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(last updated: February 12, 2024)

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## BOOKS

*Designing Service Processes to Unlock Value, 3<sup>rd</sup> Ed., Business Expert Press, 2020.*

*Designing Service Processes to Unlock Value, 2<sup>nd</sup> Ed., Business Expert Press, 2016 (co-published with the Center for Services Leadership at the W.P. Carey School of Business at Arizona State University).*

*Designing Service Processes to Unlock Value, Business Expert Press, 2012.*

## REFEREED PUBLICATIONS

“A Dynamic Model for Managing Volunteer Engagement,” with Baris Ata, M. Hayri Tongarlak, and Deishin Lee, *Operations Research, Articles in Advance*, 2024, <https://doi.org/10.1287/opre.2021.0419>.

“The Influence of Pandemic-Related Workplace Safety Practices on Frontline Service Employee Wellbeing Outcomes,” with Mahesh Subramony, Maria Golubovskaya, Byron Keating, David Solnet, and Melissa Witheriff, *Journal of Business Research*, Vol.140, 2022, pp.363-374.

“Customer Focused Service Design for Faster and More Efficient Services,” with Gang Li and Mark M. Davis, chapter in *Research Handbook on Services Management*, edited by Mark M. Davis, Ellen Pearce (Commissioning Editor), Edward Elgar Publishing Ltd (UK), 2022.

“Service Research Priorities: Designing Sustainable Service Ecosystems,” with Darima Fotheringham, Mahesh Subramony, Anders Gustafsson, Amy Ostrom, Kay Lemon, Ming-Hui Huang, and Janet McColl-Kennedy, *Journal of Service Research*, Vol.24, No.4, 2021, pp.462-479.

“Service Research Priorities: Managing and Delivering Service in Turbulent Times,” with Amy Ostrom, Kay Lemon, Anders Gustafsson, Ming-Hui Huang, Janet McColl-Kennedy, Mahesh Subramony, and Darima Fotheringham, *Journal of Service Research*, Vol.24, No.3, 2021, pp.329-353.

“Development and Validation of the Pick-up Service Quality Scale of the Buy-Online-Pick-up-in-Store Service,” with Yeonjoo Lee and Sunmee Choi, *Operations Management Research*, Vol.13, No.3-4, 2020, pp.218-232.

“Service Operations: What Have We Learned?,” with Liana Victorino, Ryan Buell, Michael Dixon, Susan Goldstein, Larry Menor, Madeleine Pullman, Aleda Roth, Enrico Secchi, and Jie Zhang, *Journal of Service Management*, Vol.29, No.1, 2018, pp.39-54.

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Secchi, and Jie Zhang, *Journal of Service Management*



