

VINOD R. SINGHAL (August 2024)

Professor of Operations Management

Charles W. Brady Chair

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<http://scholar.google.com/citations?hl=en&user=OVDk8IAAAAJ>

EDUCATION

Ph.D. Operations Management, Simon School of Business, University of Rochester, 1988.

M.S. Operations Research, Simon School of Business, University of Rochester, 1984.

M.B.A. Operations Management, Indian Institute of Management, Ahmedabad, India, 1981.

B.E. Mechanical Engineering, Birla Institute of Technology and Science, Pilani, India,
1979.

EMPLOYMENT

June 2016-present Charles W. Brady Chair, Professor of Operations Management, Scheller
College of Business, Georgia Institute of Technology

2013-May 2016 Dunn Family Professor of Operations Management, Scheller College of
Business, Georgia Institute of Technology

2001- 2013 Professor, Scheller College of Business, Georgia Institute of Technology

2007-2015 Associate Dean of MBA Programs, Scheller College of Business, Georgia
Institute of Technology

1995-2001 Associate Professor, Scheller College of Business, Georgia Institute of
Technology.

1989-1995 Assistant Professor, Scheller College of Business, Georgia Institute of
Technology.

1986-1989 Senior Research Scientist, General Motors Research Labs, Michigan.

1981-1982 Consultant, A. F. Ferguson & Company, Bombay, India.

EDITORIAL POSITIONS – CURRENT

Department Editor, Production and Operations Management Journal (2006 - present).

Associate Editor, Management Science (2006- present).

EDITORIAL POSITIONS - PREVIOUS

Associate Editor, Journal of Operations Management (2009- 2021).

Guest Associate Editor, Decisions Sciences (2011-2012).

Editorial Review Board, Journal of Operations Management (2007-2009).

Editorial Board, Operations and Supply Chain Management: An International Journal (2007-2010).

Editorial Review Board, Quality Management Journal (2007-2011).

Senior Editor, Production and Operations Management Journal (2005).

Editorial Board, IEEE Transactions in Engineering Management (2002-2008).

Editorial Review Board Member, Journal of Operations Management (2000-2003).

Associate Editor, Institute of Industrial Engineering (IIE) Transactions (1998-2001).

Editorial Review Board Member, Quality Management Journal (1997-2000).

Editorial Review Board Member, Production and Operations Management (2000-2003).

Associate Editor, Manufacturing and Service Operations Management (1996-2001).

Associate Editor, Manufacturing and Service Operations Management (2007- 2019).

OTHER APPOINTMENTS

Member of Academic Advisory Board, European School of Management of Technology, Berlin, Germany (2015- 2022).

Fellow of the Production and Operations Management Society (2015).

RESEARCH AND TEACHING INTERESTS

Operations Strategy

Supply Chain Management

Empirical Research on the Financial and Economic Impact of Operating Decisions

AWARDS/RECOGNITION

1. “The impact of enterprise systems on corporate performance: A study of ERP, SCM and CRM system implementations. *Journal of Operations Management*, 25, 67-82 is one of the 10 most cited papers published in JOM during the period 2007-2011.
2. Elective Professor of the year award from the Evening MBA Class (2010).
3. SupplyChain Digest (January 2009) recognized my research on supply chain disruptions and shareholder value as a key driver of the growing focus on supply chain risk management in 2000-2010.
4. Listed as the 4th most influential scientist in Supply Chain Management by Supply Chain Magazine. Netherlands, April 2009.
5. Cited as one of the most popular professors in the 1998 Business Week profile of the College of Management.
6. Professor of the year award for teaching (1996-1997).
7. Faculty outside the classroom award (1996-1997).

RESEARCH AWARDS

1. 2001 Finalist Paper Award from the Journal of Operations Management.
2. 2003 Best Paper Award from the Journal of Operations Management.
3. 2010 Management Science Meritorious Service Award.
4. 2012 Journal of Operations Management Best Associate Editor Award.
5. Georgia Power Professor of Excellence, Georgia Institute of Technology, 2014.
6. Best Departmental Editor Award, Production and Operations Management Journal, 2018.
7. “An empirical analysis of the effect of supply chain disruptions on long-run stock price performance and equity risk of the firm” voted by the *Production and Operations Management Society* members as one of the top-ten papers published in the *Production and Operations Management* journal, 2014.

VISITING SCHOLAR (one to two weeks)

1. Aarhus Business School, Aarhus, Denmark (2008, 2009, 2010).
2. Renmin University of China, Beijing, China (2009, 2010, 2011).
3. Chinese University of Hong Kong, Hong Kong (2009).
4. Ecole Polytechnique Federale De Lausanne, Switzerland (2010).
5. Hong Kong Polytechnic University, Hong Kong (2010, 2011).
6. Essec Business School, Cergy, France (2011).
7. University of Melbourne, Melbourne, Australia (2011).
8. Xian Jiao Tong University, Xian, China (2011).
9. University of Electronic Science and Technology, Chengdu, China (2013, 2014, 2015, 2016, 2017, 2018).
10. Shanghai Jiao Tong University, Shanghai, China (2013, 2014, 2015, 2016, 2017).
11. National University of Singapore, Singapore (2012).
12. University of Sydney, Sydney, Australia (2013).
13. Sogang University, MOT School, Seoul, South Korea (2013, 2014, 2015).
14. Auckland University of Technology, Auckland, New Zealand (2014).
15. Donghua University, Shanghai, China (2015).
16. Wuhan University, Wuhan, China (2015, 2016, 2017).
17. National Technology University, Singapore (2015).
18. Zhejiang University, Hangzhou, China, (2016).
19. South China University of Technology, Guangzhou, (2016).
20. University of Science and Technology, China, Hefei, China (2016, 2017, 2018, 2019, 2024).
21. Hong Kong University, Hong Kong (2017).
22. KAIST, Seoul, Korea (2017).
23. Tianjin University, Tianjin, China, (2018).
24. Zhongnan University of Economics and Law, Wuhan, China (2018).
25. Cardiff University, Cardiff, Wales (2024)

REFEREED PUBLICATIONS

1. Singhal, V. R. 1988. Inventories, risk and the value of the firm. *Journal of Manufacturing and Operations Management*, 1 (1), 4-43.
2. Lederer, P. J., and Singhal, V. R. 1989. Effect of cost structure and demand risk in the justification of new technologies. *Journal of Manufacturing and Operations Management*, 1 (4), 339-371.
3. Beaujon, G. J., and Singhal, V. R. 1990. Understanding the activity costs in an activity-based cost system. *The Journal of Cost Management for the Manufacturing Industries*, 4 (1), 51-72. Reprinted in *Emerging Practices in Cost Accounting*, Ed. Barry J. Brinker: Warren, Gorham & Lamont Inc., Boston, Massachusetts.
4. Raturi, A. S., and Singhal, V. R. 1990. Estimating the opportunity cost of capital for inventory investments. *OMEGA The International Journal of Management Science*, 18 (4), 407-413.
5. Singhal, V. R., and Raturi, A. S. 1990. The Effect of inventory decisions and parameters on the opportunity cost of capital. *Journal of Operations Management*, 9 (3), 406-420.
6. Gaimon, C., and Singhal, V. R. 1992. Flexibility and the choice of manufacturing facilities under short product life cycles. *The European Journal of Operational Research*, 60 (2), 211-223.
7. Singhal, V. R., Raturi, A. S., and Bryant, J. 1994. On incorporating business risk in continuous review inventory models. *The European Journal of Operational Research*, 75 (1), 136-150.
8. Lederer, P. J., and Singhal, V. R. 1994. The effect of financing decisions on the economic evaluation of flexible manufacturing systems. *The International Journal of Flexible Manufacturing Systems*, 6, 333-360.
9. Hendricks, K. B., Singhal, V. R., and Wiedman, C. I. 1995. The impact of capacity expansion decisions on the market value of the firm. *The Journal of Operations Management*, 12 (3&4), 259-272.
10. Hendricks, K. B., and Singhal, V. R. 1996. Quality awards and the market value of firm: An empirical investigation. *Management Science*, 42 (3), 415-436.
11. Hendricks, K. B., and Singhal, V. R. 1997. Delays in new product introductions and the market value of the firm: The consequences of being late to the market. *Management Science*, 43 (4), 422-436.

