

## Matthew W. Ford

Associate Professor of Management  
Department of Management  
Haile/US Bank College of Business  
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### Education

- 2000            PhD Operations Management  
                  Dissertation: *A model of change process and its use in self-assessment*  
                  James R. Evans, chair  
                  University of Cincinnati
- 1983            BS Applied Science, Paper Science & Engineering *cum laude*  
                  Miami University

### Experience

- 2007-present    Associate Professor of Management  
                  Haile/US Bank College of Business  
                  Northern Kentucky University
- 2001-2007      Assistant Professor of Management  
                  College of Business  
                  Northern Kentucky University
- 2000-2001      Visiting Assistant Professor  
                  College of Business Administration  
                  University of Cincinnati
- 1995-2000      Graduate Assistant  
                  College of Business Administration  
                  University of Cincinnati
- 1991-1995      Quality Systems Manager  
                  Consolidated Papers, Inc, Wisconsin Rapids WI
- 1987-1991      Technical Manager  
                  Consolidated Papers, Inc, Biron WI
- 1983-1987      Process Engineer/Production Superintendent  
                  Consolidated Papers, Inc, Biron WI

## Awards & Honors

- 2010 Best Interdisciplinary Research Paper (with J.R. Evans & S.S. Masterson), 41<sup>st</sup> Annual Meeting of the Decision Sciences Institute
- 2009 Haile Faculty Fellow for Excellence in Teaching, Haile/US Bank College of Business, Northern Kentucky University
- 2007 Dean's Citation for Outstanding Scholarship, College of Business, Northern Kentucky University
- 2007 Best Paper (with D.W. Kent & S. Devoto), *Decision Sciences Journal of Innovative Education*
- 2007 University nominee for Kentucky Council on Postsecondary Education teaching award
- 2005 The Sandy Easton Outstanding Teacher Award (selected by College of Business students), College of Business, Northern Kentucky University
- 2005 Best Paper (with B.M. Greer), Organization Development & Change Division, 65<sup>th</sup> Annual Meeting of the Academy of Management
- 2004 The Sandy Easton Outstanding Teacher Award (selected by College of Business students), College of Business, Northern Kentucky University
- 2004 Best Paper (with B.M. Greer), Midwest Decision Sciences Institute Annual Meeting
- 2003 The Sandy Easton Outstanding Teacher Award (selected by College of Business students), College of Business, Northern Kentucky University
- 2002 Dean's Citation for Outstanding Scholarship, College of Business, Northern Kentucky University,
- 2000 Excellence in Teaching Award, University of Cincinnati Division of Research and Advanced Studies
- 2000 *Graduate Assistant Excellence in Teaching Award*, College of Business Administration, University of Cincinnati
- 1999 Excellence in Teaching Award, University of Cincinnati Division of Research and Advanced Studies
- 1999 *Graduate Assistant Excellence in Teaching Award*, College of Business Administration, University of Cincinnati

- 1998 Excellence in Teaching Award, University of Cincinnati Division of Research and Advanced Studies
- 1998 *Graduate Assistant Excellence in Teaching Award*, College of Business Administration, University of Cincinnati

### **Courses Taught**

Operations Management (undergraduate, MBA)  
Quality Management (undergraduate)  
Supply Chain Management (undergraduate)  
Business Policy (undergraduate)  
Global Business Environment (undergraduate)  
Entrepreneurship (undergraduate, MBA)  
Advanced Investment Analysis (undergraduate)

