

Michael Ketzenberg

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EDUCATION

- **Ph.D., University of North Carolina at Chapel Hill**, Kenan–Flagler Business School, major in Operations Management and a minor in Marketing, 2000.
- **M.B.A., Vanderbilt University**, Owen Graduate School of Management, major in Operations Management, 1995.
- **B.S., Carnegie Mellon University**, major in Information Decision Systems, 1987.

ACADEMIC APPOINTMENTS

- Assistant Professor, Texas A&M, College Station, TX, 2007–Present.
- Visiting Professor, MIT-Zaragoza Logistics Center, Zaragoza, Spain, fall 2008.
- Assistant Professor, Colorado State University, Fort Collins, Colorado, 2001–2007.
- Visiting Professor, Erasmus University, Rotterdam, The Netherlands, spring 2004, spring 2005, spring 2006.
- Assistant Professor, George Mason University, 2000–2001.

JOURNAL PUBLICATIONS

- Ketzenberg, M., “Value of Information in a Capacitated Closed Loop Supply Chain,” *European Journal of Operational Research*, 198(2), 2009, 491-503.
- Ketzenberg, M. and R. Zuidwijk, “Optimal Ordering, Pricing, and Return Policies for Consumer Goods,” *Production and Operations Management*, 18(3), 2009, 344-360.
- Ketzenberg, M. and M. Ferguson, “Managing Slow Moving Perishables in the Grocery Industry,” to appear in *Production and Operations Management*, 17(5), 2008, 513-521.
- Ketzenberg, M, E. Rosenzweig, A. Marucheck, and R. Metters, “Value of Information for Inventory Replenishment in Supply Chain Management,” *European Journal of Operational Research*, 182(3), 2007, 1230-1250.
- Ketzenberg, M., E. van der Laan, and R. Teunter, “Value of Information in Closed Loop Supply Chains,” *Production and Operations Management*, 15(3), 2006, 393-406.
- Ferguson, M. and M. Ketzenberg, “Information Sharing to Improve Retail Product Freshness of Perishables,” *Production and Operations Management*, 15(1), 2006, 57-73.
- Ketzenberg, M., R. Metters, and J. Semple, “A Heuristic for Multi-Item Production with Seasonal Demand,” *IIE Transactions*, 38(3), 2006, 201-211.
- Ferrer, G. and M. Ketzenberg, “Value of Information in Remanufacturing Complex Products,” *IIE Transactions*. 36(3), 2004, 265-278.

- Ketzenberg, M., G. Souza, and D. Guide, “Mixed Assembly and Disassembly Operations for Remanufacturing,” *Production and Operations Management*, 12(3), 2003, 320-335.
- Souza, G., M. Ketzenberg, and D. Guide, "Capacitated Remanufacturing with Service Level Constraints," *Production and Operations Management*, 11(2), 2002, 231-248.
- Ketzenberg, M., R. Metters, and V. Vargas, “Quantifying the Benefits of Breaking Bulk in Retail Operations,” *International Journal of Production Economics*, Vol. 80, 2002, 249-263.
- Souza, G. and M. Ketzenberg, "Two-stage Make-to-Order Remanufacturing with Service-Level Constraints," *International Journal of Production Research*, Vol. 40, 2002, 477-493.
- Ketzenberg, M., R. Metters, and V. Vargas, “Inventory Policy for Dense Retail Outlets,” *Journal of Operations Management*, Vol. 18, 2000, 303–316.
- Metters, R., M. Ketzenberg, and G. Gillen, “Welcome Back Mom and Pop. Big Retailers are Starting to Think Small Again,” *Harvard Business Review*, 78(3), 2000, 24–26.
- Metters, R. and M. Ketzenberg, “Small is Beautiful: The Re-Emergence of the Convenience Strategy,” *Journal of Business Strategies*, 17(1), 2000, 25–35.

