

RESEARCH INTERESTS

Public sector operations, Impact of information, technology and digitization on supply chains, Sustainable and socially responsible operations, Agricultural and food supply chains, Welfare benefit programs

PROFESSIONAL EXPERIENCE

Indian Institute of Bangalore Assistant Professor, Production & Operations Management	Bangalore, India July 2024–Current
Indian Institute of Ahmedabad Assistant Professor, Operations & Decision Sciences	Ahmedabad, India June 2021–July 2024

EDUCATION

Indian School of Business Fellow Program in Management (Doctoral Program), Operations Management – Committee: Sarang Deo (Co-chair), Sripad Devalkar (Co-chair), Kamalini Ramdas (LBS)	Hyderabad, India 2015–2021
S. P. Jain Institute of Management & Research Post-Graduate Diploma in Management, Manufacturing & Operations	Mumbai, India 2008–2010
R.V. College of Engineering Bachelor of Engineering, Industrial Engineering & Management – University First Rank Holder and Gold Medalist	Bangalore, India 2002–2006

PUBLICATIONS

- Ganesh, M., Deo, S., & Devalkar, S. K. (2024). Leveraging Digital Technology to Improve Monitoring and Planning in Public Sector Supply Chains: Evidence From India's Food Security Program. *Production and Operations Management*, 33(4), 861-879.
- Allu, R., Ganesh, M., Deo, S., & Devalkar, S. K. (2024). Technology-Enabled Agent Choice and Uptake of Social Assistance Programs: Evidence from India's Food Security Program. *Manufacturing & Service Operations Management*.
- Allu, R., M. Ganesh, S. Deo, S. Devalkar (2021). Portability in the Public Distribution System: Determinants of Utilization & their Implications. *Economic and Political Weekly*, 57 (2), 50–57.
- PDS reforms must be in line with the current needs, *The Hindu BusinessLine*, May 26, 2020.
- Digital Transformation of the Public Distribution System: Need for impact evaluation using a Supply Chain Perspective, *Alma matters (Quarterly ISB Newsletter)*, April - June 2017.

PAPERS UNDER REVIEW

- **Maya Ganesh**, Debjit Roy and Daniel Abraham. The need for speed: How fulfillment time affects customer satisfaction and repeat purchase behavior in online food deliveries. (*Under revision for 2nd round review at Journal of Operations Management*).

RESEARCH IN PROGRESS

- **Maya Ganesh**, Allu Rakesh, Sarang Deo and Sripad Devalkar. Introduction of store choice in India's food security program - Implications on demand distribution and performance of replenishment policy. (*Empirical analysis*).
- Allu Rakesh, **Maya Ganesh**, Sarang Deo and Sripad Devalkar. Digitalization of government-to-person (G2P) payments: process configurations, payment misdirection and reduced uptake of social-assistance. (*Empirical analysis*)
- **Maya Ganesh**, Bhavya Singhvi and Moumita Tiwari. Signaling through employee-related tweets - Evidence from the COVID-19 pandemic. (*Manuscript preparation*).
- Namrata Chindarkar, **Maya Ganesh**. Healthcare drone delivery networks - An Impact evaluation study in the Indian state of Odisha . (*Empirical analysis*).

TEACHING EXPERIENCE

- **Indian Institute of Management, Ahmedabad**
 - Course: Operations Management, Program: MBA Core (2022-23), *Evaluation: 8.9/10*
 - Course: Quantitative methods, Program: MBA Core (2022-23), *Evaluation: 7.8/10*
 - Course: Services Operations Management, Program: MBA Elective (2021-22), *Evaluation: 8.69/10*
 - Course: Operations Management, Program: MBA Core (2021-22), *Evaluation: 9.40/10*
- **Indian School of Business**
 - Course: Quantitative methods, Program: Advanced management program for healthcare (2019), *Evaluation: 6.03/7*
 - Course: Introductory Mathematics, Program: Executive fellow program in management (2018), *Evaluation: 6.35/7*

PROFESSIONAL SERVICE

- **Reviewer:** Operations Research; Opsearch; INFORMS Transportation, Science & Logistics Society Workshop 2021, Conference of the Transportation Research Group of India 2023, IMR Doctoral Conference 2023
- **Judge:** 2024 POMS College of Sustainable Operations Student Paper Competition
- **Judge:** 2023 INFORMS PSOR Best Paper Award Competition
- **Session Chair:** Public Sector Operations Track at POMS Annual meeting 2021

