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## EDUCATION

- 2004 Ph.D., Business Administration, Haas School of Business, University of California, Berkeley; Committee: Paul Gertler (Co-Chair), David Mowery (Co-Chair), Bronwyn Hall, and Florian Zettelmeyer.  
RA for David Teece and Oliver Williamson (2009 Nobel Prize Winner)
- 1998 MBA Marriott School of Business, Brigham Young University
- 1996 B.A, International Relations, Kennedy Center for International and Area Studies, Brigham Young University
- 2018 Honorary MPhil, Oxford University

## ACADEMIC LEADERSHIP ROLES

Director of MBA Programs, BYU Marriott School of Business. 2020-Present.

Lead globally ranked full-time MBA and Executive MBA Programs: 53 faculty members and curriculum; full-time MBA and EMBA Program staff, including fundraising, admissions, alumni, marketing, events, placement, scholarships, and operations. During my tenure, we have grown programs in rankings, increased female and minority enrollment, pioneered a mentorship system to help struggling students succeed and graduate. We have grown graduate salaries, fundraising, graduation rates, scholarship endowments, and engagement with key industries. We achieved these improvements through significant disruptions—COVID, shifting GMAT requirements, international student visa challenges.

Dean Search Committee member, BYU Marriott School of Business, 2017.

MBA Core Curriculum Co-Lead, Oxford University, Saïd School of Business, 2018-2020

College Investment Committee Member, Oxford University, Exeter College, 2018-2020

College Course (major) Co-Chair, Oxford University, Exeter College, 2018-2020

Associate Director of MBA Programs, BYU Marriott School of Business, 2016-2018

MBA Track Chair, Operations and Supply Chain, BYU Marriott School of Business, 2010-2016

(Founding) Faculty Co-Chair, 2+2 Early Admission Program, Harvard Business School, 2008-2010

## ACADEMIC ROLES

Brigham Young University, Marriott School of Business  
Associate Professor, Global Supply Chain Management, Lee Tom Perry  
Distinguished Research Fellow 2020-Present  
Associate Professor, Global Supply Chain Management, 2010-2018

Oxford University, Saïd Business School  
Associate Professor, Technology and Operations Management, 2018-2020  
Fellow, Economics & Management, Exeter College, Oxford University, 2018-2020  
Visiting Lecturer, Technology and Operations Management, 2015-2017

Harvard University, Harvard Business School  
Lumry Family Assistant Professor, Technology and Operations Management, 2004-2010  
Visiting Professor, Technology and Operations Management, 2016

Dartmouth University, Tuck School of Business  
Visiting Professor, Operations Management, 2016

University of Pennsylvania, The Wharton School  
Visiting Lecturer in Operations Management, 2010-2011

University of California, Berkeley, Haas School of Business  
Graduate Student Instructor, International Business, Business Strategy, 1999-2004

## EXECUTIVE EDUCATION AND EXTERNAL LECTURING

Dec. 2016	Harvard Business School MBA Courses: Supply Chain Management and Supply Chain Management Field
Jan. 2016	Dartmouth University, Tuck School of Business MBA Course: Supply Chain Management
June 2015	Oxford University, Saïd School of Business MBA Course: Project Management
June 2016	Oxford University, Saïd School of Business EMBA Course: Operations
Jan. 2010	The Wharton School, University of Pennsylvania OPIM 631: Operations Management: Quality and Productivity
2004-	UC Berkeley, UCLA Anderson School, Tsinghua University, Chalmers University, University of Xiamen, Universidad de La Sabana (Bogotá), Private programs

## RESEARCH FOCUS

The management of technology and innovation, with a particular focus on technology transitions—the move from a dominant technology to the next and its implications for firm strategy and operations. Second stream of research in Service Operations—both in the building of theoretical microfoundations to help define the field and in empirical research on operational productivity.

## PUBLICATIONS

### Published Papers

Nathan R. Furr and Daniel C. Snow, 2024. “Technology Counteroffensive Strategies: Toward an Ex Ante View of Technology Substitution.” *Organization Science* 35 (2), 719–740.

Tat Y. Chan, Yijun Chen, J. Lamar Pierce, and Daniel C. Snow, 2021. “The Influence of Peers in Worker Misconduct: Evidence From Restaurant Theft.” *Manufacturing & Service Operations Management* 23 (4), 952-973.

Nathan R. Furr and Daniel C. Snow, 2015. “The Prius Approach: How hybrid technologies help companies survive disruption and shape the future.” *Harvard Business Review* 93 (11) 103-109.

Nathan R. Furr and Daniel C. Snow, 2015. “Inter-Generational Hybrids: Spillbacks, Spillforwards, and Surviving Technology Discontinuities.” *Organization Science* 26 (2), 475–493

J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, 2015. “Cleaning House: The Impact of Information Technology on Employee Corruption and Performance.” *Management Science* 61 (10) 2299-2319.

