

RAFFAELLA CAGLIANO

Raffaella Cagliano is Full Professor at the School of Management of Politecnico di Milano. She holds a Master of Science and a PhD in Management, Economics and Industrial Engineering from Politecnico di Milano, Italy. She is Deputy Director of the Department of Management, Economics and Industrial Engineering and Deputy Director for Faculty Management for the School of Management of Politecnico di Milano. She belongs to the Core Faculty of the School of Management and she serves in the faculty council of the PhD programme in Management, Economics and Industrial Engineering.

TEACHING

She teaches General Management at the undergraduate level; Survey Methodology at the PhD (in English); Organization Theory and Design in MBA, Executive MBA, Specialized Master Programs and in Executive Education Programs (both in Italian and in English). In the past she covered a wide range of courses at undergraduate, graduate, post-graduate and PhD level.

INSTITUTIONAL APPOINTMENTS AND SERVICE

- She sits in the Executive Board of the Department of Management, Economics and Industrial Engineering as Deputy Director and in the Executive Board of MIP Graduate School of Business of Politecnico di Milano, where she is Deputy Director for Faculty Management.
- She is part of the Scientific Committee of the European Doctorate in Industrial Management – Erasmus Mundus PhD Program
- She has been sitting in the European Operations Management Association (EurOMA) Board between 2004 and 2016 and she has been President of EurOMA between 2010 and 2013.
- She is Associate Editor of the International Journal of Operations and Production Management and Area Editor of Operations Management Research, and she is referee of the Journal of Operations Management, Production Planning and Control, the Journal of Manufacturing Technology Management, the Journal of Purchasing & Supply Management, the Journal of Cleaner Production, the Journal of Business Ethics.
- She has been head of the “Innovagiustizia” project (Organizational improvement of Courts of Justice – public funded project at regional level) in Milano Courts of Justice between 2010 and 2013.
- She is co-Director of the Food Sustainability Observatory of the School of Management of Politecnico di Milano

ORGANIZATION OF INTERNATIONAL CONFERENCES AND WORKSHOPS

- She has been part of the following initiatives:
 - Organising Committee of EurOMA-POMS Joint International Conference in 2003.
 - Chair of the Organising Committee of the First and Second EurOMA Summer School in Operations Management, respectively in 2009 and 2010.
 - Member of the Scientific Committee of most of the annual EurOMA conferences since 2004.
 - Organizing committee of the EurOMA Sustainable Operations and Supply Chain Forum since 2014.
 - Chair of the 4th EurOMA Sustainable Operations and Supply Chain Forum, Milan, 2017.
- She has been part of the “Organizing for Sustainable Effectiveness” network since 2010; within this network, she was part of the organizing committee of the “Organizing for Sustainable Health Care” Workshop, Como, 2012 and Chair of the “Organizing Supply Chain Processes for Sustainable Innovation in the Agri-Food Industry” Workshop, Milan, 2015.

INTERNATIONAL RESEARCH PROJECTS AND COLLABORATIONS

- She has been visiting Research Fellow at the Centre for Operations Management at London Business School in 1998.
- She is member of the Coordination Group of the International Manufacturing Strategy Survey network since 1996.

- She is member of AiIG (Associazione Italiana di Ingegneria Gestionale) and EurOMA (European Operations Management Association) since 1995; member of POMS (Production & Operations Management Society) since 2005; member of AOM (Academy of Management) since 2015.
- She has numerous research collaborations with Italian and foreign Universities and Research centres, among which: Università di Bologna, Università di Padova, Università di Palermo, Università di Udine, Politecnico di Bari, Politecnico di Torino, NOMISMA, London Business School (UK), Twente Univeristy (NL), Groningen University (NL), Aalborg University (DK), Chalmers Univeristy of Techonology (Sweden), Royal Institute of Technology - KTH (Sweden), Technical University of Munich (Germany), ALTO University (Finland), ESADE Business School (Spain), Trinity College (IRL), University College of Dublin (Ireland), University of Alberta (Canada), York University (Canada), California Polythecnic (US), University of Southern California (US).

BIBLIOMETRICS

She is author of more than 150 publications, among which 42 on Scopus, numerous papers published in other international journals, international book chapters and papers presented in international conferences. She is also author/editor of 4 research books and 2 teaching books in Italian.

