

Ismail Sila, Ph.D.

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Education

Ph.D., Operations Management, University of Rhode Island, Kingston, RI; December 2002.

MBA, University of Rhode Island, Kingston, RI; May 1998.

Bachelor of Science (Major: International Business, Minors: Finance and Economics), Ithaca College, Ithaca, NY; May 1996.

Academic Experience

Associate Professor (2002-Present)

Edwards School of Business, University of Saskatchewan, Saskatoon, Saskatchewan Canada.

Instructor (1999-2002)

College of Business, University of Rhode Island, Kingston, Rhode Island USA.

Graduate Research Assistant (1996-2002)

College of Business, University of Rhode Island, Kingston, RI.

Research Interests

Supply chain management, quality management, electronic commerce, management of service operations.

Teaching Experience

Operations management

Supply chain management

Quality management

Business/managerial statistics

Introduction to business analysis and applications (Business mathematics)

Introduction to business analysis and computing (Computer skills consisting of general computing, spreadsheets and word processing).

Publications in Refereed Journals

- Ismail Sila. Do Organizational and Environmental Factors Moderate the Effects of Internet-based Interorganizational Systems on Firm Performance? *European Journal of Information Systems*, Forthcoming.
- Ismail Sila, 2007. Examining the Effects of Contextual Factors on TQM and Performance Through the Lens of Organizational Theories: An Empirical Study, *Journal of Operations Management*, Volume 25, Number 1, pp. 83-109.
- Ismail Sila, Maling Ebrahimpour, & Christiane Birkholz, 2006. Quality in Supply Chains: An Empirical Analysis, *Supply Chain Management: An International Journal*, Volume 11, Number 6, pp. 491-502.
- Ismail Sila & Maling Ebrahimpour, 2005. Critical Linkages among TQM Factors and Business Results, *International Journal of Operations & Production Management*, Volume 25, Number 11, pp. 1123-1155.
- Ismail Sila & Maling Ebrahimpour, 2004. An Examination of Quality Management in Luxury Hotels, *International Journal of Hospitality and Tourism Administration*, Volume 4, Number 2, pp. 33-59.
- Ismail Sila & Maling Ebrahimpour, 2003. Examination and Comparison of the Critical Factors of Total Quality Management (TQM) Across Countries, *International Journal of Production Research*, Volume 41, Number 2, pp. 235-268.
- Ismail Sila & Maling Ebrahimpour, 2002. An Investigation of the Total Quality Management Survey Based Research Published Between 1989 and 2000: A Literature Review, *International Journal of Quality and Reliability Management*, Volume 19, Number 7, pp. 902-970.

Works in Progress

- Ismail Sila. An Empirical Analysis of the Factors Differentiating Adopters and Nonadopters of Internet Applications in Supply Chains.
- Ismail Sila. A Critical Analysis of Previous Empirical Studies on the Implementation of B2B E-commerce.