Ron Adner and Daniel C. Snow, 2010. “Old technology responses to new technology threats: demand heterogeneity and technology retreats.” *Industrial and Corporate Change* 19 (5): 1655-1675.

Ron Adner and Daniel C. Snow, 2010. “Bold retreat: A new strategy for old technologies.” *Harvard Business Review* 88 (3): 76-81.

Matthew J. Carty, Rodney Chan, Robert Huckman, Daniel C. Snow, Dennis P. Orgill, and David A. Hidalgo, 2009. “A detailed analysis of the reduction mammoplasty learning curve: A statistical process model for approaching surgical performance improvement.” *Plastic and Reconstructive Surgery* 124 (3): 706-714.

Daniel C. Snow, 2008. “Beware of Old Technologies’ Last Gasps.” Special Issue on HBS Centennial. *Harvard Business Review* 86 (1) 17-18.

Daniel C. Snow and Stan A. Taylor, 1997. "Cold War spies: Why they spied and how they got caught" *Intelligence and National Security*, 12 (2): 101-125.

### **Cases, Notes, and Supplements**

Daniel C. Snow, 2017. "Seven Cycles." BYU Marriott School case.

Daniel C. Snow, 2016. "APS Inc.: The DeMatteis Plating Decision." BYU Marriott School case.

Daniel C. Snow, 2011. "Apple Pie-Making." BYU Marriott School case.

Daniel C. Snow, 2010. "Scharffen Berger Chocolate Maker (B)." Harvard Business School Case 610-035.

Daniel C. Snow, Gary P. Pisano, Elena Corsi, and Gudrun Urfalino Kristinsdottir, 2009. "Columbus Tubing: Steel is Real" Harvard Business School Case 609-042.

Daniel C. Snow and Virginia Fuller, 2009. "General Motors: Building the Heart of the Corvette ZR1." Harvard Business School Case 609-047.

Lee Fleming, Daniel C. Snow, 2007. "SpudSpy (TN)." Harvard Business School Teaching Note 607-103.

Daniel C. Snow and Steven C. Wheelwright, and Alison Berkley Wagonfeld, 2006. "Genentech - Capacity Planning." Harvard Business School Case 606-052.

Daniel C. Snow and Steven C. Wheelwright, 2006. "Genentech - Capacity Planning (TN)." Harvard Business School Teaching Note 606-111.

Daniel C. Snow and Steven C. Wheelwright, 2006. "Genentech - Capacity Planning - Spreadsheet Model." Harvard Business School Spreadsheet Supplement 606-713.

Daniel C. Snow and Steven C. Wheelwright, 2006. "Genentech - Capacity Planning Teaching Note, Spreadsheet Model." Harvard Business School Spreadsheet Supplement 606-714.

Daniel C. Snow, Steven C. Wheelwright, and Alison Berkley Wagonfeld, 2006. "Scharffen Berger Chocolate Maker." Harvard Business School Case 606-043.

Daniel C. Snow and Steven C. Wheelwright, 2006. "Scharffen Berger Chocolate Maker (TN)." Harvard Business School Teaching Note 606-091.

Daniel C. Snow and Lee Fleming, 2005. "SpudSpy." Harvard Business School Case 605-059.

### **Book Chapters**

Daniel C. Snow and Stan A. Taylor, 2008. "Cold War Spies: Why They Spied and How They Got Caught." Ch. 23 in *Intelligence and National Security: An Anthology*. New York: Oxford University Press.

## **PAPERS UNDER REVIEW**

N/A

## **PROJECTS IN PROGRESS**

Matthias Holweg and Daniel C. Snow "Disruptive Improvement: Lock-in with Continuous Improvement Tools."

Susan Helper, Jennifer Kuan, and Daniel C. Snow "Dark Innovation Measurement and Strategy in the Automotive Supply Chain."

Nathan R. Furr and Daniel C. Snow "Recombination or Intergenerational? A Taxonomy of Hybrid Technologies."

J. Lamar Pierce and Daniel C. Snow "Decomposing Service Employee Productivity."

Ryan Buell, Daniel C. Snow, and Bradley Staats "Behavioral Foundations of the Toyota Production System."

## **PRESENTATIONS**

"Decreased Prosociality in Restaurants Following Mass Shootings in America" J. Lamar Pierce, and Daniel C. Snow, Academy of Management, Boston, August 2019.

"Dark Innovation Measurement and Strategy in the Automotive Supply Chain" Susan Helper, Jennifer Kuan, and Daniel C. Snow, Strategic Management Society, Rome, June 2016.

