6-8, 2006: San Diego, CA.*

Sponsored Reports

Mollenkopf, D., Tate, W., Stolze, H., **Ueltschy, M.** (April 2010). *Green, Lean and Global Supply Chain Strategies: Final Report*. Sponsored by the United States Air Force.

Mollenkopf, D., Tate, W., Stolze, H., **Ueltschy, M.** (December 2009). *Integrated Life Cycle Management: A Systematic Approach to Improved Environmental and Financial Performance*. Sponsored by the United States Air Force.

Mollenkopf, D., Tate, W., Stolze, H., **Ueltschy, M.** (June 2009). *Green, Lean and Global Supply Chain Strategies: A Literature Review*. Sponsored by the United States Air Force.

Non-Refereed Trade/Practitioner Publications

Ueltschy, M. L., Stank, T. and Mentzer, J. T. (2009), *Supply Chain Risk and Mitigation Techniques in Health and Personal Care*, Industry Week E-Newsletter, Published August 17, 2009, available at http://www.industryweek.com/articles/supply_chain_risk_management_and_mitigation_techniques_in_health_and_personal_care_19751.aspx?Page=2.

RESEARCH UNDER REVIEW

Murfield, Monique L. Ueltschy, Ellram, Lisa M., and Giunipero, Larry C. *Evaluating the Identity of Purchasing & Supply Management: Roadblocks to Moving Beyond a Cost-Focused Identity*. Revision 1 submitted on January 7, 2021 to Journal of Purchasing and Supply Management.

Yao, Jin and **Murfield, Monique L. Ueltschy**. *Buy Online and Out-of-Stock in Store: Direct and Conditional Indirect Effects of Cross-Channel Substitution Policy on Negative Word-of-Mouth Intent*. Revise and Resubmit received October 24, 2020; revision in process for Journal of Business Logistics.

RESEARCH IN PROGRESS

Thomas, Rodney W. and **Murfield, Monique L. Ueltschy**. *Nudge Theory in Practice: Demand Shaping more Sustainable Supply Chains*. Revising paper to submit to Journal of Supply Chain Management.

Murfield, Monique L. Ueltschy and Thomas, Rodney W. *Managing Supply Chain Sustainability and Returns in and Omnichannel Environment: A Qualitative Investigation*. Early stages of project design.

Norton Jr., William I. and **Murfield, Monique L. Ueltschy**, *Leader Emergence and Perceived Leadership Fit in Business Teams*. Manuscript under revision, collected new data Dec. 2019.

Ellram, Lisa M., **Murfield, Monique L. Ueltschy**, and Giunipero, Larry C. *Supply Management's Strategic Contribution and Metrics: A Case of Misalignment*. Qualitative data collected, manuscript development in process.

COMPETITIVE GRANTS & SCHOLARSHIPS AWARDED

Ellram, Lisa M., Giunipero, Larry C. and **Murfield, Monique L. Ueltschy**. *Metrics of The Future: Moving Supply Management Beyond Cost Reduction*. Competitive research grant awarded by CAPS Research, Tempe, AZ; Funded May 2019-April 2020 for \$32,000.

Boone, Christopher A. and Murfield, Monique L. Ueltschy, "Exploring the Impact of Logistics Service Quality on Customer Satisfaction and Loyalty in an Omni-Channel Environment." Competitive research grant awarded by the College of Business Administration, Georgia Southern University, Summer 2014 for \$10,000.

Murfield, Monique L. Ueltschy, "Exploring the Role of Logistics Service Providers in Facilitating Cross-Cultural Relationships." Competitive research grant awarded by the College of Business Administration, Georgia Southern University, Summer 2013 for \$15,000.

Murfield, M.L., "Supplier Adoption of Environmental Initiatives in Asymmetric Relationships: Influence of Supplier Tolerance and Satisfaction". *Dissertation Research* (Title changed since submitted proposal for grant). *Recipient of Institute of Supply Management Doctoral Dissertation Grant: Awarded June 2011, \$12,000*.

