

West Virginia University
Supply Chain Management Program
John Chambers College of Business and Economics
83 Beechurst Ave., Ste. 6005, P.O. Box 6025.
Morgantown, WV 26506

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ACADEMIC EMPLOYMENT

- West Virginia University, Morgantown, WV.** **June 2022-present**
Associate Professor of Supply Chain Management;
Coordinator, Supply Chain Management Program (since October 2022);
Affiliated Faculty, Center for Free Enterprise (since April 2023),
John Chambers College of Business and Economics.
- Pontifical Catholic University of Chile (UC Chile), Santiago, Chile.** **Sep 2018-May 2022**
Assistant Professor of Business Analytics and Quantitative Methods, School of Management.
- Clemson University, Clemson, SC.** **Aug 2015-Aug 2018**
Assistant Professor of Operations Management, College of Business and Behavioral Sciences.
- The Pennsylvania State University, University Park, PA.** **Jan 2009-May 2015**
Graduate Assistant, Department of Economics and Smeal College of Business.
- University of the Andes, Santiago, Chile.** **Mar 2006-Jul 2008**
Research Professor, ESE Business School and Faculty of Engineering and Applied Sciences.
- Pontifical Catholic University of Chile (UC Chile), Santiago, Chile.** **Aug 2005-Jul 2006**
Adjunct Instructor, Faculty of Economics and Management Sciences.

EDUCATION

- The Pennsylvania State University at University Park**
- Ph.D., Business Administration, concentration in Supply Chain and Information Systems. 2015
Dissertation title: "Complexity in Procurement Decision Making."
Committee: V. Daniel R. Guide, Jr. (advisor/co-chair), Brent B. Moritz (advisor/co-chair),
N. Edward Coulson, Terry P. Harrison.
- M.S., Business Administration, concentration in Supply Chain and Information Systems. 2012
Thesis title: "How to Compete Against a Behavioral Newsvendor."
- M.A., Economics. 2010
Thesis title: "Hedonic Estimation with Unobserved Characteristics: An Application to the
Housing Market in Santiago, Chile."
- Pontifical Catholic University of Chile (UC Chile)**
- Magister (M.S.), Economics, concentration in Public Policy. 2005
Commercial Engineer (professional degree), major in Economics. 2005
Specialist in Applied Macroeconomics, Inter-American Program in Applied Macro (PIMA). 2004
Licentiate (B.Sc.), major in Economics and Management Sciences. 2004

RESEARCH INTERESTS

Domain expertise:

- Transparency in supply chains
- Auctions and procurement
- Healthcare ops. management
- Public sector decision making
- Behavioral aspects in ops. management

Methodological expertise:

- Econometrics/Statistics.
- Microeconomics/Industrial Organization
- Laboratory experiments.

JOURNAL ARTICLES (All publications indexed in the Web of Science SSCI/SCIE Core Collection)

IF: Impact factor; AI: Article influence score; **FT50**: Top 50 business journals used for the Financial Times rankings; **UTD24**: Top 24 business journals used for the UT Dallas Top 100 Business Schools rankings; **SCM8**: Top 8 supply chain/operations journals used on the scmlist.com website to rank Supply Chain groups; * = I am corresponding author. † = names listed either alphabetically or reverse-alphabetically.

