

# Zachary A. Wright

Assistant Professor of Operations Management  
Marriott School of Business  
Brigham Young University

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## ACADEMIC EMPLOYMENT

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**Brigham Young University, Marriott School of Business** Provo, UT  
*Assistant Professor of Operations Management* 2025 - Present

## EDUCATION

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**The Ohio State University, Fisher College of Business** Columbus, OH  
Aug 2020 - Dec 2024

- Ph.D., Operations and Business Analytics
- Committee members: John Gray, Ken Boyer, Nathan Craig, George Ball
- Dissertation: “Essays on Drivers of Compliance and Quality Performance: Perspectives Across Human and Technology Monitoring Environments”

**Brigham Young University, Marriott School of Management** Provo, UT  
Aug 2011 - Apr 2017

- B.S., Global Supply Chain Management
- Minor in Statistics
- Dean’s List (top 5 %) & awarded academic scholarship (full tuition)
- Full-time mission: The Church of Jesus Christ of Latter-day Saints Jan 2012 - Feb 2014

## RESEARCH INTERESTS

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Empirical Operations Management, Monitoring and Compliance, Production Quality

## RESEARCH

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### Papers Under Review

- Noh, I, Gray, J., Ball, G., **Wright, Z.**, Park, H. Are All Generic Drugs Created Equal? An Empirical Analysis of Generic Drug Manufacturing Location and Serious Drug Adverse Events. *Accepted 01/2025 Production and Operations Management.*
- **Wright, Z.**, Gray, J., Ball, G., Anand, G., Ruttenberg, D. Production Quality Under Exogenous Shock: Food Production After COVID-19. *Major revision at Journal of Operations Management.*
- Hall, T., Gardner, J., **Wright, Z.** Does Artificial Intelligence Stimulate or Diminish Human Interactions? An Affordance Perspective on AI, Relational Coordination, and Performance. *Major Revision at Production and Operations Management.*

### Working Papers

- **Wright, Z.**, Gray, J., Ball, G., Noh, I. Surprise! The Relative Effectiveness of Preannounced and Unannounced Inspections in the Pharmaceutical Industry. *Preparing manuscript to be submitted to Production and Operations Management.*
- **Wright, Z.**, Boyer, K., Craig, N. Big Brother Is Watching: An Empirical Analysis of Monitoring Intensity and the Safety-Productivity Tradeoff. *Analyzing Data.*
- Hall, T., Gardner, J., **Wright, Z.** AI Interaction Types: How Does Your Type Influence Relational Coordination? *Preparing manuscript to be submitted to Journal of Operations Management.*

- **Wright, Z.,** Gray, J., Massimino, B. How Secure is WFH? The Influence of Hybrid Working Arrangements on Cyber Security Compliance. *In Progress.*

## TEACHING EXPERIENCE

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### Instructor

- *Introduction to Operations Management (Summer 2024):* A 3-credit, full-semester required course for business undergraduates. Topics include quality management, scheduling, capacity management, forecasting, inventory, supply chain management, logistics, etc.
- Student evaluation score received: 5.0 / 5.0

### Teaching Assistant

- *Econometrics Ph.D. Seminar – Ph.D.-level (Fall 2023)*
  - Taught statistics and econometric methods to Ph.D. students
- *Business Analytics – Undergraduate-level (Spring 2023)*
  - Taught weekly recitations to 50+ undergraduate students
  - Held weekly office hours
- *Introduction to Operations Management – MBA-level (Fall 2022)*
  - Created assignment and exam materials
- *Introduction to Operations Management – Undergraduate-level (Fall 2021, Spring 2021)*
  - Taught weekly recitations to 50+ undergraduate students
  - Held weekly office hours
- *Project Management – MBA-level (Summer 2021)*
  - Provided course facilitation support to 20+ MBA students

## PROFESSIONAL EXPERIENCE

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### Whirlpool Corporation (Global Supply Chain Leadership Development Program)

*Production Planner* Jan 2020 - Jul 2020

- Created production plans for \$300M+ spare parts operation
- Designed and implemented cross-departmental continuous improvement projects

*Procurement Analyst* Jan 2019 - Dec 2019

- Ran sourcing events for transportation and warehousing services
- Supported organization-wide initiative to redesign supplier footprint strategy

*Finance Operations Analyst* Jul 2017 - Dec 2018

- Ran plant-wide engineering resource prioritization process
- Led design, roll-out, and training of plant-wide financial and production tracking system

## CONFERENCE PRESENTATIONS

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### Surprise! The Relative Effectiveness of Preannounced and Unannounced Inspections in the Pharmaceutical Industry

- Industry Studies Association (ISA) Conference, 2025 (Boston)
- Production & Operations Management Society (POMS) Conference, 2025 (Atlanta)
- INFORMS Annual Conference, 2024 (Seattle)
- Production & Operations Management Society (POMS) Conference, 2024 (Minneapolis)
- INFORMS Annual Conference, 2023 (Phoenix)
- Industry Studies Association (ISA) Conference, 2023 (Columbus)
- Production & Operations Management Society (POMS) Conference, 2023 (Orlando)

## **Production Quality Under Exogenous Shock: Food Production After COVID-19**

- Production & Operations Management Society (POMS) Conference, 2025 (Atlanta)
- Production & Operations Management Society (POMS) Conference, 2024 (Minneapolis)

## **HONORS AND AWARDS**

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- 2024 Fisher College of Business PhD Student Excellence in Research Award

## **ACADEMIC SERVICE**

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- Session chair: Production & Operations Management Society (POMS) Conference 2023
- Ad hoc reviewer: Production and Operations Management, Journal of Management Accounting Research

## **PROFESSIONAL AFFILIATIONS**

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- Production and Operations Management Society (POMS)
- Institute for Operations Research and Management Science (INFORMS/MSOM)
- Industry Studies Association (ISA)