12. Hendricks, K. B., and Singhal, V. R. 1997. Does implementing an effective TQM program actually improve operating performance: Empirical evidence from firms that have won quality awards? *Management Science*, 43 (9), 1258-1274.
13. Hendricks, K. B., and Singhal, V. R. April 1999. Don't count TQM out. *Quality Progress*, 35-42. Reprinted in The Quality Yearbook, 2000 Edition, Edited by James W. Cortada and John A. Woods, McGraw-Hill.
14. Barcaskey, M. J., and Singhal V. R. 1999. Development of a waste cost management system at Southwire Company. *Pollution Prevention Review*, 23-31.
15. Hendricks, K. B., and Singhal, V. R. Spring 1999. The financial justification of TQM, *Center for Quality of Management Journal*, 8, 3-16. Reprinted in Journal of Innovative Management, 12, Spring 2007, 29-42.
16. Hendricks, K. B., and Singhal, V. R. 2001. Firm characteristics, total quality management, and financial performance. *Journal of Operations Management*, 19 (3), 2001, 269-285.
17. Hendricks, K. B., and Singhal, V. R. 2001. The long-run stock price performance of firms with effective TQM programs as proxied by quality award winners. *Management Science*, 47 (3), 359-368.
18. Hendricks, K. B., and Singhal, V. R. January-February 2002. How supply chain glitches torpedo shareholder value? *Supply Chain Management Review*, 6, 18-24.
19. Hendricks, K. B., and Singhal, V. R. 2003. The effect of supply chain glitches on shareholder value. *Journal of Operations Management*, 21 (5), 501-522.
20. Fedor, D. B., Ghosh, S., Caldwell, S., Maurer, T. D., and Singhal, V. R. 2003. The effects of knowledge management on team members' ratings of project success and impact. *Decision Sciences*, 34, 513-539.
21. Hendricks, K. B., and Singhal, V. R. 2005. An Empirical analysis of the effect of supply chain disruptions on long-run stock price performance and risk of the firm. *Production and Operations Management*, 14 (1), 35-52.
22. Hendricks, K. B., and Singhal, V. R. 2005. Association between supply chain glitches and operating performance. *Management Science*, 51 (5), 695-711.
23. Hendricks, K. B., Singhal, V. R., Stratman, J. K. 2007. The impact of enterprise systems on corporate performance: A study of ERP, SCM and CRM system implementations. *Journal of Operations Management*, 25 (1), 67-82.
24. Mitra, S., and Singhal, V. R. 2008. Supply chain integration and shareholder value: Evidence from consortium-based industry exchanges. *Journal of Operations Management*. 26 (1), 96-114

25. Hendricks, K. B. and Singhal, V. R. 2008. The effect of product introduction delays on operating performance. *Management Science*, 54 (5), 878-892.
26. Hendricks, K. B., Singhal, V. R., and Zhang, R. 2009. The effect of operational slack, business and geographical diversification, and vertical relatedness on the stock market reaction to supply chain disruptions. *Journal of Operations Management*, 27 (3), 233–246.
27. Hendricks, K. B. and Singhal, V. R. 2009. Demand-supply mismatch and stock market reaction: Evidence from excess inventory announcements. *Manufacturing and Service Operations Management*, 11 (3), 509-524.
28. Jacob, B., Singhal, V. R., and R. Subramanian. 2010. An empirical investigation of environmental performance and the market value of the firm. *Journal of Operations Management*, 28 (6), 430-441.
29. Jacobs, B., and V. R. Singhal. 2014. The effect of product development restructuring on shareholder value. *Production and Operations Management*, 23 (5), 728-743.
30. Hendricks, K. B., and V. R. Singhal. 2014. The effect of demand-supply mismatches on firm risk. *Production and Operations Management*, 23 (12), 2137-2151.
31. Hendricks, K. B., Hora, M., and V. R. Singhal. 2015. An empirical investigation on the appointments of supply chain and operations management executives. *Management Science*, 61 (7), 1562-1583.
32. Xia, Y., V. R. Singhal, and G. P. Zhang. 2016. An empirical analysis of product design awards and the market value of the firm. *Production and Operations Management*, 25 (6), 1038-1055.
33. Jacobs, B., and V. R. Singhal. 2017. The effect of the Rana Plaza disaster on shareholder wealth of retailers: Implications for sourcing strategies and supply chain governance. *Journal of Operations Management*, 49-51, 52-66.
34. De Treville, S., M. Ketokivi, V. R. Singhal. 2017. Competitive manufacturing in a high-cost environment: Introduction to the special issue. *Journal of Operations Management*, 49-51, 1-6.
35. Turcheniuk, K., D. Bondarev, V. Singhal, and G. Yushin. 2019. Ten years left to redesign lithium-ion batteries, *Nature*, 559, July 26, 467-470.
36. Hendricks, K., B. Jacobs, and V. R. Singhal. 2020. Stock market reaction to supply chain disruptions from the 2011 Great East Japan Earthquake. *Manufacturing and Service Operations Management* 22(4), 683-699.

37. Arora, P., M. Hora, V. R. Singhal, and R. Subramanian. 2020. When do appointments of corporate sustainability executives affect shareholder value? *Journal of Operations Management* 66(4), 464-487.
38. Jacobs, B., and V. R. Singhal. 2020. The effect of the 2015 Volkswagen diesel emissions scandal on the shareholder value of suppliers, customers, and competitors. *Production and Operations Management* 29(10), 2230-2251.
39. Chen, Y., V. R. Singhal, and Q. Zhu. 2021. Environmental policies and financial performance: stock market reaction to firms for their proactive environmental practices recognized by governmental programs. 2020. *Business Strategy and Environment* 30(4), 1548-1562.
40. Mu, Y., M. Hora, X. Zhan, and V. R. Singhal. 2021. Service excellence and market value of a firm: An empirical investigation of winning service awards and stock market reaction. 2021. *International Journal of Production Research* 59(14), 4188-4204.
41. Zhan, X., Y. Mu, R. Nishant, and V. R. Singhal. 2022. When do appointments of CDOs affect firm value? *IEEE Transactions on Engineering Management*. 69(4), 1308-1321.
42. Jacobs, B., V. R. Singhal, and X. Zhan. 2022. Stock market reaction to global supply chain disruptions from the 2018 US government ban on ZTE. *Journal of Operations Management* 68(8), 903-927.
43. Roth, A. M., and V. R. Singhal. 2022. Pioneering Role of the Production and Operations Management in Promoting Empirical Research in Operations Management. *Production and Operations Management* 31(12), 4529–4543.
44. Cao, Z., D. Kim, Y. Mu, and V. R. Singhal. 2024. Toward Suppliers' Corporate Social Responsibility Performance: The Role of Dependent Relationship. *International Journal of Operations and Production Management*. 44(2), 538-561.
45. Singhal, V. R., and J. Wu. 2024. Bullwhip effect and stock returns. *Production and Operations Management* 33(12), 303–322.
46. Kumar, S., and V. R. Singhal. 2024. Ten Most Influential Papers From the First Thirty Years of the *Production and Operations Management* Journal. *Production and Operations Management* 33(5), 1061–1063.

RESEARCH UNDER REVIEW or REVISION

1. Theile, K., C. Hofer, K. Hoberg., and V. R. Singhal. 2023. Supply chain risk and resolution: An empirical study of stock market reactions. Under review at *Production and Operations Management*.