REFEREED PROCEEDINGS ARTICLES

- Ketzenberg M., A. Maruchek and R. Metters, “Information for Supply Chain Management Inventory Replenishment,” *Decision Sciences Institute Proceedings*, November, 2000, Orlando, 1206-1208.
- Ketzenberg M., “The Value of Information to Improve Supply Chain Management of Perishables,” *Decision Sciences Institute Proceedings*, November, 1999, New Orleans, pp. 1084–1086.
- Metters, R. and M. Ketzenberg, “The Retail Small Store Network Strategy,” *Decision Sciences Institute Proceedings*, November, 1999, New Orleans, pp. 392–394.
- Ketzenberg, M., A. Maruchek, and H. Wagner, “The Value of Retailer Information to Improve Manufacturer Performance,” *Decision Sciences Institute Proceedings*, November, 1998, Las Vegas, pp. 1277–1279.
- Warsing, D., G. Souza, M. Ketzenberg, and A. Roth, “Global Supply Chain Orientation: A Taxonomy of Capabilities,” *Decision Sciences Institute Proceedings*, November, 1998, Las Vegas, pp. 1206–1208.
- Ketzenberg M. and R. Metters, “Retail Inventory Policy Under Quick Response Logistics,” *Decision Sciences Institute Proceedings*, November, 1996, Orlando, pp. 1593-1595.

MANUSCRIPTS UNDER REVIEW

- Alexopoulos, C., M. Ferguson, M. Ketzenberg, and E. Lystad, “Single Stage Heuristics for Perishable Inventory Control in Multi-Echelon Supply Chains,” under revision for *Manufacturing and Service Operations Management*.
- Ketzenberg, M. N. Geismar, R. Metters, and E. van der Laan, “Value of Information for Managing Inventory Remotely,” submitted to *Production and Operations Management*.
- Ferguson, M., M. Ketzenberg, and R. Kuik, “Purchasing Speculative Inventory for Price Sensitive Demand,” under revision for *IIE Transactions*.
- Ketzenberg, M. and J. Bloemhof, “The Value of RFID Technology Enabled Information to Manage Perishables,” submitted to *Production and Operations Management*.
- Heim, G. and M. Ketzenberg, “Learning Effects and Outsourcing of Innovative Service Designs,” submitted to *Journal of Operations Management*.

WORKS IN PROGRESS

- Managing perishable inventory under competition, with A. Love.
- Food safety and perishable inventory management with RFID, with G. Gaukler and V. Salin
- Container management with RFID: the case of perishables, with R. Zuidwijk
- On golf and service delivery to mobile demand, with M. Menezes
- Reverse logistics for returns with high time value , with R. Benitez and P. Yadav

CONFERENCE PRESENTATIONS

- Ketzenberg, M., J. Bloemhof, and R. Zuidwijk, “The Value of RFID Technology Enabled Information to Manage Perishables,” POMS National Conference, May 2009, Orlando, FL.
- Ketzenberg, M. “The Value of Information for Capacitated Recovery of Product Returns,” POMS National Conference, May 2008, La Jolla, CA.
- Ketzenberg, M. “The Value of Information for Capacitated Recovery of Product Returns,” INFORMS Western Regional Conference, April 2008, College Station, TX.
- Ketzenberg, M, R. Zuidwijk, “Optimal Pricing, Ordering, and Return Policies for Consumer Goods,” INFORMS National Conference, November 2007, Seattle, WA.

Ketzenberg, M, R. Zuidwijk, “Optimal Pricing, Ordering, and Return Policies for Consumer Goods,” POMS National Conference, May 2007, Dallas, TX.