Refereed Conference Publications

- Ismail Sila, 2009. The Implementation of B2B E-commerce in North American Firms Under Different Organizational and Market Conditions, *Proceedings of the 2009 Decision Sciences Institute Conference*, New Orleans, IL, November.
- Ismail Sila, 2009. Antecedents and Consequences of the Adoption of Internet-based Interorganizational Systems: An Empirical Study, *Proceedings of the 2009 Administrative Sciences Association of Canada Conference*, Production and Operations Management Division, Niagara Falls, ON, June **(Received the Best Paper Award for the Production & Operations Management Division)**.
- Ismail Sila, 2008. Do organizational and environmental factors moderate the effects of Internet-based supply chain management applications on firm performance?, *Proceedings of the 2008 Administrative Sciences Association of Canada Conference*, Production and Operations Management Division, Halifax, NS, May.
- Ismail Sila, 2007. Adoption of Internet-Based Interorganizational Systems in Supply Chain Management and Their Impact on Performance, *Proceedings of the 2007 Global Business & Economics Research Conference*, Istanbul, Turkey, August.
- Ismail Sila, 2005. The Influence of Contextual Variables on TQM Practices and TQM-Organizational Performance Relationships, *Proceedings of the 2005 Global Business & Economics Research Conference*, Istanbul, Turkey, August.
- Ismail Sila, 2005. The State of Quality in Manufacturing Supply Chains: An Exploratory Study, *Proceedings of the 2005 Administrative Sciences Association of Canada Conference*, Toronto, Ontario, May.
- Ismail Sila, 2004. TQM Practices and Their Effect on Business Results: Universal or Context Dependent?, *Proceedings of the 2004 Decision Sciences Institute Conference*, Boston, Massachusetts, November.
- Ismail Sila, 2004. The Impact of Contextual Variables on the Implementation of TQM: An Empirical Analysis, *Proceedings of the 2004 Administrative Sciences Association of Canada Conference*, Quebec City, Quebec, June.
- Ismail Sila, 2003. A Contingency Approach to TQM's Effect on Key Organizational Performance Measures, *Proceedings of the 2003 Decision Sciences Institute Conference*, Washington D.C., November.
- Ismail Sila and Maling Ebrahimpour, 2003. A Survey of US Firms' Best Practices and the Effect of These Practices on Business Performance, *Proceedings of the 2003 Northeast Decision Sciences Institute Conference*, Providence, Rhode Island, March **(Received the Pearson Family Award for the Best Theory Development Paper Finalist)**.
- Ismail Sila, Paul Mangiameli and Maling Ebrahimpour, 2002. Quest for Quality Excellence in the Hotel Industry: A Case Study of Three Luxury Hotels, *Proceedings of the 2002 Northeast Decision Sciences Institute Conference*, San Juan, Puerto Rico.

- Ismail Sila, Shaw Chen and Maling Ebrahimpour, 2002. The Critical Linkages Among Best Practices, *Proceedings of the 2002 Northeast Decision Sciences Institute Conference*, San Juan, Puerto Rico.
- Ismail Sila and Maling Ebrahimpour, 2001. A Comprehensive Literature Review of Survey-based TQM Studies and Future Directions for Research, *Proceedings of the 2001 Decision Sciences Institute Conference*, San Francisco, California.
- Ismail Sila and Maling Ebrahimpour, 2001. Do TQM Factors Transcend Boundaries? A Critical Assessment, *Proceedings of the 2001 Northeast Decision Sciences Institute Conference*, Pittsburgh, Pennsylvania.
- Ismail Sila and Maling Ebrahimpour, 2000. An Exploratory Study of the Critical Factors of TQM in the Hotel Industry: A Case Study Approach, *Proceedings of the 2000 Decision Sciences Institute Conference*, Orlando, Florida.

Conference Presentations

- Ismail Sila, 2009. The Implementation of B2B E-commerce in North American Firms Under Different Organizational and Market Conditions, Presented at *the 2009 Decision Sciences Institute Conference*, New Orleans, IL, November.
- Ismail Sila, 2009. Antecedents and Consequences of the Adoption of Internet-based Interorganizational Systems: An Empirical Study, Presented at *the 2009 Administrative Sciences Association of Canada Conference*, Production and Operations Management Division, Niagara Falls, ON, June **(Received the Best Paper Award for the Production & Operations Management Division)**
- Ismail Sila, 2008. Factors Moderating the Relationship Between Internet-based Interorganizational Systems and Firm Performance. Submitted as an abstract and presented at *the 2008 Decision Sciences Institute Conference*, Baltimore, Maryland, November.
- Ismail Sila, 2008. Do organizational and environmental factors moderate the effects of Internet-based supply chain management applications on firm performance? Presented at *the 2008 Administrative Sciences Association of Canada Conference*, Production and Operations Management Division, Halifax, NS, May.
- Ismail Sila, 2007. The Role of Contingency Factors in Determining the Adoption and Performance Effects of Technology in Supply Chains. Submitted as an abstract and presented at *the 2007 Decision Sciences Institute Conference*, Phoenix, Arizona, November.
- Ismail Sila, 2007. Adoption of Internet-Based Interorganizational Systems in Supply Chain Management and Their Impact on Performance, Presented at *the 2007 Global Business & Economics Research Conference*, Istanbul, Turkey, August.
- Ismail Sila, 2006. The Business Value of Internet Applications in B2B Commerce. Submitted as an abstract and presented at *the 2006 Decision Sciences Institute Conference*, San Antonio, Texas, November.