PUBLICATIONS IN PRACTITIONER JOURNALS (INVITED OR REVIEWED BY EDITOR)

1. Agarwal, S., Singhal, V. R., and Sinha, J. November 1981. Computer graphics - An application in market planning. *Journal of Computer Society of India*, 2, 25-30.
2. Hendricks, K. B., and Singhal, V. R. May 1999. The financial rewards from TQM. *Ceramic Bulletin*, 89-93.
3. Hendricks, K. B., and Singhal, V. R. Spring 1999. Does TQM pay off financially? You bet! *The Quality Management Forum*, 25, 8-11.
4. Singhal, V. R. September 1999. "Total quality management (TQM) significantly boosts bottom-line. *The CPA Letter*, D2-D3.
5. Hendricks, K. B., and Singhal, V. R. October 1999. The link between total quality management and financial performance. *Advanced Manufacturing*, 1, 32-41.
6. Singhal, V. R., Hendricks, K. B., and Schnauber, H. December 2000. MIT Geduld zum Erfolg. *QZ, Publication of the German Society of Quality*, 1537-1540.
7. Singhal, V. R. May 2001. The proof you have been waiting for. *MidRange Enterprise*, 30-33.
8. Singhal, V. R. June 15, 2001. The big hurt. *US Industry Today*.
9. Singhal, V. R. July 2001. Supply chain glitches and shareholder value destruction. *Business Briefing: European Purchasing and Supply Chain Strategies*, World Market Research Center, United Kingdom.
10. Singhal, V. R. and Hendricks, K. B. Fall 2001. What is the real cost of your supply chain problems? *Supply Chain and Logistics Journal*, 4, 19-21.
11. Hendricks, K. B., and Singhal, V. R. December 2001/January 2002. TQM-as dead as a pet rock? *UK Excellence*, 6-9.
12. Singhal, V. R. May 10, 2002. TQM Significantly boosts bottom line. *EFQM Excellence One Magazine*.

13. Hendricks, K. B., and Singhal, V. R. September 2005. Back in Stock. *Quality World*, 22-26.
14. Hendricks, K. B., and Singhal, V. R. October 14, 2005. Supply Chain Disruptions can have devastating effect. *The Greater Triad Business Journal*, B10.
15. Hendricks, K. B., and Singhal, V. R. November/December 2005. Supply Chain Disruptions Torpedo Shareholder Value and profitability. *Metal producing and Processing*.
16. Singhal, V.R. 2006. Don't let supply chain disruptions torpedo shareholder value and profitability. On the Mhove: *Newsletter of the Material Handling Industry of America*. Spring 2006, 1-2.
17. Hendricks, K. B., and Singhal, V. R. November/December 2006. Offsetting risk with effective supply chain management. *Published in Above the Cloud, an European Foundation for Quality Management publication*, Greenleaf Publishing, 94-97.
18. Hendricks, K. B., and Singhal, V. R. November/December 2006. The effect of supply chain glitches and shareholder wealth. *The Link, Published by the Dubai Chamber of Commerce & Industry*, No11, 50-51.
19. Hendricks, K. B., and Singhal, V. R. February 2007. Supply chain disruptions destroy shareholder value and profitability. Excellence One – a publication of the European Foundation for Quality Management, Brussels, Belgium.
20. Hendricks, K. B., and Singhal, V. R. Summer 2007. Disruptive influences – how supply chain disruptions destroy shareholder value. *CPO Agenda*, Vol. 3, No. 2, 58-63.
21. Singhal, V.R. 2008. Managing Supply Chain Risks. On the Mhove: *Newsletter of the Material Handling Industry of America*. Summer 2008, 1-2.
22. Singhal, V., Flynn, B., Ward, P., Roth, A., Gaur, V. 2008. Editorial: Empirical elephants -Why multiple methods are essential to quality research in operations and supply chain management Response and comments. *Journal of Operations Management*, Vol 26, 337–348.
23. Hendricks, K. B., and Singhal, V. R. February 2008. The effect of supply chain disruptions on shareholder value. *Total Quality Management & Business Excellence*, Vol 19, Issue 7 & 8 July 2008 , 777 – 791.
24. Singhal, V.R. 2011. Key SCM Challenges. *Logistics Times*. January 2011, 37.
25. Nishant, R. X, Zhan, X., Y. Mu, and V. R. Singhal. 2020. Stock market reaction to chief data or digital officer appointments? *IEEE Engineering Management Review*. 48(4) December 2020, 86-91.

BOOK CHAPTERS

1. Hendricks, K. B., and Singhal, V. R. 1997. The long-term stock price performance of quality award winners. *Advances in Management of Organization Quality*, edited by Don Fedor and Soumen Ghosh, JAI Press, Greenwich, Connecticut, 1-37.
2. Hendricks, K. B., and Singhal, V. R. 2000. Implementing effective total quality management (TQM) programs and financial performance: A synthesis of evidence from quality award winners. *What Works at Work - The Bottom Line Implications of Workplace Practices*, edited by Casey Ichniowski, Thomas Kochan, David Levine, Craif Olson, and George Strauss. Cambridge University Press, United Kingdom, 234-272.
3. Hendricks, K. B., and Singhal, V. R. 2006. Supply Chain Glitches and Shareholder Value. *Kreativ und konsequent*, edited by Herbert Schnauber. Carl Hanser Verlag Munchen Wien, Germany, 173-189.
4. Hendricks, K. B., and Singhal, V. R. 2009. Managing disruptions in contemporary supply chains, in *Dynamic Supply Chain Alignment: A New Business Model for Peak Performance in Enterprise Supply Chains Across all Geographies*, edited by John Gattorna. Gower Publishing, London, 2009. Chapter 22, 311-321.
5. Hendricks, K. B., and Singhal, V. R. 2011. Supply chain disruptions and corporate performance, in *Supply Chain Disruptions: Theory and Practice of Managing Risk* edited by Haresh Gurnani, Anuj Mehrotra, and Saibal Ray. Springer Publishing Company United States. Chapter 1, 1-20.
6. Hendricks, K. B., and Singhal, V. R. 2011. The effect of supply chain disruptions and corporate performance in *Handbook of Integrated Risk Management in Global Supply Chains* edited by Panos Kouvelis, Lingxiu Dong, Onur Boyabatli, and Rong Li. John Wiley and Sons, United States. Chapter 1, 51-78.

RESEARCH GRANTS AND CONTRACTS

1. Measuring Performance in Manufacturing. 1990. Course development grant from the Center for Computer Integrated Manufacturing Systems, College of Engineering, Georgia Institute of Technology. Funded for \$10,000 (with Arnold Schneider).
2. US Department of Labor. 1994. Implementing effective total quality management (TQM) programs and the financial performance of firms: An empirical investigation. Funded for \$81,462 for the period 10/01/94 to 09/30/95 (with K. B. Hendricks).
3. National Science Foundation. 1997. Organization learning and knowledge management practices for improving business processes. Funded for \$375,000 for the period 10/01/97 to 09/30/2000 (with Donald Fedor, Soumen Ghosh, and Todd Maurer).
4. American Society of Quality. 1998. Developing a methodology to document the impact of Georgia's Baldrige-based award process on organizational performance. Funded for \$10,000 for the period 06/01/98 to 06/01/99 (with Soumen Ghosh and Victoria Taylor, Director of Georgia's Oglethorpe Award Process).
1. Sloan Foundation 2000. Establish a center for paper studies jointly with Georgia Institute of Technology and the Institute of Paper Sciences and Technology. Sloan Foundation funded the proposal for \$2 million over three years. (member of 9 person team that worked on the proposal). The center funding received \$1.5 million as renewal of the grant for another three years, and another \$600,000 for another 3 years.
2. Center for Paper Business and Industry Studies. 2001. A Study of MRO Supply Chain for Paper and Pulp Mills. Funded for \$180,000 (with Soumen Ghosh, Cheryl Gaimon, Yih-Long Chang).

