

MANPREET HORA

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College of Management:
Georgia Institute of Technology
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Education

Ph.D. (2008) in Operations Management, Richard Ivey School of Business, The University of Western Ontario, London, CANADA

Dissertation: “Learning from Rare Operational Failure”.

MBA (1996), Graduate School of Management, Griffith University, Gold Coast, AUSTRALIA

Bachelor of Commerce (Honours) (1993), Delhi University, Delhi, INDIA

Chartered Financial Analyst (CFA) Program (2004), CFA Institute, USA

Research Interests

1. Measurement, Monitoring and Control of Operational Risk
2. Learning from Low Probability Operational Failures
3. Adoption and Control of Planning Systems
4. Business Process Reengineering

Research in Progress

1. “Strategic Orientation, Firm Characteristics and Adoption of Practices”, Paper with K.B. Hendricks, L. Menor, and C. Wiedman, *Submitted to Strategic Management Journal*
2. “Association between Mitigation of Operational Risk and Industry Structure: Evidence from the Finance, Insurance and the Real Estate Sector”, Working Paper with K.B. Hendricks
3. “Operational Risk of Systems Failure and its Impact on Performance”, Working Paper with K.B. Hendricks
4. “Vicarious Learning from Non-Routine Operational Failure” Working Paper with R.D. Klassen
5. “Agility in Product Recalls: From Determinants to Product Recovery Strategies” Working Paper with H. Bapuji

Teaching Interests

- Operational Risk Management
- Risk Management in Operations and Technology
- Service Operations

Teaching

Fall 2008: MGT 6357 and MGT 4366, Service Operations Management, Georgia Institute of Technology, Atlanta, GA

Winter, 2008: Instructor, BMOS330, *Operations Management*, Management of Organizational Studies, The University of Western Ontario, London, Canada

Spring, 2006: Instructor, B395, *Operations Management*, School of Business and Economics, Wilfrid Laurier University, Waterloo, Canada.

Winter, 2005: Guest Instructor: Case sessions taught to MBA students for B504 Operations Management, Richard Ivey School of Business, The University of Western Ontario, London, Canada.

August 2000 – December 2000: Professional Instructor for Managers: Training country operations managers in classroom and field sessions for *Migration to New Global Consolidated Payments Systems* for Deutsche Bank, in London UK; Sydney, Australia; and Singapore.

Teaching Material

1. Case # 9B08D001, (2008): “Paediatric Orthopaedic Clinic at the Children's Hospital of Western Ontario” with Robert D. Klassen and Kellie Leitch
2. Case # 9B07N012, (2007): “Health Care Manufacturing Inc.”, with James E. Hatch. With teaching note #8B07N012
3. Teaching Note# 8B04D09 (2007): “ASIMCO International Casting Company (A) and (B)”, with Robert D. Klassen
4. Case # 4B06N016, (2006): “George Haddad Menswear”, with James E. Hatch. With teaching note #8B06N016.
5. Case # 4B06N017, (2006): “Westwood Plastics”, with James E. Hatch. With teaching note #8B06N017.
6. Case # 9B06N019, (2006): “Dofasco Inc.”, with James E. Hatch. With teaching note #8B06N019.

Conference Presentations

1. Hora, M. Low-frequency Operational Failures and Population-level Learning *INFORMS Annual Meeting*, 2008, Washington DC, USA
2. Hora, M. Learning from Operational Failure in Banks: A Process-Level Study *POMS Annual Meeting*, 2007, Dallas, TX, USA.
3. Hora, M. Operational Failures at an ERP Post-Implementation Stage *INFORMS Annual Meeting*, 2006, Pittsburgh, PA, USA.
4. Hora, M. Association between Operational Failures and Performance: A Study of ERP Failures *Integrated Risk Management in Operations and Global Supply Chain Management: Risk, Contracts and Insurance*, 2006, Ann Arbor, MI, USA.
5. Hora, M. Operational Risk Management: Literature Review and Future Directions *INFORMS Annual Meeting*, 2005, San Francisco, CA, USA.
6. Hora, M. Managing Liquidity in an Interbank Payments Market *Decision Sciences Institute Annual Meeting*, 2004, Boston, MA, USA.
7. Bhardwaj, A., M. Hora, Economic Performance in the Era of Globalization: The Complex Effects of Social Capital and Culture *INFORMS Annual Meeting*, 2004, Denver, CO, USA.

Professional Reports

1. Hora, M. 2002. Scope and Approach Document for the New Trade Matcher
2. Hora, M. 2001. Analysis of Global Systems Involved in FX Options Operations
3. Hora, M. 1995. Competitive Analysis of the Contract Logistics Industry

Industry Experience

Manager - Foreign Exchange Options Operations (1999-2003), Deutsche Bank, Frankfurt, GERMANY

Senior Internal Consultant, Deutsche Bank (1997 -1999)

Foreign Exchange Options Operations (Oct 1998 - April 1999), Deutsche Bank, London, UK

Futures and Options Operations (May 1998 - Sept 1998), Deutsche Bank, New York, USA

Money Markets Operations (Sept 1997 - April 1998), Deutsche Bank, SINGAPORE

Management Consultant, Associated Australian Motor Insurers (AAMI) (1996 -1997), Gold Coast, AUSTRALIA

Awards and Scholarships

Plan For Excellence Doctoral Fellowship, Richard Ivey School of Business, The University of Western Ontario. 2003-2006.

Academic Distinction Scholarship, Graduate School of Management, Griffith University, Australia, 1996.

Merit Scholarships, Relational Database Management System (RDBMS), National Institute of Information Technology, India, 1990-1993.

Professional Memberships and Scholarly Activities

- Global Association of Risk Professionals
- INFORMS (Institute for Operations Research and the Management Sciences)
- DSI (Decisions Sciences Institute)
- POMS (Production and Operations Management Society)
- CFA (Chartered Financial Analyst) Institute
- Toronto CFA Society (formerly Toronto Society of Financial Analysts Inc.)