

Mark E. Ferguson

College of Management, Georgia Institute of Technology

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I. EARNED DEGREES

Sept. 2001 **Duke University, Durham, NC**
Ph.D. in Business Administration, Advisor: Paul Zipkin

August 1994 **Georgia Institute of Technology, Atlanta, GA**
M.S. in Industrial and Systems Engineering

Dec. 1991 **Virginia Polytechnic Institute and State University, Blacksburg, VA**
B.S. in Mechanical Engineering

II. EMPLOYMENT

2/08-present *Steven A. Denning Professor of Technology and Management* – **College of Management, Georgia Institute of Technology, Atlanta, GA**

12/08-present *John and Wendi Wells term professor* – **College of Management, Georgia Institute of Technology, Atlanta, GA**

10/07-present Faculty Director of the Technology and Management Program – **Colleges of Engineering and Management, Georgia Institute of Technology, Atlanta, GA**

8/07-present *Associate professor* – **College of Management, Georgia Institute of Technology, Atlanta, GA**

6/06-12/08 *Gregory J. Owens term professor* – **College of Management, Georgia Institute of Technology, Atlanta, GA**

9/01-8/07 *Assistant professor* – **College of Management, Georgia Institute of Technology, Atlanta, GA**

2/01-5/01 *Adjunct MBA Instructor* – **Fuqua School of Business, Duke University, Durham, NC**
Developed and taught MBA elective class on Information Systems and Operations Management.

5/92-7/96 *Associate Engineer* - **IBM Charlotte Electronic Card Assembly Plant, Charlotte, NC**
Managed \$130M in inventory; negotiated worldwide supply shortages and overages; set parameter values for MRP system; purchased, certified, and trained employees on new manufacturing equipment; led the implementation of IBM's first electronic card assembly lines in China; led the change to eliminate water cleaning of circuit boards saving over 2 million gallons of water a year.

- 12/93-9/94 *Part-time consultant – Coca-Cola Corporation*, Atlanta, GA
Performed statistical analysis and designed experiments to test new resins for the PET bottle group.
- 6/90-4/92 *Manufacturing Engineer – Litton Poly-Scientific*, Blacksburg, VA
Performed process improvement projects resulting in production cost savings averaging 20%; started the company's first surface mount technology capable electronic card assembly line.
- 1/89-12/89 *Engineer Co-op – Newport News Shipbuilding*, Newport News, VA
Part of design team for the Seawolf Submarine; prepared financial variance reports for submarine and aircraft carrier construction projects.

III. TEACHING

A. INDIVIDUAL STUDENT GUIDANCE

Post-doctoral Fellows

- Melike Meterelloyoz (with Laurie Garrow) September 2008 – August 2011
- Se-Kyoung Oh. (with B. Toktay, supported by NSF grant DMI-0522557) August 2006-Sept 2007

Doctoral Students: Chair or Co-chair

- Vishal Agrawal, Thesis title: “*Measuring the Environmental Impact of Product Leasing*” Ongoing
- Francisco Hederra (with Christos Aloxopoulos) Thesis title: “*Inventory Policies for a Single Echelon Periodic Review System with Two Supply Nodes*” Graduated in September 2007. Position after graduation: Chilean Navy
- Carrie Crystal (with J. Stratman) Thesis title: “*Revenue Management Performance Drivers: An Empirical Analysis in the Hotel Industry*” Graduated in August 2007. Placement: Notre Dame University. Supported by Focused Research Program Grant on Revenue Management.
- Erik Lystad, Thesis title: “*Simple Newsvendor Heuristics for Multi-echelon Distribution Networks*” Graduated in September 2006. Position after graduation: Supply Chain Analyst at BlueLinx.

