

Dr Tim Coltman
Associate Professor
& Research Fellow



Curriculum vitae

University of Wollongong
Wollongong 2521 NSW
AUSTRALIA

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AUSTRALIA

Home: +61 (2) 4296-1151
Mobile: +61 (439) 852 560

Citizenship: Australian

Education Doctor of Philosophy (PhD)

Major: Strategic Management

Completion: 2005

Institution: Australian Graduate School of Management (AGSM)

Thesis: CRM, Market Orientation and Organizational Performance: Theory and Empirical Study. [Committee: T. Powell (now at Oxford), G. Dowling, S. Gary. Examiners: G. Day (Wharton), W. Reinartz (Insead) and R. Speed (MBS)]

Bachelor of Information & Communication Technology

Major: Business Systems

Completion: 1994

Grade point average: 1st Class Honours

Institution: University of Wollongong

Summary of professional experience

Nov 2007 – Present

Associate Professor, School of Information Systems and Technology
University of Wollongong

Feb 2006 – June 2009

ARC Research Fellow (APDI), University of Wollongong
Founding Director, Centre for Business Services Science

January 2004 – Feb 2006

Senior Lecturer, School of Information Technology and Computer Science.
University of Wollongong

August 2003 – October 2003

Visiting Faculty, School of Marketing
INSEAD, Fontainebleau, France

May 2001 – December 2003

Lecturer, School of Information Technology and Computer Science. University
of Wollongong

March 1999 – May 2001

PhD Student, Australian Graduate School of Management

Jan 1997 – March 1999
Senior Project Manager, University of Wollongong
May 1995 – Jan 1997
Project Leader, Campus Wide Information Systems, University of Wollongong
Feb 1994 – May 1995
Systems Engineer, Bailey, Bailey & Bailey Wollongong, NSW
Sept 1990 – Feb 1994
Research Officer, Corporate Strategy Division, NSW Fire Brigades
June 1985 – Sept 1990
Senior Fire Fighter, NSW Fire Brigades
Feb 1980 – June 1985
Surveyor, BHP Collieries Division

Awards Finalist, 2008 Trailblazer Awards, UniQuest
Tilde University Press Australian and New Zealand Academy of Management (ANZAM) Best Early Career Researcher Award 2007, \$4,000
Best paper award 2007 Australian And New Zealand Marketing Academy Conference (ANZMAC)
Council for Supply Chain Management Professionals (CSCMP), Supply Chain Case Study Competition, US\$3,000
Best paper award 2006 Australian And New Zealand Academy of Management (ANZAM) Conference
Australian Research Council Post Doctorate Fellowship Industry, \$222,000 (2006-2008)
Secrets of Australian IT Innovation Competition, Most Promising Research Category, Australian Government – Department of Communications, IT and Arts (2005)
Sasakawa Award, AGSM, \$3,000 (2001)
Sasakawa Award, AGSM, \$3,000 (1999)
Centre for Corporate Change Award, AGSM, \$24,000 (1998-2000)
University Postgraduate Award, UNSW, \$36,000 (1998-2000)
Class I Honours, Bachelor IACT, UoW (1994)
Deans Merit List, Faculty of Commerce, UoW (1993)
Commendation for Bravery, NSW Fire Brigades (1990)

Research Funding/ Grants **Total Cash Funding = \$1.3 million +**
Coltman, Yan, Wamba & Van Duin (under review) The Business Value of RFID-enabled Business Analytics, URC Research Partnerships Grants Scheme, \$23,100
Keating, Freeman & **Coltman** (2009) Three-tier model for integrating enterprise system software within the IS curriculum, Educational Strategies Development Fund, \$12,738

Coltman, Wamba & Dubkiewicz (2008) *RFID Testbed*, URC Commercial Development Fund \$5,000

Coltman, Bru, & Perm-Ajchariyawong (2007) *Norwegian Railway Company: Procurement and the Contract Design Challenge*, Council for Supply Chain Management Professionals (CSCMP), Supply Chain Case Study Competition, US\$3,000

Coltman, Spedding, Gattorna, & Devinney (2006) *A Simulation-Based Approach to Understanding Alternative Supply Chain Configurations*, ARC Linkage Project, LP0669613, A\$256,000 (cash), A\$668,637 (total)

Coltman, Safavi-Naini, Michael, & Dubkiewicz (2006) *Radio-Frequency Identification (RFID) Test Lab* UoW Research Infrastructure Block Grant (RIBG) \$43,000