### **Refereed Journal Articles**

- Ford, M.W., Evans, J.R. & Masterson, S.S. The road to maturity: Process management and integration of strategic human resource processes. *Quality Management Journal*. (forthcoming)
- Ford, M.W. (2011). Customized compliance: Exploring patterns of quality practice adoption in a multidivisional context. *Quality Management Journal*, 18(3): 21-32.
- Xiao, J.J., Ford, M.W. & Kim, J. (2011). Consumer financial behavior: An interdisciplinary review of selected theories and research. *Family & Consumer Sciences Research Journal*, 39(4): 399-414.
- Ford, M.W & Kent, D.W. (2009). Gender differences in student financial market attitudes and awareness: An exploratory study. *Journal of Education for Business*, 85(1): 7-12.
- Greer, B.M. & Ford, M.W. (2009). Managing change in supply chains: A process comparison. *Journal of Business Logistics*, 30(2): 47-63.
- Matthews, C.H., Schenkel, M.T., Ford, M.W. & Human, S.E. (2009). Comparing nascent entrepreneurs and intrapreneurs and expectations of firm growth. *Journal of Small Business Strategy*, 20(1): 53-80.
- Ford, M.W. (2009). Size, structure, and change implementation: Comparing small and large organizations. *Management Research News*, 32(4): 303-320.
- Schenkel, M.T., Matthews, C.H. & Ford, M.W. (2009). Making rational use of 'irrationality'? Exploring the role of cognitive closure in nascent entrepreneurial activity. *Entrepreneurship & Regional Development*, 21(1): 51-76.

Ford, M.W. (2008). Adoption of quality practices in a multidivisional environment: A longitudinal study. *Quality Management Journal*, 15(4): 7-17.

Miller, V.V. & Ford, M.W. (2007). Exchanges: Physical, economic, but also institutional. *Progress in Industrial Ecology*, 4(3/4): 288-305.

Ford, M.W., Devoto, S., Kent D.W. & Harrison, T. (2007). Threat, intimidation, and student financial market knowledge: An empirical study. *Journal of Education for Business*, 82(3): 131-139.

Ford, M.W., Kent, D.W. & Devoto, S. (2007). Learning from the pros: Influence of web-based expert commentary on student vicarious learning about financial markets. *Decision Sciences Journal of Innovative Education*, 5(1): 43-63. *Best Journal Paper*

Ford, M.W. (2006). Outside the lines: Exploring student use of web-based vicarious learning about financial markets. *Journal of Business and Leadership*, 2(2): 325-333.

Ford, M.W. & Greer, B.M. (2006). Profiling change: An empirical study of change process patterns. *Journal of Applied Behavioral Science*, 42(4): 420-446.

Ford, M.W. & Evans, J.R. (2006). The role of follow-up in achieving results from self-assessment processes. *International Journal of Quality & Reliability Management*, 23(6): 589-606.

Ford, M.W. & Greer, B.M. (2005). Implementing planned change: An empirical comparison of theoretical perspectives. *Mid American Journal of Business*, 20(2): 59-69.

Ford, M.W. & Greer, B.M. (2005). The relationship between management control system usage and planned change achievement: An exploratory study. *Journal of Change Management*, 5(1): 29-46.

Ford, M.W., Evans, J.R. & Matthews, C.H. (2004). Linking self-assessment to the external environment: An exploratory study. *International Journal of Operations & Production Management*, 24(11): 1175-1187.

Ford, M.W. & Evans, J.R. (2002). Models for organizational self-assessment. *Business Horizons*, 45(6): 25-32.

Ford, M.W. & Evans, J.R. (2001). Baldrige Award assessment and organizational learning: The need for change management. *Quality Management Journal*, 8(3): 7-25.

Ford, M.W., Evans, J.R., Matthews, C.H. & Burchill, G. (2001). Theoretical foundations of the Seven Infrastructures model. *Center for Quality of Management Journal*, 10(2): 51-75.

Ford, M.W. & Evans, J.R. (2000). Conceptual foundations of strategic planning in the Malcolm Baldrige Criteria for Performance Excellence. *Quality Management Journal*, 7(1): 8-26.

Evans, J.R. & Ford, M.W. (1997). Value-driven quality. *Quality Management Journal*, 4(4): 19-31.

### **Book Chapters**

Ford, M.W. & Matthews, C.H. (2004). Individual problem-solving. In W.B. Gartner, K.G. Shaver, N.M. Carter & P.D. Reynolds (Eds.), *Handbook of entrepreneurial dynamics: The process of business creation*. Thousand Oaks, CA: Sage Publications, pp. 196-204.