- Ketzenberg, M., E. van Der Laan, and R. Teunter, “Value of Information in Closed Loop Supply Chains,” INFORMS National Conference, November 2005, San Francisco, CA.
- Ketzenberg, M., E. van Der Laan, and R. Teunter, “Value of Information in Reverse Logistics,” POMS National Conference, April 2005, Chicago, IL.
- Ketzenberg, M. and M. Ferguson, “Information Sharing to Manage Perishables,” INFORMS National Conference, October 2004, Denver, CO.
- Ketzenberg, M. and M. Ferguson, “Information Sharing to Manage Perishables,” POMS National Conference, April 2003, Savannah, GA.
- Ketzenberg, M., G. Souza, and D. Guide, “Mixed Assembly and Disassembly Operations for Remanufacturing,” INFORMS National Conference, November, 2002, San Jose, CA.
- Ketzenberg, M., “Information Sharing to Manage Perishables,” POMS National Conference, April, 2002, San Francisco, CA.
- Ketzenberg, M., G. Souza, and D. Guide, “Design of a Mixed Assembly and Disassembly Line for Remanufacturing Operations,” POMS National Conference, November, 2002, San Francisco, CA.
- Ketzenberg, M. and G. Ferrer, “Yield Information in Multi-Component Remanufacturing,” presented at INFORMS National Conference, November, 2001, Miami, FL.
- Ketzenberg, M., “Using Information to Improve Retail Product Freshness of Perishables,” INFORMS National Conference, November, 2000, San Antonio, TX.
- Ketzenberg, M. R. Metters, and V. Vargas, “Breaking Bulk to Improve Retail Space Management,” INFORMS National Conference, November, 2000, San Antonio, TX.
- Ketzenberg M., A. Maruchek and R. Metters, “Information for Supply Chain Management Inventory Replenishment,” Decision Sciences National Conference, November, 2000, Orlando.
- Ketzenberg M., “The Value of Information to Improve Supply Chain Management of Perishables,” Decision Sciences National Conference, November, 1999, New Orleans.
- Metters, R. and M. Ketzenberg, “The Retail Small Store Network Strategy,” Decision Sciences National Conference, November, 1999, New Orleans.
- Ketzenberg, M., “Value of Information to Improve Supply Chain Management of Perishables,” INFORMS National Conference, 1999, Philadelphia, PA.
- Souza, G. and M. Ketzenberg, “Remanufacturing in a Make-to-Order Environment: Effect of Service Level on Production Mix & Profit,” INFORMS National Conference, May, 1999,

Cincinnati, OH.

- Ketzenberg, M., A. Maruchek, and H. Wagner, “The Value of Retailer Information to a Manufacturer in a Two-Echelon Supply Chain,” INFORMS National Conference, May, 1999, Cincinnati, OH.
- Ketzenberg, M., A. Maruchek, and H. Wagner, “The Value of Retailer Information to Improve Manufacturer Performance,” Decision Sciences National Conference, November, 1998, Las Vegas.
- Warsing, D., G. Souza, M. Ketzenberg, and A. Roth, “Global Supply Chain Orientation: A Taxonomy of Capabilities,” Decision Sciences National Conference, November, 1998, Las Vegas.
- Ketzenberg, M. R. Metters, and V. Vargas, “Retail Inventory Policy Under Time-Based Logistics,” presented at INFORMS National Conference, November, 1997, San Diego, CA.

INVITED PRESENTATIONS

- Goizueta Business School, Emory University, October 2009, “Managing Inventory Remotely,” Atlanta, Georgia
- MIT-Zaragoza Logistics Center, November 2008, “Value of Information for Managing Inventory Remotely,” Zaragoza, Spain.
- Leeds School of Business, University of Colorado at Boulder, November 2006, “Value of Information in Reverse Logistics,” Boulder, Colorado
- Rotterdam School of Management, Erasmus University, June 2004, “Value of Information in Closed Loop Supply Chains,” Rotterdam, The Netherlands.
- School of Technology Management, Eindhoven University, May 2004, “Information Sharing to Manage Perishables,” Eindhoven, The Netherlands.

BOOK CHAPTERS

- Ketzenberg, M., “Real World Project Management,” Chapter 15 in R. Metters, K. King-Metters, M. Pullman, and S. Walton, *Successful Service Operations Management*, 2nd edition (2006), South-Western College Publishing, Cincinnati, OH
- Ketzenberg, M., “Real World Project Management,” Chapter 13 in R. Metters, K. King-Metters, and M. Pullman, *Successful Service Operations Management* (2003), South-Western College Publishing, Cincinnati, OH.

