

Subhajit Chakraborty, Ph.D.
Assistant Professor of Management

Academic Degrees Earned

- Ph.D., University of Texas -- Pan American, Edinburg, TX, Business Administration (Operations Management), 2015
- M.B.A., Xavier Institute of Management, Bhubaneswar, Orissa, India, Marketing, Systems, 1999
- B.S., National Institute of Technology, Rourkela/Sambalpur University, Sambalpur, Orissa, India, Chemical Engineering, 1996

Academic Experience

- Assistant Professor, Management and Decision Sciences, Coastal Carolina University (August, 2015 - Present), Conway, South Carolina.
- Assistant Instructor, The University of Texas-Pan American (August, 2013 - August, 2015), Edinburg, Texas.
- Teaching Assistant, The University of Texas-Pan American (August, 2010 - July, 2013), Edinburg, Texas.

Non-Academic Experience

- Project Manager/Assistant Consultant, Tata Consultancy Services Limited (June, 1999 - August, 2009) posted at four locations in the U.S., Budapest, Hungary and several locations in India; based out of Kolkata, West Bengal, India.

Responsibilities included:

- Maintaining client relationship
- Effort and schedule estimation & resource planning for the projects
- Project management & coordination with the offshore team
- Developing and guiding the client team & overseeing and resolving all outstanding issues during the projects

- Executive Trainee, Orissa Synthetics (Div. of JK Corp Limited/Reliance Industries Limited) (June, 1996 - June, 1997), Dhenkanal, Orissa, India.

Responsibilities included:

- Shift In-Charge in the Continuous/Batch Polymerization departments of the PFY/POY manufacturing units

Teaching Interests

- Operations Management, Supply Chain Management, Quality Management, Project Management, Business Process Management

Research Interests

- Service quality, Service design, Lean health care, Health care supply chain

Selected Publications

- Chakraborty, S. (2020). Healthcare Quality and Hospital Financial Performance: A Multilevel Framework. *Operations and Supply Chain Management: An International Journal*, 13(3), 233-243.
- Chakraborty, S. & Church, E. M. (2020). Social media hospital ratings and HCAHPS survey scores. *Journal of Health Organisation and Management*, 34(2), 162-172.
- Church, E. M. & Chakraborty, S. (2018). Investigating Healthcare Brand Communities: The Impact of Online Hospital Reviews. *Health Marketing Quarterly*, 35(2), 120-133.
- Chakraborty, S. & Gonzalez, J. A. (2018). An Integrated Lean Supply Chain Framework for U.S. Hospitals. *Operations and Supply Chain Management: An International Journal*, 11(2), 98-109.
- Chakraborty, S. & Kaynak, H. (2018). Towards A Triadic Quality Measurement Framework for U.S. Healthcare. *Quality Management Journal*, 25(1), 46-63.

Selected Service Engagements

- Member, Fulbright council, Coastal Carolina University
- Faculty Senator
- Ad-hoc reviewer for journals such as *Journal of Operations Management*, *Decision Sciences Journal*, *International Journal of Quality and Service Sciences*, *Operations and Supply Chain Management: An International Journal*, *Journal of Health Organisation and Management*, *Journal of Leadership & Organization Studies*, *Journal of Strategy and Management* and *Coastal Business Journal*.
- Reviewer for three annual academic conferences -- Academy of Management (AOM), Decision Sciences Institute (DSI) and Southern Management Association (SMA)

Professional Memberships (Past and Present)

- Beta Gamma Sigma
- American Society for Quality (ASQ)
- Academy of Management (AOM)
- Decision Sciences Institute (DSI)
- Production and Operations Management Society (POMS)
- Indian Institute of Chemical Engineers (IChE)

Certifications

- Project Management Professional (PMP)