

VINOD R. SINGHAL

Professor of Operations Management
 Area Coordinator of Operations Management
 Associate Director for Education at the Center for Paper Business and Industry Studies
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 Georgia Institute of Technology
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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

2001-present	Professor, College of Management, Georgia Institute of Technology
1995-2001	Associate Professor, College of Management, Georgia Institute of Technology
1989-1995	Assistant Professor, College of Management, 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)
 Associate Editor, Manufacturing and Service Operations Management (2007- present)
 Editorial Board, IIE Transactions in Engineering Management (2002-present)

PREVIOUS

Guest Associate Editor, Manufacturing and Service Operations Management (2006)
 Senior Editor, Production and Operations Management Journal (2005)
 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)

RESEARCH AND TEACHING INTERESTS

Operations Strategy
 Total Quality Management
 Supply Chain Management
 Empirical research on the financial and economic impacts of operating decisions

REFEREED PUBLICATIONS

1. Singhal, V. R. 1988. Inventories, risk and the value of the firm. *Journal of Manufacturing and Operations Management*, Vol. 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, 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, 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, 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, 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, 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, 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, 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, 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, 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.
16. Hendricks, K. B., and Singhal, V. R. 2001. Firm characteristics, total quality management, and financial performance. *Journal of Operations Management*, 19, 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, 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, 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, 35-52.
22. Hendricks, K. B., and Singhal, V. R. 2005. Association between supply chain glitches and operating performance. *Management Science*, 51, 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, 67-82.

RESEARCH AWARDS

1. 2001 Finalist paper Award from the Journal of Operations Management.
2. 2003 Best Paper Award from the Journal of Operations Management.

PAPERS UNDER REVIEW/REVISION

1. Mitra, S., and Singhal, V. R. 2006. Supply Chain Integration and Shareholder Value: Evidence from Consortium Based Industry Exchanges. Working paper, College of Management, Georgia Institute of Technology (currently working on revising and resubmitting to *Journal of Operations Management*).
2. Hendricks, K. B. and Singhal, V. R. 2006. The effect of product introduction delays on operating performance. Working paper, College of Management, Georgia Institute of Technology (currently working on revising and resubmitting to *Management Science*).
3. Hendricks, K. B. and Singhal, V. R. 2006. Demand-supply mismatch and stock market reaction: Evidence from excess inventory announcements. Working paper, College of Management, Georgia Institute of Technology (currently working on revising and resubmitting to *Manufacturing and Service Operations Management*).

RESEARCH IN PROGRESS

1. Chief Supply Chain Officer: Who they are and do they matter? (With Kevin Hendricks).
2. Does corporate diversification affect the stock market's reaction to supply chain disruptions announcements? (With Kevin Hendricks and Rongrong Zhang).

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.

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.

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).

5. 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 has received another \$1.5 million as renewal of the grant for another three years, and more recently received another \$ 600,000 for another 3 years.
6. Center for Paper Business and Industry Studies. 2001. A Study of MRO Supply Chain for Paper and Pulp Mills. Funded for one year for the amount of about \$180,000 (with Soumen Ghosh, Cheryl Gaimon, Yih-Long Chang).

PRESENTATIONS

KEY NOTE /FEATURED SPEAKER AT PRACTITIONER 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 Organized by the Swedish Association for Quality, Stockholm, Sweden, November 14, 2002.
24. Conference organized by 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 5, 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, 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, TX, December 4, 2006.

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.
17. The New Mexico Quality Awards Conference, Albuquerque, NM, March 1999.
18. Georgia Transmission Corp, Tucker, GA, August 20, 1999.
19. 8th Annual Service Quality Conference, Tampa, FL, September 30, 1999.
20. Alabama Quality Award Conference, Tuscaloosa, AL, November 9, 1999.
21. 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, July 17 and 19, 2005, Teheran, Iran.
44. Nexus Conference on Supply Chain, November 3, 2005, Winston-Salem, NC.
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, March 20, 2006, Marco Island, FL.
48. Nubridges LLC, April 27, 2006, Atlanta, GA.
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.