Coltman (2006) *New Ways to Engage the Community and Prioritize Economic Development - Shellharbour City*, Community Engagements Grants Scheme, \$9,000

Coltman (2006) *Best Worst Pilot Study Extension*, FIRDS, \$4,000

Coltman, Anderson & Gattorna (2006) *Modelling the Dynamics of Supply Chain Alignment: Linking Customer Behaviour to Internal Capabilities*, ARC Linkage Project, LP0668056, A\$628,000 (cash), \$1,012,000 (total)

Coltman (2005) *A Choice Theoretic Examination of IT Investment at BlueScope Steel*, UoW Research Grant, A\$8,500

Devinney, Louviere & **Coltman** (2004) *Measuring Customer Response to Radical Future Technologies*, CRC Smart Internet Project, \$25,000 (cash)

Devinney, Louviere & **Coltman** (2003) - *Predicting Customer Response To Westpac's Next Iteration of Webtop Services*, CRC Smart Internet Project, \$44,500

Devinney, Kohn & **Coltman** (2002) - *Measuring Customer Response To Radical Future Technologies*, CRC Smart Internet, \$138,000 (cash), \$572,000 (total)

Coltman (2002) - Start Up Grant, University of Wollongong, \$11,000

Devinney & **Coltman** (2001) *Strategic Impact of e-Intelligence*, SAS Institute Award, \$72,000 (cash)

Coltman (2001) *New Researcher Grant*, University of Wollongong, \$2,000

**Book
Chapters**

Baker V. & T. **Coltman** (2008) "Executive Judgment in E-Business Strategy" in Mehdi Khosrow-Pour (ed.), *Encyclopedia of Information Science and Technology*, 2nd Edition, Hersey, New York: Information Science Reference

Coltman T. & S. Dolnicar (2008) "Managerial Discretion and eCRM Performance" in I. Lee (ed.) *Emergent Strategies for E-Business Processes, Services and Implications: Advancing Corporate Frameworks*, Information Science Reference, Hershey New York, p.30-46.

Coltman T., Devinney T. M & D.F. Midgley (2005) "Strategy Content and

Process in the Context of E-Business Performance,” in G. Szulanski, Y. Doz and J. Porac (eds.), *Strategy Process, Advances in Strategic Management*, 22, New York: JAI Press.

Baker V. & T. **Coltman** (2005) “An Overview of Executive Judgment and the eBusiness Advantage: Implications for IT Strategic Change,” *The Encyclopedia of Information Science and Information Technology* Volume I-V, Idea Group Inc., Hershey Pennsylvania.

Devinney T.M., **Coltman** T., & D.F. Midgley (2004) “e-Business Performance: A Latent Class Assessment”, Fandel G., Backes-Gellner U., Schluter M. and Staufenbiel J.E. (Eds) *Modern Concepts of the Theory of the Firm: Managing Enterprises of the New Economy*, Springer, Germany.

Baker V, **Coltman** T. & J. Cooper (2004) “Executive Judgment and the eBusiness Advantage: Implications for IT Strategic Change” in Singh and Waddell (Eds) *E-Business: Innovation and Change Management*, IDEA Group Publishing, Hershey, PA, USA

