Sourav Sengupta, Ph.D.

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BIOSKETCH

An empirical researcher, with an overall research experience of about eight years, well acquainted with case research, Gioia methodology for qualitative data analysis and NVivo software application. Have co-authored papers in reputed journals such as International Journal of Physical Distribution and Logistics Management, Journal of Supply Chain Management, International Journal of Production Research, Service Industries Journal, International Journal of Computer Integrated Manufacturing, and Computers & Industrial Engineering. A team-player and a confident speaker, with experience of collaborating with academics from the leading universities in India, Europe, Australia, and America.

ACADEMIC BACKGROUND

PhD, Operations Management   **(July 2013-October 2018, CGPA 8.87/10)**
IITB-Monash Research Academy | India and Australia
(A joint PhD program between IIT Bombay, India and Monash University, Australia)

Thesis Title: A Study of Service Triads

Synopsis: Service triads refer to tripartite relationships where a client firm outsources its service delivery to a third-party service provider that directly serves the client's customer(s). The direct interactions between the providers and customers expose the clients to an array of seemingly unique risks. The dynamics of interdependence of the three entities in a service triad, information asymmetry within relationships and conflicts of individual interests portrays complexity and warrants deeper knowledge.

Contributions of the thesis are stated below:

- Identified the trends and directions in service triad research through a systematic literature review.
- Given the diversity of service triads, proposed a client-centric risk-based taxonomy of service triads, which differentiates between service triads and aids in developing strategic insights into the functioning of these triads.
- Advanced the understanding of the client-centric risks and agency-contracting in service triads by conducting a cross-industry qualitative study.
- Established stability and balance as two orthogonal constructs and emphasized the importance of stability vis-à-vis balance in the context of service triads. Further, identified eight states of stability of service triads that reflects specific characteristics. Also, conceptualized the likely transitions of the triad states over time; how relationships matured from an unstable to a stable state or weakened and deteriorate from a stable to an unstable state.

Master of Technology, Industrial Engineering & Management   **(2009-2011, CGPA 9.1/10)**
West Bengal University of Technology | India

Thesis Title: Application of Artificial Neural Network in Cellular Manufacturing

Synopsis: Developed Fuzzy-ART K-Means Clustering Technique (a hybrid approach using K-Means algorithm and an unsupervised neural network model, Fuzzy Adaptive Resonance Theory) to solve cell formation problem in a cellular manufacturing system.

Bachelor of Technology, Information Technology   **(2005-2009, CGPA 7.84/10)**
West Bengal University of Technology | India

ACADEMIC POSITIONS

- Research Associate, Shailesh J. Mehta School of Management, IIT Bombay (May 2018-October 2018)
- Research Intern, TCS Research & Innovation Lab, Pune, India (November 2017-January 2018)
- Teaching Assistant for various management courses at IIT Bombay, India (2014-2015)
- Project Research Fellow at SJMSOM, IIT Bombay, Powai, Mumbai, India (January-July 2013)

RESEARCH INTERESTS

Service Triads, Service Purchasing, Inter-Organizational Collaborations

TEACHING INTERESTS

Operations Management, Service Management, Purchasing and Supply Management, System Dynamics, Behavioral Operations Management, Case Research, Qualitative Research Methodology

ACADEMIC SERVICES

Reviewer:
1. International Journal of Physical Distribution and Logistics Management
2. IIE Transactions

Internal study:
1. Conducted an IITB-Monash Research Academy's governing board approved study for understanding the state of the collaboration between IIT Bombay and Monash University and for providing recommendations for addressing the prominent concerns. The findings of the study were presented in the December 2018 board meeting in the presence of the board members including the CEO, IITB-Monash Research Academy, Director, IIT Bombay, and the Vice Chancellor and President, Monash University.

AWARDS AND RECOGNITIONS

- Google scholar citations: 173 | h-index:5 and i10-index: 4
- Awarded university rank medal (bronze) by Hon'ble Governor of West Bengal, India.
- Won the student category best paper award in ICOEGC, 2011
- Awarded Sangeet Bivakar (Bachelor's degree equivalent) in Tabla, an Indian percussion instrument

PUBLICATIONS

In refereed journals

1. M Prasad, S Sengupta, T.T. Niranjan (2019), A peek into academic (de)motivation of undergraduates at India's top engineering schools, *European Journal of Engineering Education* (in press).

