

Charles L. (Chuck) Munson, Ph.D.

Department of Finance and Management Science

College of Business

Washington State University

PO Box 644746

Pullman, WA 99164-4746

Phone: (509) 335-3076

Fax: (509) 335-3857

E-Mail: munson@wsu.edu

Webpage: http://www.cb.wsu.edu/directory/profile.cfm?emp=munson_chuck

EDUCATION

Washington University

St. Louis, Missouri

- Ph.D. Operations Management with a minor in Operations Research, May 1998.
Dissertation: "Quantity Discounts: Their Impact on Centralized Purchasing Decisions and Their Role in Coordinating Supply Chains."
Dissertation Chair: Meir J. Rosenblatt
- M.S. Business Administration, Operations Management concentration, December 1994.
- B.S. Business Administration, Finance concentration, *summa cum laude*, May 1988.

PROFESSIONAL ACADEMIC EXPERIENCE

Washington State University

Pullman, Washington

Full Professor with Tenure, July 2012-Present

Associate Dean for Graduate Programs in Business, August 2004-June 2006

Associate Professor with Tenure, August 2004-July 2012

Graduate Faculty Member, Spring 2000-Present

Assistant Professor, Fall 1997-August 2004

Department of Management and Operations—primary teaching areas: operations management and supply chain management. Primary research interests include supply chain management, inventory theory, quantity discounts, and international operations management.

John M. Olin School of Business, Washington University

St. Louis, Missouri

1986-1988, 1992-1997

Instructor—Business Applications of Calculus; Advanced Business Applications of Calculus.

Teaching/Research Assistant—Assisted with the teaching of Operations Management (Executive MBA, MBA, and BSBA), Operations Strategy (MBA), Systems Simulation (MBA), International Finance, Management Science, Managerial Statistics, and Pricing (MBA).

REFEREED JOURNAL PUBLICATIONS

- Xia, Yu, Bintong Chen, Vaidy Jayaraman, and Charles L. Munson, "Competition and Market Segmentation of Call Center Service Supply Chain," *European Journal of Operational Research*, 247(2) (2015), 504-514.
- Tian, Zhili, Panos Kouvelis, and Charles L. Munson, "Understanding and Managing Product Line Complexity: Applying Sensitivity Analysis to a Large-Scale MILP Model to Price and Schedule New Customer Orders," *IIE Transactions*, 47 (4) (2015), 307-328.
- Yang, Shilei, Charles L. Munson, Bintong Chen, and Chunming Shi, "Coordinated Contracts for Supply Chains that Market with Mail-In Rebates and Retailer Promotions," *Journal of the Operational Research Society* (to appear), DOI: JORS.2014.127.
- Lee, Chieh and Charles L. Munson, "A Predictive Global Sensitivity Analysis Approach to Monitoring and Modifying Operational Hedging Positions," *International Journal of Integrated Supply Management*, 9(3) (2015), 178-201.
- Munson, Charles L. and Jonathan Jackson, "Quantity Discounts: An Overview and Practical Guide for Buyers and Sellers," *Foundations and Trends in Technology, Information and Operations Management*, 8(1) (2014), 1-124.
- Kouvelis, Panos, Charles L. Munson, and Shilei Yang, "Robust Structural Equations for Designing and Monitoring Strategic International Facility Networks," *Production and Operations Management*, 22(3) (2013), 535-554.
- Hu, Xiangling, Charles L. Munson, and Stergios Fotopoulos, "Purchasing Decisions under Stochastic Prices: Approximate Solutions for Order Time, Order Quantity and Supplier Selection," *Annals of Operations Research*, 201(1) (2012), 287-305.
- Hu, Jianli and Charles L. Munson, "Improved Profit Functions for Newsvendor Models with Normally Distributed Demand," *International Journal of Procurement Management*, 4(1) (2011), 20-36.
- Yang, Shilei, Charles L. Munson, and Bintong Chen, "Using MSRP to Enhance the Ability of Rebates to Control Distribution Channels," *European Journal of Operational Research*, 205(1) (August 16, 2010), 127-135.
- Munson, Charles L. and Jianli Hu, "Incorporating Quantity Discounts and their Inventory Impacts into the Centralized Purchasing Decision," *European Journal of Operational Research*, 201(2) (March 1, 2010), 581-592.
- Sarker, Saonee, Charles L. Munson, Suprateek Sarker, and Suranjan Chakraborty, "Assessing the Relative Contribution of the Facets of Agility to Distributed Systems Development Success: An Analytic Hierarchy Process Approach," Special Issue on Agile Systems Development, *European Journal of Information Systems*, 18 (2009), 285-299.