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- International Referred Journal Papers** **Coltman T., Bru K., Perm-Ajchariyawong, N., Devinney T.M., and G.R. Benito** (2009) "Supply Chain Contract Evolution" *European Management Journal* (forthcoming). ERA/ARC = C
- Coltman T., Devinney T.M., & Midgley D.F.** (2008) "The Value of Managerial Beliefs in Turbulent Environments: Managerial Orientation and E-Business Advantage" *Journal of Strategy and Management* 1(2): 181-197.
- Keating B. & T. **Coltman** (2008) "Color as a Source of Brand Differentiation: Can it be Defended?" *Journal Academy of Marketing Science* (forthcoming). ERA/ARC = A*
- Coltman T., Devinney T.M., Midgley D.F. & S. Venaik** (2008) "Formative or Reflective Scales: Two Applications of Erroneous Measurement", *Journal of Business Research* 61(12):1250-1262. ERA/ARC = A*
- Keating, B., Quazi, A., Kriz, A. and **Coltman, T.** (2008) "In Pursuit of a Sustainable Supply Chain", *Supply Chain Management: An International Journal*, 13(3):175-179 (lead article). ERA/ARC = A
- Coltman T., Gadh R., & K. Michael** (2008) "RFID and Supply Chain Management: Introduction to the Special Issue", *Journal of Theoretical and Applied Electronic Commerce Research*, 3(1): iii-vi.
- Coltman T.** (2007) "Why Build a Customer Relationship Management Capability?" *Journal of Strategic Information Systems*, 16(3):301-320. ERA/ARC = A
- Coltman T.** (2007) "Can Superior CRM Capabilities Improve Performance in Banking", *Journal of Financial Services Marketing*, 12(2):102-114. (lead article). ERA/ARC = C
- Coltman T. & S. Dolnicar** (2007) "eCRM and Managerial Discretion" *International Journal of e-Business Research*, 3(2):41-56. ERA/ARC = C
- Coltman T., Devinney T. M & D.F Midgley** (2007) "E-Business Strategy and Firm Performance: A Latent Class Assessment of the Drivers and Impediments to Success", *Journal of Information Technology* 22(2): 87-101. (lead article). ERA/ARC = A*
- Coltman T., Devinney T. M., Latukefu A.S. & Midgley D.F.** (2002) "Keeping E-Business in Perspective", *Communications of the ACM*, 45(8):69-75. ERA/ARC = A
- Coltman T., Devinney T. M., Latukefu A.S. & D.F Midgley** (2001) "E-Business: Revolution, Evolution of Hype?" *California Management Review*, 44(1):57-85. ERA/ARC = A*
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- Journal Papers Under Review** **Coltman T., Keating B., and T.M. Devinney** "Service-Dominant Logic within the Supply Chain: a Third Party Logistics Perspective" *Industrial Marketing Management* (1st round).
- Anderson E., **Coltman T., Devinney T.M., and Keating B.** "Unpacking the Service Concept for Third Party Logistics" *Journal of Operations Management* (1st round).
- Coltman T., Devinney T.M. & D.F. Midgley** "Customer Relationship
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- Conference Paper** Wamba S, and T. **Coltman** (2008) “RFID-enabled Warehouse Optimization: Lessons from Early Adopters in the 3PL Industry” International Conference on Information Systems (ICIS), ESCP-EAP Paris, 13 December.
- Coltman** T, Devinney T.M. and B. Keating (2008) “What Drives Logistics Provider Selection: a Two Country Comparison” Academy of International Business, Milan, Italy, 1-3 July.
- Coltman** T and B. Keating (2008) “In Search of Gazelles” Australian Regional Economics Conference, Terrigal, NSW, 10-13 May.
- Blackwell A. and T. **Coltman** (2007) “Economic Gardening in Australia: Measuring Attitudes Towards Growth” Australian and New Zealand Academy of Management, Sydney, 5-7 December.
- Coltman** T, Devinney T.M. and B. Keating (2007) “A Market Utility Approach to Service Operations Management” Australian and New Zealand Academy of Management, Sydney, 5-7 December.
- Coltman** T. and B. Keating (2007) “Do Suppliers of Third Party Logistics Understand their Customers?” Australian and New Zealand Marketing Academy Conference, Dunedin, New Zealand, 3-5 December. (*Best paper*)
- Keating B. and T. **Coltman** (2007) “Embracing a Service-Dominant Logic Within the Supply Chain” Australian and New Zealand Marketing Academy Conference, Dunedin, New Zealand, 3-5 December.
- Coltman** T. (2007) “A New Approach to Measure What Customers Want” 2007 Service Innovation Design and Development Conference, 28-29 August, Sydney, Australia.
- Coltman** T., Gattorna J., and B. Keating (2007) “Alignment of Buyer and Supplier Expectations in the Transportation and Logistics Service Industry” 2007 CSCMP Educators Conference, Pennsylvania Convention Center, USA, October 20-24
- Coltman** T., Devinney T.M., and B. Keating (2007) “Which Logistic Service Provider Attributes are Most and Least Important?” 12th Annual INFORMS Society on Manufacturing and Service Operations Management (MSOM) Conference, Tsinghua University Campus, Beijing , China, June 18-19
- Coltman** T., Devinney T. and B. Keating (2007) “Supply Chain Alignment: Examining Buyer Preferences for Outsourced Logistics Services”, INFORMS Marketing Science Conference, Singapore University of Management, Singapore, 28-30 June.
- Coltman** T., Hughes K., Devinney T., & S. Whiting (2006) "Buyer Preferences for Outsourced Logistics Services (3PL)" ANZAM, Rockhampton, Queensland, 5-8 December (*Best paper*)
- Baker V. & T. **Coltman** (2006) “The Role of Managerial Preference in Enterprise System Investment Choice” ANZAM, Rockhampton, Queensland, 5-8 December
- Coltman** T. (2006) “Driving Customer Oriented Supply Chains with CRM” *The 4th International Conference on Supply Chain Management and*
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Coltman T., Devinney T, Louviere J (2006) “Fast Forwarding Consumer Experience: The Use of Information Acceleration to Predict Future Consumer Preferences”, *Asia Pacific ACR Conference*, Sydney, 16-17 June