2. S Sengupta, T.T. Niranjan, and M Krishnamoorthy (2018), Trends and Directions in Service Triads Research, *International Journal of Physical Distribution and Logistics Management,* Vol. 48, No. 3, pp. 333-360.

3. S Sengupta, T.T. Niranjan, and M Krishnamoorthy, W van der Valk (2018), A Client-centric Risk-based Taxonomy of Service Triads, *The Service Industries Journal.* DOI: 10.1080/02642069.2018.1504923.

4. M Chattopadhyay, S Sengupta, and B.S Sahay (2016), Visual Hierarchical Clustering of Supply Chain using Growing Hierarchical Self Organizing Map Algorithm, *International Journal of Production Research*, Vol. 54, No 9, pp. 1-20.

5. T.T. Niranjan, S Rao, S Sengupta, and S. M Wagner (2014), Existence and Extent of Operations and Supply Management Departmental Thought Worlds: An Empirical Study, *Journal of Supply Chain Management*, Vol. 50, No 4, pp. 76-95.

6. M Chattopadhyay, S Sengupta, T Ghosh, P.K.Dan, and S Mazumdar (2013), Neuro-Genetic Impact on Cell Formation Methods of Cellular Manufacturing System Design: A Quantitative Review and Analysis, *Computers & Industrial Engineering*, Vol. 64, No. 1, pp. 256-272.

7. S Sengupta, T Ghosh and P.K Dan (2011), Fuzzy ART K-Means Clustering Technique: A Hybrid Neural Network Approach to Cellular Manufacturing Systems, *International Journal of Computer Integrated Manufacturing,* Vol 24, No 10, pp. 927-938.

8. S Sengupta, T Ghosh and P.K Dan (2011), A Hybrid Neural Network Approach to Cell Formation in Cellular Manufacturing, *International Journal of Intelligent Systems Technologies and Applications*, Vol. 10, No. 4, pp. 360-376.

9. T Ghosh, S Sengupta, M Chattopadhyay and PK Dan (2011), Meta-heuristics in Cellular Manufacturing: A State-of-the-art Review, *International Journal of Industrial Engineering Computations*, Growing Science Publisher, Vol. 2, No. 1, pp. 87-122.

Working papers

1. S Sengupta, M Krishnamoorthy, and T.T. Niranjan, Stability, Not Balance: A Framework for Understanding Sustainability of Service Triads.

2. S Sengupta, T.T. Niranjan, and M Krishnamoorthy, An Agency-Theoretic Perspective on Managing Service Triad Risks.

Conferences

1. S Sengupta, T.T. Niranjan, and M Krishnamoorthy, Balanced, Yet Unstable? Understanding Stability of Service Triads, *in Proceedings of POMS 27th Annual Conference*, Orlando, Florida, 6-9 May 2016.

2. S Sengupta, T.T. Niranjan, and M Krishnamoorthy, An Agency Theory Perspective on Risks in Service Triads, *in Proceedings of Annual Meeting of the Decision Sciences Institute*, Seattle, Washington, USA, 21-24 November 2015.

3. S Sengupta, T.T. Niranjan, and W van der Valk, Classifying Service Triads to Gain Strategic Insights, *Annual Meeting of Academy of Management*, Vancouver, BC, Canada, 7-11 August 2015.

4. S Sengupta, T Ghosh, P.K. Dan and M Chattopadhyay, Hybrid Fuzzy-ART Based K-Means Clustering Methodology to Cellular Manufacturing using Operational Time, *International Conference on Operational Excellence for Global Competitiveness,* Bangalore, India, 3-5 February 2011.

5. Pranab K Dan, S Sengupta, Rana Basu, Factors Influencing Application of Mobile Phones in Primary Education and Beyond, *13th National Conference on e-Governance*, Jaipur, India, February 2010.

PERSONAL

Citizenship: Indian

Marital status: Single

Other interests: Hiking, Cycling, Painting