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.

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 DC., 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.

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

TEACHING AWARDS/RECOGNITIO

1. Professor of the year award for teaching (1996-1997).
2. Faculty outside the classroom award (1996-1997).
3. Cited as one of the most popular professors in the 1998 Business Week profile of the College of Management.

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.

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-present)
9. Associate Director of Center for Paper Business and Industry Studies (2000-present)
10. Member of the EMS-MOT Committee (2002-present)
11. Member of the College Executive Education Committee (2001-present)
12. Member of the promotion and tenure committee (2002-2003, 2004-2005, 2006-2007)

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).

RESEARCH VISIBILITY

The research on the effect of total quality management (TQM) on corporate performance has received considerable visibility among practitioners.

- More than 1200 requests for copies of the non-technical report that describes this research.
- Invited to present this research at more than 50 practitioner conferences as keynote/featured speaker.
- Research has been cited in more than 70 different media publications (see below for a partial list of these publications).

Media citations of my research on TQM

The New Nation - Bangladesh	January 6, 2006
Associazione Premio Quality Italia	June 2005
Chile Calidad	June 2005
Quality and Safety in Health Care	June 2005
Atlanta Business Chronicle	March 2005
Manila Times	September 2004
Quality Progress	April 2004
Middle East Company News	October 2003
Middle East Company News	September 2003
Brand Republic	December 2002
Istana Singapore	June 2002
Control Design	May 2002
Quality Progress	April 2002
States News Service	March 2002
M2 Presswire	March 2002
Texas Banking	August 2001
The Edward Lowe Report	July 2001
Georgia Trend	June 1, 2001
EFQM Magazine	June 2001
NQI-Excellence	April 2001
Baldrige National Quality Program CEO Issue Sheet	December 2000
Quest Forum Tele Communicator	June/July 2000
The Informed Outlook	June 2000
Kundorienterat (Swedish Institute of Quality)	March 2000
FDCH Regulatory Intelligence Database	February 2000
ASQ Section 1110 (Carolinas) Newsletter	January 2000
Quality New Mexico Newsletter	January 2000
Laatu Viesti (Finnish Quality Institute)	Fall 1999
Ten years of Business Excellence (NIST)	Spring 1999
Control	March 1999
Engineer's Digest	August 1999
Aviation Maintenance	August 1999
International Herald Tribune	August 21, 1999
Inside R&D Alert John Wiley and Sons	June 18, 1999
Utah Manufacturing Extension Program Newsletter	Winter 1999

Research Horizons	Spring 1999
Ten Years of Business Excellence for America (Baldrige Award)	Spring 1999
NCR Corp Performance Excellence Newsletter	Spring 1999
FPL Today	Spring 1999
Massop Newsletter	April 12, 1999
Alabama Today	April 1999
Global Benchmark	February 1999
Quality Magazine	February 1999
National Institute of Standards and Technology	February 4, 1999
Manufacturing News	January 18, 1999
CIO Magazine	January 15, 1999
Executive Memo, Illinois Manufacturer's Association	January 12, 1999
EDN Magazine	January 7, 1999
Taking Initiative, Oregon Quality Award	Winter 1998
Energy and Environmental Update	Winter 1998
Tech Topics, Georgia Tech Alumni Association	Winter 1998
Purchasing	November 19, 1998
Quality Digest	November 1998
IIE Solutions	November 1, 1998
David Hutton Associates	October 1998
MEDSTAT Group	October 15, 1998
Control Magazine	October 15, 1998
Modern Materials Handling	October 15, 1998
Daily Press, New Port News	September 21, 1998
Business Week	September 21, 1998
Atlanta Business Chronicle	September 10, 1998
Business Week	September 7, 1998
Forsyth County News	September 2, 1998
NAHB Research Center	Fall 1998
QIL Newsletter	Autumn 1998
Logistics	August 31, 1998
Traffic World	August 31, 1998
Georgia Institute of Technology Research News	August 14, 1998
Journal of Commerce	August 1998
Quality Quotes	August-October 1998
Excellence in Missouri Foundation Quality Quarterly	Summer 1998
Quality Manager's Alert	April 3, 1998
Wyoming Tribune Eagle	January 28, 1998
ORMS Today	December 1997
Monthly Labor Review	May 1995