"Innovation in the Automotive Supply Chain" Susan Helper, Jennifer Kuan, and Daniel C. Snow, Academy of Management, Vancouver, August 2015.\*

"Innovation in the Automotive Supply Chain" Susan Helper, Jennifer Kuan, and Daniel C. Snow, Oxford TOPOS Seminar, Oxford, June 2015.

"Innovation in the Automotive Supply Chain" Susan Helper, Jennifer Kuan, and Daniel C. Snow, Wharton Technology Conference, Philadelphia, April 2015.

“The Behavioral and Economic Impact of Tragedy” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Institutions and Innovation Conference, Harvard Business School, November 2014.

“The Behavioral and Economic Impact of Tragedy” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Society for Judgment and Decision Making, Long Beach, California, November 2014.

“Innovation in the Automotive Supply Chain.” Susan Helper, Jennifer Kuan, and Daniel C. Snow , West Coast Research Consortium, Seattle, September 2014.\*

“Cleaning House: The Impact of Information Technology on Employee Corruption and Performance” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Strategic Management Society, Copenhagen, June 2014.

“Cleaning House: The Impact of Information Technology on Employee Corruption and Performance” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Institutions and Innovation Conference, Harvard Business School, November 2013.

“Cleaning House: The Impact of Information Technology on Employee Corruption and Performance” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Haas Multi-Disciplinary Conference on Fraud and Misconduct, Berkeley, October 2013.\*

“Cleaning House: The Impact of Information Technology on Employee Corruption and Performance” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Strategic Management Society, Atlanta, September 2013.\*

“Inter-Generational Hybrids: Spillbacks, Spillforwards, and Surviving Technology Discontinuities” Nathan R. Furr and Daniel C. Snow, West Coast Research Symposium, Seattle, September 2013.

“Inter-Generational Hybrids: Spillbacks, Spillforwards, and Surviving Technology Discontinuities” Nathan R. Furr and Daniel C. Snow, Academy of Management, Orlando, August 2013.

“Inter-Generational Hybrids: Spillbacks, Spillforwards, and Surviving Technology Discontinuities” Nathan R. Furr and Daniel C. Snow, DRUID, Barcelona, June 2013.

“Cleaning House: The Impact of Information Technology on Employee Corruption and Performance” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Invited Presentation, UNIL Switzerland, Zurich, December 2012.\*

“Dirty Spoons” J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee, Harvard Institutions and Innovation Conference, Boston, November 2012.

“Last Gasp or Crossing the Chasm? The Case of the Carburetor Technological Discontinuity”  
Nathan R. Furr and Daniel C. Snow, Invited Presentation, Stanford SIEPR Seminar, Palo Alto,  
November 2012.\*

“Last Gasp or Crossing the Chasm? The Case of the Carburetor Technological Discontinuity”  
Nathan R. Furr and Daniel C. Snow, Academy of Management, Boston, August 2012.\*

“Last Gasp or Crossing the Chasm? The Case of the Carburetor Technological Discontinuity”  
Nathan R. Furr and Daniel C. Snow, Invited Presentation, INSEAD, Fontainebleau, June 2012.\*

“Last Gasp or Crossing the Chasm? The Case of the Carburetor Technological Discontinuity”  
Nathan R. Furr and Daniel C. Snow, Invited Presentation, HEC Paris, June 2012.\*

“Technology’s Last Gasp: Why Some Firms Fight Threats ... and Sometimes Win” Nathan R.  
Furr and Daniel C. Snow, Wharton Technology Conference, Philadelphia, April 2012.\*

“Threat Rigidity or Threat Action? Rethinking Threat Response in Light of Technology’s Last  
Gasp” Nathan R. Furr and Daniel C. Snow, IMVP Research Conference, ETH Zurich, March  
2012.

“Manufacturing as a Source of Innovative Capacity” Nile Hatch and Daniel Snow, Academy of  
Management, San Antonio, August 2011.\*

“What are Services? Distinctiveness of Service Operations and Service Products” Scott E.  
Sampson and Daniel C. Snow, International Research Symposium on Service Excellence, Ithaca,  
June 2011.\*

“‘Old’ Technology Responses to ‘New’ Technology Threats: Demand Heterogeneity and  
Graceful Technology Retreats” Ron Adner and Daniel Snow, Invited Presentation, Washington  
University at St. Louis, October 2010.

“Demand Heterogeneity and Graceful Technology Retreats: A New Perspective on Responding  
to Dominant Technological Threats.” Ron Adner and Daniel Snow, Academy of Management,  
Chicago, August 2009.

“Demand Heterogeneity and Graceful Technology Retreats: A New Perspective on Responding  
to Dominant Technological Threats.” Ron Adner and Daniel Snow, DRUID Conference,  
Copenhagen, June 2009.