PRESENTATIONS

KEYNOTE /PLENARY SPEAKER AT PRACTITIONER/ACADEMIC CONFERENCES

1. The NCR Quest for Excellence, Dayton, OH, April 20, 1999.
2. The 37 Annual Quality Conference, American Society for Quality, Long Island Section, Melville, NY, April 21, 1999.
3. The Fourteenth Annual NASA Continual Improvement and Reinvention Conference on Quality Management, Alexandria, VA, April 22, 1999.
4. The Anchorage and Effect of Managerial Technologies in the Organization, Organized by the Copenhagen Business School, Copenhagen, Denmark, May 12, 1999.
5. XIII North Carolina Annual Quality Conference, Greensboro, NC, October 12, 1999.
6. Greater Atlanta Section of ASQ, Atlanta, GA, November 11, 1999.
7. The Week of Excellence 2000, Center of Excellence – Finland, Helsinki, Finland, February 8, 2000.
8. Leadership for Excellence, The Swedish Institute of Quality, Gothenburg, Sweden, February 9, 2000.

9. 2000 Annual Agricultural Industrial Construction Equipment (AICE) Conference, Davenport, IA, March 6, 2000.
10. Philip Crosby Founders Day Celebration, Winter Park, FL, May 2, 2000.
11. Quest Forum, Montreal, Canada, June 20, 2000.
12. Dallas ASQ Section Meeting, Dallas, TX, April 26, 2001.
13. Quality in Government Day, Rochester, New York, October 16, 2001.
14. 10th Bochum Quality Days, Bochum, Germany, October 25, 2001.
15. Ahmedabad Management Association, Ahmedabad, India, November 3, 2001.
16. Quality Expert Day, University of Leicester, Leicester, United Kingdom, May 8, 2002.
17. British Quality Foundation, London, United Kingdom, May 10, 2002.
18. Thia Epoxy Limited – An Aditya Birla Group Company, Bangkok Thailand, July 28, 2002.
19. Telefonica de Peru, Lima, Peru, October 3, 2002.
20. Quality Week, Organized by the Association for Industry, Lima, Peru, October 4, 2002.
21. 5th QMOD Conference, Pusan, South Korea, October 29, 2002.
22. Rolls Royce and Company, Derby, United Kingdom, November 7, 2002.
23. World Quality Day, Swedish Association for Quality, Stockholm, Sweden, November 14, 2002.
24. Estonian Association for Quality, Tallinn, Estonia, November 15, 2002.
25. Supply Chain Management Conference, Texas Christian University, Dallas, April 2003.
26. Quality Expert Day, University of Leicester, Leicester, United Kingdom, May 2003.
27. The European Foundation for Quality Management Learning Day, The Hague, Netherlands, June 6, 2003.
28. 6th QMOD conference, Paris, France, October 2, 2003.
29. 8th World Quality Congress, Dubai, UAE, October 7, 2003.
30. Council of Logistics Management, Atlanta, Chapter, Atlanta, November 4, 2003.
31. 7th Latin-American Quality Conference, Managua, Nicaragua, February 28, 2004.
32. Hellenic Management Association, Athens, Greece, June 3, 2004.
33. 2nd International Quality Conference, Khartoum, Sudan, July 13, 2004.
34. Asia Pacific Quality Organization Conference, Manila, Philippines, September 12, 2004.
35. Northern Illinois Quality Conference, Chicago November 8, 2004.
36. Quality Expert Day, University of Leicester, Leicester, United Kingdom, November 16, 2004.
37. 4th International Conference of the Central and Eastern European Countries, Bled, Slovenia, November 30, 2004.
38. Conference on Performance Excellence, San Jose, Costa Rica, March 14, 2005.
39. 6th International Conference of Quality Managers, Teheran, Iran, July 18 and 20, 2005.
40. Bangladesh Institute of Management, Dhaka, Bangladesh, January 5, 2006
41. Bangladesh Society for Total Quality Management, Dhaka, Bangladesh, January 6, 2006
42. Global Leadership In Excellence Program, Bradford School of Management, Bradford, United Kingdom, January 25, 2006.
43. Europe's First supply-Chain Council Executive Retreat, Organized by the Supply Chain Council, European Council, Monte Carlo, Monaco, May 11, 2006.
44. Supply Chain Risk Management Conference, Organized by Seguros Bolivar, Colombia, October 4, 2006.
45. Supply Chain Executive Management Forum, Organized by University of Wollongong in Dubai, Dubai, UAE, November 14, 2006.

46. Pakistan's 10th International Convention on Quality Improvement, Organized by the Pakistan Institute of Quality Control, Lahore, Pakistan, November 27, 2006.
47. Supply Chain and Logistics Summit 2006, Organized by World Trade Group, Austin, Texas, December 4, 2006.
48. Operations and Supply Chain Management Conference, 2007, Bangkok, May 18, 2007.
49. University of Aarhus, Aarhus, Denmark, April 15, 2008.
50. Center for Global Supply Chain and Process Management, 2008 Annual Industry Summit, Moore School of Business, Columbia, South Carolina, April 25, 2008.
51. Center for Supply Chain Management, 2009 Spring Roundtable Meeting, McComb School of Business, Austin, Texas, April 17, 2009.
52. University of Aarhus, Aarhus, Denmark, April 20, 2009.
53. 3rd International Conference in Operations and Supply Chain Management, Wuhan, China, July 29, 2009.
54. Chongqing University, China, August 3, 2009.
55. Ramon Areces Foundation and Instituto de Empresa Business School Business School, Madrid, Spain, May 26, 2010.
56. Electronic News, Seoul, Korea, June 22, 2010.
57. 30th National Congress on Operational Research and Industrial Engineering, Sabanci University, Turkey, July 1, 2010.
58. 4th International Conference in Operations and Supply Chain Management, Hong Kong, July 26, 2010.
59. 9th ANZAM Operations, Supply Chain and Services Management Symposium, Deakin University, Geelong, Australia, June 16, 2011.
60. 5th International Conference in Operations and Supply Chain Management, Beijing, China, July 19, 2011.
61. 17th International Meeting Managers for Logistics, National Business Association of Colombia, Cali, Columbia, August 25, 2011.
62. 6th International Conference in Operations and Supply Chain Management, Xian, China, July 16, 2012.
63. 3rd Iberoamerican Symposium of Marine Insurance organized by FASECOLDA, Bogota, Colombia, November 20, 2012.
64. The Chartered Institute of Logistics and Transport, Auckland, New Zealand, July 10, 2014.
65. NITIE, Mumbai, India, December 18, 2014.
66. Production and Operations Management Conference, Washington DC, May 10, 2015.
67. 14th International Conference on Service Systems and Service Management, Dalian, China, June 17, 2017.
68. Sustainable Operations and Management Systems Sub Society, Systems Engineering Society of China, Shanghai, May 19, 2018.
69. Young Scholar Workshop, Sichuan University, Chengdu, China, December 2018.
70. Sustainable Operations and Management Systems Sub Society, Systems Engineering Society of China, Xian, China, May 20, 2019.
71. 16th International Conference on Service Systems and Service Management, Shenzhen, China, July 12, 2019.
72. Young Scholar Workshop, Sichuan University, Chengdu, China, December 16, 2019.
73. Cardiff University Ph. D conference, Cardiff, Wales, June 13, 2024

