

**January 27, 2022**

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## **EDUCATION**

- 2004      Ph.D., Business Administration, Haas School of Business, University of California, Berkeley  
Major: Business and Public Policy, Minor: Industrial Organization  
Committee: Paul Gertler (Co-Chair), David Mowery (Co-Chair), Bronwyn Hall, and Florian Zettelmeyer.  
Research Assistant for David Teece and Oliver Williamson (2009 Nobel Prize Winner)
- 1998      MBA Marriott School of Business, Brigham Young University  
Emphases: Operations and Corporate Finance
- 1996      B.A, International Relations, Kennedy Center for International and Area Studies, Brigham Young University

## **ACADEMIC APPOINTMENTS**

- 2020-      Associate Professor, Marriott School of Business, Brigham Young University  
Lee Tom Perry Distinguished Fellow
- 2020-      MBA Program Director, Marriott School of Business, Brigham Young University  
Lead MBA, EMBA, and associated academic programs
- 2018-2020      Associate Professor, Technology and Operations Management, Saïd Business School, Oxford University.  
MBA Core Technology and Operations Management
- 2018-2020      Fellow, Economics and Management, Exeter College, Oxford University  
Undergraduate Economics and Management

- 2016-2018 Associate Director, MBA Program, Marriott School of Business  
Manage student experience, admissions, orientation, and curriculum committee.  
Led special projects (e.g. creation of new MBA emphasis in Tech Management, use of analytics in admissions, international student placement)
- 2010-2018 Associate Professor, Marriott School of Business, Brigham Young University  
MBA 530: Operations, First Year MBA required course  
MBA 633: Global Supply Chain Strategy  
MBA 693R: Special Kaizen Projects
- 2004-2010 Lumry Family Chair Assistant Professor, Harvard Business School  
FYTOM: First Year Technology and Operations Management  
Operations Strategy: Second-year elective  
Executive Education: Building Competitive Advantage through Operations, Leading Product Development, Leading Product Innovation, Senior Executive Program China
- 2000-2003 Graduate Student Instructor, Haas School of Business, UC Berkeley  
BA170: Institutional Environment of Business  
BA188: International Business
- 1997-1999 Financial Analyst, Ford Motor Company, Dearborn Michigan  
Subsidiary dividend policy  
Automotive Components Division controller's office  
Plant investment analysis
- 1994-1996 Teaching Assistant, Brigham Young University, Department of Political Science  
PS200: Political Inquiry

## **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

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**

Nathan R. Furr and Daniel C. Snow "Unpacking Technology Substitution: Last Gasps, Hybrids and Retreat" Conditionally Accepted at *Organization Science*

J. Lamar Pierce, Daniel C. Snow, and Andrew McAfee "Decreased Prosociality in Restaurants Following Mass Shootings in America."

Scott E. Sampson and Daniel C. Snow "Empirical Assessment of Serviceness: Operations versus Product Distinctions."

## **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**

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  
 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