### **Book Reviews**

Ford, M.W. (2001). *Car launch—The human side of managing change* by G. Roth and A. Kleiner. *Journal of Engineering & Technology Management*, 18(1): 93-96.

### **Refereed Conference Presentations**

Ford, M.W., Evans, J.R., & Masterson, S.S. (2010). The road to maturity: Process management and integration of strategic human resource processes. Proceedings of the 41<sup>st</sup> Annual Meeting of the Decision Sciences Institute, San Diego, California, pp. 901-906. *Best Interdisciplinary Research Paper*

Ford, M.W. (2009). Customized compliance: Exploring patterns of quality practice adoption in a multidivisional context. Proceedings of the 69<sup>th</sup> Annual Meeting of the Academy of Management, Chicago, Illinois, Operations Management Paper Abstracts, p. 765.

Ford, M.W. (2007). Size, formalization, and change implementation: Comparing small and large organizations. Proceedings of the 38<sup>th</sup> Annual Meeting of the Decision Sciences Institute, Phoenix, Arizona, pp. 351-356.

Ford, M.W., Kent, D.W. & Devoto, S. (2007). Learning from the pros: Influence of web-based expert commentary on student vicarious learning about financial markets. Proceedings of the 38<sup>th</sup> Annual Meeting of the Decision Sciences Institute, Phoenix, Arizona, pp. 11071-11076. *Best Paper*

Ford, M.W. (2006). Outside the lines: Exploring student use of web-based vicarious learning about financial markets. 2<sup>nd</sup> Business & Leadership Symposium, Fort Hays State University, Hays, Kansas.

Greer, B.M. & Ford, M.W. (2006). Implementing planned change in the supply chain: A comparative analysis. Proceedings of the 66<sup>th</sup> Annual Meeting of the Academy of Management, Atlanta, Georgia, Operations Management Paper Abstracts, p. 17.

Schenkel, M.T., Matthews, C.H. & Ford, M.W. (2006). The entrepreneurial journey begins: The role of cognitive styles among nascent entrepreneurs. Proceedings of the 4<sup>th</sup> USASBE/SBI Joint Conference, Tucson, Arizona, p. 159.

Ford, M.W. & Greer, B.M. (2005). Using change process profiles to study implementation: An empirical demonstration. *Best Paper Proceedings*. Proceedings of the 65<sup>th</sup> Annual Meeting of the Academy of Management, Honolulu, Hawaii, pp. G1-G6. *Best Visual Paper Award from Organization Development & Change Division*

Miller, V.V. & Ford, M. (2005). Exchanges: Physical, economic, but also institutional. Proceedings of the 11<sup>th</sup> Annual International Sustainable Development Research Conference, Helsinki, Finland.

Ford, M.W., Matthews, C.H. & Baucus, M.S. (2004). Strategic cognitions of the entrepreneur and formal business planning in nascent firms: An empirical study. Proceedings of the 64<sup>th</sup> Annual Meeting of the Academy of Management--Entrepreneurship Paper Abstracts, New Orleans, Louisiana, p. 15.

Ford, M.W. & Greer, B.M. (2004). Modeling the planned change process: An empirical study of theoretical perspectives with implications for operations managers. Midwest Decision Sciences Institute Annual Meeting, Cleveland, Ohio, pp. 92-95. *Best Paper Winner*

Ford, M.W., Matthews, C.H. & Baucus, M.S. (2003) To plan or not to plan: Is that really the question? *Frontiers of Entrepreneurship Research*. Proceedings of the 23<sup>rd</sup> Babson College Entrepreneurship Research Conference, Boston, Massachusetts, p. 677.

Ford, M.W. & Evans, J.R. (2002). Selecting and using models for organizational self-assessment. Proceedings of the 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute, San Diego, California, pp. 2334-2336.

Matthews, C.H., Ford, M.W. & Human, S.E. (2002). From credit cards to venture capital: Financing complexity and planning sophistication in nascent ventures. *Frontiers of Entrepreneurship Research*. Proceedings of the 22<sup>nd</sup> Babson College Entrepreneurship Research Conference, Denver, Colorado, p. 553.