Doctoral Students: Committee Member

- Kan Wu, ISYE; Frederick Zahn, ISYE; Altan Gulcu, ISYE; Nektarios Oraiopoulus, MGT; Mike Hewitt, ISYE; Okan Ozener, ISYE; Evren Ozkaya, ISYE; Emrah Uyar, ISYE; Serhan Duran, ISYE; Divya Mangotra, ISYE; Ray Hagtvedt, ISYE; Fellipe Roman, ME; Tudor Bodea, CEE; Dan Iliescu, CEE; Ozgun Demirag, ISYE; Pelin Pekgun, ISYE; Juan Morales, ISYE; Sanjiv Erat, MGT; Melda Ormeci, ISYE; Matt Drake, ISYE; Jason Aughenbaugh, ME; Gwen Malone, ISYE; Karin Boonlertvanich, ISYE; Jianbin Dai, ISYE; Eda Ziya, ISYE; Stephanie Jernigan, ISYE; Jack Su, MGT; Pairote Balun, ISYE; German Mendoza, ISYE

B. OTHER TEACHING ACTIVITIES

Curriculum Development

1. Technology and Management Program (New undergraduate program) Chaired a management faculty committee and an engineering faculty committee to develop the curriculum for a new undergraduate program that combines management and engineering students in their Junior years. Oversaw the approval process for a new Engineering and Management minor and recruited faculty to teach in the program.

2. MGT 6350 – MBA Core Operations Management Class: (Significantly revised existing course) This course focuses on the core concepts of operations management at the graduate level. I taught this course in the spring semesters of 2003 – present; significantly redesigning and adding new content to it. I also developed an extensive set of lecture notes, teaching notes, and presentation slides for the course. This is a required course for the MBA degree.
3. MGT 6352 – MBA Operations Practicum and International Trip: (New course) This course combines a semester long industry project with an international trip over spring break. The course allows MBA students to gain experience working on real industry problems while also exposing them to the challenges and opportunities of doing business on a global scale. Corporate sponsorships from participating companies have helped reduce the cost of the trip for the MBA students.
4. MGT 6362 – MBA Elective on Supply Chain Modeling and Revenue Management: (New course) I designed and taught this course in the spring semesters of 2003 - present. This course focuses on the modeling of supply chain inventory policies and the use of revenue management techniques in both traditional (travel and hospitality) and non-traditional industries. This elective course has been well received because it exposes students to concepts with great potential of positively impacting their future careers. Through the strong connection with industry partners, the class results in numerous internship and full-time job offers for the participating students each year. Corporate sponsorship from Revenue Analytics provides a student prize for the best revenue management project each semester.
5. MGT 6753 –Supply Chain Management Module in Principles of Management for Engineers: (Revised existing course) Principles of Management for Engineers is a one-semester class designed to expose non-management majors to the fundamental concepts of business.
6. MGT 8855 – Graduate Seminar in Supply Chain Management: (New course) This is a doctoral level course where the students explore new research areas in the fields of supply chain management and revenue management.

Pedagogical Materials Developed

1. Ferguson, Mark and Erica Plambeck, 2008, “Teaching Note for Interfaces’ Evergreen Services Agreement” (Harvard Business School Publishing)

Normal Load

Spring 2009:

MGT 6362TS1: Supply Chain Modeling and Rev Mgt; 75 students; 4.8/5.0

MGT 6753 (3 sessions): Principles of Management; 120 students; NA*

Spring 2008:

MGT 6362TS1: Supply Chain Modeling and Rev Mgt; 54 students; 4.8/5.0

MGT 6753 (3 sessions): Principles of Management; 120 students; NA*

MGT 6352TSC: Operations Practicum in Costa Rica; 15 students; 4.3/5.0

Spring 2007:

MGT 6350TS1: Operations Management; 75 students; 4.4/5.0

MGT 6362TS1: Supply Chain Modeling and Rev Mgt; 37 students; 4.9/5.0

MGT 6753 (3 sessions): Principles of Management; 70 students; NA*

MGT 8803TSN: Operations Practicum in Costa Rica/Ireland; 31 students; 5.0/5.0

Fall 2006:

MGT 6753 (3 sessions): Supply Chain Management; 70 students; NA*

Spring 2006:

MGT 6350TS1: Operations Management; 73 students; 4.6/5.0

MGT 6362TS1: Supply Chain Modeling and Rev Mgt; 16 students; 4.7/5.0

MGT 6753 (3 sessions): Principles of Management; 70 students; NA*
MGT 8803TSN: Operations Practicum in Argentina; 13 students; 5.0/5.0

Fall 2005:
MGT 6753 (3 sessions): Supply Chain Management; 70 students; NA*

Spring 2005:
MGT 6350TS1: Operations Management; 65 students; 4.2/5.0
MGT 6362TS1: Supply Chain Modeling and Rev Mgt; 28 students; 4.5/5.0
MGT 6753 (3 sessions): Principles of Management; 70 students; NA*
MGT 8803TSN: Operations Practicum in Singapore; 10 students; 4.9/5.0

Fall 2004:
MGT 8855A: Doctoral Seminar; 6 students; NA*

Spring 2004:
MGT 6350TS1: Operations Management; 43 students; 3.9/5.0
MGT 6350TS2: Operations Management; 49 students; 3.9/5.0
MGT 6753 (3 sessions): Principles of Management; 70 students; NA*
MGT 8803TSD: Supply Chain Modeling and Rev Mgt; 40 students; 4.5/5.0

Spring 2003:
MGT 6350A: Operations Management; 73 students; 4.0/5.0
MGT 6350B: Operations Management; 44 students; 4.6/5.0
MGT 8903BB: Revenue Management; 12 students; 4.9/5.0
MGT 8855A: Doctoral Seminar; 4 students; NA*
MGT 6753 (3 sessions): Principles of Management; 70 students; NA*

Spring 2002:
MGT 3501A: Operations Management; 53 students; 4.6/5.0
MGT 3501B: Operations Management; 50 students; 4.7/5.0

*NA = Because of class size or only teaching part of a class, no evaluations are available

Executive Teaching

- “Introduction to the Models used in Revenue Management and Price Optimization” workshop at the Revenue Management and Price Optimization conference co-hosted by Georgia Tech and Revenue Analytics; November 2008
- “Inventory Management” course in Executive Masters for International Logistics (EMIL); 15 students; October 2008.
- “Inventory Management” course in Executive Masters for International Logistics (EMIL); 26 students; June 2008.
- “Competitive Pricing” workshop at the Revenue Management and Price Optimization conference co-hosted by Georgia Tech and Revenue Analytics; October 2007
- “Unconstraining Demand Data” workshop at the Revenue Management and Price Optimization conference co-hosted by Georgia Tech and Revenue Analytics; October 2007
- “Information Systems in Manufacturing” course in Executive Masters for International Logistics (EMIL); 30 students; September 2006.
- “Los Andes Executive MBA: Operations Management Module”; Georgia Tech College of Management Executive Education; 35 students; May, 2004.
- “BellSouth: Supply Chain Management”; Georgia Tech College of Management Executive Education; 40 students; May, 2003.

IV. SCHOLARLY ACCOMPLISHMENTS

A. PUBLISHED BOOKS AND PARTS OF BOOKS

1. Drake, M.J., and M. Ferguson, 2008, "Closed Loop Supply Chain Management for Global Sustainability," in *Global Sustainability Initiatives, New Models and New Approaches*, J. Stoner and C. Wankel, Eds., Information Age Publishing.
2. Closed Loop Supply Chains: New Directions to Improve the Sustainability of Business Practices, edited by Mark Ferguson and Gilvan Souza, Taylor and Francis Publishing, to appear in 2010.