GRANTS AND RESEARCH FUNDING

- Dean’s Research Award Grant, Mays College of Business, \$5000, 2009
- Fulbright Senior Specialist Award Grant: \$6,800, 2008
- Dean’s Research Award Grant, Mays College of Business, \$5000, 2008

- College of Business Research Grant, Colorado State University, \$1,500, awarded in 2006
- College of Business Research Grant, Colorado State University, \$1,500 awarded in 2005
- Sponsored research support funded by Erasmus Research Institute of Management (ERIM)
 - \$2,500 funded in 2006
 - \$2,000 funded in 2005
 - \$30,000 funded in 2004

TEACHING EXPERIENCE

- | <u>Graduate Courses</u> | <u>Most Recent Delivery</u> |
|---|-----------------------------|
| - PhD Seminar in Supply Chain Management | Spring 2008 |
| - Process Analysis and Design (elective) | Spring 2009 |
| - Managerial Decision Making (core course) | Spring 2007 |
| - Supply Chain Management (core course) | Summer 2006 |
| - Operations Management (core course) | Spring 2001 |
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 | |
| <u>Undergraduate Courses</u> | |
| - Process Analysis and Design (elective) | Spring 2009 |
| - Supply Chain Management (core course) | Spring 2007 |
| - Quantitative Methods (elective) | Spring 2003 |
| - Advanced Supply Chain Management (elective) | Fall 2005 |
|
 | |
| <u>Graduate Committees</u> | |
| - Srividya Sivaramakrishnan, Master of Science in Industrial Engineering, 2009 | |
| - Jinghan Liu, Master of Science in Industrial Engineering, 2009 | |
| - Praveenkumar Kanagaraj, Master of Engineering in Industrial Engineering, 2008 | |
| - Krishan Mittal, Master of Engineering in Industrial Engineering, 2008 | |
| - Ye Yuan, Master of Engineering in Industrial Engineering, 2008 | |
| - Chris Wolfgeher, PhD Candidate in Industrial Engineering, 2007 | |
| - Ramesh Subramoniam, PhD Candidate in Industrial Engineering, 2007 | |
| - Seonah Kendall, Master of Science in Accounting, 2006 | |
| - Tony Dimas, Master of Science in Management, 2005 | |
| - Peter Grove, Master of Science in Computer Information Systems, 2003 | |

DISSERTATION

Information in Supply Chain Management of Perishables
 Advisor: Professor Harvey M. Wagner

AWARDS & HONORS

- Mays Faculty Fellow, 2009
- 2nd Place, Best Paper Competition, POMS National Conference, Savannah, GA, 2003
- 1st Place, Donald W. Fogarty Paper Competition, Triangle Chapter, 1998
- 3rd Place, Donald W. Fogarty Paper Competition, International Level, 1995
- Beta Gamma Sigma, 1995

SERVICE

- Decision Sciences Journal Editorial Review Board, 2009 - present
- Production and Operations Management Editorial Review Board, 2008 – present
- POMS College of Sustainability, Treasurer, 2008-present
- MSOM Conference Editorial Board, 2008
- PhD Committee, INFO Department, 2007- present
- Undergraduate Curriculum Task Force, INFO Department, 2007-08
- Colorado State University Committee on Centers and University Programs, 2006-07
- Co-faculty advisor for the APICS Student Chapter, 2006-07
- College of Business Scholarship Committee, 2005-07
- College of Business Technology Committee, 2004-05
- College of Business Research Committee, 2004-05
- Search Committee for Operations Faculty, 2004-05
- Process Improvement Advisor to the Technology Department, 2003-04
- Environmental Management Track Chair, POMS National Conference, Savannah, GA, 2003.
- Department Assessment and Review Committee, 2003.
- Search Committee for Strategy/International Faculty, 2002.
- Ad hoc reviewer for several journals including *Journal of Business Management*, *Interfaces*, *IEEE Transactions*, *Decision Sciences*, *Journal of Operations Management*, *IIE Transactions*, *Production and Operations Management*, *Management Science*, *European Journal of Operational Research* 1999–present

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

- Member, Institute for Operations Research and the Management Sciences (INFORMS)
- Member, Production & Operations Management Society (POMS)

INDUSTRY/PROFESSIONAL EXPERIENCE

- Research Analyst, Law and Economics Consulting Group, Washington, DC (1994-1996)
- Senior Project Manager, Financial Modeling Specialists, Vienna, VA (1993)
- Project Manager, Professional Information Consulting, Long Beach, CA (1990-1992)
- Senior Systems Analyst, Leo Burnett, Chicago, IL (1988-1990)

The curriculum vitae being submitted is the most current and is correct as of the date of the signature below.

Michael Ketzenberg

Date