Matthews, C.H., Ford, M.W. & Human, S.E. (2002). Uncertainty, planning, and growth expectations of nascent entrepreneurs. Proceedings of the 5<sup>th</sup> Annual Conference at the College of Business and Economics, United Arab Emirates University, Al-Ain, UAE, pp. 917-942.

Matthews, C.H., Ford, M.W. & Human, S. (2001). The context of new venture initiation: Comparing growth expectations of nascent entrepreneurs and intrapreneurs. *Frontiers of Entrepreneurship Research*. Proceedings of the 21<sup>st</sup> Babson College Entrepreneurship Research Conference, Jankoping, Sweden, pp. 42-52.

Evans, J.R. & Ford, M.W. (1997). Understanding quality values and culture through Baldrige assessment. 8<sup>th</sup> Annual Meeting of the Production & Operations Management Society, Miami, Florida.

### **Other Conference Activity**

Xiao, J., Collins, M. Ford, M., Keller, P., Kim, J., & Robles, B. A review of financial behavior research: Implications for financial education. Consortium on Implications of Research in Personal Finance. National Endowment for Financial Education. Denver, CO, August 2010.

Evans, J.R., Masterson, S.S., & Ford, M.W. Beyond performance excellence: Challenges and opportunities. Baldrige Award Recipients Consortium, Cambridge, Massachusetts, September 2009.

Ford, M.W. UMV update, Vail 2006. 3<sup>rd</sup> Annual Minyans in the Mountains Financial Retreat, Vail, CO, August 2006.

Miller, V.V. & Ford, M. Ecosystems: The issue of collaboration for industrial ecology. Forum on Ecosystem Innovation, Carnegie Bosch Institute 7th International Conference: Innovation and Growth in the International Firm, Stuttgart, Germany, September 2005.

Ford, M.W. UMV project update. 2<sup>nd</sup> Annual Minyans in the Mountains Financial Retreat, Ojai, CA, August 2005.

Matthews, C.H., Schenkel, M.T. & Ford, M.W. Entrepreneurial opportunity recognition: Examining the need for cognitive closure. 1<sup>st</sup> Panel Study of Entrepreneurial Dynamics (PSED) Research Symposium. Clemson University, Greenville, SC, November 2004.

### **Manuscripts Under Review**

Evans, J.R., Ford, M.W., Masterson, S.S., & Hertz, H.S. Beyond performance excellence: Lessons for high-performing organizations – and everyone else. University of Cincinnati.

### **Work in Progress**

Ford, M.W. Implementing strategic change: Structure and timing of midcourse revision. Northern Kentucky University.

Matthews, C.H., Ford, M.W. & Human, S.E. From credit cards to venture capital: Financing complexity and planning sophistication in nascent ventures. University of Cincinnati.

Ford, M.W., Evans, J.R., & Masterson, S.S. Managing high end processes: Weakness based analysis of Baldrige winners. Northern Kentucky University.

## Other Published Work

Ford, M.W. (2001). Test bank for *The management and control of quality*, 5<sup>th</sup> ed. Minneapolis/St. Paul: West Publishing Company.

Contributor, (2001). *Mobilizing change using the 7 infrastructures*. Cambridge, MA: Center for Quality of Management.

Ford, M.W. (1999). Test bank for *The management and control of quality*, 4<sup>th</sup> ed. Minneapolis/St. Paul: West Publishing Company.

## External Service

- 2010                      Session chair, "People and Processes," Process Quality and Productivity Management track, 41<sup>st</sup> Annual Meeting of the Decision Sciences Institute, San Diego, California.
- 2005                      Organizer, "Making sense of today's financial markets: The need for fiscal literacy." NKU College of Business, November 7, 2005.
- 2004 – present        Contributor, Minyanville Media, Inc. New York, NY.
- 2004                      Presenter, NKU Family Business Development Center: "Thoughts on lean operations." March 23, 2004.
- 2002 – 2004            Member, Center for Quality of Management Cincinnati Chapter study group. Project: Evaluate validity of organizational effectiveness model.
- 2002                      Researcher, Greater Cincinnati Chamber of Commerce, *Roadmap to Excellence* self-assessment program.
- 2002                      Lead examiner, Greater Cincinnati Chamber of Commerce, Small Business Awards evaluation process.
- 2000 – 2001            Communications director, Center for Quality of Management Cincinnati Chapter.
- 1999                      Coordinator, Small Business Institute Director's Association (SBIDA) 23rd Annual Meeting, San Francisco.
- 1998 – 2000            Member, Center for Quality of Management Cincinnati Chapter study group. Project: diagnosing change management problems.
- 1998 – 1999            Case coordinator, University of Cincinnati Small Business Institute.