B. REFEREED PUBLICATIONS

Published or Forthcoming Papers in Refereed Journals

1. Queenan, C., Ferguson, M., and J. Stratman, 2009, "Revenue Management Performance Drivers: An Exploratory Analysis within the Hotel Industry" to appear in *Journal of Revenue and Pricing Management*
2. Su, C., Chang, Y., Ferguson, M. and J. Ho, 2009, "The Impact of Delayed Differentiation in Make-to-Order Environments" to appear in *International Journal of Production Research*
3. Denizel, M., Ferguson, M., and G. Souza, 2009, "Multi-period Remanufacturing Planning with Uncertain Quality of Inputs" to appear in the *IEEE Transactions on Engineering Management* (**2008 POMS Wickham Skinner best unpublished paper award**)
4. Ferguson, M., and C. Queenan, 2009, "Starting with Good Inputs: Unconstraining Demand Data in Revenue Management" *INFORMS Transactions on Education* 9(3), 180-187
5. Garrow, L., and M. Ferguson, 2009, "Staying Ahead of the Curve: Using Revenue Management to Help Survive an Economic Downturn" *Journal of Revenue and Pricing Management*, 8(2), 279-286, (Reviewed by the journal editor)
6. Bodea, T., Ferguson, M., and L. Garrow, 2009, "Choice-Based Revenue Management: Data From a Major Hotel Chain" *Manufacturing and Services Operations Management*, 11(2), 356-361
7. Ferguson, M., Guide, V.D., Koca, E., and G. Souza, 2009, "The Value of Quality Grading in Remanufacturing" *Production and Operations Management* 18(3), 300-314
8. Manikas, A., Y. Chang, and M. Ferguson, 2009, "BlueLinx Can Benefit From Innovative Inventory Management Methods for Commodity Forward Buys" *Omega*, 37(3), 545-554
9. Metters, R., Queenan, C., Ferguson, M., Harrison, L., Higbie, J., Ward, S., Barfield, B., Farley, T., Kuyumcu, A., and A. Duggasanni, 2008 "The Killer Application of Revenue Management: Harrah's Hotel and Casino" *Interfaces*, 38(3), 161-175
10. Garrow, L., and M. Ferguson, 2008, "Revenue Management and the Analytics Explosion: Perspectives From Industry Experts" *Journal of Revenue and Pricing Management*, 7(2), 219-229 (Reviewed by the journal editor)
11. Ketzenberg, M. and M. Ferguson, 2008, "Managing Slow Moving Perishables in the Grocery Industry" *Production and Operations Management*, 17(5), 513-521
12. Queenan, C., Ferguson, M., Higbie, J. and R. Kapoor, 2007, "A Comparison of Unconstraining Methods to Improve Revenue Management Systems" *Production and Operations Management*, 16(6), 729-746
13. Agrawal, V. and M. Ferguson, 2007, "Bid-Response Models for Customized Pricing" *Journal of Revenue and Pricing Management*, 6(3), 212-228.

14. Ferguson, M. and O. Koenigsberg, 2007, "How Should a Firm Manage Deteriorating Inventory?" *Production and Operations Management*, 16(3), 306-321 (**2006 POMS Wickham Skinner runner up for best unpublished paper award**)
15. Ferguson, M., Jayaraman, V. and G. Souza 2007, "Note: An Application of the EOQ Model with Nonlinear Holding Cost to Inventory Management of Perishables" *European Journal of Operational Research*, 180, 485-490
16. Ferguson, M., Guide, V.D. and G. Souza, 2006, "Supply Chain Coordination to Reduce False Failure Returns" *Manufacturing and Services Operations Management*, 8(4), 376-393
17. Garrow, L., Ferguson, M., Keskinocak, P. and J. Swann, 2006, "Expert Opinions: Current Pricing and Revenue Management Practices Across U.S. Industries" *Journal of Revenue and Pricing Management*, 5(3), 248-250 (Reviewed by the journal editor)
18. Ferguson, M. and L.B. Toktay , 2006, "The Effect of Competition on Recovery Strategies" *Production and Operations Management*, 15(3), 351-368 (**2005 POMS Wickham Skinner best unpublished paper award**)
19. Ferguson, M., and M. Ketzenberg, 2006, "Information Sharing to Improve Retail Product Freshness of Perishables" *Production and Operations Management*, 15(1), 57-73
20. Ferguson, M., DeCroix, G. and P. Zipkin, 2005, "Commitment Decisions with Partial Information Updating" *Naval Research Logistics*, 52(8), 780-795
21. Su, C., Chang, Y., and M. Ferguson. 2005, "Evaluation of Postponement Strategies to Accommodate Mass Customization" *Journal of Operations Management*, 23(3-4), 305-318
22. Ferguson, M. 2003, "When to Commit in a Serial Supply Chain with Forecast Updating" *Naval Research Logistics*, 50(8), 917-936
23. Ferguson, M., Fieselman, C., and M. Elkins. 1997. "Manufacturing Concerns When Soldering with Gold Plated Component Leads or Circuit Board Pads" *IEEE Transactions on Components, Packaging, and Manufacturing Technology*, 20(3), 188-193