- Stergios B. Fotopoulos, Hu, Xiangling, and Charles L. Munson, "Flexible Supply Contracts under Uncertainty," *European Journal of Operational Research*, 191(1) (November 16, 2008), 253-263.
- Hu, Jianli and Charles L. Munson, "Speed Versus Reliability Trade-Offs in Supplier Selection," *International Journal of Procurement Management*, 1(1/2) (2007), 238-259.
- Munson, Charles L., "The Appeal of Partially Centralised Purchasing Policies," *International Journal of Procurement Management*, 1(1/2) (2007), 117-143.
- Chen, Bintong and Charles L. Munson, "Resource Allocation with Lumpy Demand: To Speed or Not to Speed?" *Naval Research Logistics*, 51(3) (April 2004), 363-385.
- Kouvelis, Panos, Meir J. Rosenblatt, and Charles L. Munson, "A Mathematical Programming Model to Global Plant Location Problems: Analysis and Insights," *IIE Transactions*, 36(2) (February 2004), 127-144.
- Hu, Jianli, Charles L. Munson, and Edward A. Silver, "A Modified Silver-Meal Heuristic for Dynamic Demand Lot Sizing under Incremental Quantity Discounts," *Journal of the Operational Research Society*, 55 (2004), 671-673.
- Hoegl, Martin, K. Praveen Parboteeah, and Charles L. Munson, "Team-Level Antecedents of Individuals' Knowledge Networks," *Decision Sciences*, 34(4) (Fall 2003), 741-770.
- Munson, Charles L., Jianli Hu, and Meir J. Rosenblatt, "Teaching the Costs of Uncoordinated Supply Chains," *Interfaces*, 33(3) (May-June 2003), 24-39.
- Hu, Jianli and Charles L. Munson, "Dynamic Demand Lot-Sizing Rules for Incremental Quantity Discounts," *Journal of the Operational Research Society*, 53(8) (August 2002), 855-863.
- Munson, Charles L. and Meir J. Rosenblatt, "Coordinating a Three-Level Supply Chain with Quantity Discounts," *IIE Transactions*, 33(5) (May 2001), 371-384.
- Munson, Charles L., Meir J. Rosenblatt, and Zehava Rosenblatt, "The Use and Abuse of Power in Supply Chains," *Business Horizons*, 42(1) (Jan.-Feb. 1999), 55-65.
- Munson, Charles L. and Meir J. Rosenblatt, "Theories and Realities of Quantity Discounts: An Exploratory Study," *Production and Operations Management*, 7(4) (Winter 1998), 352-369.
- Munson, Charles L. and Meir J. Rosenblatt, "The Impact of Local Content Rules on Global Sourcing Decisions," Special Issue on Global Supply Chain Management in *Production and Operations Management*, 6(3) (Fall 1997), 277-290.
- Munson, Charles L., "Fine Tuning Regulated Telephone Prices," *Interfaces*, 26(3) (May-June 1996), 26-34.

BOOKS

Munson, Chuck (ed.), *The Supply Chain Management Casebook: Comprehensive Coverage and Best Practices in SCM*, FT Press: Upper Saddle River, New Jersey, 2013.

RESEARCH BOOK CHAPTERS

Sarker, Saonee, Charles L. Munson, Suprateek Sarker, and Suranjan Chakraborty, "Contribution of Agility to Successful Distributed Software Development," Chapter 7 in *Agility Across Time and Space*, Darja Šmite, Nils Brede Moe, and Pär Ågerfalk (eds.), Springer: Berlin, 2010.

Yang, Shilei, Bintong Chen, and Charles L. Munson, "Dynamic Transshipment in the Digital Age," Chapter 2 in *E-Supply Chain Technologies and Management*, Qingyu Zhang (ed.), Information Science Reference: Hershey, 2007.

Kouvelis, Panos and Charles L. Munson, "Using a Structural Equations Modeling Approach to Design and Monitor Strategic International Facility Networks," Chapter 16 in the *Handbook of Supply Chain Analysis in the eBusiness Era*, David Simchi-Levi, David Wu, and Max Shen, (eds.), Kluwer Academic Publishers: Boston, 2004.

CONFERENCE PROCEEDINGS

Xu, Xun and Charles L. Munson, "Coordinating a Tourism Supply Chain using Cooperative Advertising under Various Channel Power Structures," *Proceedings of the 24th Annual Conference of the Production and Operations Management Society*, POM-2013, May 3-6, 2013, Denver, Colorado.

Yang, Shilei, Bintong Chen and Charles L. Munson, "Heuristics for Dynamic Transshipment," *Decision Sciences Institute 2006 Annual Meeting Proceedings*, November 18-21, 2006, San Antonio, Texas, pp. 28931-28936.

Hu, Xiangling, Stergios Fotopoulos, and Charles L. Munson, "Order Quantity and Timing Flexibility in Supply Chain under Price Uncertainty," *Decision Sciences Institute 2006 Annual Meeting Proceedings*, November 18-21, 2006, San Antonio, Texas, pp. 30291-30296.

Munson, Charles L., Kouvelis, Panos, and Shilei Yang, "Structural Equations Modeling for Designing and Monitoring International Facility Networks," *IERC 2006 Conference Proceedings*, May 20-24, 2006, Orlando, FL.

Hu, Jianli and Charles L. Munson, "Dynamic Demand Lot-Sizing Rules for Incremental Quantity Discounts," *Decision Sciences Institute 2002 Annual Meeting Proceedings*, November 23-26, 2002, San Diego, CA, pp. 1549-1554.

Chen, Bintong and Charles L. Munson, "Resource Allocation with Lumpy Demand: To Speed or Not to Speed?" *Proceedings of the Twelfth Annual Conference of the Production and Operations Management Society*, POM-2001, March 30-April 2, 2001, Orlando, FL.