- Total number of publications indexed in SCOPUS: 42;
- H-index (Scopus): 20;
- total number of Scopus citations: 1048
- number of citations per publication: 24,95

RESEARCH INTERESTS

Raffaella Cagliano developed an intense research activity over the years around the following research themes:

- Innovation of organizational models and paradigms in Operations
- Manufacturing and Supply Chain Strategies
- Firms network and supply networks
- The role of organizational practices in developing sustainable Operations
- Stakeholder involvement in sustainability oriented innovation
- Collaborations for Sustainability Oriented Innovation and Sustainable Business Model Innovation in the agri-food supply chains
- New organizational models and organization design methodologies for Industry 4.0

In the first stream of research, she has been interested in understanding the diffusion and implementation of the organizational paradigms and new forms of work organization in manufacturing over time, across different countries, in both large companies and SMEs.

Within this main stream, she has been particularly interested in studying the interplay between the organizational models and the implementation of Advanced Manufacturing Technologies. Also, she paid particular attention to the differences in the models adopted by companies in different countries, taking into account both country-specific and culture-specific drivers; and between large companies and SMEs.

This stream of research was strongly interlinked with the one focused on manufacturing and supply chain strategies, since a key concern of her research has been the space for strategic choices by companies within emerging paradigms and best-practices. She explored the evolution of manufacturing and supply chain strategies over time, the main drivers of strategic choices, the use of emerging technologies, including internet-based systems to integrate the Supply Chain, and the impact on performance.

An orthogonal field of study concerned the model of network organizations, in terms of both the organizational paradigm underlined and the supply chain strategies used within it.

More recently she added to these two research streams the triple bottom line perspective, by analysing how organizational models could foster sustainability per se or by facilitating the implementation of sustainability oriented practices. Also, she has been interested in studying how manufacturing and supply chain strategies evolve when adding the sustainability priority. Finally, she has been interested in studying the capabilities that need to be developed by companies to involve key stakeholders in sustainable oriented innovation. Her research on sustainability has been specifically focused on the agri-food supply chains.

She studied all these subjects through a mix of empirical research methodologies, including survey research, case studies and collaborative/action research.

AWARDS AND RECOGNITIONS

- “Outstanding Paper Award” from Emerald Literati Club for the paper:
 - Longoni, Annachiara, and Raffaella Cagliano. "Environmental and social sustainability priorities: Their integration in operations strategies." *International Journal of Operations & Production Management*, Vol. 35, N. 2, 2015.
- “Highly Commended Paper Award” from Emerald Literati Club for the papers:
 - Cagliano, R., Blackmon, K. and Voss, C., “Small firms under Microscope: International differences in Production/Operations Management practices and performance”, *Integrated Manufacturing Systems*, Vol. 12, No. 7, 2001
 - Loppacher J. S., Cagliano R., Spina G. “Key Factors in Global Supply Headquarters-subsidary Control Systems”, *Journal of Manufacturing Technology Management*, Vol 21, N 7, 2010
- “Chris Voss Best Paper Award” of the EurOMA Conference for the papers:
 - Cagliano R., Acur N., Boer H., “Manufacturing strategy configurations: stability and trends of change”, *Proceedings of EurOMA-POMS Joint International Conference, “One world? One view of OM? The challenge of integrating research and practice”*, Cernobbio 16-18 June 2003
 - Loppacher, J.S., Luchi, R., Cagliano, R., Spina, G. Key drivers of buyer-supplier relationships in global supply strategy, *Proceedings of the 13th EurOMA Conference “Moving up the value chain”*, volume I, Glasgow, 18-21 June 2006
- “Chris Voss Highly Commended Paper Award” for the paper:
 - Cagliano, F. Caniato, R. Golini, E. Micelotta, The impact of country culture on the adoption of new forms of work organization. *Proceedings of 16th EurOMA Conference (EurOMA)*, Goteborg, Sweden, 2009
 - Longoni, A. Cagliano, R. “Sustainable supply chain management and competitive advantage: The role of human capital”. *Proceedings of 21st EurOMA Conference*, Palermo, Italy, 2014.
- The paper: Cagliano, R., Caniato, F., Spina G., “E-business strategy: how companies are shaping their supply chain through the Internet”, *International Journal of Operations and Production Management*, Vol. 23, No. 10, 2003 has been selected as one of the most influential papers to be reprinted in the Special Issue for the 25th Anniversary of IJOPM.
- Raffaella Cagliano has been recognised in the fifth position among European researchers for her “betweenness centrality” and in the seventh position for her “total degree centrality” in European OM research networks (Ravi S. Beh ara Sunil Babbar Philip Andrew Smart , (2014), "Leadership in OM research: a social network analysis of European researchers", *International Journal of Operations & Production Management*, Vol. 34 Iss 12 pp. 1537 - 1563).