Working Papers

i. Papers Under Revise and Resubmit Status (Resubmitted)

24. Bai, L., Alexopoulos, C., Ferguson, M., and K. Tsui, "A Simple and Robust Batch-Ordering Inventory Policy For Unobservable Demand" Under review at *Naval Research Logistics* since April 2009

ii. Papers Under Revise and Resubmit Status (Not yet Resubmitted)

25. Oraiopoulos, N., Ferguson, M., and L.B. Toktay, 2008, "Relicensing Fees as a Secondary Market Strategy" Invited for second round review at *Management Science* since March 2009
26. Agrawal, V., Ferguson, M. and G. Souza, 2008, "Trade-in Rebates for Price Discrimination or Product Recovery" Invited for second round review at *Production and Operations Management* since May 2009
27. Ferguson, M., Ketzenberg, M., and R. Kuik, "Optimal Ordering Policies with Uncertain Cost and Uncertain Demand" Invited for second round review at *IIE Transactions* since May 2009
28. Subramanian, R., Ferguson, M., and L.B. Toktay, "Component Commonality in Remanufacturing" Invited for second round review at *Production and Operations Management* since July 2009

29. Agrawal, V., Ferguson, M., Thomas V. and L.B. Toktay, 2009, "Leasing and Selling: Recovery Strategies and Environmental Implications" Invited for second round review at *Management Science* since August 2009
30. Ferguson, M., Fleischmann, M., and G. Souza, 2008, "Applying Revenue Management to the Reverse Supply Chain" Invited for second round review at *Manufacturing and Services Operations Management* since August 2009

iii. Papers Under Initial Review

iv. Papers in Progress

31. Meterelliyoz, M., Ferguson, M., and L. Garrow, 2009, "Choice-Based Revenue Management: A Hotel Perspective"
32. Ferguson, M., Garrow, L., Meterelliyoz, M., and J. Newman, 2009, "A New Method for Parameter Estimation in Choice-Based Models"
33. Held, C., Atasu, A., and M. Ferguson, 2008, "Repeat Procurement Auctions with Bidder Defection"
34. Hagtvedt, R., Griffin, P., Ferguson, M. and P. Kesinokak, 2008, "The Effect of Flexible Hospital Contracts on Emergency Department Diversion"
35. Lystad, E., Alexopoulos, C., and M. Ferguson, 2006, "Single Stage Heuristics for Perishable Inventory Control in Two-Echelon Supply Chains"
36. Lystad, E., and M. Ferguson, 2006, "Where To Differentiate Your Product When Stocking Levels Are Coupled"
37. Ferguson, M., and S. Kavadias, 2006, "On the Interactions between Supply Chain Design Choices and Product Design Features"
38. Oh, S-K., Ferguson, M. and L.B. Toktay, 2007, "OEM Certification Programs for Remanufactured Products"
39. Lystad, E. and M. Ferguson, 2006, "Simple Newsvendor Heuristics for Multiechelon Distribution Networks"