Ueltschy, M.L. and Tate, W.L. "The Impact of Environmental Initiatives on Buyer-Supplier Relationships—A Dyadic Perspective". Funded by the University of Tennessee: Department of Marketing and Logistics, Summer Research Project 2009. Budgeted Amount: \$1000.

PROFESSIONAL PRESENTATIONS

Other Professional Conference Presentations (not in refereed proceedings)

Murfield, Monique L. Ueltschy and Jin, Yao (2016) *Logistics capabilities in omnichannel distribution: consumer perceptions of integrated inventory availability information & delivery fulfillment options*. Decision Sciences Institute Annual Conference, November 19-22, 2016: Austin, TX.

Murfield, Monique L. Ueltschy and Esper, Terry L. (2013) *Exploring Moderating Conditions of the Benefits of Supplier Adaptation: The Buyer Perspective*. North American Research Symposium, Institute for Supply Management, March 14-15, 2013: Phoenix, AZ.

Murfield, Monique L. Ueltschy and Esper, Terry L. (2012) *Exploring Moderating Conditions of the Benefits of Supplier Accommodation for Buying Firms*. Decision Sciences Institute Annual Conference, November 17-20, 2012: San Francisco, CA.

Ueltschy, Monique L. (2010) *The Role of 3PL Relationships in Logistics Outsourcing Performance*. Decision Sciences Institute Annual Conference, November 20-23, 2010: San Diego, CA.

Invited Research Presentations

Murfield, Monique L. Ueltschy (2012) *Supplier Accommodation of Customers—Relationship Implications and Supply Chain Risk Mitigation*. Institute for Supply Management—Cincinnati Chapter, March 12, 2012: Cincinnati, OH.

Murfield, Monique L. Ueltschy (2012) *Supplier Accommodation of Customers—Implications for Supply Chain Relationship Management*. Institute for Supply Management—Charlotte Chapter, February 13, 2012: Charlotte, NC.

Murfield, Monique L. Ueltschy (2011) *Investigating Supplier Accommodation of Customers—The Supplier's Perspective*. Institute for Supply Management—East Tennessee Chapter, September 22, 2011: Knoxville, TN.

SERVICE TO PROFESSIONAL SOCIETIES

Involvement at Professional Meetings and Workshops

- Faculty Participant, WISE (Women Impacting Supply Chain Excellence) leadership conference, Virtual, Hosted by the University of Arkansas, October 2020
- Faculty liaison & Educator participant, National Retail Federation Foundation's Student Program, January 9-12, 2020: New York City, NY.

- Faculty participant, Logistics Doctoral Symposium, Ohio State University, April 4-6, 2019: Columbus, OH.
- Faculty participant, research roundtable discussions, Logistics Doctoral Symposium, Auburn University, February 23-25, 2017: Auburn, AL.
- Session Chair, Decision Sciences Institute Annual Conference, November 19, 2016: Austin, TX.
- Faculty participant, research roundtable discussions, Logistics Doctoral Symposium, Michigan State University, February 21-23, 2016: East Lansing, MI.
- New Faculty Development Consortium, Decision Sciences Institute Annual Conference, November 20, 2015: Seattle, WA.
- New Faculty Development Consortium, Decision Sciences Institute Annual Conference, November 17, 2012: San Francisco, CA.
- Donald J. Bowersox Doctoral Symposium, Council for Supply Chain Management Professionals Annual Global Conference, October 2, 2012: Atlanta, GA.
 - Faculty Leader for: Roundtable session “Innovation in Teaching”
- Doctoral Symposium, Decision Sciences Institute Annual Conference, November 2011: Boston, MA.
- Logistics Doctoral Symposium, University of Tennessee, March 31-April 2, 2011: Knoxville, TN.
- Doctoral Consortium, Council of Supply Chain Management Professionals Global Annual Conference, September 27, 2010: San Diego, CA.