INVITED PRESENTATIONS AT PRACTITIONOR CONFERENCES

1. State Quality Awards Network Meeting, at the Sterling Quality Conference, organized by the State of Florida, Orlando, FL, June 1995.
2. Atlanta Area Deming Study Group, Atlanta, GA, October 9, 1995.
3. National Quality Symposium and Quality Forum XI of the American Society of Quality Control, Chicago, IL, October 27, 1995.
4. Minnesota Quality Award Conference, Minneapolis, MN, November 2, 1995.
5. Minnesota Quality Award Conference, Minneapolis, MN, October 27, 1996.
6. Georgia Oglethorpe Award Process, Lead Implementation team meeting, Atlanta, GA, August 16, 1997.
7. Georgia Oglethorpe Award Process Conference, Pine Mountain, GA, March 10, 1998.
8. Georgia Oglethorpe Award Examiner Training Program, Atlanta, GA, June 24 and 28 1998.
9. INDA-TEC 1998 Conference, Atlantic City, NJ, September 1998.
10. Alabama Quality Award Conference, Tuscaloosa, AL, October 1998.
11. Missouri Quality Conference, Jefferson City, MO, November 1998.
12. Baldrige Benchmarking Workshop sponsored by DeBaylo Associates Inc, Miami, FL, November 1998.
13. X Mexican International Quality Congress, Mexico City, Mexico, November 1998.
14. Meeting of the Board of Examiners of the George Low Quality Award, NASA, Cape Canaveral, FL, November 1998.
15. West Georgia ASQ Section, La Grange, GA, December 1998.
16. Consortium for Advanced Manufacturing International, Spring Meeting, Atlanta, GA, March 1999.
27. The New Mexico Quality Awards Conference, Albuquerque, NM, March 1999.
28. Georgia Transmission Corp, Tucker, GA, August 20, 1999.
29. 8th Annual Service Quality Conference, Tampa, FL, September 30, 1999.
30. Alabama Quality Award Conference, Tuscaloosa, AL, November 9, 1999.
31. The Premier Governance Education Conference, Scottsdale, AZ, January 11, 2000.
22. SAP Conference, San Diego, CA, February 10, 2001.
23. 13th Annual Quality Management Conference, Orlando, FL, February 22, 2001.
24. Conference Board Performance Improvement Focus Group Atlanta, GA, March 14, 2001.
25. Accenture, Atlanta, GA, May 25, 2001.
26. Harmony Software Inc., San Mateo, CA, June 11, 2001.
27. Deloitte and Touche, Atlanta, GA, June 6, 2001.
28. Harmony Software Inc., San Mateo, CA, June 29, 2001.
29. Apexon Inc., San Francisco, CA, July 10, 2001.
30. Siemens Global Supply Chain Working Group, Atlanta, GA, August 7, 2001.
31. EFQM Forum, Lucerne, Switzerland, October 12, 2001.
32. Council of Logistics Management Conference, Kansas City, MO, October, 2001.
33. Accenture Supply Chain University, Atlanta, GA. October 25, 2002.
34. Linkoping University, Sweden, November 12, 2002.
35. Accenture Supply Chain University, Atlanta, GA. November 22, 2002.
36. Accenture Supply Chain University, Atlanta, GA. December 6, 2002.
37. Center of Paper Business and Industry Studies, Atlanta, GA, February 6, 2003.
38. Council of Logistics Management Conference, Chicago, September 22, 2003.

39. Webinar hosted by Supply Chain Management Review, Boston, MA, June 23, 2004.
40. 2nd Asia Quality Network Conference and the 18th Asia Quality Symposium, New Delhi, India, August 17, 2004.
41. Northern Illinois Quality Conference, 2004, Chicago, IL, November 8, 2004.
42. EFQM Learning Edge Conference, Luxembourg, Luxembourg, July 5, 2005.
43. 6th International Conference of Quality Managers, Teheran, Iran, July 17 and 19, 2005.
44. Nexus Conference on Supply Chain, Winston-Salem, NC, November 3, 2005.
45. Council of Supply Chain Management Professional's conference, Jumeriah Beach, Dubai, February 22, 2006.
46. American Society of Quality Dubai Chapter, Dubai, February 23, 2006.
47. Trading Partners Collaboration LLC, 2006 National Conference, Marco Island, FL, March 20, 2006.
48. Nubridges LLC, Atlanta, GA, April 27, 2006.
49. Supply Chain Management Parallax Views 2006, Organized by Chainlink Research, Bermuda, November 6, 2006.
50. Panel discussion on "New Ways of Listening to Customers", Supply Chain Executive Management Forum, Organized by University of Wollongong in Dubai, Dubai, UAE, November 14, 2006.
51. Extended Supply Chain Conference, 2007 organized by Awareness Group, London, March 27, 2007.
52. Resource Global Professionals CPE conference, Atlanta, June 20, 2007.
53. 18th World Congress on Quality, Delhi, January 12, 2008.
54. Supply Chain Executive Forum, 2008, Melbourne, Australia, February 20, 2008.
55. Georgia Tech Shingo Conference, Atlanta, GA, May 7, 2008.
56. Resource Global Professionals CPE conference, Atlanta, June 18, 2008.
57. NCR Integrated Supply Chain Conference, Atlanta, October 28, 2009.
58. SCMWorld, London, UK, May 18, 2010 (delivered via Webcast).
59. Palatinum, Prague, Czech Republic, October 15, 2010.
60. Webinar hosted by Thomas group on Supply Chain Risk Management, October 19, 2011.
61. Webinar hosted by FM Global and Risk and Insurance Magazine, December 7, 2011.
62. Atlanta CPO roundtable, Atlanta, February 8, 2013.
63. Indian Institute of Materials Management, Ahmedabad, India, December 27, 2014.
64. Indian Institute of Materials Management, Ahmedabad, India, January 16, 2016.
65. Toolworks Inc, Chicago, April 15, 2021.

INVITED PRESENTATIONS AT UNIVERSITIES

1. Simon School of Business, University of Rochester, NY, March 1994.
2. Carlson School of Business, University of Minnesota, Minnesota, MN, December 1994.
3. Anderson Graduate School of Management, UCLA, Los Angeles, CA, January 1996.
4. Carlson School of Management, University of Minnesota, Minnesota, MN, March 7, 2002.
5. Linkoping University, Linkoping, Sweden, November 11, 2002.
6. ALBA University, Athens, Greece, June 7, 2004.
7. Juran Quality Summit, University of Minnesota, Minnesota, MN, June 15, 2004.
8. Indian Institute of Management, Calcutta, India, August 20, 2004.

9. Indian Institute of Management, Ahmedabad, India, August 23, 2004.
10. Wharton School of Business, University of Pennsylvania, Philadelphia, PA, October 6, 2004.
11. Fuqua School of Business, Duke University, Raleigh, NC, January 21, 2005.
12. Owen School of Management, Vanderbilt, Nashville, TN, January 28, 2005.
13. Marshall School of Business, University of Southern California, Los Angeles, CA, February 18, 2005.
14. School of Business, Boston University, Boston, MA, February 23, 2005.
15. Mendoza School of Business, University of Notre Dame, South Bend, IN, February 25, 2005.
16. Fisher School of Business, University of Ohio, Columbus, OH, March 4, 2005.
17. Goizueta Business School, Emory University, Atlanta, GA, March 20, 2005.
18. Graduate School of Business, University of Chicago, Chicago, IL, May 12, 2005.
19. Keener-Flagler Business School, University of North Carolina, Chapel Hill, NC, September 16, 2005.
20. Whitman School of Business, Syracuse University, Syracuse, NY, September 23, 2005.
21. Darden School of Business, University of Virginia, Charlottesville, VA, September 30, 2005.
22. Wilfrid Laurier University, Waterloo, Toronto, Canada, October 28, 2005.
23. Stern School of Business, New York University, New York, December 2, 2005.
24. Bradford School of Management, Bradford, United Kingdom, January 26, 2005.
25. Northwestern University, Evanston, IL, February 8, 2006.
26. London Business School, London, United Kingdom, May 22, 2006.
27. Carlson School of Management, University of Minnesota, Minneapolis, MN, Discussant at the Juran Summit, June 13, 2006.
28. Monfort School of Business, Summit about Baldrige, Bachelor Gulch, CO, July 17-18, 2006.
29. Tepper School of Business, Carnegie Mellon University, Pittsburgh, PA, Integrated Finance and Operations Management Conference, August 21, 2006.
30. Wharton School of Business, University of Pennsylvania, Philadelphia, PA, Workshop on Empirical Research in Operations Management, September 29, 2006.
31. Birla Institute of Technology, Dubai Campus, Dubai, UAE, November 12, 2006.
32. Erasmus School of Business, Erasmus University, Rotterdam, March 15, 2007.
33. Aarhus School of Business, Aarhus University, Aarhus, April 12, 2007.
34. Krannert School of Business, Purdue University, April 20, 2007.
35. London Business School, London, May 2, 2007.
36. University of Thai Chamber of Commerce May 19, 2007.
37. University of Texas at Arlington, Dallas, November 2, 2007.
38. University of Sydney, Australia, February 12, 2008.
39. Macquarie Graduate School of Business, February 15, 2008.
40. Aarhus Business School, Aarhus, Denmark, April 14, 2008.
41. Moore School of Business, University of South Carolina, Columbia, SC, April 24, 2008.
42. Korea University Business School, June 25, 2008.
43. Cox School of Business, Southern Methodist University, Dallas, September 18, 2008.
44. Ecole Polytechnique Federale De Lausanne, Lausanne, Switzerland, September 26,