Coltman T., Devinney T, & J. Louviere (2006) “Modelling Demand for Radical New Technologies and Services”, *Asia Pacific ACR Conference*, Sydney, 16-17 June

Crouch G., Devinney T., Louviere J. & T. **Coltman** (2006) “Consumer Modelling in Space Tourism: An Illustration of Information Acceleration”, *Asia Pacific ACR Conference*, Sydney, 16-17 June

Coltman T. (2006) “Where are the Benefits in CRM Technology Investment?” *Hawaii International Conference on System Sciences (HICSS)*, Hawaii, January 3-6.

Coltman T. & Devinney T (2005) “Two Sides of Market Orientation and the Link to Performance” *Australian and New Zealand Academy Management Conference (ANZAM)*, Canberra, December 7-10.

Coltman T. (2005) “CRM Capabilities and Performance” *Australian Conference on Information Systems (ACIS)*, Manly, Nov 30 –Dec 2.

Devinney T.M., Louviere J.J. & T. **Coltman** (2005) “Utilizing Rich Multimedia Methods for the Elicitation of Preferences for Radical Future Technologies” *EMAC/ANZMAC Joint Conference*, Milan, Italy 27th May.

Devinney T.M., Louviere J.J. & T. **Coltman** (2004) “Utilizing Rich Multimedia Methods for the Elicitation of Preferences for Radical Future Technologies” *ESOMAR Conference in Marketing: Where Science Meets Practice*, 10-12 October, Warsaw, Poland pp271-288.

Devinney T.M., Louviere J.J. & T. **Coltman** (2004) “Decision States and Information Acceleration” ANZMAC

Coltman T. & S. Dolnicar (2004) “eCRM Success and the Value of Managerial Discretion” ANZMAC

Coltman T., Devinney T.M & P. Richard (2004) “Drivers and Impediments of B-to-B eCRM Performance”

Coltman T. (2003) “Customer Relationship Management, Loyalty Programs and Firm Performance”, *The International Academy of e-Business*, March 2003 and *The e-Business Review*, 3:26-31.

Midgley D.F., Devinney T. M. & T. **Coltman** (2003) “Strategic Drivers and Organizational Impediments to Firm Returns from IT Investments: Applications of Conjoint Analysis and Best-Worst Scaling to Identifying Firm Specific Solutions” *SAP Innovation Congress EMEA*, September 28-30, Basel, Switzerland.

Midgley D.F., **Coltman T.**, & T.M. Devinney (2003) “Strategic drivers and Organizational Impediments to eBusiness Performance: An Empirical Evaluation” *AiSM-INSEAD conference on Expanding Perspectives on the Strategy Processes*, August 24-26, France.

Baker V., **Coltman T.** & J. Cooper (2003) “Investigating the Role of Executive

Judgment in Gaining Advantage for the Internet” *The International Academy of e-Business*, January 3-6, Melbourne, Australia.

Devinney T. M., **Coltman** T., & D.F. Midgley (2002) “E-Business Performance: A Latent Class Examination” *International Conference on Managing Enterprises of the New Economy by Modern Concepts of the Theory of the Firm*, December 10 -12, Hagen Germany

Pinkerton B. & T. **Coltman** (2002) “Do CRM Applications Increase Firm Performance?” *COLLECTer*, November 2002.

Coltman T., Devinney T. M & D.F. Midgley (2002) “An Empirical Assessment of e-Business Implementation Constraints”, *The International Academy of e-Business*, March 2002, Florida USA and *The e-Business Review*, 2:68-73.

Coltman T. (2001) “The Role of Managers and Market Structures in e-Business”, *COLLECTer*, November 2001.

Midgley D.F, **Coltman** T. & T.M. Devinney (2001) “Organizational and Managerial Constraints to Gaining Advantage from the Internet” eLab@INSEAD, Singapore, October.