OTHER PUBLICATIONS

Munson, Chuck, "Sherman's Supply Chain Challenge: Stopping the Retailer from Overcharging for Soda," Case 15 in Chuck Munson (ed.), *The Supply Chain Management Casebook: Comprehensive Coverage and Best Practices in SCM*, FT Press: Upper Saddle River, NJ, 2013.

Munson, Charles L., "Six Sigma: The Time to Act is Now," *Industrial Engineering and Management*, 1(1) (2012), 100e105, doi: 10.4172/2169-0316.1000e105.

Author of Supplement 11, "Supply Chain Management Analytics," for Heizer and Render, *Operations Management: Sustainability and Supply Chain Management*, 11th Ed., Pearson, 2014.

Co-author of Chapter 11, "Supply Chain Management," for Heizer and Render, *Operations Management Sustainability and Supply Chain Management*, 10th Ed., Pearson, 2014.

Instructor's Resource Manual author for Heizer and Render, *Operations Management Sustainability and Supply Chain Management*, 11th Ed., Pearson, 2014.

Test bank update author of approximately 3000 new and revised questions for Heizer and Render, *Operations Management Sustainability and Supply Chain Management*, 11th Ed., Pearson, 2014.

Author of 670 online multiple choice questions for Heizer and Render, *Operations Management Sustainability and Supply Chain Management*, 11th Ed., Pearson, 2014.

Instructor's Resource Manual author for Heizer and Render, *Operations Management*, 10th Ed., Pearson Prentice Hall, 2010.

Author of 26 two-page end-of-chapter summaries for Heizer and Render, *Operations Management*, 10th Ed., Pearson Prentice Hall, 2010.

Co-author of Supplement 7, "Capacity and Constraint Management," for Heizer and Render, *Operations Management*, 10th Ed., Pearson Prentice Hall, 2010.

Test bank author of approximately 510 new and revised questions for Render, Stair, and Hanna, *Quantitative Analysis for Management*, 10th Ed., Prentice Hall, 2009.

Test bank author of approximately 577 new and revised questions for Heizer and Render, *Operations Management*, 9th Ed., Prentice Hall, 2008.

Author of eGrade online homework question set of approximately 400 questions for Reid and Sanders, *Operations Management*, 2nd Ed., John Wiley & Sons, 2005.

Web quiz author of more than 200 questions for Reid and Sanders, *Operations Management*, 2nd Ed., John Wiley & Sons, 2005.

Test bank author of more than 2000 questions for Reid and Sanders, *Operations Management*, 2nd Ed., John Wiley & Sons, 2005.

Coauthored the test bank of more than 2000 questions, with Brent Bandy, for Reid and Sanders, *Operations Management*, John Wiley & Sons, 2002.

Munson, Charles L., Meir J. Rosenblatt, and Zehava Rosenblatt, "The Use and Abuse of Power in Supply Chains," *IEEE Engineering Management Review*, 28(2) (2000), 81-91.

Munson, Charles L., Meir J. Rosenblatt, and Zehava Rosenblatt, "The Use and Abuse of Power in Supply Chains," in *The Purchasing & Supply Yearbook: 2000 Edition*, John A. Woods and the NAPM, eds., McGraw-Hill, New York, (2000), pp. 113-131.

WORKING PAPERS

"Shared Resource Capacity Expansion Decisions for Multiple Products with Quantity Discounts," with Jonathan E. Jackson, revise and resubmit at *European Journal of Operational Research*.

"Sourcing Allocation Strategies with Quantity Flexible Contracts under Global Network Uncertainties," with Chieh Lee.

"Dynamic Continuous Review Ordering Policies for Seasonal Correlated Demands with Stochastic Lead Times," with Min-Chiang Wang and Shihyu Chou. (target date—2015)

"Selecting the Appropriate Quantity Discount for the Right Reason" with Jonathan Jackson (target date—2015)

RESEARCH PRESENTATIONS

"Operating and Profitability Efficiencies of U.S. Hotels: A Two-Stage Window DEA Approach," with Xun Xu, Decision Sciences Institute Conference, Tampa, November 2014.

"The Role of E-service Offerings and Customer Ratings in Enhancing Customer Demand," with Xun Xu, INFORMS-2014 Conference, San Francisco, November 2014.

"Multi-Product Resource Capacity Decisions under Quantity Discounts," with Jonathan Jackson, Invited Session on Supply Uncertainty, Purchasing Centralization, and Quantity Discounts, POM-2014 Conference, Atlanta, May 2014.

"How Much is Supplier Speed and Reliability Worth?," with Xun Xun, Invited Session on Supply Uncertainty, Purchasing Centralization, and Quantity Discounts, POM-2014 Conference, Atlanta, May 2014.

"Applying Predictive Global Sensitivity Analysis to Centralized Purchasing Decisions," with Xiaohui Huang, POM-2014 Conference, Atlanta, May 2014.