- 2008.
45. McGill University, Canada, October 31, 2008.
 46. The Hong Kong Polytechnic University, Hong Kong, February 24, 2009.
 47. The Chinese University of Hong Kong, Hong Kong, February 25, 2009.
 48. Hong Kong Science and Technology University, February 27, 2009.
 49. McComb School of Business, University of Texas, March 27, 2009.
 50. The Chinese University of Hong Kong, Hong Kong, August 7, 2009.
 51. Institute of Textile and Clothing, Hong Kong Polytechnic University, Hong Kong, January 28, 2010.
 52. Tsinghua University, Beijing, China, March 25, 2010.
 53. Peking University, Beijing, China, March 26, 2010.
 54. Ecole Polytechnique Federale De Lausanne, Lausanne, Switzerland, April 16, 2010
 55. ESSEC, Paris, France, May 4, 2010.
 56. Instituto de Empresa, Madrid, Spain, May 24, 2010.
 57. Cornell University, November 18, 2010.
 58. Indian School of Business, Hyderabad, India, December 15, 2010.
 59. HEC, University of Lausanne, Switzerland, March 9, 2011.
 60. University of Electronic Science and Technology of China, Chengdu, March 22, 2011.
 61. China European International Business School, Shanghai, China, March 29, 2011.
 62. Cass Business School and the Capco Institute Fourth annual conference of the Cass-Capco Institute Paper Series on Risk, London, United Kingdom, April 14, 2011.
 63. Singapore Management University, Singapore, June 3, 2011.
 64. University of Melbourne, Melbourne, Australia, June 21, 2011.
 65. University of Illinois at Urbana Champaign, October 28, 2011
 66. May's School of Business, University of Texas A&M, November 4, 2011.
 67. Kenan Flagler Business School, UNC, February 24, 2012
 68. University of Electronic Science and Technology, China, March 9, 2012.
 69. Fudan University, March 12, 2012.
 70. National University of Singapore, Singapore, March 20, 2012.
 71. National Technology University, Singapore, March 23, 2012.
 72. Singapore Management University, Singapore, March 30, 2012.
 73. University of Cincinnati, Cincinnati, April 6, 2012.
 74. KTH University, Stockholm, Sweden, April 11, 2012.
 75. Zaragoza Logistics Center, Zaragoza, Spain, May 24, 2012.
 76. ESADE, Barcelona, Spain, May 29, 2012.
 77. Shanghai Jiao Tong University, Shanghai, China, July 13, 2012.
 78. European School of Management of Technology, Berlin, Germany, September 3, 2012.
 79. University of Sydney, Sydney, Australia, March 4, 2013.
 80. University of Electronic Science and Technology, China, March 27, 2013
 81. Richard Ivey School of Business, Ontario, Canada, April 12, 2013
 82. London School of Business, London, United Kingdom, April 18, 2013
 83. University College of London, London, United Kingdom April 19, 2013
 84. Sogang University, Seoul, South Korea, May 1, 2013.
 85. Korea University, Seoul, South Korea, May 2, 2013.
 86. INSEAD, Fontainebleau, France, May 24, 2013.
 87. Haskayne School of Business, University of Calgary, Canada, October 25, 2013.

88. School of Business, Iowa State, November 2013.
89. Kühne Logistics University – Hamburg, Germany, February 13, 2014.
90. Korea School of Business, Korea University, March 3, 2014.
91. Sogang University, Seoul, South Korea, March 4 and 5, 2014.
92. Yonsei University, Seoul, South Korea, March 5, 2014.
93. KAIST Graduate School of Management, Seoul, South Korea, March 6, 2014.
94. Indian School of Business, Hyderabad, India, March 14, 2014.
95. Donghua University, Shanghai, China, April 10, 2014.
96. China Europe International Business School, Shanghai, China, April 11, 2014.
97. Shanghai University of Finance and Economics, Shanghai, China, April 12, 2014.
98. Fudan University, Shanghai, China, April 15, 2014
99. South Western University of Finance and Economics, Chengdu, China, May 23, 2014.
100. Auckland University of Technology, Auckland, New Zealand, July 8, 2014
101. University of Auckland, Auckland, New Zealand, July 11, 2014.
102. Xiamen University, Xiamen, China, November 23, 2014.
103. Tilburg University, Tilburg, Netherlands, January 26 and 27, 2015.
104. Arizona State University, Phoenix, AZ, February 13, 2015.
105. University of Nebraska, Lincoln, NE, February 20, 2015.
106. Indian Business School, Hyderabad, India, March 12, 2015
107. Indian School of Business, Hyderabad, India, March 16, 2015
108. Sogang University, Seoul, South Korea, March 23 and 27, 2015.
109. Ewha School of Business, Seoul, South Korea, March 23, 2015
110. Yonsei University, Seoul, South Korea, March 24, 2015.
111. KAIST Graduate School of Management, Seoul, South Korea, March 25, 2015.
112. Fudan University, Shanghai, China, April 7, 2015.
113. Shanghai Jiao Tong University, Shanghai, China, April 9, 2015.
114. Shanghai University of Finance and Economics, Shanghai, China, April 10, 2015.
115. University of Electronic Science and Technology, China, May 18 and 21, 2015.
116. Technische Universität Berlin, June 29, 2015.
117. Singapore University of Technology and Design, Singapore, December 7, 2015.
118. Singapore Management University, Singapore, December 8, 2015.
119. National University of Singapore, Singapore, December 9, 2015.
120. National University of Singapore, Singapore, December 11, 2015.
121. Hong Kong University, Hong Kong, January 12, 2016.
122. City University of Hong Kong, January 13, 2016.
123. Pennsylvania State University, State College, PA, February 19, 2016.
124. Fudan University, Shanghai, China, April 12, 2016.
125. Zhongnan University of Economics and Law, Wuhan, China, May 20, 2016.
126. South China University of Technology, Guangzhou, July 13, 2016.
127. Indiana University, Indianapolis, IN, September 26, 2016.
128. Rennes School of Business, Rennes, France, October 10, 2016.
129. University of Electronic Science and Technology, China, December 15, 2016.
130. Hong Kong University, Hong Kong, January 10, 2017.
131. Hong Kong University, Hong Kong, January 12, 2017.
132. Hong Kong Poly Tech University, Hong Kong, January 13, 2017.
133. University of Washington Bothell, Seattle, WA, February 3, 2017.
134. Texas Christian University, Dallas, TX, February 10, 2017.