The research on the effect of supply chain disruptions on corporate performance has received considerable visibility among practitioners. More than 600 requests for copies of the non-technical report that describes this research.

- Invited to present this research at more than 30 practitioner conferences.
- Research has been cited in more than 70 different media publications (see below for a representative list of these publications).

Media citations of my research on Supply Chain Management

Daily Telegraph	November 30, 2006
Middle East Company News	November 16, 2006
World Trade Magazine	November 1, 2006
Financial Times.com	October 19 2006
CFO Europe	September 2006
Economist	June 17, 2006
Canadian Transportation and Logistics	June 2006
Packaging online	April 8, 2006
Supply Chain Digest	April 4, 2006
Globe and Mail	March 20, 2006
CFO.com	February 9, 2006
Canadian Transportation and Logistics	January 20, 2006
Electronic Business	December 2005
Smart Money	December 2005
Purchasing	November 3, 2005
The Greater Triad Business Journal	October 14, 2005
Channels	September 2005
Dallas Business Journal	July 8, 2005
Canadian Transportation and Logistics	June 2005
Logistic Today	June 2005
Traffic World	June 27, 2005
ScienceDirect	June 9, 2005
Corporate Business Magazine	May/June 2005
Business Insurance	March 21 2005
Eknowtion	December 2004
RMS McGladrey Advantage	December 2004
LQ (Magazine of the Logistics Institute of Canada)	November 2004
Purchasing B2B Magazine	July-August 2004
Industry Week	July 2004
Global Logistics and Supply Chain Strategies	May 2004
Logisticstoday	March 2004
Purchasing B2B	March 2004
Chainlink Research	March 2004
Canadian Transportation Logistics	November 2003
ComputerWorld	November 2003
Global Logistics and Supply Chain Strategies	October 2003
Supply Chain Resource Consortium	July 2003

Transportation and Distribution	April 2003
ORMS Today	March 2004
Information week	October 7, 2002
Canadian Transportation & Logistics	August 2002
Computer Business Review	July 2002
Start	May 2002
Treasury and Risk Management	April 15, 2002
Commerce and Industry Association of New Jersey	March 2002
Industry Week	February 2002
Frontline Solutions	December 2001
Intelligent enterprise	November, 2001
Darwin	August 2001
Computerworld	July 2001
Tech Topics	Summer 2001
Intelligent Enterprise	June 13, 2001
Purchasing B2B	May 1, 2001
Plants, Sites, and Parks	May 2001
Purchasing and Supply Chain	May 2001
Computer Weekly	April 19, 2001
Supply Chain technology News	April 1, 2001
Lis-online.com	April, 2001
Frontline Solutions	April 2001
Global Logistics and Supply Chain Strategies	April 2001
TOC Review	April 2001
Engineer's Digest	March 2001
The Edward Lowe Report	March 2001
MSI Magazine	March 2001
I D Systems	March 2001
Canadian Electronics	February 15, 2001
IIE Solutions	February 1, 2001
Material Handling Engineering	February 1, 2001
Modern Materials Handling	February 1, 2001
Metaflex Magazine	February 2001
Plant Services	February 2001
APICS- The Performance Advantage	February 2001
The Motion Systems Distributor	January 2001
Arzoon News	January 23, 2001
Advanced Manufacturing Alert	January 12, 2001
Computer World	January 1, 2001
Industry Week	December 27, 2000
Manufacturing News	December 22, 2000