Publications in Refereed Conference Proceedings

1. Oraiopoulus, N., Ferguson, M., and L.B. Toktay, 2008, "Relicensing Fees as a Secondary Market Strategy" *Proceedings of the 2008 MSOM SIG Supply Chain Conference*, College Park, MD
2. Oraiopoulus, N., Ferguson, M., and L.B. Toktay, 2007, "Relicensing Fees as a Secondary Market Strategy" POMS Conference Accepted Full Length Papers: http://www.poms.org/Meeting2007/CDProgram/Topics/full_length_papers.htm
3. Ferguson, M., and S. Kavadias, 2006, "On the Interactions between Supply Chain Design Choices and Product Design Features," *Proceedings of the 2006 Multi-Echelon Conference*, Atlanta, GA
4. Ferguson, M. and B. Toktay, "Manufacturer Strategies in Response to Remanufacturing Competition" *Proceedings of the 2006 MSOM Conference*, Atlanta, GA
5. Crystal, C., Ferguson, M., and J. Stratman, "Measuring the Impact of Revenue Management" *Proceedings of the 2005 DSI Conference*, San Francisco, CA
6. Ferguson, M., DeCroix, G. and P. Zipkin, "Commitment Decisions with Partial Information Updating" *Proceedings of the 2002 MSOM Conference*, Cornell University, Ithaca, NY

C. PRESENTATIONS

Academic Invited Seminars

1. College of Business, Cornell University, Ithaca, NY, October 2009
2. College of Business, Sabanci University, Istanbul, Turkey, May 2009
3. College of Business, Stanford University, Stanford, CA, March 2009
4. College of Management, McGill University, Montreal, Canada, April 2008
5. Robert H. Smith School of Business, University of Maryland, College Park, MD, October 2006
6. Mendoza College of Business, Notre Dame, South Bend, IA, September 2006
7. ITBA, Buenos Aires, Argentina, March 2006
8. Ivey School of Business, University of Western Ontario, London, Canada, September 2005
9. Singapore Technical University, Singapore, March 2005

Industry Invited Seminars

1. Ferguson, M., “Current Research in Pricing and Revenue Management” Deloitte Consulting’s Pricing Workshop, Atlanta, GA, September 2007
2. Crystal, C., Ferguson, M., Kapoor, R. and J. Higbie, “A Comparison of Unconstraining Methods to Improve Revenue Management Systems” Eye-For-Travel Revenue Management Conference, Miami, FL, April 2005
3. Ferguson, M., “The Future of Revenue Management” Manugistic’s Revenue Management Summit, Rockville, MD, October 2004
4. Ferguson, M., “Price Experimentation via the Internet” NCR’s Email Marketing Conference, Atlanta, GA, September 2004
5. Crystal, C., Ferguson, M., Kapoor, R. and J. Higbie, “A Comparison of Unconstraining Methods to Improve Revenue Management Systems” Manugistic’s Revenue Management Summit, Rockville, MD, October 2003

D. OTHER SCHOLARLY ACCOMPLISHMENTS

Patent

1. Ferguson, M., Elkins, M. Fieselman, C., Graham, S., and J. Poole (1996), United States Patent 5,394,609, “Apparatus for Assembling PCMCIA Printed Circuit Cards,” March 17

V. SERVICE

A. PROFESSIONAL CONTRIBUTIONS

Editorial

Editorial Review Board: *Production and Operations Management*, April 2008 – present

Guest Associate Editor: *Interfaces*, Special issue on Humanitarian Applications: Doing Good with Good OR

Guest Associate Editor: *INFORMS Transactions on Education*, Special issue on Teaching Service and Retail Operations Management

Guest Associate Editor: *Production and Operations Management*, Special issue on Operations Management in Business to Business Markets: Practice and Research

