

Zachary A. Wright

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

zach.wright@byu.edu | (801) 422-0654 | 691 TNRB

ACADEMIC EMPLOYMENT

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

Provo, UT
2025 - Present

EDUCATION

The Ohio State University, Fisher College of Business	Columbus, OH
● Ph.D., Operations and Business Analytics	Aug 2020 - Dec 2024
● 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
● B.S., Global Supply Chain Management	Aug 2011 - Apr 2017
● Minor in Statistics	
● Dean’s List (top 5 %) and awarded academic scholarship (full tuition)	
● Full-time mission: The Church of Jesus Christ of Latter-day Saints	Jan 2012 - Feb 2014

RESEARCH INTERESTS

Empirical Operations Management, Monitoring and Compliance, Production Quality, Technology Management

RESEARCH

Published Papers

- Noh, I. J., Gray, J., Ball, G., **Wright, Z.**, & Park, H. (2025). Are all generic drugs created equal? An empirical analysis of generic drug manufacturing location and serious drug adverse events. *Production and Operations Management*, 10591478251319691.
- Hall, T. A., Gardner, J. W., & **Wright, Z.** A. EXPRESS: Does Artificial Intelligence Stimulate or Diminish Human Interactions? An Affordance Perspective on AI, Relational Coordination, and Performance. *Production and Operations Management*, 10591478251407777.

Papers Under Review

- **Wright, Z.**, Gray, J., Ball, G., & Noh, I. J. (2025). Preannounced Regulatory Inspections: FDA Oversight and Drug Quality Risk. *Available at SSRN 5252874. Major revision at Production and Operations Management*.
- **Wright, Z.**, Gray, J., Ball, G., Anand, G., Ruttenberg, D. Production Quality Under Exogenous Shock: Food Production After COVID-19. *Reject and Resubmit and Production and Operations Management*.
- Shahsavand, S., Mayo, K., Ball, G., Wowak, K. S., **Wright, Z.** (2025). Female FDA Investigators and Medical Device Plant Inspections. *Reject and Resubmit and Production and Operations Management*.

Working Papers

- Gardner, J., Hall, T., **Wright, Z.** AI Interaction Types: How Does Your Type Influence Relational Coordination? *Preparing manuscript to be submitted to Journal of Operations Management*.
- Jeon, D., Lima, M., **Wright, Z.** Workload Intensity and Task Switching: Managing Workplace Safety through Continuous Monitoring. *Preparing to Submit to Manufacturing and Service Operations Management*.
- **Wright, Z.**, Boyer, K., Craig, N., & Brau, B. Big Brother Is Watching: An Empirical Analysis of Monitoring Intensity and Safety Outcomes. *Analyzing Data*.
- **Wright, Z.**, Gray, J., Massimino, B., & Wright, R. How Secure is WFH? The Influence of Hybrid Working Arrangements on Cyber Security Compliance. *Analyzing Data*.

TEACHING EXPERIENCE

Instructor

Brigham Young University, Marriott School of Business

Provo, UT

- GSCM 201/301: Intro to Global Supply Chain Mgt (Summer 2025)
- GSCM 211/311: Intro to GSCM International (Summer 2025)
- GSCM 401: Operations Management (Fall 2025)

The Ohio State University, Fisher College of Business

Columbus, OH

- *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

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

Preannounced Regulatory Inspections: FDA Oversight and Drug Quality Risk

- INFORMS Annual Conference, 2025 (Atlanta)
- 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

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

ACADEMIC SERVICE

- Industry Studies Association Conference Committee Member
- Session chair: Production & Operations Management Society (POMS) Conference 2026
- Session chair: Production & Operations Management Society (POMS) Conference 2023
- Ad hoc reviewer: Production and Operations Management, Journal of Operations Management, Journal of Management Accounting Research

PROFESSIONAL AFFILIATIONS

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