135. Shanghai Jiao Tong University, Shanghai, China, April 5, 2017.
136. Ningbo Supply Chain Innovation Institute China (NSCIIC), Ningbo, China, April 10, 2017.
137. Suzhow University, Suzhow, China, April 11, 2017.
138. Yonsei University, Seoul, South Korea, May 22, 2017.
139. Sogang University, Seoul, South Korea, May 24 and 26, 2015.
140. Dongbei University of Finance and Economics, Dalian, June 18, 19, and 20, 2017.
141. Bath University, Bath, United Kingdom, October 10, 2017.
142. SouthWestern University of Finance and Economics, Chengdu, China, December 14, 2017.
143. Southeastern University of China, Nanjing, January 15, 2018.
144. Nanjing University, Nanjing, January 17, 2018.
145. East China Normal University, January 18, 2018.
146. Fudan University, Shanghai, China, April 9, 2018.
147. Donghua University, Shanghai, China, April 12, 2018.
148. Bristol University, Bristol, United Kingdom, April 23, 2018.
149. Sichuan University, Chengdu, China, May 17, 2018.
150. Nankai University, Tianjin, China. May 22, 2018.
151. Vienna University of Economics and Business, Vienna, Austria, June 28, 2018.
152. Shanghai University, Shanghai, July 6, 2018,
153. Dalian Maritime University, Dalian, July 16, 2018.
154. Dongbei University of Finance and Economics, Dalian, July 17, 2018.
155. Dalian University of Technology, Dalian, July 19, 2018.
156. Zhongnan Universeity of Law and Economics, Chengdu, China 2018.
157. Sichuan University, Chengdu, China, December 10, 2018.
158. Cardiff University, Cardiff, Wales, February 5 and 6, 2019.
159. Brunel University, London, United Kingdom, February 8, 2019.
160. Shanghai University, Shanghai, China, April 9, 2019.
161. North West University, Xian, China, May 14, 2019.
162. Xidian University, Xian, China, May 15, 2019.
163. Xian Jiao Tong University, Xian, May 17, 2019.
164. Sichuan University, Chengdu, China, May 23, 2019.
165. Shenzhen University, Shenzhen, China, July 16, 2019.
166. Soochow University, Suchow, China, January 2 and 3, 2020.
167. NEOMA Business School, France, February 18, 2021.
168. Indian Institute of Management Jammu, India, March 2, 2021.
169. Indian Institute of Management Jammu, India, April 27, 2021.
170. Dongbei University of Finance and Economics, Dalian, China, October 16, 2021.
171. Southwestern University of Finance and Economics, Chengdu, China, October 20, 2021.
172. Zhejiang University, Hangzhou, China, November 15, 2021.
173. Chinese University of Hong Kong, Hong Kong, March 15, 2022.
174. Kühne Logistics University – KLU, Hamburg, Germany, July 21, 2022.
175. Shanghai University, Shanghai, China, October 24, 2002.
176. Southern University of Science and Technology, Shenzhen, China, October 27, 2022.
177. Fudan University, Shanghai, China, January 15, 2024.
178. Darden Business School, Charlottesville, Virginia, February 9, 2024.

179. University of Houston, Houston, Texas, March 20, 2024.
180. Southern University of Science and Technology, Shenzhen, China, April 25, 2024.
181. Shenzhen University, Shenzhen, April 26, 2024.
182. Tongji University, Shanghai, China, April 30, 2024.
183. Essex University, Essex, United Kingdom, June 17, 2024.
184. University College of London, United Kingdom, June 18, 2024.
185. City University of London, United Kingdom, June 19, 2024.

INVITED RESEARCH WORKSHOPS AT UNIVERSITIES

1. The Chinese University of Hong Kong, Hong Kong, February 25, 2009.
2. Zaragoza Logistics Center, Zaragoza, Spain, June 16-19, 2009.
3. Renmin University, Beijing, China, July 1-2, 2009.
4. Renmin University, Beijing, China, March 20-25, 2010.
5. Ecole Polytechnique Federale De Lausanne, Lausanne, Switzerland, April 12-16, 2010.
6. Essec Business School, Cergy, France, May 9-13, 2011.
7. Renmin University, Beijing, China, July 11-15, 2011.
8. Xi'an Jiaotong University, Xian China, December 9-15, 2011.
9. University of Electronic Science and Technology, Chengdu, China, February 27-March 10, 2012.
10. National University of Singapore, Singapore, March 19-March 30, 2012.
11. KTH University, Stockholm, Sweden, April 10, 2012.
12. University of Electronic Science and Technology, Chengdu, China, March 25-April 5, 2013.
13. Kühne Logistics University – Hamburg, Germany, February 10-14, 2014.
14. University of Electronic Science and Technology, Chengdu, China, May 19-May 31, 2014.
15. University College of London, London, United Kingdom, June 8-June 15, 2014.
16. Auckland University of Technology, Auckland, New Zealand July 7-July 11, 2014.
17. Donghua University, Shanghai, China, May 25 – June 1, 2015
18. Wuhan University, Wuhan, China, June 2 – June 8, 2015.
19. National University of Singapore, Singapore, December 10, 2015.
20. Zhejiang University, Hangzhou, China, March 28-April 1, 2016.
21. Shanghai Jiao Tong University, Shanghai, China, May 9 -20, 2016.
22. Wuhan University, Wuhan, China, May 23 – May 27, 2016.
23. Zaragoza Logistics Center, Zaragoza, Spain, June 23-25, 2016.
24. China Southern University of Technology, Guangzhou, China, July 11-15, 2016.
25. University of Science and Technology, Hefei, China, July 20-24, 2016.
26. Indian Institute of Management, Bangalore, India, August 8-12, 2016.
27. KAIST, Seoul, South Korea, May 23-26, 2017
28. Wuhan University, Wuhan, China, July 3 – July 7, 2017.
29. University of Science and Technology, Hefei, China, July 10-16, 2017.
30. Malaysia Institute for Supply-Chain Innovation (MISI), Kuala Lumpur, Malaysia, January 8-13, 2018.
31. Nanjing University, Nanjing, China, January 16-17, 2018.
32. Tianjin University, May 20 - May 25, 2018.
33. University of Science and Technology, Hefei, China, July 9-14, 2018.

34. University of Science and Technology, Hefei, China, July 2-9, 2019.
35. Sichuan University, Chengdu, China, December 2019.
36. Soochow University, Suchow, China, January 2020.
37. Jiangsu University of Science and Technology, Jiangsu, China, January 2020.
38. Liverpool University, Liverpool, United Kingdom, July 11-12, 2023.
39. University of Science and Technology, Hefei, China, April 14-18, 2024.

CONFERENCE PRESENTATIONS

1. ORSA/TIMS Conference, Atlanta, GA, November 1985.
2. ORSA/TIMS Conference, Atlanta, GA, November 1985.
3. 9th International Conference on Production Research, Cincinnati, OH, August 1987.
4. ORSA/TIMS Conference, Washington D.C., April 1988.
5. Workshop on Operations Strategy in Manufacturing and Service Industries, Wharton School, Philadelphia, PA, October 28, 1990.
6. ORSA/TIMS Conference, Philadelphia, PA, October 1990.
7. National Decision Sciences Institute Conference, San Diego, CA, November 1990.
8. ORSA/TIMS Conference, Nashville, TN, May 1991.
9. ORSA/TIMS Conference, Anaheim, CA, November 1991.
10. ORSA/TIMS Conference, San Francisco, CA, November 1992.
11. Field Research in Quality Management" Simon School of Business, University of Rochester, NY, March 1993.
12. ORSA/TIMS Conference, Phoenix, AZ, October 1993.
13. INFORMS Conference, New Orleans, LA, October 1995.
14. National Decision Sciences Institute Conference, Boston, MA, November 1995.
15. Manufacturing and Service Operations Management Conference, Amos Tuck School Dartmouth College, Hanover, NH, June 1996.
16. INFORMS Conference, Atlanta, GA, October 1996.
17. INFORMS Conference, Dallas, TX, October 1997.
18. Performance Measurement 2000, Past, Present, and Future, Cambridge University, Cambridge, United Kingdom, July 2000.
19. Asian Pacific Decision Sciences Institute, Bangkok, Thailand, July 25, 2002.
20. INFORMS, Atlanta, GA, October 2003.
21. TAPPI Annual Conference, Chicago, October 27, 2003.
22. 2nd POMS International Conference, Cancun, Mexico, April 2004.
23. INFORMS Conference, San Francisco, November 2005.
24. DSI Conference, San Francisco, November 2005.
25. POMS Conference, Dallas, May 7, 2007.
26. SIMPOI/POMS 2007, Rio de Janeiro, Brazil, August 9, 2007.
27. INFORMS, Seattle, November 4, 2007.
28. POMS Conference, Orlando, May 1, 2009.
29. China South City, ShenZhen, China, January 30, 2010.
30. Euroma 2010 Portugal, June 7, 2010.
31. Euroma 2010 Portugal June 8, 2010.
32. INFORMS Austin, TX, November 5, 2010.
33. POMS Conference, Reno Nevada, May 1, 2011.
34. Informatics Conference, Charlotte, October 2011.