Associate Editor: *IIE Transactions*, Supply Chains, May 2006 – present

Editorial Review Board: *Decision Sciences* December 2005 – present

Referee for Technical Journals

- *Decision Sciences, Electronic Commerce Research Journal, European Journal of Operational Research, IEEE Transactions in Engineering Management, IIE Transactions, International Journal of Operations and Production Management, International Journal of Production Economics, International Journal of Production Research, Journal of Operations Management, Management Science, Manufacturing and Service Operations Management, Marketing Science, Naval Research Logistics, Operations Research, Production and Operations Management*

Referee for Publishers

- Reviewed chapter for the textbook Principles of Supply Chain Management: A Balanced Approach, 2nd Ed. by Wisner, Leong, and Tan for Cengage (2007)
- Edited solutions manual for the textbook Integrated Operations Management by Hanna and Newman for Thomson (2006)
- Reviewed MBA textbook Matching Supply with Demand by Cachon and Terwiesch for McGraw Hill (2006)
- Reviewed textbook Integrated Operations Management by Hanna and Newman for Thomson (2005)
- Reviewed MBA textbook Operations Management for Competitive Advantage by Chase, Jacobs, and Aquilano for McGraw Hill (2004)
- Reviewed textbook Designing and Managing the Supply Chain by Simchi-Levi, Kaminsky, and Simchi-Levi for McGraw Hill (2004)
- Reviewed MBA textbook Matching Supply with Demand by Cachon and Terwiesch for McGraw Hill (2003)

Service in Professional Organizations

- *Review Committee*, MSOM Conference, 2008, 2009
- *Officer*, Vice President of Special Events, POMS Supply Chain College, 2007-2010
- *Review Committee*, MSOM Best Student Paper Award, 2007, 2008
- *Review Committee*, DSI Best Dissertation Award, 2007
- *Review Committee*, INFORMS Prize, 2007 - 2010
- *Chair*, POMS College of Sustainable Operations Best Paper Award, 2007
- *Review Committee*, POMS Wickham Skinner Best Paper Award, 2007
- *Board Member*, INFORMS Revenue Management and Pricing Section, 2006-2008
- *Vice President and Media Coordinator* – INFORMS Junior Faculty Group (JFIG), 2002-2004

Conference/Workshop/Session Organization

Conference Chair or Co-Chair

- Workshop on Closed Loop Supply Chains held at Georgia Tech in October 2008 with over 60 academic participants (co-chair with Beril Toktay)
- Manufacturing and Service Operations Management (MSOM) – Supply Chain Special Interest Group Conference, June 7, 2008, College Park, MD (co-chair with Beril Toktay and Pinar Keskinocak).
- Manufacturing and Service Operations Management (MSOM) Conference, June 19-20, 2006, Atlanta, GA (co-chair with Pinar Keskinocak from ISYE). This was the 10th annual conference for the largest subdivision of INFORMS; attended by over 300 academic and industry professionals

- Chair of annual industry workshops on Dynamic Pricing and Revenue Management (April 2005, May 2006, Oct. 2007, Nov. 2008), Georgia Tech College of Management. These workshops focused on high-level industry speakers and averaged approximately 130 industry professionals in attendance
- Chair of an internal academic workshop on Dynamic Pricing and Revenue Management (2004), Georgia Tech College of Management. Those in attendance included over 35 faculty and doctoral students from five disciplines and three participants from industry

Cluster chair

- Green Supply Chains, INFORMS, San Diego, CA, October 2009
- College of Supply Chain Management, POMS National Meeting, San Diego, CA, May 2008
- Closed Loop Supply Chains, POMS National Meeting, Dallas, TX, April 2007
- Closed Loop Supply Chains, POMS National Meeting, Chicago, IL, April 2005
- Revenue Management and Pricing Section, INFORMS, Atlanta, GA, October 2003

Other Conference Activity

- Co-organizer for industry workshop on Product Re-X: Reuse, Recycling, Recovery, Remanufacturing Innovations in Business Models, Product Design and Economic Development (2006), Georgia Tech College of Management. This one-day workshop was attended by over 100 academic and industry professionals (chair was Beril Toktay)
- Reviewer for International Conference on Operations and Supply Chain Management, Bali, Indonesia, December, 2005
- Helped organize a symposium on the future of Electronics Recycling (2005), Georgia Tech College of Management. This symposium brought together private recyclers and government agencies to discuss ideas for how to keep electronic waste out of U.S. landfills and from creating health risks in third world countries