15. Barroilhet, A., M. Silva, **B.F. Quiroga***. “Modeling Appeals in University Accreditation in Chile: An Exploratory Study.” *Studies in Higher Education*, forthcoming (accepted September 2024). <https://doi.org/10.1080/03075079.2024.2402958> (Note: IF 2023: 3.7, AI 2023: 1.241)
14. Price, B., J.P. Saldanha, **B.F. Quiroga**, S. Hodder, “Maintaining Healthcare Capacity in Rural America by Replenishing Personal Protective Equipment: The Case from West Virginia.” *INFORMS Journal on Applied Analytics*, forthcoming (accepted January 2024). <https://doi.org/10.1287/inte.2023.0047> (Note: IF 2023: 1.1, AI 2023: 0.406)
13. Lee, B.W.-H., L. Fredendall, A.V. Roth, S. Sternberg, **B.F. Quiroga***. “An Empirical Analysis of Process Improvement from Best Practice Adoption: A Study of Stroke Care Best Practices.” *Journal of Operations Management*, 70(4): 630-653, June 2024. <https://doi.org/10.1002/joom.1301> (Note: IF 2022: 7.8, AI 2022: 2.912, **FT50**, **UTD24**, **SCM8**)
12. † Budler, M., **B.F. Quiroga***, P. Trkman. “A Review of Supply Chain Transparency Research: Antecedents, Technologies, Types, and Outcomes.” *Journal of Business Logistics*, 45(1): e12368, January 2024. <https://doi.org/10.1111/jbl.12368> (Note: 8 citations in Google Scholar as of September 2024; IF 2022: 10.3, AI 2022: 1.781, **SCM8**)
11. Lagzi, S., **B.F. Quiroga***, G. Romero, N. Howard, T.C.Y. Chan. “Negative Externality on Service Level across Priority Classes: Evidence from a Radiology Workflow Platform.” *Journal of Operations Management*, 69(8): 1257-1281, December 2023. <https://doi.org/10.1002/joom.1252> (Note: 7 citations in Google Scholar as of September 2024; IF 2022: 7.8, AI 2022: 2.912, **FT50**, **UTD24**, **SCM8**)
 - Presented at **ACM EC’21**, Workshop on Operations of People-Centric Systems, July 23rd, 2021.
 - Finalist, Canadian Operations Research Society Student Paper Competition (for S. Lagzi), Open Category, 2020.Press coverage:
 - Imaging Wire: <https://theimagingwire.com/newsletter/radiology-cherry-picking>
 - Radiology Business: <https://radiologybusiness.com/topics/health-it/enterprise-imaging/imaging-informatics/remote-radiologists-prioritize-financial-gain-when-choosing-reads-2-possible-fixes>
 - WVU Today: <https://wvutoday.wvu.edu/stories/2023/05/16/as-patients-wait-for-imaging-results-wvu-research-links-delays-with-how-online-radiologists-get-paid>
10. † **Quiroga, B.F.***, C. Vásquez, M.I. Vicuña. “Nonlinear Time Series Forecasts for Decision Support: Short-term demand for ICU beds in Santiago, Chile during the 2021 COVID-19 pandemic.” *International Transactions in Operational Research*, 30(6): 3400-3428, November 2023. <https://doi.org/10.1111/itor.13222> (Note: 6 citations in Google Scholar as of September 2024; IF 2021: 3.610, AI 2021: 0.644)
 - Lead article, special issue on “Decision Support: Combining Technology and Algorithms to Solve Complex Problems.”
9. † Besfamille, M., D.A. Jorrat, O. Manzano, **B.F. Quiroga**, P. Sanguinetti. “How Do Subnational Governments React to Shocks to Different Revenue Sources? Evidence from Hydrocarbon-Producing Provinces in Argentina.” *Journal of Urban Economics*, 136(103558): 1-20, July 2023. <https://doi.org/10.1016/j.jue.2023.103558> (Note: 6 citations in Google Scholar as of September 2024; IF 2021: 5.456, AI 2021: 3.430)
8. † Barroilhet, A., R. Ortiz, **B.F. Quiroga***, M. Silva. “Exploring Conflict of Interest in University Accreditation in Chile.” *Higher Education Policy*, 35(2): 479-497, June 2022. <https://doi.org/10.1057/s41307-020-00217-7> (Note: 18 citations in Google Scholar as of September 2024; IF 2020: 2.629, AI 2020: 0.667)