- “Initial and Follow-Up Ordering Decisions under Stochastic Demand and Inter-Arrival Times,” with Chieh Lee and Stergios Fotopoulos, POMS-2014 Conference, Atlanta, May 2014.
- “Partial Privatization of Energy Generation and Distribution: A DEA Analysis to Guide Private Investors,” with Victor Pimentel, POM-2014 Conference, Atlanta, May 2014.
- “Quick Decision Making with Predictive Global Sensitivity Analysis,” Olin Faculty Research Symposium for Building Dedication, Washington University in St. Louis, May 2, 2014.
- “A Comparison Study of Sourcing Policies under Global Demand and Supply Uncertainty,” with Chieh Lee, Decision Sciences Institute Conference, Baltimore, November 2013.
- “Do E-service Efforts Enhance Online Customer Ratings and Ultimately Increase Demand?: Evidence from the Chinese E-commerce Market,” with Xun Xu, Decision Sciences Institute Conference, Baltimore, November 2013.
- “A Comparison Study of Sourcing Policies under Global Demand and Supply Uncertainty,” with Chieh Lee, POM-2013 Conference, Denver, May 2013.
- “Coordinating a Tourism Supply Chain using Cooperative Advertising under Various Channel Power Structures,” with Xun Xu, POM-2013 Conference, Denver, May 2013.
- “Sourcing Allocation Policies for Contract Manufacturing under Global Network Uncertainties,” with Chieh Lee, Decision Sciences Institute Conference, San Francisco, November 2012.
- “Staffing Nurses for a Crisis,” with Xiaotian Geng, Decision Sciences Institute Conference, San Francisco, November 2012.
- “Offering the Right Quantity Discount for the Right Reason,” with Jonathan Jackson, Decision Sciences Institute Conference, San Francisco, November 2012.
- “Sourcing Allocation Policies for Contract Manufacturing under Global Network Uncertainties,” with Chieh Lee, POM-2012 Conference, Chicago, April 2012.
- “Dynamic Continuous Review Ordering Policies for Seasonal Correlated Demands with Stochastic Lead Times,” with Min-Chiang Wang and Shihyu Chou, Decision Sciences Institute Conference, Boston, Massachusetts, November 2011.
- “Understanding and Managing Product Line Complexity through Detailed Production Scheduling,” with Zhili Tian and Panos Kouvelis, POM-2011 Conference, Reno, NV, 4/11.
- “Staffing Nurses for a Crisis,” with Xiaotian Geng, POM-2010 Conference, Vancouver, Canada, May 2010.
- “A Structural Equations Modeling Approach to Monitoring and Modifying Operational Hedging Positions,” with Chieh Lee, POM-2010 Conference, Vancouver, Canada, May 2010.

Washington State University Academic Showcase Poster Session, 2006-2010.

“Selecting the Appropriate Quantity Discount for the Right Reason,” with Susan He, Invited Session on Supply Chain Management, POM-2009 Conference, Orlando, May 2009.

“Coordinating Supply Chain Contracts under Sales Promotion,” with Shilei Yang and Bintong Chen, INFORMS Conference, Seattle, November 2007.

“The Effect of Rebates and MSRP on Manufacturer Profitability in a Supply Chain,” with Shilei Yang and Bintong Chen, Invited Session on Supply Decisions and Analysis under Uncertainty, POM-2007 Conference, Dallas, May 2007.

“Heuristics for Dynamic Transshipment,” with Shilei Yang and Bintong Chen, Decision Sciences Institute Conference, San Antonio, Texas, November 2006.

“Order Quantity and Timing Flexibility in Supply Chain under Price Uncertainty,” with Xiangling Hu and Stergios Fotopoulos, Decision Sciences Institute Conference, San Antonio, Texas, November 2006.

“Designing Strategic International Facility Networks using a Structural Equations Modeling Approach,” with Panos Kouvelis and Shilei Yang, Pan-Pacific Conference XIII, Busan, Korea, May 2006.

“Structural Equations Modeling for Designing and Monitoring International Facility Networks,” with Panos Kouvelis and Shilei Yang, IERC 2006 Conference, Orlando, FL, May 2006.

“Enticing Large Orders before Prices Rise,” with Jianli Hu, POM-2005 Conference, Chicago, May 2005.

“Using Bounds to Solve the Dual Sourcing Problem,” with Jianli Hu, INFORMS Conference, Denver, CO, November 2004.

“Structural Equations Modeling for Designing and Monitoring Strategic International Facility Networks,” with Panos Kouvelis, CORS/INFORMS Conference, Banff, Alberta, Canada, May 2004.

“Using Quantity Discounts to Capitalize on Economies of Scale Opportunities,” Decision Sciences Institute Conference, Washington, D.C., November 2003.

“A Comparison of Centralized Purchasing Scenarios,” with Jianli Hu, Decision Sciences Institute Conference, Washington, D.C., November 2003.

“Speed vs. Reliability Tradeoffs in Supplier Selection,” with Jianli Hu, INFORMS Conference, Atlanta, October 2003.

“The Costs of Uncoordinated Supply Chains,” with Jianli Hu, POM-2003 Conference, Savannah, Georgia, April 2003.

“Supplier Reliability and Speed Differences Lead to Tailored Sourcing Strategies,” with Jianli Hu, POM-2003 Conference, Savannah, Georgia, April 2003.

“Dynamic Demand Lot-Sizing Rules for Incremental Quantity Discounts,” with Jianli Hu, Decision Sciences Institute Conference, San Diego, November 2002.

“Resource Allocation with Lumpy Demand: To Speed or Not to Speed?” with Bintong Chen, POM-2001 Conference, Orlando, April 2001.