35. ANZAM Conference, Melbourne June 17, 2011
36. POMS Conference, Chicago, 2012.
37. INFORMS Conference, Phoenix, AZ, October 16, 2012.
38. POMS 2013 International Conference, Indian School of Business (ISB), Hyderabad, India December, 19-22, 2013.
39. ANZAM Conference, Auckland, New Zealand, July 4, 2014.
40. The Seventh POMS-HK International Conference, Macau, January 9, 2016.
41. Conference of Chinese Scholars Association for Management Science and Engineering, July 17, 2016.
42. POMS India Chapter Conference, Jamshedpur, December 4-6, 2023.

TEACHING

COURSES DEVELOPED/TAUGHT

Operations Strategy, - MBA and Undergraduate
Measuring Performance in Operations - MBA and Undergraduate
Ph.D. Seminars on Operations Strategy and Empirical Research in Operations
Core Operations Management Course - Undergraduate
Core Management Science Course - Undergraduate
Technology and Transformational Processes - Executive level

REVIEWING ACTIVITIES

Referee for: Annals of Operations Research. Decision Sciences, European Journal of Operations Research, Journal of Operations Management, Journal of Production and Operations Management, Journal of Quality Management, International Journal of Flexible Manufacturing Systems, IIE Transactions, Management Science, Manufacturing and Service Operations Management, National Science Foundation, Natural Sciences and Engineering Research Council of Canada, Operations Research.

DOCTORAL COMMITTEES

Member, Ph.D. Dissertation Committee, Johnny Ho, Operations Management, 1991.
Member, Ph.D. Dissertation Committee, Syed Ahmed, Operations Management, 1993.
Member, Ph.D. Dissertation Committee, Karim Hatoum, Operations Management, 1994.
Member, Ph.D. Dissertation Committee, Rick Franza, Operations Management, 1997.
Member, Ph.D. Dissertation Committee, Karen Napoleon, Operations Management, 1997.
Member, Ph.D. Dissertation Committee, Janice Carrillo, Operations Management, 1997.
Member, Ph.D. Dissertation Committee, Alysse Rosewater, Operations Management, 1997.
Member, Ph.D. Dissertation Committee, Markus Biehl, Operations Management, 1998.
Member, Ph.D. Dissertation Committee, Edmund Prater, Operations Management, 1998.
Member, Ph.D. Committee, Joon Park, Operations Management, 2002.
Member, Ph.D. Dissertation Committee, Patty Swafford, Operations Management, 2003.
Member, Ph.D. Dissertation Committee, Sanjiv Erat, Operations Management, 2006.
Member, Ph.D. Dissertation Committee, Raul Chao, Operations Management, 2007.
Member, Ph.D. Dissertation Committee, James Kroes, Operations Management, 2007.
Co-chair, Ph.D. Dissertation Committee, Brian Jacobs, Operations Management, 2009.
Co-chair, Ph.D. Dissertation Committee, Priyank Arora, Operations Management, 2018.
Member, Ph.D. Dissertation Committee, Li Ding, Operations Management, 2024.

INTERNAL SERVICE

1. Member, Masters Program Committee (1991-1993, 1995-1999).
2. Member, Search Committee for the Director of Management of Technology Program (1992).

3. Member, Operations Management Curriculum and Recruiting Committee (1990-present).
4. Member of the Dean's Advisory Committee (1993-1994).
5. Member of the Dean's Search Committee (1996).
6. Chair of the Executive MOT Committee (1999 to 2002).
7. Member of the Focused Research Program Evaluation Committee (2000).
8. Area coordinator of Operations Management (2001-2015).
9. Associate Director of Center for Paper Business and Industry Studies (2000-2010).
10. Member of the EMS-MOT Committee (2002-2008).
11. Member of the College Executive Education Committee (2001-2008).
12. Member of the promotion and tenure committee (2002 - 2018).
13. Chair of the promotion and tenure committee (2007-2009).
14. Associate Dean for MBA programs (2007-2015).

OTHER SERVICE

1. Served on the Board of Examiners for the Georgia Oglethorpe Award Process (1997-1998).
2. Served on the Board of Examiners for Bell South President's Quality Award (1998).
3. Served on the Board of Examiners for the Malcolm Baldrige National Quality Award (1999-2000).
4. Senior Advisor, International Conference of Quality Managers, Iran 2005-2009.
5. Advisory Board Member, 3rd annual SCM Logistics World Asia 2007-2009.
6. International Advisory Board, The Chartered Institute of Logistics and Transport International Journal.

Media and practitioner publication mentions

Emergency Management	2-Sep-2015
IHS Quarterly	9-Jan-2014
SupplyChain Quarterly	3-Oct-2013
Association of Business Training	9-Sep-2013
FT.com	21-Jan-2013
Deloitte Review	Issue 12-2013
Economy, Culture & History JAPAN SPOTLIGHT Bimonthly	1-Sep-2012
GT Research News	Winter 2012
CIP Report	Aug-2012
Chainlink Research	1-May-2012
Risk Management	1-Apr-2012
Mother Jones	Mar-Apr-2012
Canadian Underwriter	Mar-2012
World Economic Forum	25-Jan-2012
FM Global	5-Jan-2012
Insurance Insight	6-Dec-2011
Risk Management Monitor	5-Dec-2011
Business Insurance	5-Dec-2011
Journal of Business Logistics	28-Aug-2011
Baldrige.com	25-Aug-2011
E-Supply Management	Aug-2011
Insurance Journal	27-Jun-2011
Supply Chain Digest	15-Jun-2011
eHow Money	11-Jun-2011
Finance & Management Magazine	Jun-2011
CPO Agenda	Jun-2011
Forbes India	17-May-2011
EvolvedEmployer.com	21-Apr-2011
Manufacturing & Logistics IT Magazine	14-Apr-2011
Green Sight Consulting	13-Apr-2011
Athens Banner-Herald (MCT) (GA)	10-Apr-2011
ChainLink Research	5-Apr-2011
Asia Insurance Review	1-Apr-2011
ValueStream Performance Advisors	31-Mar-2011
GreenConduct.com	31-Mar-2011
Yahoo News	25-Mar-2011
Yahoo Finance (Canada)	25-Mar-2011
Yahoo Finance (New Zealand)	25-Mar-2011
Bloomberg Businessweek (Online)	24-Mar-2011
Reuters	24-Mar-2011
Globe-Net.com	22-Mar-2011
Network for Business Sustainability	Mar-2011
Husdal.com	20-Feb-2011
Supply Chain Expert	18-Feb-2011
Business Continuity Institute	Feb-2011
TMC	20-Jan-2011
Supply Chain Risk Management	19-Jan-2011
Supply Chain Risk Management	12-Jan-2011

Organic Processing Magazine	Jan-2011
Ivey Business Journal	Jan-2011
Finance Director Europe	16-Nov-2010
Investment Weekly News	9-Nov-2010
Husdal.com	3-Nov-2010
US Fed News	3-Nov-2010
PhysOrg.com	2-Nov-2010
Logistics Management	5-Oct-2010
IndustryWeek	22-Sep-2010
Zurich Financial services	21-Sep-2010
The Outsource Blog	16-Sep-2010
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