“Demand Heterogeneity and Graceful Technology Retreats: A New Perspective on Responding  
to Dominant Technological Threats.” Ron Adner and Daniel Snow, ACAC Conference, Emory  
University, Atlanta, May 2009.

“Demand Heterogeneity and Graceful Technology Retreats: A New Perspective  
on Responding to Dominant Technological Threats.” Ron Adner and Daniel Snow, Wharton  
Technology Conference, Philadelphia, April 2009.\*

“Performance Improvement through 'Spillbacks' of Technology and Knowledge.” Daniel Snow, Harvard Institutions and Innovation Conference, Boston, November 2008.

“The Impact of New Internet Technologies on 'Old' Technologies (Everything from Printmaking to Vacuum Tubes to Steel Bicycles) and the Businesses that Produce Them.” Daniel Snow, Google Faculty UN-Conference, Mountain View, California, July 2008.

“Capturing Benefits from Tomorrow’s Technology in Today’s Products: The Effect of Absorptive Capacity” Daniel C. Snow, Invited Presentation, EPFL Lausanne, June 2008.

“Does Status Drive Performance? Evidence from Cardiac Surgery.” Robert S. Huckman and Daniel Snow, Academy of Management, Honolulu, August 2005.

“Using Real-Time Physician Performance Feedback to Improve Patient Care: Results from a Controlled Randomized Trial.” Paul Gertler and Daniel C. Snow, Academy of Management, Honolulu, August 2005.

“Using Information Technology to Improve Quality of Care for Chronic Diseases: Preliminary Results from a Controlled Randomized Trial.” Daniel C. Snow, Paul J. Gertler, Kristiana Raube, and Jeff Rideout. Bay Area Health Care Quality and Outcomes Research Conference, San Francisco, May 2003.

(\* indicates co-author presented)

## **AWARDS AND HONORS**

2021	University Accessibility Center Award (given to two faculty members campuswide for contributions made to students with disabilities)
2019	Outstanding Teacher Award, BYU Marketing and Supply Chain Department
2017	BYU Marriott School Multiplier Award (Award to faculty member who helped build student and colleague experiences)
2015	Outstanding Researcher award, BYU Business Management Dept.
2014	Marriott School Ethics Teaching Award (Award to faculty member who most effectively includes ethics in non-Ethics course)
2013	Marriott School Outstanding Teaching Award (Annual college-wide honor given to one or two faculty members)
2013	Olin Award: Recognizing Research that Transforms Business
2013	Best Paper Award Finalist, Strategic Management Society
2013	Best Paper Proceedings Academy of Management
2011	Best Paper Honorable Mention POMS college of Service Operations
2011	QUIS Highly Commended Paper Award
2011	Outstanding Teacher award, BYU Business Management Dept.
2011	Finalist, Bateman Faculty Award, BYU Marriott School
2007-2009	Lumry Family Chaired Assistant Professorship, Harvard Business School
2004	AOM paper honorable mention
2002	Haas School of Business Outstanding Graduate Student Instructor Award

## **FELLOWSHIPS AND GRANTS**

2016-2018   BYU Student Research Mentoring Grant (ORCA), \$20k  
2001-2002   Recipient of Car Internet Research Project (CIRP) Grant  
1999-2001   Student Fellowship, Haas School of Business

## **PROFESSIONAL SERVICE**

2020-       MBA Program Director  
2020-       Member of Marriott School Curriculum Committee  
2016-2018   MBA Program Associate Director  
2014-       MBA Global Supply Chain Track Advisor  
2011-       Marriott School MBA Admissions Committee  
2011-       Marriott School MBA Curriculum Committee  
2011-2012   Executive Committee Member, CSCMP (Council of Supply Chain Management Professionals) 2012 Conference  
2010-       Faculty participant with Global Supply Chain Management Advisory Board  
2008-2010   Faculty Co-Chair, HBS 2+2 Program (Harvard Business School deferred admission program that includes on-campus summer instruction)  
2007-2010   Executive Committee member, TIM (Technology and Innovation Management) Division, Academy of Management  
2005-       Executive Committee Member, Harvard Business School Institutions and Innovation Conference

Ad-Hoc Reviewer

Administrative Sciences Quarterly  
Industrial and Corporate Change  
Journal of Operations Management  
Management Science  
Production and Operations Management  
Organization Science  
Research Policy  
Strategic Management Journal

## **OUTSIDE PROFESSIONAL ACTIVITIES**

2008-       Member of Board of Directors, Ceramic Process Systems (NASDAQ: CPS-H)  
2015-2018   Board Member, Intermountain Healthcare South Region Governing Board  
2018-       Expert Witness, Analysis Group