B. CAMPUS CONTRIBUTIONS

- Faculty Review Committee for Distance Learning Proposals (2009)
- Provost's Taskforce on Undergraduate Minors (2009)
- Recruiting Committee for Professor of Practice Position in Real Estate (2009)
- *Chair*, Technology and Management Program Curriculum Committee (2007-08)
- Recruiting Committee for Chaired Position in Finance (2007-08)
- Provost's Taskforce on Undergraduate Broadening (2007-08)
- Recruiting Committee for Mechanical Engineering, GT Savannah Campus (2006-07)
- Flex-MBA Committee (2006-07)
- Faculty Liason Committee (2006-07)
- MBA Committee (2004-06, 07-08)
- Faculty Development Committee (2002-04)
- Professional Environment Committee (2003)

VI. GRANTS AND CONTRACTS

A. AS PRINCIPAL OR CO-PRINCIPAL INVESTIGATOR

- Program support for the Technology and Management Program averaging (\$175,000 per year) from Siemens, Cox Communications, Georgia Pacific, Caterpillar, and Timken.

- Development grant for the Technology and Management Program (**\$5,000,000**), Steven A. Denning (private donor) 2007. This program combines selected undergraduate engineering and management students to learn the other group's discipline and to participate in interdisciplinary group projects, activities, and courses.
- "Revenue Management Focus Area," (**\$75,000** industry award in 2007 from Revenue Analytics) from the proceeds of the 2007 Georgia Tech Price Optimization and Revenue Management workshop
- NSF Grant DMI-0620763: "Decision Support for Improved Financial and Environmental Performance of Product Leasing," DMII-Service Enterprise Engineering program, 2006 (**\$300,000**), Mark Ferguson (PI), Beril Toktay (co-PI), Bert Bras (co-PI)
- Company Sponsorships (totaling **\$12,500**) for the 2006 MSOM meeting from SAS, United Airlines and IBM
- Focused Research Area in "Enterprise Strategies for Expanding Closed Loops in Production Systems" (**\$30,000** university seed money in 2005, **\$15,000** in 2006), Beril Toktay (FRP Coordinator), Mark Ferguson, Nancey Greene, Jane Ammons, Bert Bras, Matthew Realff and Ben Hill
- NSF Grant DMI-0522557: "Enterprise Strategies for Remanufacturing in the Presence of Competition and Environmental Policy," DMII-MES program, 2005 (**\$300,000**), Beril Toktay (PI), Mark Ferguson (co-PI), Bert Bras (co-PI)
- "Revenue Management Focus Area," (**\$25,000** industry award in 2005 from Revenue Analytics)
- "Revenue Management Focus Area," (**\$5,000** industry award in 2004 from Revenue Analytics)
- Focused Research Area in "Dynamic Pricing and Revenue Management" (**\$26,000** in 2004), Mark Ferguson (FRP Coordinator), Pinar Keskinocak and Paul Griffin.
- "Revenue Management Focus Area," (**\$10,000** industry award in 2004 from Manugistics)

VII. HONORS AND AWARDS

- Wickham Skinner best unpublished paper award presented at the 2008 POMS conference
- Runner up for Wickham Skinner best unpublished paper award presented at the 2006 POMS conference
- CETL "Thank a Teacher" award for MBA core operations management class, 2006
- Wickham Skinner best unpublished paper award presented at the 2005 POMS conference
- Third place nationally in 1999 J.F. Fogarty Student Paper Competition, sponsored by APICS
- Third Runner-up in the 2001 FedEx Publish and Prosper essay contest for Doctoral Candidates
- 1993-1994 IBM Future Manufacturing Leaders Fellowship