Membership and Involvement in Professional Organizations

- Council of Supply Chain Management Professionals, 2009-Present
 - Co-Chair for CSCMP Academic Research Symposium Sept. 2020
 - Track Chair for CSCMP Academic Research Symposium, 2019
 - CSCMP SC Pro Certification Committee, Feb 2018- Oct. 2019
 - 2017 CSCMP Doctoral Dissertation Award Committee
- Academy of Management, 2011-Present
- Decision Sciences Institute, 2010-Present

Editorial Review Boards

Journal of Supply Chain Management, March 2017 to present

Journal of Business Logistics, November 2018 to present

International Journal of Physical Distribution & Logistics Management, Dec. 2016 to present

Also a Reviewer for:

- *Decision Sciences Journal of Innovative Education*, 2015 to present
- *Journal of Purchasing & Supply Management*, 2011 to present
- *International Journal of Logistics Management*, 2016 to present
- *Transportation Journal*, 2017 to present

Reviewing for Conferences

- Co-Chair, CSCMP Academic Research Symposium 2020
- 2020 IPSERA Program Committee
- 2018 Council of Supply Chain Management Academic Research Symposium—Logistics track and Teaching & Innovation track
- 2016 Decision Sciences Institute Annual conference—Logistics track
- 2016 Council of Supply Chain Management Professionals Educators' Conference—Supply management track
- 2015 Council of Supply Chain Management Professionals Educators' Conference—Case Study Track
- 2012 Council of Supply Chain Management Professionals Educators' Conference
- 2011 Academy of Marketing Science Annual Conference—Industrial Marketing & Supply Chain Track
- 2010 Australia & New Zealand Marketing Academy Conference—Distribution Channels and SCM Track
- 2010 Council of Supply Chain Management Professionals Educators Conference—Competitive Research Papers
- 2010 Academy of Marketing Science Annual Conference—SCM Track

SERVICE TO MIAMI UNIVERSITY

Departmental Service

- Department “Faculty Ambassador”, Canvas transition to Online Learning, Spring 2020
- Started programming for “Women in Supply Chain” activities, Fall 2019
 - Served as Faculty Lead for student trip to *WISE (Women Impacting Supply Chain Excellence) Leadership Symposium* at the University of Arkansas, October 9-11, 2019
 - Hosted first “Coffee and Conversation” highlighting Women in Supply Chain Management, at Miami University, November 2019
- Served on Committee for Program Review & Strategic Planning for Dept. of Management, Spring 2019
- Served on Search Committee for SCOM Faculty, Fall 2018
- Served on Search Committee for SCOM Faculty, Fall 2016

Division (FSB) Level Service

- Career Services Committee for FSB, August 2018 to present
- Make it Miami, Spring 2018 to present (present for SCOM each semester)

University-Level Service

Fall 2016 New Faculty Orientation

- Invited panel speaker for: “Recently Hired New Faculty Panel”

- Spoke on advice to new faculty about how to get started successfully, what Miami students are like, how to be successful in balancing classroom and research goals, and answered questions in an open discussion with new faculty in orientation.

Service to Students

- Faculty Advisory, Delight Ministries—Fall 2018 to present
- *Summer Reading Program*—Served as Faculty Facilitator, August 2017 & August 2019
- Served as Faculty Lead for student trip to *WISE (Women Impacting Supply Chain Excellence) Leadership Symposium* at the University of Arkansas, October 9-11, 2019

INDUSTRY EXPERIENCE

Buyer (August 2006-July 2008)

Pressure Connections Inc., Columbus, OH

- Responsible for managing purchasing contracts and relationships with key domestic and international suppliers
- Coordinated inbound logistics operations from suppliers to manufacturing & distribution facility
- Worked internally with sales and customers service to expedite customers' orders and gain supplier information on due dates, quality specifications, and bulk order pricing
- Coordinated all product training for new employees

International Marketing Research Intern (Summer 2005)

Sauder Furniture Inc., San Ramon, Costa Rica

- Travelled with sales representatives around Costa Rica to do customer satisfaction interviews with distributors and business customers of Sauder Furniture
- Reviewed and analyzed data from interviews and customer satisfaction survey to provide a summary and recommendations to the local affiliate in Costa Rica and to Sauder's corporate office