- Ismail Sila, 2005. The Influence of Contextual Variables on TQM Practices and TQM-Organizational Performance Relationships, Presented at *the 2005 Global Business & Economics Research Conference*, Istanbul, Turkey, August.
- Ismail Sila, 2005. The State of Quality in Manufacturing Supply Chains: An Exploratory Study, Presented at *the 2005 Administrative Sciences Association of Canada Conference*, Production and Operations Management Division, Toronto, Ontario, May.
- Ismail Sila, 2004. TQM Practices and Their Effect on Business Results: Universal or Context Dependent?, Presented at *the 2004 Decision Sciences Institute Conference*, Boston, Massachusetts, November.
- Ismail Sila, 2004. The Impact of Contextual Variables on the Implementation of TQM: An Empirical Analysis, Presented at *the 2004 Administrative Sciences Association of Canada Conference*, Production and Operations Management Division, Quebec City, Quebec, June.
- Ismail Sila, 2003. A Contingency Approach to TQM's Effect on Key Organizational Performance Measures, Presented at *the 2003 Decision Sciences Institute Conference*, Washington D.C., November.
- Ismail Sila and Maling Ebrahimpour, 2003. A Survey of US Firms' Best Practices and the Effect of These Practices on Business Performance, Presented at *the 2003 Northeast Decision Sciences Institute Conference*, Providence, Rhode Island, March (**Received the Pearson Family Award for the Best Theory Development Paper Finalist**).
- Christiane Birkholz, Ismail Sila and Maling Ebrahimpour, 2002. An Empirical Investigation of the Quality Management Practices of US Firms in Their Supply Chains, Presented at *the 2002 Decision Sciences Institute Conference*, San Diego, California, November.
- Ismail Sila, Paul Mangiameli and Maling Ebrahimpour, 2002. Quest for Quality Excellence in the Hotel Industry: A Case Study of Three Luxury Hotels, Presented at *the 2002 Northeast Decision Sciences Institute Conference*, San Juan, Puerto Rico.
- Ismail Sila, Shaw Chen and Maling Ebrahimpour, 2002. The Critical Linkages Among Best Practices, Presented at *the 2002 Northeast Decision Sciences Institute Conference*, San Juan, Puerto Rico.
- Ismail Sila and Maling Ebrahimpour, 2001. A Comprehensive Literature Review of Survey-based TQM Studies and Future Directions for Research, Presented at *the 2001 Decision Sciences Institute Conference*, San Francisco, California.
- Ismail Sila and Maling Ebrahimpour, 2001. Do TQM Factors Transcend Boundaries? A Critical Assessment, Presented at *the 2001 Northeast Decision Sciences Institute Conference*, Pittsburgh, Pennsylvania.
- Ismail Sila and Maling Ebrahimpour, 2000. An Exploratory Study of the Critical Factors of TQM in the Hotel Industry: A Case Study Approach, Presented at *the 2000 Decision Sciences Institute Conference*, Orlando, Florida.

Professional Services

- Journal and Book Reviewer
 - Reviewed three articles for the *Journal of Operations Management* (2009).
 - Reviewed one article for the *Journal of Business Research* (2009).
 - Reviewed one article for the *International Journal of Internet and Enterprise Management* (2009).
 - Reviewed one article for the *International Journal of Operations & Production Management* (2008).
 - Reviewed three articles for the *Journal of Operations Management* (2008).
 - Reviewed two articles for the *International Journal of Production Economics* (2008).
 - Reviewed one article for the *International Journal of Business and Systems Research* (2007).
 - Reviewed one article for the *International Journal of Operations & Production Management* (2007).
 - Reviewed three articles for the *Journal of Operations Management* (2007).
 - Reviewed two articles for the *Journal of Operations Management* (2006).
 - Reviewed one article for *Production and Operations Management* (2006).
 - Reviewed one article for the *International Journal of Production Research* (2006).
 - Reviewed one article for the *International Journal of Production Economics* (2006).
 - Reviewed one article for *Management Research News* (2006).
 - Reviewed one article for the *Journal of Operations Management* (2005).
 - Reviewed one article for the *International Journal of Production Research* (2005).
 - Reviewed one article for the *Journal of Operations Management* (2004).
 - Reviewed one article for the *International Journal of Production Research* (2004).
 - Reviewed a book titled “Supply Chain Networks and Business Process Orientation: Advanced Strategies and Best Practices” by Kevin P. McCormack and William C. Johnson. The review was published in the *International Journal of Production Research* (2004), Vol. 42 No. 2, p. 431.
 - Reviewed one article for the *Journal of Operations Management* (2003).
 - Reviewed one article for *Total Quality Management* (2002).