SCHOOL SERVICE

- **Member:** Centre for Transportation and Logistics, IIM Ahmedabad
- **Member:** Welfare committee, IIM Ahmedabad
- **Member of Thesis Examination Committee:** Ayush Gupta (Ph.D program, Jan 2023), IIM Ahmedabad
- **Member of selection committee:** IFCI thesis proposal awards (2021-22), IIM Ahmedabad
- **Member of admissions interview panel:** PGP, PGP-FABM, ePGD ABA; IIM Ahmedabad

INVITED TALKS AND PRESENTATIONS

- **The need for speed: How fulfillment time affects customer satisfaction and repeat purchase behavior in online food deliveries**
 - 8th Biennial Supply Chain Management Conference, IIM Bangalore, India, Jan 2024
- **Exploring the world of quantitative methods: An introduction to data-driven decision making**
 - **Keynote speaker**, Academic outreach initiative, Institute of Professional Education & Research, Bhopal, India, Jan 2023
- **Value of logistics and other drivers of service quality in the context of cloud kitchens - Empirical evidence from India**
 - INFORMS Annual Meeting, Indianapolis, USA, Oct 2022
- **Leveraging Digital Technology to Improve Monitoring and Planning in Public Sector Supply Chains: Evidence from India's Food Security Program**
 - Wharton Empirical Operations Management Workshop, Philadelphia, USA (Virtual), Sep 2020
 - POMS Annual conference (Virtual), May 2021
- **Introduction of store choice in India's food security program - Implications on demand distribution and performance of replenishment policy**
 - INFORMS Annual Meeting, Anaheim, USA (Virtual), Oct 2021
 - XXIII annual international conference of the Society of Operations Management, IIT Kanpur, India, Dec 2019
 - INFORMS Annual Meeting, Seattle, USA, Oct 2019
 - POMS Annual conference, Washington D.C., USA, May 2019
- **Role of information technology in monitoring & replenishment decisions: Evidence from India's food security program**
 - INFORMS Annual Meeting, Phoenix, USA, Nov 2018
 - MSOM Conference, Dallas, USA, July 2018
- **IT enabled monitoring mechanisms in public sector supply chains: Evidence from the public distribution in India**
 - POMS Annual conference, Houston, USA, May 2018
 - 5th ISB-POMS workshop, Hyderabad, India, Dec 2017
 - Conference on Digital Economy, Workshop on Information Technologies and Systems (WITS) Feeder Event, Jaipur, India, Dec 2017

AWARDS AND ACHIEVEMENTS

- **First prize**, Best Student Paper Competition, College of Supply Chain Management, Production and Operations Management Society (POMS) May 2021
- **Best paper award** (2nd prize) in Future areas category at the XXIII annual international conference of the Society of Operations Management Dec 2019
- Production & Operations Management Society **Emerging Economies Doctoral student award** May 2018
- Participated in the **IGC - ISI Summer School** in Development economics and India development policy conference, ISI, New Delhi (by invitation) Jun 2016
- Chosen as **brand ambassador** of Bosch to give video testimonials for career website Feb 2013
- Represented the Asia Pacific region as top 10 finalists out of 300 teams in **Global Social Venture Competition** held at **Haas School of Business**, University of California, Berkeley Apr 2009
- Second position in the Social B-Plan contest, 'Pratyarpan' at **IIM, Ahmedabad** Nov 2008

INDUSTRY EXPERIENCE

Cummins India Limited Executive Manager- Functional Specialist - Operational Excellence	Pune, India Feb 2014–May 2015
Bosch Limited Deputy Manager - Bosch Production Systems Assistant Manager - Junior Managers Program	Bangalore, India May 2012–Dec 2013 May 2010–Apr 2012
IBM India Private Limited Associate Application Consultant - Delivery Excellence	Bangalore, India Jun 2007–Apr 2008
TVS Motor Company Limited Executive - Quality Assurance	Hosur, India Jul 2006–Jun 2007

SOFTWARE SKILLS

STATA, R, Mathematica, GAMS, @Risk, L^AT_EX