“Resource Allocation with Lumpy Demand: To Speed or Not to Speed?” with Bintong Chen, Boeing Center Seminar Series, Washington University, St. Louis, MO, June 2000.

“The Centralized Purchasing Decision,” Invited Session on Supply Chain Management, INFORMS Conference, Seattle, October 1998.

“How a Strong Position in the Supply Chain Can Decrease Costs Via Coordinated Quantity Discounts,” with Meir J. Rosenblatt, Invited Session on Topics in Supply Chain Management, INFORMS Conference, Dallas, October 1997.

“Theories and Realities of Quantity Discounts,” with Meir J. Rosenblatt, INFORMS Conference, New Orleans, October 1995.

RESEARCH GRANTS

Sandia National Laboratories

Carlsbad, New Mexico

“Sensitivity of Prediction Models in the Context of Multiple Regression”

\$54,995

August-December 2010

TEACHING EXPERIENCE

College of Business and Economics, Washington State University

Pullman, Washington

Fall 1997—Present

MgtOp 596—Doctoral Topics (3 sections)

Advanced topics in management and operations.

MgtOp 581—Operations Management (7 sections)

Analytical approach to solving problems in production and operations management.

MgtOp 556—Advanced Business Modeling (1 section)

Spreadsheet modeling and solution of business problems using mathematical programming; Monte Carlo simulation, queuing theory, and decision analysis.

MgtOp 499—Advanced Operations Management (1 section)

Advanced concepts in the management of production and service operations with an emphasis on managing business process flows.

MgtOp 470—Business Modeling with Spreadsheets (6 sections)

Use of advanced spreadsheet tools and Visual Basic programming to build and analyze mathematical models of business problems.

MgtOp 452—Supply Chain Management in the Digital Age (9 sections)

Developed this new course in Fall 2001.

Managing and modeling commercial supply chains, emphasizing electronic commerce, purchasing, supplier selection, logistics, global distribution networks, and supply chain coordination.

MgtOp 440 [M]—Advanced Operations Management (8 sections)

Advanced concepts in the management of production and service operations with an emphasis on quality management; case studies.

MgtOp 340—Operations Management (35 face-to-face sections; 14 online sections)

Management of production and service operations with an emphasis on quality management; planning and control of workflow; resource allocation, and utilization.

Dec S 344/Math 364—Principles of Optimization (1 section)

Algebra of linear inequalities; duality; graphs, transport networks; linear programming; special algorithms; nonlinear programming; selected applications.

MgtOp 598—Research and Professional Development (7 sections)

Developed this new course in Fall 2000

A one-credit course concerned with the professional development of Ph.D. students in Decision Sciences.

John M. Olin School of Business, Washington University

St. Louis, Missouri

MGT 400H—Advanced Business Applications of Calculus

Developed and taught this new course in Spring 1996

Designed to supplement Calculus II and to anticipate uses of calculus in later courses in the business curriculum. Applications include the knapsack problem, international sourcing, channel pricing, joint pricing and promotion decisions, and bond pricing and portfolio immunization.

*MGT 400G—Business Applications of Calculus
Developed and taught this new course in Fall 1995 (2 sections)*

Designed to supplement Calculus I and to anticipate uses of calculus in later courses in the business curriculum. Applications include the assignment problem, linear programming, learning curves, net present value analysis, comparative statics, probability theory, utility theory, portfolio analysis, and inventory theory.

*OMM 555B—International Operations Management
Heavily involved in course development and presented half of the lectures in Fall 1993 and 1994*

Topics in this MBA course include global comparison of operations, cultural differences, international facilities location, global sourcing, local content and other trade issues, technology transfer, risk mgmt., international service operations, and international labor and productivity.

WORKSHOPS/PRESENTATIONS CONDUCTED

POM-2015 Conference **Washington, D.C.**
May 2015
Activities to Engage Students in Large Operations Management Classes

POM-2014 Conference **Atlanta, Georgia**
May 2014
*Classroom Exercises that Teach and Excite, with Barry Render, Jay Heizer, Ken Klassen,
Howard Weiss, and Bradley Meyer*

POM-2014 Conference **Atlanta, Georgia**
May 2014
*Classroom Activities for Scheduling and Logistics, with Amy Zeng and Kelly Alvey
Demonstrating JIT with Paper Airplanes (Charles Munson)*

Washington State University Common Reading Program **Pullman, Washington**
April 1, 2014
Being Wrong in Business: Implications, Lessons, and Prevention

MBA Pre-Program Review **Pullman, Washington**
August 2005-2010
*Basics of Differential Calculus
Review of Excel Basics
Spreadsheet Engineering and Model Analysis*

WSU New Graduate Student Orientation **Pullman, Washington**
August 18, 2009
Tools for Assessing Learning

Teaching Workshop for WSU Graduate Students Pullman, Washington
January 2009, 2010, 2011, 2012, 2013, 2014, 2015
Teaching Large Classes: Challenges and Tips

WSU College of Business Ph.D. Professional Development Seminar Pullman, Washington
October 2008, 2009, 2010, 2011, 2012; March 2014
Preparing a Good Lecture and Syllabi

Sandia National Laboratories Carlsbad, New Mexico
August 20-22, 2008
Monte Carlo Simulation Workshop