## **Consulting/Training Experience**

Center for Quality of Management, Consolidated Papers, Inc., Greater Cincinnati Chamber of Commerce, Minyanville Media, Inc., Positrol, Inc.

## **Internal Service**

- 2011 Chair, NKU Haile/US Bank College of Business faculty affairs committee.
- 2010 NKU Department of Management reappointment, promotion, & tenure (RPT) Committee.
- 2010 NKU Department of Management PACE faculty search committee.
- 2009-2010 NKU Haile/US Bank College of Business faculty affairs committee.
- 2009 NKU Department of Management entrepreneurship faculty search committee.
- 2008 – 2009 Faculty advisor, NKU student chapter of Phi Beta Lambda.
- 2007 – 2009 NKU Department of Management reappointment, promotion, & tenure (RPT) Committee.
- 2008 NKU Department of Accountancy reappointment, promotion, & tenure (RPT) Committee.
- 2007 Student group presentation, “Thoughts on resumes.” Presented to NKU Phi Beta Lambda.
- 2007 Faculty presentation, "Outside the lines: Exploring student use of web-based vicarious learning about financial markets."
- 2005 – 2007 NKU College of Business strategic management (AACSB) committee.
- 2005 Faculty presentation, “Profiling change” (with B.M. Greer). Department of Management & Marketing research seminar.
- 2005 Student group presentation, “Thoughts on resumes.” Presented to NKU Phi Beta Lambda.
- 2005 Student workshop: “Effective resumes” (with D. Kent).
- 2005 Faculty presentation, “Websites and teaching.” Department of Management & Marketing teaching seminar.

- 2004 – 2005 NKU Department of Management & Marketing curriculum strategic planning subcommittee, chair.
- 2004 Chaperone. NKU Finance Student Association trip to New York City.
- 2004 NKU faculty professional concerns committee.
- 2003 Student group presentation, “Narrowing career choices.” Presented to NKU Phi Beta Lambda.
- 2002 – 2003 New undergraduate management course development, “Managerial Communication” (MGT 240).
- 2002 – 2003 NKU College of Business academic standards and policies (ASAP) committee.
- 2002 – 2003 New undergraduate management course development, “Supply Chain Management” (MGT 307).
- 2002 Student group presentation, “Brief thoughts on teams and leadership.” Presented to NKU Phi Beta Lambda.
- 2002 Faculty presentation: “Experiences with LISREL” sponsored by NKU COB Technology Committee.
- 2001 – 2002 NKU Department of Management & Marketing management program curriculum review committee.
- 2001 – 2002 NKU Department of Management & Marketing business policy faculty search committee.

**PhD Committees**

Ray H. Riha, George Washington University, “A study of the effects of self-assessment process in the nuclear power industry.” 2009

Mark T. Schenkel, University of Cincinnati, “New enterprise opportunity recognition: Toward a theory of entrepreneurial dynamism.” 2004

**Editorial Activities**

Editorial Review Board: *Quality Management Journal*.

Ad hoc reviewer: *European Journal of Operational Research, International Journal of Quality & Reliability Management.*

National conference reviewer: Academy of Management, Decision Sciences Institute, United States Association for Small Business and Entrepreneurship (USASBE).

**Affiliations**

Academy of Management

Decision Sciences Institute (DSI)

American Finance Association (AFA)

*Omega Rho* International Honor Society

American Society for Quality (ASQ), Senior Member, CQE, CQA, CMQ/OE