Coltman T., Devinney T. M & D.F. Midgley (2000) "International Perspectives on the State of the e-Business Revolution", (invited paper) *eCommerce and Global Business Conference*, Santa Cruz California, May.

Romm C. & T. **Coltman** (1998) “Factors Affecting the Quality of Organisational Computer Mediated Communication”, *Creative Collaboration in Virtual Communities Conference*.

Coltman T. (1994) “The Impact of IT in the Fire Service”, *Australian Information Technology Society Annual Conference*.

Electronic Publications and Working Papers

Coltman T., Devinney T. M & Midgley D.F (2003) “Strategic Drivers and Organizational Impediments to E-Business Performance: A Latent Class Assessment” *Industrial Organization Abstracts: Empirical Studies of Firms and Markets*, Working Paper Series, Vol 4(21): June 10

Coltman T., Devinney T. M & Midgley D.F. (2003) “Strategic Drivers and Organizational Impediments to eBusiness Performance: An Empirical Evaluation” *Working Paper 2003/23/MKT*, INSEAD, Fontainebleau, France

Coltman T., Devinney T. M., Latukefu A.S. & Midgley D.F. (2002) "Keeping E-Business in Perspective", *Working Paper 2002/57/MKT*, INSEAD, Fontainebleau, France

Coltman T., Devinney T. M & Midgley D.F (2000) “Debunking Internet Myths” lead article in Asia Week.com, June 15, <http://www.cnn.com/ASIANOW/asiaweek/foc/2000/06/15/>

Coltman T., Devinney T. M, Latukefu A.S. & Midgley D.F (2000) "E-Business: Revolution, Evolution of Hype?" *Working Paper 00-002*, AGSM, Sydney

Coltman T., Devinney T. M, Latukefu A.S. & Midgley D.F (2000) "E-

	<p>Business: Revolution, Evolution of Hype?" <i>Working Paper</i> 2000/08/MKT, INSEAD, Fontainebleau, France</p> <p>Coltman T., Devinney T. M & Midgley D.F (2000) "International Perspectives on the State of the e-Business Revolution", <i>Working Paper</i> 00-009, AGSM, Sydney</p> <p>Coltman T., Devinney T. M & Midgley D.F "E-business: Revolution, Evolution or Hype?" in 200 this paper was ranked 6th most read paper with 1,700 downloads on the MIT sponsored e-commerce research forum http://ebusiness.mit.edu/cgi-bin/top10.cgi http://ecommerce.mit.edu/forum/search.html</p>
Case Studies	<p>Coltman T., Bru K., & N. Perm-Ajchariyawong "Norwegian Railway Company: Procurement and the Contract Design Challenge", <i>CSCMP Supply Chain Case Studies</i>, forthcoming March 2008.</p>
Industry Magazines	<p>Coltman, T., (2008) What Do 3PL Customers Really Want?, <i>Australasian Freight Logistics</i>, 10(February/March), 22-23.</p>
Industry Reports	<p><i>Customer Relationship Success</i>, Sydney: Centre for Corporate Change, 2004 (with T. Devinney).</p> <p><i>Modeling Likely Uptake of Future Technologies: An Information Acceleration Approach</i>, Sydney: Cooperative Research Centre for Smart Internet Technology, 2003 (with T. Devinney and J. Louviere).</p> <p><i>The Strategic Application of E-Intelligence</i>, Sydney: Centre for Corporate Change, 2001 (with T. Devinney and D. Midgley).</p>
Academic Positions	<p>Chair, School Research Committee (2007 – present)</p> <p>Member, Faculty Research Committee (2005 – present)</p> <p>International Journal of e-Business Research (2004 – 2007)</p> <p>International Editorial Review Board – International Journal of e-Business Research (2006 – present)</p> <p>International Editorial Review Board – International Journal of IT Service (2010 - present)</p> <p>International Editorial Review Board (special issue) – Journal of Theoretical and Applied Electronic Commerce Research (2008)</p> <p>Reviewer, Journal of Operations Management, California Management Review, Academy of Management Perspectives, Journal of Service Research, Journal of Theoretical and Applied Electronic Commerce Research, International Journal of e-Business Research, Int'l Journal of Logistics</p>
Membership in Professional Societies	<p>Centre for Supply Chain Management Professionals (CSCMP)</p> <p>Supply Chain Council (SCC)</p> <p>Australian and New Zealand Academy of Management (ANZAM)</p> <p>Australian and New Zealand Marketing Academy (ANZMAC)</p>