POM-2005 Conference Chicago, Illinois
May 2005
Tutorial: Teaching the Costs of Uncoordinated Supply Chains, with Jianli Hu

**Boeing Center for Technology, Information and Manufacturing
Washington University** St. Louis, Missouri
May 2004
Teaching Supply Chain Coordination and Bottleneck Scheduling

HONORS and AWARDS

WSU College of Business and Economics Outstanding Faculty Teaching Award, 2001, 2015.
WSU College of Business and Economics Outstanding Faculty Research Award, 2004.
WSU College of Business Outstanding Faculty Service Award, 2013, 2009.
WSU College of Business MBA Professor of the Year, 2000, 2008.
WSU College of Business Dean's Fellow, 2004, 2008, 2009, 2010, 2014, and 2015.
WSU College of Business Summer Research Grant, 1998, 2011, 2012, 2013, 2014, 2015.
WSU College of Business Summer Teaching Grant, 2014.
WSU President's Teaching Academy—Founding Advisory Board Member, 2004
WSU International Business Institute Research Grant, 2004
WSU College of Business and Economics Teaching Innovation Grant, 2003.
Honorary Member of Golden Key (National Honor Society), 2002.
Honorary Member of Phi Eta Sigma (National Honor Society), 2000.
WSU International Business Institute Outstanding Article Award, 1998.
Winner of the 1997/98 ISIR Student Competition on Mathematical Modelling of Inventories.
AcademicKeys Who's Who in Business Higher Education.
Who's Who in Science and Engineering, 2006-2007 and 10th Anniversary Editions.
Who's Who Among America's Teachers, 9th Edition.
Who's Who in American Education, 7th and 8th Editions.
Who's Who in the 21st Century, 2nd Edition.
Who's Who in America, 57th, 58th, 68th, 69th, and 70th Platinum Editions.
Washington University Graduate Student Senate President's Award, 1997.
Hubert C. Moog Doctoral Fellowship, 1991-1996.
NDFP Fellowship—Honorable Mention, 1991.

Wall Street Journal Award in Finance, 1988.
Psi Chi (National Psychology Honorary), 1988.
Beta Gamma Sigma (National Business Honorary), 1987.
Washington University Business School Junior Class Student Achievement Award, 1987.
Washington University National Merit Scholarship, 1984-1988.
Arkansas High School State Student of the Year, 1984.

GRADUATE STUDENT COMMITTEES

Ph.D. Committee Chair

Lizou Zhang—Fall 2012-Present

Jonathan Jackson—Fall 2010-Present

Xun Xu—Fall 2010-Present

Xiaotian Geng—Fall 2009-Present

Chieh Lee—Graduated August 2014; Dissertation: “New Approaches for Supply Chain Risk Management;” Initial Placement: Assistant Professor at Yuan Ze University, Taiwan.

Xiaohui Hang—Graduated May 2013; Dissertation: “Contract Strategies with Options in Supply Chains and Predictive Models for Purchasing Centralization Decisions;” Initial Placement: Project Manager/Biostatistician for Axio Research in Seattle, Washington.

Xiangling Hu—Graduated August 2008; Dissertation: “Purchasing, Inventory Control, Pricing, and Contract Design under Purchasing Price Uncertainties;” Initial Placement: Assistant Professor at Grand Valley State University, Grand Rapids, Michigan

Shilei Yang—Graduated August, 2007; Dissertation: “Supply Chain Sales Promotion: The Operations and Marketing Interface;” Initial Placement: Assistant Professor at Southwest University of Finance and Economics, Chengdu, China.

Jianli Hu—Graduated August, 2004; Dissertation: “Supplier Selection Determination and Centralized Purchasing Decisions;” Initial Placement: Assistant Professor at Chapman University, Orange, California.

Ph.D. Committee Member

Operations and Management Science: Yong Joo Lee, Victor Pimentel, Chunming Shi, Dan Tracy, Jun Wang, Philip Witt, Yu Xia, and Jinfeng Yue

Finance: Susan He

International Business: Weerachai Ussahawanitchakit

Management: Eman El Shenawy

MIS: Yibai Li

Masters Thesis Committee

Jianli Hu and Lin He (Dept. of Apparel, Merchandising, Design, and Textiles)

Other Student Examination Committees

MBA Oral Exam Committee member for 18 students

Graduate Studies Committee representative for 6 students

UNIVERSITY SERVICE EXPERIENCE

Chair of WSU President’s Teaching Academy, July 2008-present.

Member of the WSU Student Success Council, Fall 2013-present.

