JOHN M. DICKENS, LtCol, Ph.D. USAF Retired
Associate Professor of Supply Chain Management
The Citadel
171 Moultrie St, Charleston SC 29409
Email: jdicken2@citadel.edu
Phone: (937) 409-0194

EDUCATION

Ph.D., Business, Logistics Systems, University of North Texas, 2018
MS, Logistics and Supply Chain Management, AFIT, 2011
BS, U.S. History, USAF Academy, 2002

ACADEMIC EXPERIENCE

2018 Assistant Professor of Logistics and Supply Chain Management, Operational Sciences, Graduate School of Engineering and Management AFIT, WPAFB, OH
2023 Associate Professor of Supply Chain Management, Department of Marketing, Supply Chain Management, and Economics, The Citadel, Charleston, SC

TEACHING INTERESTS

Supply chain management, maintenance and sustainment, strategic sourcing, transportation, operations management, discrete event simulation, research methods and organizational behavior.

PRIMARY RESEARCH

Supply chain resilience, sustainment, value creation, performance-based logistics, transportation, consumer and human behavior, artificial intelligence, and textual analysis.

PEER REVIEWED PUBLICATIONS (student co-authors underlined)

1. Nowicki, D., **Dickens J**., Randall, W.S., 2026. Supply Chain Sorcery: A practical approach to measure and demystify Performance-Based Contracts. *International Journal of Production Economics.* ABDC rank: A
2. **Dickens, J.,** Uvet, H., Bauman, A., Kwon, HY., 2026. The big six model of AI trust: A unifying framework and 20-item scale for knowledge creation, *Journal of Knowledge Management* (Accepted). ABDC rank: A
3. Uvet, H., **Dickens, J.**, D'Agostino, J., & Mayadunne, S., 2026. Exploring Critical Supplier Selection Criteria for Performance-Based Contracting: Insights from the Defense Industry. *International Journal of Productivity and Performance Management*. ABDC rank: B
4. Rosenbaum, M., & **Dickens, J**. 2025. Commentary: the social impact of third places on business, communities and well-being. *Journal of Social Impact in Business Research*, *1*(2), 70–78.
5. Uvet, H., Oh, J.Y., **Dickens, J**., Park, A., Hazen, B., 2025. How Blockchain Technology Utilization Influences Corporate Social Responsibility through Supply Chain Transparency and the Role of Supplier Risk, *International Journal of Logistics Management*. ABDC rank: A

6. Zimmermann, J., Champagne, L.E., **Dickens, J**., Hazen, B. 2024. Approaches to Improve Preprocessing for Latent Dirichlet Allocation Topic Modeling, *Decision Support Systems*. ABDC rank: A*
7. **Dickens, J.**, Uvet, H., Anderson, J., Ponomarov, S., Nowicki, D., 2024. An empirical examination on firm innovativeness and supply chain resilience: the role of information sharing from a dynamic-capabilities view, *Knowledge and Process Management Journal*. ABDC rank: B
8. Uvet, H., **Dickens, J.**, Anderson, J., Glassburner, AV., Boone, C., 2024. A hybrid e-logistics service quality approach: modeling the evolution of B2C e-commerce, *Int. J. of Logistics Management*. ABDC rank: A
9. Hwang, S., Joo, S.J., Min, H. and **Dickens, J.M**., 2023. Examining the roles of buyer knowledge protectiveness and supplier absorptive capacity in joint new product development. *International Journal of Services and Operations Management*, *46*(2), pp.209-231.
10. **Dickens, J.M**., Anderson, J.R., Reiman, A., Uvet, H. and Nowicki, D.R., 2023. Supply chain resilience: an empirical examination of the bouncing back or forward phenomenon. *International Journal of Logistics Research and Applications*, *26*(2), pp.190-210. ABDC rank: B
11. Stanton, M.A., Anderson, J., **Dickens, J.M**. and Champagne, L., 2022. Supply chain resilience: how autonomous rovers empirically provide relief to constrained flight line maintenance activities. *Journal of Defense Analytics and Logistics*, *6*(1), pp.2-20.
12. Slottje, J., Anderson, J., **Dickens, J.M**. and Reiman, A.D., 2022. Pilot development: an empirical mixed-method analysis. *Journal of Defense Analytics and Logistics*, *6*(1), pp.21-45.
13. O'Neal, TR., **Dickens, J.**, Champagne, LE., Glassburner, AV., Anderson, J., Breitbach, T., 2022. Sortie-based aircraft component demand rate to predict requirements, *Journal of Defense Analytics and Logistics*. 5(2): 214-223.
14. Classi, C., Nowicki, D.R., **Dickens, J.**, Glassburner, A., 2021. A Redesign Decision Model for Large Scale Complex Sustainment-Dominated Systems, *IEEE Transactions on Engineering Management*. ABDC rank: A
15. Brubakken, A., **Dickens, J.**, and Anderson, J., 2020. Contractual Procurement Alternatives of Air Force Contingency Pharmaceuticals: A Cost-Benefit Analysis, *Journal of Defense Analytics and Logistics*. 4(2): 111-128.
16. Glassburner, A., Nowicki, D.R., Sauser, B., Randall, W.S., and **Dickens, J.**, 2018. Theory of Paradox Within Service-Dominant Logic, *Service Science.* 10(2): 111-123. ABDC rank: B

UNDER REVIEW (student co-authors underlined**)**

1. D'Agostino, J., **Dickens, J.,** Champagne, L., Nowicki, D. Performance-Based Contracting: Uncovering Positive Hidden Action and Incidental Goal Conflict. *Int'l Journal of Physical Distribution & Logistics Management.* Second Revision.
2. **Dickens, J.**, Rosenbaum, M., Gligor, D., Ponomarov, S. Drivers and Consequences of Co-production in Health Care Services: The Role of Transaction Costs. *Health Marketing Quarterly*. Third Revision.
3. **Dickens, J.,** Uvet, H., Bauman, A., Hiott, S. From Trust to Stewardship: The Role of AI Adoption and Supply Chain Transparency in Shaping Corporate Social Responsibility. *Industrial Management & Data Systems*. Initial submission.

4. Hazen, B., Roberts, Matt., Lambert, D., Hawkins, T., Gravier, M., Gorman, M., **Dickens, J.** Realigning the Academic Supply Chain: How Stakeholder Engagement Can Reinvigorate the Mission of Business Schools. *INFORMS Transactions on Education.* Initial submission.
5. Nowicki, D., **Dickens, J**., Randall, W.S. Modernization Timing and Recovered Inventory Reuse in Lifecycle Sustainment: A Stochastic Simulation Framework. *International Journal of Production Economics*. Initial submission.

PREPARING FOR SUBMISSION

1. D'Agostino, J., **Dickens, J.,** Uvet, H. Contracting for Innovation and Resilience: The Strategic Role of Procurement in Complex Supply Chains. *Journal of Business and Industrial Marketing*. Initial submission.
2. D'Agostino, J., **Dickens, J**., Anderson, J., Nowicki, D. The Use of Intervention-Mechanisms to Assess and Achieve Resilience: A Cross-Disciplinary Systematic Literature Review. *The International Journal of Logistics Management*.
3. Nowicki, D., Randall, W., **Dickens, J.**, Glassburner, AV., Gligor, D. Performance-Based Contracting, Service Dominant Logic, and the Supply Chain: An Agency Theory Perspective. Revising based on reviewer feedback and preparing for submission to the *Journal of Business Logistics*.

CONFERENCE PRESENTATIONS (student co-authors underlined**)**

1. Bauman, A. (Presenter/Co-author), **Dickens, J.** (Co-Author), Uvet, H. (Co-Author), Hiott, S. E. (Co-Author), SEDSI 2026, "From Trust to Responsibility: Exploring the Role of AI Adoption and Supply Chain Transparency in Driving Corporate Social Responsibility," Southeast Decision Sciences Institute, Marriott Downtown Hotel, Jacksonville, FL, United States. (February 19, 2026).

2. **Dickens, J.** (Co-Author), Uvet, H. (Co-Author), Bauman, A. (Co-Author), SEINFORMS 2025, "Trust in AI: Validating a New Measurement Scale in Three Countries," The Southeastern Chapter of the Institute for Operations Research and the Management Sciences, Hilton Myrtle Beach Resort, Myrtle Beach, SC, United States. (October 10, 2025).

3. Uvet, H. (Presenter), **Dickens, J**., SEINFORMS 2025, "Technological Advancements and Supply Chain Adaptability: An Empirical Study in the Manufacturing Sector," Hilton Myrtle Beach Resort, Myrtle Beach, SC. (October 9, 2025).

4. **Dickens, J.**, Bauman, A., Atlantic Marketing Association, "The impact of big data analytics powered by artificial intelligence on supply chain resilience and corporate social responsibility," Holiday Inn By the Bay, Portland, MA. (September 11, 2025).

5. **Dickens, J.**, Atlantic Marketing Association, "Toward Aligning Incentives to Improve Business Research and Education," Holiday Inn By the Bay, Portland, MA. (September 11, 2025).

6. **Dickens, J.** Uvet. H., Bauman, A., Kwon, H.Y., The big six model of AI trust: A 20-item scale for measuring human trust in AI. Southeast Decision Sciences Institute, Greenville, SC. 31 Jan, 2025.

7. **Dickens, J.,** Uvet, H., Bauman, A., Kwon, H.Y., Bridging Gaps in AI Trust Research: A Framework for Consistent and Reliable Measurement. Georgia Gwinnett College Teaching, Learning, and Research Symposium, 9 Jan, 2025.
8. Hazen, B., Roberts, Matt., Lambert, D., Hawkins, T., Gravier, M., Gorman, M., **Dickens, J.** Toward Mapping and Coordinating Business Knowledge: How Citations and Journal Quality Led Academia Astray. Counsel of Supply Chain Management Professionals. Nashville, TN. 29 Sept, 2024.
9. D'Agostino, J., **Dickens, J.**, Anderson, J., Uvet, H., Nowicki, D. Understanding How Contract Types Impact Resilience: An Empirical Analysis. Counsel of Supply Chain Management Professionals. Nashville, TN. 29 Sept, 2024.
10. Hazen, B., **Dickens, J.,** Gherdovich, J., Nutwell, E., Bresler, A. Defense and University Partnerships: Some Lessons Learned. Western Decision Sciences Institute. Santa Rosa, CA. 4 April, 2024.
11. Uvet, H., **Dickens, J**. (in press). The Impact of Supply Chain Transparency with Information Technology Integration on Supply Chain Resiliency: The Role of Blockchain and RFID. Southeastern Institute for Operations Research and the Management Sciences.
12. Passyn, K, **Dickens, J**., Atlantic Marketing Association, "Politicians, Social Media, and Authenticity?," Wilmington, NC. September 30, 2023.
13. Uvet, H., **Dickens, J.**, Park, A., Oh, J. Y., Hazen, B., Decision Sciences Institute, "Enhancing corporate social responsibility: exploring the impact of blockchain technology through supply chain transparency amidst growing supply risks," Atlanta, GA, United States. November 20, 2023.
14. **Dickens, J**., Uvet, H., Anderson, J. R., Nowicki, D. R., Ponomarov, S., Decision Sciences Institute, "An empirical examination on firm innovativeness and supply chain resilience: the role of information sharing from a dynamic-capabilities view," Atlanta, GA, United States. November 18, 2023.
15. Zimmermann, J., Champagne, LE., **Dickens, J.**, White, A., 2022. Innovative Heuristics to Improve the Latent Dirichlet Allocation Methodology for Textual Analysis and a New Modernized Topic Modeling Approach, accepted to present 16-19 October 2022, Annual Institute for Operations Research and the Management Sciences conference, Indiana Convention Center.
16. Uvet, H., **Dickens, J.**, Anderson, J., Glassburner, AV., Boone, C., 2022. An Empirical Supply Chain Performance Analysis: A Comprehensive Approach to Understanding the Dimensions of Logistics Service Quality in Online Retailing, 8-9 April 2022, Annual Midwest Decision Sciences Institute Virtual Conference.
17. Uvet, H., **Dickens, J.**, Anderson, J., Glassburner, AV., Boone, C., 2022. An Empirical Supply Chain Performance Analysis: A Comprehensive Approach to Understanding the Dimensions of Logistics Service Quality in Online Retailing, 12-13 January 2022, Georgia Gwinnett College Teaching, Learning and Research Symposium.
18. Min, H., Joo, S., Hwang, S., **Dickens, J.**, 2021. Examining the Roles of Buyer Knowledge Protectiveness and Supplier Absorptive Capacity in Joint New Product Development, 2-5 June 2019, Annual European Decision Sciences Institute conference, University of Nottingham (United Kingdom).

COURSES TAUGHT
The Citadel

SCMT 401, Logistics Management, 2026 Spring, 30 students, SEI Teach 4.8
SCMT 301, Principles of Operations Management, 2026 Spring, 29 students, SEI Teach 4.93
SCMT 710, Quant Methods for Operations Mgt, 2026 Spring, 28 students, SEI Teach 4.35
SCMT 401, Logistics Management, 2025 Fall, 30 students, SEI Teach 4.77
SCMT 301, Principles of Operations Management, 2025 Fall, 23 students, SEI Teach 4.41
SCMT 710, Quant Methods for Operations Mgt, 2025 Fall, 29 students, SEI Teach 4.83
SCMT 301, Principles of Operations Management, 2025 Spring, 22 students, SEI Teach 4.9
SCMT 402, Procurement and Materials Management, 2025 Spring, 10 students, SEI Teach 4.9
SCMT 710 Quant Methods for Operations Mgt, 2025 Spring, 30 students, SEI Teach 4.7
SCMT 301 Principles of Operations Management, 2024 Fall, 16 students, SEI Teach 4.8
SCMT 301 Principles of Operations Management, 2024 Fall, 26 students, SEI Teach 4.8
SCMT 401 Logistics Management, 2023 Fall, 29 students, SEI Teach 4.8
SCMT 301 Principles of Operations Management, 2024 Spring, 14 students, SEI Teach 4.8
SCMT 402 Procurement and Materials Management, 2024 Spring, 22 students, SEI Teach 4.9
SCMT 710 Quant Methods for Operations Mgt, 2024 Spring, 15 students, SEI Teach, 4.2
SCMT 401 Logistics Management, 2023 Fall, 14 students, SEI Teach 4.8
SCMT 301 Principles of Operations Management, 2023 Fall, 37, SEI Teach 4.4/4.8

AFIT

LOGM 612 Maintenance and Sustainment, 2023 Spring, 2022 Spring, 2020 Spring, 2019 Spring (in-residence/distance learning), 71 total students, average evaluation: 4.50 (Dept average 4.31)
LOGM 542 Organizational Behavior, 2023 Winter, 2022 Winter
Average evaluation: 4.65 out of 5 (Dept average 4.25), 15 students.
LOGM 568 Introduction to Supply Chain Management, 2022 Fall
Evaluation: 4.5 out of 5, (Dept average unk), 15 students.
LOGM 899 Contract Theory and Performance-Based Logistics, 2022 Fall
Evaluation: 5 out of 5, 1 student
LOGM 899 Introduction to Structural Equation Modeling, 2022 Summer
Evaluation: 5 out of 5, 1 student
LOGM 899 Introduction to Survey Research, 2022 Summer
Evaluation: 5 out of 5, 1 student
LOGM 770, Advanced Inventory Systems, 2021 Fall
Evaluation: 5 out of 5 (Dept average 4.39), 2 students.
LOGM 601 Research Methods, 2020 Winter, 2019 Winter, 2019 Summer, 36 total students, average evaluation: 4.11 out of 5 (Dept average 4.30)
International Supply Chain Management Undergraduate Course, UNT, 2018
Evaluation: 4.7 out of 5 (top 20% of all UNT classes), 27 students.

ADVISING

MS COMMITTEE CHAIR

1. SSgt Lauren Rogers, Logistics Personnel Physical Fitness Assessments, 2023 graduate
2. MSgt Ben Johnis, Space Logistics Launch and Recovery, 2023 graduate, AFIT Louis F. Polk Award winner
3. Maj Chris Brickweg, Integrated Logistics: A Quantitative Study, 2023 graduate
4. Capt William Hardy, Aircraft Performance Metrics, 2023 distance learning graduate
5. Maj Mackin Delgado, Dynamic Force Deployment: A Case Study, 2022 graduate

6. Capt Kathryn Lopez, Flight Line Supply Chain Solutions: A Cost Benefit Analysis, 2021 distance learning graduate
7. Maj Donovan Matteson, Comparative Analysis of Theater Tanker Planning Software, 2020 graduate, Dr. James T. Moore Graduate Research Prize
8. Maj Robert Fekete, A Qualitative Assessment of Air Force Logisticians' Knowledge of Advanced Manufacturing Techniques, 2020 graduate
9. Maj Lee Russel, A Feasibility Analysis on the Air Force Employment of ESCAPE Supply Chain Management Program, 2020 graduate
10. Capt Adam Brubakken, Strategic Sourcing of Air Force Contingency Pharmaceutical Items - A Cost-Benefit Analysis Approach, 2020 distinguished graduate, ENS Lt Edwin E. Aldrin Sr. Award winner
11. Capt Thomas O'Neal, Sortie-based Demand Rate to Predict Future Requirements, 2020 graduate
12. Capt Kyle Gladney, MC80: Quantifying the Effect of Fleet Health on Sortie Execution in the F-16 Fleet, 2020 graduate
13. Capt Michael Ingram, Explaining Weapon System Sustainment's (WSS) Impact on Aircraft Availability, 2020 graduate, ENS Louis F. Polk Award winner

PhD COMMITTEE MEMBER/CHAIR

1. Maj Justin D'Agostino, Logistics PhD Candidate Chair, performance-based logistics research. 2024 graduate
2. Maj Jamie Zimmermann, OR PhD 2022 graduate, Innovative Heuristics to Improve the Latent Dirichlet Allocation Methodology for Textual Analysis and a New Modernized Topic Modeling Approach, Committee Member

INVITED SPEAKER
Enterprise Logistics Executive Capstone Course, Summer 2023, Summer 2022

GRANTS
Awarded $11,605 from The Citadel for a summer grant to conduct artificial intelligence and supply chain operations oriented research.

GRANTS WITHIN USAF
Co-Principal Investigator: Air Force Material Command Grant $440,000, 2018-2020. Provided research consulting regarding weapon systems sustainment, autonomous vehicles, and fleet health.

ACADEMIC AWARDS
Won The Citadel's James A. Grimsley Teaching Award, 2026.
Won Department of Operational Sciences Professor of the Year, 2022
Won department Military Professor of the Year, 2019
#1/16 students; best paper award Advanced Logistics Officer Readiness Course, 2012
#1/229 graduate students; won Jerome G. Peppers, Jr. Certified Professional Logistician award

PROFESSIONAL AFFILIATIONS

Southeast Decision Sciences Institute (SEDSI)
Council of Supply Chain Management Professionals (CSCMP)
Southeastern Chapter of the Institute for Operations Research and the Management Sciences (SEINFORMS)
SAP User Group (ASUG)
Decision Sciences Institute (DSI)
Airlift/Tanker Association (A/TA)
Logistics Officer Association (LOA)
Institute for Operations Research and the Management Sciences (INFORMS)
European Decision Sciences Institute (EDSI)

SERVICE
Assurance of Learning (AoL) committee member, 2026-present
Session Chair, Atlantic Marketing Association, Portland, MA. (Jan 2025 - Sept 13, 2025).
Co-Chair of Supply Chain Management Club, 2024-present
Baker School of Business Coaching Committee Member, 2023-present
Baker School of Business Athletic Advisory Representative, 2024-present
Dept of Marketing, SCM, and Economics hiring committee member, 2024
Charleston Sister City-Germany Partnership Committee Member, 2024-present
Mentor, The Center for Excellence and Innovation in Teaching, Learning and Distance Education (CEITL&DE), Sept 2025 - Present
Ad-hoc reviewer for JDMS
Ad-hoc reviewer for MORS
Ad-hoc reviewer for Journal of Defense Analytics
Ad-hoc reviewer for International Journal of Logistics Management
Ad-hoc reviewer for Journal of Business Analytics
Reviewer for CSCMP best paper award 2024
Reviewer for SEINFORMS conference 2026

MILITARY EDUCATION AND TRAINING
Air War College-Correspondence, 2020
Air Advisor School, 2020
USAFE Squadron Commanders Course, 2014
Air Command and Staff College, 2013, top 33% grad, top 20% academics (504 students)
Advanced Log Readiness Officers Course, 2012, ranked #1/16 students: best research paper
Air Command and Staff College-Correspondence, 2012
Squadron Officer School, 2008, Distinguished Grad (top 10% of 500+ officers)
Basic Combat Convoy Course, 2008
Advanced Air Mobility Operations Course, 2007
Logistics Readiness Officer School, 2004
Phoenix Readiness Logistics Planner Course, 2003, top 5% of 304 students

PROFESSIONAL EXPERIENCE
Duty History
Overall I served over 22 years in the US Air Force (AF) as a core logistician encompassing functions such as supply, transportation, vehicle maintenance, fuels, and logistics

plans. During this time, I have deployed to Kuwait (2008), Iraq (2008), and Afghanistan (2004/2020) in a joint environment sustaining combat operations for both US and coalition fielded forces. The AF has allowed me to serve in multiple leadership roles to include command, director of operations, flight commander, division chief, and deputy department head. I have helped create and aided in the execution of multiple graduate degree programs for AFIT and developed and inspired future senior AF logisticians and leaders.

2018-Present **Deputy Department Head/Division Chief/Assistant Professor**, AFIT, Department of Operational Sciences, Wright-Patterson AFB, OH**.** Leads 24 military and civilian Ph.D. faculty in ensuring certificate, masters, and doctoral programs via in-residence and online programs encompassing nearly 150 graduate students. Oversaw three distinct logistics and supply chain masters' programs and one Ph.D. program. Assistant professor of supply chain management in Air Force's elite logistics programs. Conducted and delivered research for DoD and senior leaders.

2015-2018 **Ph.D. Student**, University of North Texas, Department of Marketing and Logistics, Denton, TX.

2014-2015 **Commander**, 65 Logistics Readiness Squadron, Lajes Field, Portugal. Led 195 military and civilian personnel across 5 key logistics functions to include logistics planning, supply, fuels, transportation, and vehicle maintenance.

2013-2014 **Masters Student**, Air Command and Staff College, Maxwell AFB, AL.

2012-2013 **Operations Officer**, 5 Logistics Readiness Squadron, Minot AFB, ND. Led over 400 personnel across five logistics functions supporting a dual-wing that operates both B-52 aircraft and intercontinental ballistic nuclear missiles.

2012-2002 Various jobs to include Branch Chief, AFIT Masters Student, and Flight Commander. Worked in jobs encompassing fighter aircraft logistics support operations and strategic aerial port transportation functions.