- Conference Track Chair, Session Chair, Discussant and Reviewer
 - Served as the Academic Reviewer of the Production and Operations Management Division of the 2010 ASAC Conference held in Regina.
 - Served as the Supply Chain Management Track Chair of the 2009 Decision Sciences Institute Conference.
 - Served as Session Chair at the 2009 Decision Sciences Institute Conference.
 - Reviewed three papers for the 2009 Decision Sciences Institute Conference.
 - Reviewed one paper for the 2008 Decision Sciences Institute Conference.
 - Reviewed three papers for the 2008 Administrative Sciences Association of Canada Conference.
 - Served as Session Chair and reviewed two papers for the 2007 Decision Sciences Institute Conference.

- Served as Session Chair at the 2005 Administrative Sciences Association of Canada Conference.
- Reviewed two papers for the 2005 Administrative Sciences Association of Canada Conference.
- Reviewed two papers for the 2004 Administrative Sciences Association of Canada Conference.
- Reviewed two papers for the 2004 Decision Sciences Institute Conference.
- Served as the Quality and Productivity Track Chair of the Northeast Decision Sciences Institute 2004 Annual Meeting, Atlantic City, NJ.
- Reviewed two papers for the 2003 Decision Sciences Institute Conference.
- Served as Discussant, Session Chair and Reviewer at the annual meetings of the Northeast Decision Sciences Institute Conference between 2000 and 2003.

Committee and Service Activities

- Member of College Review Committee, Edwards School of Business, University of Saskatchewan, Saskatoon, SK (2006-Present).
- Member of Undergraduate Curriculum Committee, Edwards School of Business, University of Saskatchewan, Saskatoon, SK (2002-2006).
- Assisted with the organization of quality events for the Saskatchewan Section of American Society for Quality and helped promote the organization (2003).

Grants, Awards and Honours

- Received the Best Paper Award for the Production & Operations Management Division of ASAC at the 2009 Conference.
- Received a Social Sciences and Humanities Research Council (SSHRC) 4A Grant for “The Organizational Performance Effects of Internet-Based Interorganizational Systems in Supply Chain Management: The Role of Organizational and Environmental Variables” (2008) (Award Amount: \$5,000).
- Received the “Pearson Family Award for the Best Theory Development Paper Finalist” at the Northeast Decision Sciences Institute 2003 Annual Meeting, Providence, Rhode Island, March.
- Beta Gamma Sigma (Honor Society for AACSB Accredited Business Programs), 2003.
- Received a research grant from the American Society for Quality (ASQ) (with Dr. Maling Ebrahimpour) to examine the quality management practices of US firms through survey-design (1999) (Award Amount: \$10,000).
- Received a research grant from Ithaca College (1995) (Award Amount: \$3,275).
- Received a total of \$37,000 by the University of Saskatchewan since 2002 for research and conference attendance.

- Delta Mu Delta (National Business Honor Society), 1995.
- Delta Phi Alpha (National German Collegiate Honorary Society), 1995.
- Fulbright Scholar, 1992.

Professional Affiliations

Decision Sciences Institute (DSI)
Production and Operations Management Society (POMS)
American Society for Quality (ASQ)

Languages

Fluent in English and Turkish.
Know German at intermediate level and currently studying to improve.
Know French at advanced beginner level and currently studying to improve.