Member of the Carson College of Business Strategic Planning Committee, Sep 2014-Feb 2015.
Member of the WSU Data Analytics Degree Program Dev. Workgroup, Jan 2015-present.
Member of the WSU Faculty Hearing Committee Panel, Aug. 2014-Aug. 2016.
Faculty Panel Member, Access & Opportunity Forum, June 2015.
Chair of the Operations Management Faculty Search Committee, Fall 2013-Spring 2014.
Member of the CB Undergraduate Core Curriculum Task Force, Summer 2013.
Member of the All-University Writing Committee, Fall 2013-present
Production and Operations Management Journal Club, Faculty Advisor, August 2008-present.
Member of the MBA Quantitative Core Course Revision Committee, 2012.
Chair of the College of Business Doctoral Program Policy Committee, Fall 2011.
Member of the CCB Doctoral Program Policy Committee, Spring 2011-present.
WSU Common Reading Program Planning Committee, Summer 2011
WSU Common Reading Selection Committee, Fall 2010-present.
Member of the Brinson Chair Search Committee, 2011-2012.
Member of the Research and Arts Committee of the Faculty Senate, Fall 2008-Spring 2011.
Member of the College of Business Masters Program Policy Committee, Spring 2011.
Chair of the WSU Learning Goals Revision Committee, Spring 2010.
Subcommittee Chair for WSU New Faculty Seed Grant Competition, Spring 2009-2011.
Washington State University Wellness Initiative Planning Committee, December 2007-present.
Presenter for the WSU-Vancouver Faculty Professional Development Seminar Series, 3/02/07.
Coordinator for the Ph.D. Program in Operations and Management Science, 2006-present.
College of Business Ph.D. Task Force, 2006-2010.
Vice Chair of WSU President's Teaching Academy, July 2006-July 2007.
Delta Sigma Pi, Professional Business Fraternity, Faculty Advisor, August 2006-present.
Associate Dean/Director of Graduate Programs in Business, August 2004-June 2006.
Workshop Presenter for the Future Cougars of Color Recruiting Event, 2006 and 2008.
WSU Academic Showcase Committee, Spring 2006.
Review Panel Member for WSU Teaching and Learning Grant Competition, 2006 and 2007.
Member of the WSU Graduate Studies Committee of the Faculty Senate, 2006-2008.
WSU President's Teaching Academy Board of Directors, Spring 2004-present.
Review Panel Member for WSU New Faculty Seed Grant Competition, Spring 2005.
Judge for the Wiley Research Expo, Spring 2004.
MBA Program Revision Committee, Fall 2003-Spring 2004
Chair, JELD-WEN Foundation Scholarship Committee, Spring 2003-present.
Presenter, CBE Foundation, "CBE. World Class. Face to Face." Day, 4/1/02.
Chair, Management and Decision Sciences Public Relations Committee, Fall 2001-August 2004.
Faculty Advisor for Walt Disney World Internship Alumni Association, 2001-2002.
Faculty Advisor for Phi Eta Sigma Honor Society, 2000-June 2005.
Presenter and Panel Member, CBE Technology & the Future Job Market Forum, 3/6/01.
Committee on Faculty Fitness and Health, 2001.
CBE *Dividend* Magazine Contributor.
Free Consulting for the WSU Power Plant to Help Develop Shift Schedules, 2000 and 2003.
Ph.D. Colloquium Coordinator, 1999-2000.
Panel Member for the MBA Oral Exam Seminar, 1999.
MBA Standing Committee, 1999-2002.
CBE Honors and Awards Committee, 1999-2000.
Faculty Representative at Alive! Orientation, Summer 1999.

Graduate Student Travel Grant Committee, Spring 1999-Fall 2001.
 Served as University Honors Program Project Mentor for 6 students.
 Supervisor of 7 independent studies in Operations Management, Fall 1999-present.
 Cheatham Lecture Committee, 1999.
 Tri-Cities POM Position Faculty Search Committee, 1998-1999.
 Professional Mentor, College of Business and Economics, Washington State U., 1998-1999.
 Operations Management Course Coordinator, Washington State University, 1998-present.
 Academic Advisor, Washington State University, 1997-2001.
 Chair of the Washington University Graduate Student Health Advisory Committee, 1996-1997.
 Washington University Graduate Council of Arts and Sciences Representative, 1994-1997,
 including election to the Executive Committee and service on the TA Committee.
 Washington University Arts and Sciences Graduate Student Senate Representative, 1994-1997,
 including service on the Orientation Committee and Health Insurance Committee chair.

PROFESSIONAL ACTIVITIES

Senior Editor, *Production and Operations Management*, Fall 2007-present.
 Editorial Board, *International Journal of Procurement Management*, Spring 2007-present.
 Editorial Board, *International Journal of Integrated Supply Management*, Spring 2012-present.
 Editorial Board, *American Journal of Operations Research*, Summer 2011-present.
 Editorial Board, *Statistics, Optimization and Information Computing*, Spring 2013-present.
 Editorial Board, *Journal of Industrial Engineering and Management*, Fall 2011-Spring 2012.

Ad-Hoc Referee for:

Management Science (3 papers)
Operations Research (5 papers)
IIE Transactions (5 papers)
Decision Sciences (7 papers)
Manufacturing & Service Operations Management (3 papers)
Naval Research Logistics (4 papers)
Production and Operations Management (12 papers)
European Journal of Operational Research (25 papers)
Journal of the Operational Research Society (2 papers)
Journal of Operations Management (7 papers)
MIS Quarterly (2 papers)
IEEE Transactions on Automation Science and Engineering (1 paper)
IEEE Transactions on Engineering Management (5 papers)
Computers & Industrial Engineering (10 papers)
International Journal of Production Economics (14 papers)
OMEGA, The International Journal of Management Science (3 papers)
Transportation Research Part E: Logistics and Transportation Review (2 papers)
International Journal of Operations and Quantitative Management (2 papers)
International Journal of Integrated Supply Management (1 paper)
Decision Support Systems (4 papers)
Computational Management Science (1 paper)
International Journal of Technology Management (1 paper)
International Journal of Management Theory and Practices (1 paper)

International Society for Inventory Research (2 papers)
INFORMS Transactions on Education (3 papers)
Journal of Intelligent Manufacturing (2 papers)
Applied Mathematical Modelling (3 papers)
Applied Stochastic Models in Business and Industry (2 papers)
Asia-Pacific Journal of Operational Research (2 papers)
Business Ethics Quarterly (3 papers)
4OR – A Quarterly Journal of Operations Research (1 paper)
Caspian Journal of Applied Sciences Research (1 paper)
African Journal of Business Management (1 paper)

Judge, Elwood S. Buffa Dissertation Competition, DSI 2013 Conference, Baltimore, Nov. 2013.

