

## **RICHARD D. METTERS**

320 Wehner Building, 4217 TAMU  
Mays Business School  
Texas A&M University  
College Station, TX 77843-4217  
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RMetters@Mays.tamu.edu

### **ACADEMIC APPOINTMENTS**

2011 to Present Texas A&M University, Mays Business School  
Full Professor  
Paul M. and Rosalie Robertson Chair in Business Administration, 2018-  
Tenneco Professor, 2011-2018  
Head, Information and Operations Management Department, 2011-

2001 to 2011 Emory University, Goizueta Business School  
Associate Professor

1998 to 2001 Southern Methodist University, Cox School of Business  
Assistant Professor (Summer 2010, Adjunct Professor)

1993 to 1998 Vanderbilt University, Owen Graduate School of Management  
Assistant Professor

### **EDUCATION**

Ph.D., 1993 University of North Carolina - Chapel Hill, major in Operations Management.

M.B.A., 1989 Duke University, major in Operations Management.  
Fuqua Scholar, Unisys Scholar.

B.A., 1982 Stanford University, major in Economics.

### **PUBLICATIONS IN LONDON FINANCIAL TIMES JOURNALS**

1. R. Metters, M. Ketzenberg, and J. Abbey, "Determinants of Operations Management Faculty Salary: Is Publishing in 'A' Journals the 'Bottom Line'?" forthcoming Production and Operations Management
2. R. Metters and J. George, "Research in Diversity: Lessons for Operations Management from the Women's Studies Field," forthcoming Production and Operations Management

3. J. George, D. Whitten, R. Metters and J. Abbey, "Emancipatory Technology and Developing-World Supply Chains: A Case Study of African Women Gemstone Miners" Journal of Operations Management, v.68, 619-648 (2022). Co-winner, Ralph Gomory Best Industry Studies Paper Award, 2023 (Industry Studies Association). Best paper award Association of Information Systems Women's Network College.
4. R. Babbar, X. Koufteros, E. Bendoly, R. Behara, R. Metters, and K. Boyer, "Looking at Ourselves: Lessons about the Operations Management Field Learned from Our Top Journals," Journal of Operations Management, v.66, 349-364 (2020).
5. J. Abbey, M. Ketzenberg, and R. Metters, "Profiting from Consumer Returns," Sloan Management Review, v.60(1), 71-74 (Fall 2018).
6. D. Marshall, R. Metters, and M. Pagell, "Changing a Leopard's Spots: A New Research Direction for Organizational Culture in the Operations Management Field," Production and Operations Management, v.25(9), 1506-1512 (2016).
7. M. Ketzenberg, N. Geismar, R. Metters, and E. van der Laan, "The Value of Information for Managing Retail Inventory Remotely," Production and Operations Management, v.22(4), 811-825 (2013).
8. R. Metters, E. Bendoly, B. Jiang, S. Young, and X. Zhao, " 'The Way that Can Be Told of Is Not an Unvarying Way': Cultural Impacts on Operations Management in Asia." Journal of Operations Management, v.28(3), 177-185 (2010).
9. R. Metters, "A Typology of Offshoring and Outsourcing in Electronically Transmitted Services," Journal of Operations Management, v.26(2), 198-211 (2008).
10. R. Metters and R. Verma, "History of Knowledge Services Offshoring," Journal of Operations Management, v.26(2), 141-147 (2008).
11. E. Fox, R. Metters and J. Semple, "Optimal Inventory Policy with Two Suppliers," Operations Research, v.54(2) March-April, 389-393 (2006). Eleven page on-line companion document on the Operations Research web site at <http://iol-a.informs.org/site/OperationsResearch/index.php?c=122&kat=TOC+v54.2>.
12. J. Fairbank, G. Labianca, H. Steensma, and R. Metters, "Information Processing Design Choices, Strategy, and Risk Management Performance," Journal of Management Information Systems, v.23(1), 293-319 (2006).
13. K. Boyer and R. Metters, "Introduction to the Special Issue on 'Service Strategy and Technology Application,'" Production and Operations Management, v.13(3), 201-204 (2004).
14. A. Hill, D. Collier, C. Froehle, J. Goodale, R. Metters and R. Verma, "Research Opportunities in Service Process Design," Journal of Operations Management, v.20(2), 189-202 (2002).

15. B. Downs, R. Metters and J. Semple, "Managing Inventory with Multiple Products, Lags in Delivery, Resource Constraints, and Lost Sales: a Mathematical Programming Approach," Management Science, v.47(3), 464-479 (2001). [Topic: Inventory for wholesale firms.]
16. R. Metters, M. Ketzenberg and G. Gillen, "Welcome Back, Mom and Pop. Big Retailers are Starting to Think Small Again," Harvard Business Review, v.78(3), 24-26 (2000).
17. R. Metters and V. Vargas, "A Typology of De-coupling Strategies in Mixed Services," Journal of Operations Management, v.18(6), 663-682 (2000).
18. M. Ketzenberg, R. Metters and V. Vargas, "Inventory Policy for Dense Retail Stores," Journal of Operations Management, v.18(3), 303-316 (2000).
19. R. Metters, F. Frei and V. Vargas, "Measurement of Multiple Sites in Service Firms with Data Envelopment Analysis," Production and Operations Management, v.8(3), 264-281 (1999).
20. R. Metters and V. Vargas, "A Comparison of Production Scheduling Policies on Costs, Service Level, and Schedule Changes," Production and Operations Management, v.8(1), 76-91 (1999).
21. R. Metters, "Quantifying the Bullwhip Effect in Supply Chains," Journal of Operations Management, v.15(2), 89-100 (1997).

#### Under Review

J. George, R. George, R. Metters, J. Abbey "Achieving Continuity Through Sustainable Aquaculture: Pearling in Australia", under review at Journal of Operations Management

### **PUBLICATIONS IN OTHER ACADEMIC JOURNALS**

1. R. Metters and J. Stanworth "Managing Across or Within a Culture? Comparing Hotel Workers from China and Taiwan Using Hofstede's Scales," ASEAN Journal of Hospitality and Tourism, v.19(3), 305-315 (2021).
2. R. Metters "Discipline Note: A Ranking of Business School Operations Management Departments Based on Current Faculty Publications in Five Journals," Operations Management Research, v.14, 216-232 (2021).
3. M. Ketzenberg and R. Metters, "Adapting Operations to New Information Technology: A Failed 'Internet of Things' Application," Omega, v.92 (102152), 1-15 (2020).
4. R. Metters, D. Marshall, and M. Pagell, "Cultural Research in the Production and Operations Management Field," Foundations and Trends in Technology, Information and Operations Management, v.13(1-2), 1-150 (2019). DOI:10.1561/02000000054

5. R. Metters, "The Effect of Employee and Customer Religious Beliefs on Business Operating Decisions," Religions, v.10(9), 479, 1-16 (2019).
6. R. Metters, "Gender and Operations Management," Cross Cultural & Strategic Management, v.24(2), 350-364 (2017).
7. M. Mendez, M. Ketzenberg, R. Oliva, and R. Metters, "Service Delivery to Moving Demand Points Using Mobile Servers," International Journal of Production Economics, v. 168, 158-166 (2015).
8. K. King-Metters and R. Metters, "What they know just ain't so: what multinationals need to know about Chinese workers," Pannon Management Review, v.2(1), 11-31 (2013).
9. V. Vargas and R. