

JOHN M. DICKENS, LtCol, Ph.D. USAF
Associate Professor of Supply Chain Management
The Citadel
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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, and textual analysis.

PEER REVIEWED PUBLICATIONS (student co-authors underlined)

1. Stanton, M., Anderson, J., **Dickens, J.**, Champagne, LE., 2022. Supply Chain Resilience: How Autonomous Rovers Empirically Provide Relief to Constrained Flightline Maintenance Activities, *Journal of Defense Analytics and Logistics*.
2. Slottje, J., Anderson, J., **Dickens, J.**, Reiman, A., 2022. Pilot development: an empirical mixed-method analysis, *Journal of Defense Analytics and Logistics*.
3. 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.
4. 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*.
5. **Dickens, J.**, Anderson, J., Reiman, A., Uvet, H., and Nowicki, D.R., 2021. Supply Chain Resilience: An Empirical Examination of the Bouncing Back or Forward Phenomenon, *International Journal of Logistics Research and Applications*.
6. 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, *Int. J. of Services and Operations Management*.

7. 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.
8. 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.

UNDER REVIEW

1. Uvet, H., **Dickens, J.**, Anderson, J., Glassburner, AV., Boone, C., 2023. An Empirical Supply Chain Performance Analysis: A Comprehensive Approach to Understanding the Dimensions of Logistics Service Quality in Online Retailing, *Int. J. of Logistics Management*. Received minor revision.
2. **Dickens, J.**, Uvet, H., Anderson, J., Ponomarov, S., Nowicki, D., 2023. 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*.

PREPARING FOR SUBMISSION

1. **Dickens, J.**, Anderson, J., Nowicki, D., Gligor, D., 2022. Drivers and Consequences of Co-production in Health Care Services: The Role of Transaction Costs, *Journal of Retailing and Consumer Services*.
2. Nowicki, D., Randall, W., **Dickens, J.**, Glassburner, AV., Gligor, D., 2022. 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*.
3. Nowicki, D.R.; Kochan, C.; Glassburner, A; **Dickens, J.**, Tran, H. 2022. Assessing Information Transparency Impact on Healthcare Operation during Pandemic Responses. Finalizing model and preparing for submission to the *Journal of Operations Management* special issue.
4. Nowicki, D., Randall, W., **Dickens, J.**, Glassburner, AV., Gligor, D., 2022. A New Approach to Examine the Impact of Performance Based Logistics on Supply Chains: A Longitudinal Investigation. Finalizing narrative and preparing for submission to *Production and Operations Management*.
5. Nowicki, D., **Dickens, J.**, Glassburner, AV., 2022. A Cannibalization Cost Model for Long-life, Low-volume Sustainment Dominant Systems. Finalizing model and preparing for submission to the *Int. J. of Physical Distribution & Logistics Management*.
6. Anderson, J., **Dickens, J.**, Ogden, J., 2022. Operating Legally Fatigued: A Typology Approach to Understanding Hours of Service. Finalizing narrative and preparing for submission to *Transportation Research Part A*.
7. Zimmermann, J., Champagne, L.E., **Dickens, J.**, White, A. 2022. Mitigating Human Bounded Rationality: A Textual Analysis Approach. Finalizing narrative and preparing for submission to *Decision Sciences*.

CONFERENCE PRESENTATIONS (student co-authors underlined)

1. 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.

2. 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.
3. 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.
4. 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

Upcoming:

SCMT 401 Logistics Management, 2023 Fall, The Citadel

SCMT 301 Principles of Operations Management, 2023 Fall, The Citadel

Complete:

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, actively advising
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, actively advising
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 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 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

Airlift/Tanker Association (A/TA)

Logistics Officer Association (LOA)

Council of Supply Chain Management Professionals (CSCMP)

Institute for Operations Research and the Management Sciences (INFORMS)

European Decision Sciences Institute (EDSI)

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.