Track Chair, Scheduling and Logistics, POMS-2015 Conference, Washington, D.C., May 2015.

Track Chair, Scheduling and Logistics, POMS-2014 Conference, Atlanta, May 2014.

Track Chair, Scheduling and Logistics, POMS-2013 Conference, Denver, May 2013.

Participated in the 2010 AAC&U General Education and Assessment Conference in Seattle, WA.

Participated in the 2008 INFORMS Teaching Improvement Colloquium in Seattle, WA.

Participated in the AACSB Applied Assessment Seminar in March 2007, in Phoenix, AZ.

Participated in the AACSB Assessment Seminar in March 2007, in Phoenix, AZ.

Participated in the 2005 GMAC Professional Development Program in Washington, D.C.

Participated in the 2004 AAC&U Greater Expectations Conference in Snowbird, Utah.

External tenure and promotion reviewer for Binghamton University, Brooklyn College,

Worcester Polytechnic University, Clarkson University (twice), the University of Idaho, and the University of Miami.

Committee member for the Library Promotion Committee of the Production and Operations Management Society, Fall 2006-Spring 2007.

Committee member for the Publicity Committee of the Production and Operations Management Society, 2003.

Textbook reviewer for Mentzer, Myers, and Stank (eds.), *Handbook of Global Supply Chain Management*, Sage Publications; Nag, *Managing Operations: In Manufacturing, Services, and e-Commerce*, Pearson Prentice Hall; Chopra and Meindl, *Supply Chain Management: Strategy, Planning, and Operation, Third Ed.*, Pearson Prentice Hall; Heizer and Render, *Operations Management, 9th Ed.*, Pearson Prentice Hall; Seppanen, *et al.*, *Process Design and Improvement*, McGraw-Hill Irwin; Melnyk and Swink, *Value-Driven Operations Management: An Integrated Modular Approach*, McGraw-Hill Irwin; Laguna, Manuel, *Business Process Modeling, Simulation and Design*, Prentice Hall; Reid and Sanders, *Operations Management*, John Wiley & Sons; and Anupindi *et al.*, *Managing Business Process Flows*, Prentice Hall.

Grant application assessor for King Abdulaziz City for Science and Technology (20 reports).

Grant application external review for the Research Grants Council of Hong Kong (6 proposals).

Grant application assessor for the Social Sciences and Humanities Research Council of Canada.

Session Chair at the POMS-2003, POMS-2011, POMS-2013, and POMS-2014 Conferences.

Member of the Institute for Operations Research and Management Science (INFORMS).

Member of the Decision Sciences Institute (DSI).

Member of the Production and Operations Management Society (POMS).

Former member of The Institute of Industrial Engineers (IIE).

Participated in the 1996 Academy of Management Operations Management doctoral consortium.

Participated in the 1995 INFORMS doctoral colloquium.

SABBATICAL LEAVES

Fall 2007—Research Opportunity to work various projects, including a potential book,
Applications of Global Sensitivity Analysis

INDUSTRY EXPERIENCE

Washington State University Power Plant
Summers 2000 and 2003

Pullman, Washington

Consultant—Used linear programming to develop shift schedules to satisfy union requests.

Washington University Health Service
Summer 1996

St. Louis, Missouri

Web Page Technician—Created the Internet web site for the university health service.

Express Scripts
Spring 1996

St. Louis, Missouri

Consultant—Interpreted supply contracts and provided computer code in preparation for the automation of the quantity discount rebate billing process.

Contel Service Corporation
1988-1991

Wentzville, Missouri

Analyst-Revenues—Designed telephone rates. Produced cost of service studies. Helped mechanize the rate design (MRD) process. Reduced MRD running time per rate group by 99%. Wrote revenue requirement optimization program using LINDO. Assisted in the preparation of testimony for rate cases. Interacted extensively with the Public Service Commission staffs in various states. Reduced production time of the cost study factor development procedure by 83%.

The Bank of Bentonville
Summers, 1986 and 1987

Bentonville, Arkansas

Credit Clerk—Produced credit reports, assisted with loan processing, and repossessed vehicles.

Connolly Consulting Associates, Inc.
Summers, 1984 and 1985

Bella Vista, Arkansas

Assistant Auditor—Reviewed paperwork for major national retail chain in order to locate errors for possible claims against vendors.

COMMUNITY SERVICE

Pianist at recurring “Sound of Angels” concerts at the Whitman Senior Living Community,
Fall 2014-present.

Youth soccer coach, 1979-1988, Fall 2014-present.