7. **Quiroga, B.F.***, F. Aldunate. “Nonparametric Identification and Estimation of Score Auctions in Multi-Attribute Procurement.” *Operations Research Letters*, 49(5): 748-751, September 2021. <https://doi.org/10.1016/j.orl.2021.08.003> (Note: 5 citations in Google Scholar as of September 2024; IF 2020: 1.154, AI 2020: 0.0551)
 6. † Vicuña, M.I., C. Vásquez, **B.F. Quiroga***. “Forecasting the 2020 COVID-19 epidemic: A multivariate Quasi-Poisson regression to model the evolution of new cases in Chile.” *Frontiers in Public Health*, 9: 610479, April 2021. <https://doi.org/10.3389/fpubh.2021.610479> (Note: 17 citations in Google Scholar as of September 2024; IF 2020: 3.709, AI 2020: 1.138)
 5. **Quiroga, B.F.**, B.B. Moritz, V.D.R. Guide, Jr. “The Role of Transparency in Procurement: Revealed vs. Concealed Scoring Rules in Sealed Bid A+B Auctions.” *Journal of Operations Management*, 67(1): 71-81, January 2021. <https://doi.org/10.1002/joom.1104> (Note: 11 citations in Google Scholar as of September 2024; IF 2019: 4.673, AI 2019: 2.585, **FT50**, **UTD24**, **SCM8**)
 4. **Quiroga, B.F.***, B. Moritz, A. Ovchinnikov. “Behavioral Ordering, Competition and Profits: An Experimental Investigation.” *Production & Operations Management*, 28(9): 2242-2258, September 2019. <https://doi.org/10.1111/poms.13032> (Note: 18 citations in Google Scholar as of September 2024; IF 2018: 2.171, AI 2018: 1.344, **FT50**, **UTD24**, **SCM8**)
- Press coverage:
- Smith Insight: https://smith.queensu.ca/insight/content/research_brief_why_you_cant_be_trusted_to_restock_your_shelves.php
 - INSEAD Knowledge: <https://knowledge.insead.edu/operations/managerial-biases-cost-your-firm-more-you-think>
3. Lonati, S., **B.F. Quiroga**, C. Zehnder, J. Antonakis. “On doing relevant and rigorous experiments: Review and recommendations.” *Journal of Operations Management*, 64(1): 19-40, November 2018. <https://doi.org/10.1016/j.jom.2018.10.003> (Note: 286 citations in Google Scholar as of September 2024; IF 2017: 4.899, AI 2017: 2.265, **FT50**, **UTD24**, **SCM8**)
 2. Ovchinnikov, A., B. Moritz, **B.F. Quiroga**. “How to Compete Against a Behavioral Newsvendor.” *Production & Operations Management*, 24(11): 1783-1793, November 2015. <https://doi.org/10.1111/poms.12361> (Note: 56 citations in Google Scholar as of September 2024; IF 2015: 1.732, AI 2015: 1.049, **FT50**, **UTD24**, **SCM8**)
- Press coverage:
- Smith Insight: <https://smith.queensu.ca/insight/content/out-stocking-your-competitor.php>
1. Martínez, J.I., B.S. Stöhr, **B.F. Quiroga**. “Family Ownership and Firm Performance: Evidence from Public Companies in Chile.” *Family Business Review*, 20(2): 83-94, June 2007. <https://doi.org/10.1111/j.1741-6248.2007.00087.x> (Note: 553 citations in Google Scholar as of September 2024; IF 2007: 0.675, AI 2022: 2.406).

ARTICLES IN REVIEW PROCESS/WORKING PAPERS

- Lee, M.K., A.V. Roth, **B.F. Quiroga***, R. Verma. “Effects of Customer Experiences on Customer-Perceived Value in Wellness-Centric Hotel Stays.” Under review, *Decision Sciences*.
- **Quiroga, B.F.*** “Addressing endogeneity with insufficient instruments: A practical guide to Heteroskedasticity-based Instrumental Variables.” Imminent submission, *Journal of Operations Management*.
- † Vicuña, M.I., C. Vásquez, **B.F. Quiroga***. “Generalized Minimum Distance Estimators for Locally Stationary Processes.” Imminent submission, *INFORMS Journal on Computing*.
- † Vásquez, C., **B.F. Quiroga***, W. Palma. “An estimator for locally stationary, long-memory stochastic processes.” Imminent submission, *Operations Research*.
- Raineri, A., **B.F. Quiroga***. “Employees’ affects and beliefs as antecedents of OCB towards change implementation.” Imminent submission, *Human Relations*.

WORKS IN PROGRESS (*Selection*)

- † Budler, M., **B.F. Quiroga***, P. Trkman. “An Empirical Analysis of Operational Supply Chain Transparency: From Antecedents and Technologies to Outcomes.” Targeted for submission to the *Journal of Business Logistics*.
- † Ben-Eliezer, R.N., **B.F. Quiroga***. “Replication: Designing Incentive Systems for Truthful Forecast Information Sharing Within a Firm.” Replication study under preparation.
- † Poblete, J., **B.F. Quiroga***, M. Sauma. “Commercialization Price Differences in Pharmaceutical Products.” Targeted for submission to *Management Science*.
- † Harrison, R., R. Muñoz, **B.F. Quiroga***. “Auctions with Resale.” Targeted for submission to *Transportation Research, Part B: Methodological*.
- Ruiz-Tagle, C.J., M. Sepúlveda, J. Muñoz-Gama, **B.F. Quiroga**. “PMSAI: a methodology for applying Process Mining to Supreme Audit Institutions developed using Design Science.”
- † Moritz, B.B., **B.F. Quiroga**, X. Wu. “Behavioral Analysis of A+B Procurement Auctions: Competition, Complexity and Overbidding.”
- † Hazlett, T.W., **B.F. Quiroga**. “Market Structure and Outputs in Mobile Markets.”
- Tungtisanont, N., A.V. Roth, **B.F. Quiroga**, V. Tangcharoensathien. “Antecedents of Financial Recovery Effectiveness from Floods: An Empirical Analysis of Flooding in Thailand.”

CONFERENCE PRESENTATIONS

- “Employees’ affects and beliefs as antecedents of OCB towards change implementation.” (with A. Raineri)
 - Decision Sciences Institute Annual Meeting, 2024 (forthcoming)
 - INFORMS Annual Meeting, 2024 (forthcoming)
- “Maintaining Healthcare Capacity in Rural America by Replenishing Personal Protective Equipment: The Case from West Virginia.” (with B.S. Price, J.P. Saldanha, and S. Hodder)
 - Decision Sciences Institute Annual Meeting, Atlanta, GA. November 19th 2023.
 - INFORMS Annual Meeting, Phoenix, AZ. October 18th 2023.
 - Intl. Fed. of Operational Research Societies (IFORS) conference, Santiago, Chile, July 13th 2023.
- “Generalized Minimum Distance Estimators for Locally Stationary Processes.” (with M.I. Vicuña and C. Vásquez)
 - IV Economics Alumni Workshop, UC Chile Economics Institute, Santiago, Chile. December 27th 2022.
- “Procurement Auctions with Resale.” (with R. Harrison and R. Muñoz)
 - INFORMS Annual Meeting, Indianapolis, IN. October 16th 2022.
- “Negative Spillover on Service Level across Priority Classes: Evidence from a Radiology Workflow Platform.” (with T.C.Y. Chan, N. Howard, S. Lagzi, and G. Romero).
 - INFORMS Annual Meeting, Anaheim, CA. October 26th 2021.
- “Nonparametric Identification of Score Auctions in Multi-Attribute Procurement.” (with F. Aldunate)
 - INFORMS Annual Meeting, Online Virtual Presentation. November 6th 2020.
 - Production and Operations Management Society (POMS) Annual Meeting, Atlanta, GA. May 12th 2014.
 - INFORMS Annual Meeting, Minneapolis, MN. October 6th 2013.
- “An Evaluation of Nonstandard Solutions to Weak Instruments Under Endogeneity.”
 - First Economics Alumni Workshop, UC Chile Economics Institute, Santiago, Chile. December 17th 2019.
 - INFORMS Annual Meeting, Seattle, WA. October 21st 2019.
- “Addressing endogeneity with insufficient instruments: A practical guide to Heteroskedasticity-based Instrumental Variables.”
 - INFORMS Annual Meeting, Phoenix, AZ. November 7th 2018.
- “Multi-dimensional Auctions, Public Contests and the Winner’s Curse”
 - INFORMS Annual Meeting, Houston, TX. October 25th 2017.
- “Score Auction Bidding Under Quality Uncertainty: Effort, Risk and Agency Considerations” (with D. Nielubowicz)
 - Production and Operations Management Society (POMS) Annual Meeting, Seattle, WA. May 5th 2017.

- “Behavioral Analysis of A+B Procurement Auctions: Competition, Complexity and Overbidding” (with B.B. Moritz and X. Wu)
– INFORMS Annual Meeting, Nashville, TN. November 13th 2016.
- “Transparency and Complexity in Multi-Attribute Procurement Auctions” (with B.B. Moritz and V.D.R. Guide).
– Production and Operations Management Society (POMS) Annual Meeting, Lake Buena Vista, FL. May 6th 2016.
– INFORMS Annual Meeting, Philadelphia, PA. November 4th 2015.
- “Behavioral Ordering and Lost Profits: Inventory, Competition and Policy.” (with B.B. Moritz and A. Ovchinnikov).
– INFORMS Annual Meeting, Philadelphia, PA. November 3rd 2015.
- “A Behavioral Model for Overbidding in Sealed-Bid Procurement Auctions.” (with B.B. Moritz and V.D.R. Guide).
– INFORMS Annual Meeting, San Francisco, CA. November 11th 2014.
- “Behavior in Split Awards Auctions: Theory and Experiments” (with A. Chaturvedi, D. Beil, and E. Katok).
– INFORMS Annual Meeting, Phoenix, AZ. October 15th 2012.
– Behavioral Research in Operations Management Conference (BOM), Young Scholars Workshop, Washington, DC. June 9th 2012.

SEMINAR PRESENTATIONS

- 2014: University of Navarra (IESE),
 2015: Clemson University (CBBS), Emory University (Goizueta)
 2016: Penn State University (Smeal)
 2018: UC Chile (FACEA), University of the Andes (SB&E), University of Chile (ISCI/FCFM)
 2021: University of Oklahoma (Price), West Virginia University (Chambers), University of Ljubljana (SEB)
 2022: Penn State Erie (Black)
 2023: HEC Montreal (L&OM), West Virginia University (Chambers)
 2024: University of the Andes (ESE), UC Chile (DICI/IE)

TEACHING

- Procurement (UG, Supply Chain Management/Management Science)
- Logistics and Operations (UG, Supply Chain Management/Management Science)
- Sourcing and Supply Management (UG, Global Supply Chain Management)
- Logistics and Distribution Management (UG, Global Supply Chain Management)
- Operations and Supply Chain Management (G, Healthcare MBA)
- Project Management in Healthcare (G, module in Healthcare MBA)
- Supply Chain Management (UG, General Business Core)
- Operations Management (UG, Management Science)
- Applied Math for Economics and Business (UG, Economics/Management Science)
- Optimization Methods (UG, Economics/Management Science)
- Purchasing with Procurement Auctions (Ex. Ed., module in focused program on Digital Procurement)
- Supply Chain Analytics (UG, Supply Chain & Information Systems)
- Econometrics (UG, Economics)
- Microeconomics (UG, Economics)
- Advanced Topics in Econometrics (UG, Industrial Engineering)
- Intro to Econometrics and Optimization (G, MA in Applied Macro/PIMA)
- Summer Math Camp (G, MA in Applied Macro/PIMA)
- Decision Analysis and Data Analysis (G, MBA)
- Statistical Inference (UG, Economics/Management Science)

PHD STUDENTS (*Defense year in parentheses*)

- Keber, Tomi Logistics, U. of Ljubljana (2025 – expected)
- Ruiz-Tagle, Camilo José Computer Science, UC Chile (2025 – expected)
- Lagzi, Saman Operations Mgmt. & Statistics, U. Toronto (2022)
- Wu, Xiaosong (Andy) Economics, Clemson U. (2019)
- Lee, Woo-Hye (Brandon) Operations Management, Clemson U. (2018)
- Tungtisanont, Niratcha (Grace) Operations Management, Clemson U. (2017)

PEER REVIEW JOURNALS SERVICE (AD HONOREM):

- Editorial Board:
 - Journal of Operations Management (*Associate Editor since 2016; Referee 2011 to 2016*)
 - Decision Sciences Journal (*Associate Editor since 2022*)
- Ad-hoc refereeing:
Manufacturing & Service Operations Management; Journal of Business Logistics; Production & Operations Management; European Journal of Operational Research; IEEE Transactions in Engineering Management; Leadership Quarterly; Journal of Purchasing and Supply Management; Economic Inquiry; Behaviour & Information Technology; Journal of Trust Research; Intl. J. of Physical Distribution & Logistics Management; Frontiers in Public Health; Anais da Academia Brasileira de Ciencias; Journal of Regional Science; Real Estate Economics; Higher Education Quarterly
- Other:
 - Reviewer for Fondecyt/ANID grants.
 - Invited judge, Elwood S. Buffa 2022 Dissertation Award, Decision Sciences Institute.

CURRENT MEMBERSHIP IN PROFESSIONAL SOCIETIES:

- Institute for Operations Research and the Management Sciences (INFORMS)
- INFORMS Computing Society (ICS)
- Decision Sciences Institute (DSI)

GRANTS, HONORS AND AWARDS

- Associate Editor Outstanding Service Honorable Mention Award, Journal of Operations Management, ASCM 2022
- Public Agency for Research (Slovenian NSF) *Scientific Research Cooperation Grant* between Slovenia and the US (Role: Co-PI. Amount: \$3,000) 2022-2024
- ANID (Chilean NSF) *Fondecyt Initiation Grant* No. 11191014 (Role: Principal Investigator. Amount: \$71,200) 2019-2021
- Associate Editor Service Award for Outstanding Service, Journal of Operations Management, ASCM 2017
- Liberti-Olian Scholarship Award, Penn State 2014-2015
- Penn State University Graduate Scholarship 2009-2015
- Chilean President of the Republic Doctoral Fellowship (declined) 2008
- Fulbright Scholarship for Faculty Development (declined) 2008
- Inter-American Program in Applied Macro (PIMA) full scholarship, UC Chile/IADB 2004
- Honor Scholarship for Best Admitted Students, UC Chile 2000
- Best National Score Award, Mathematics PAA (Chilean SAT) 1999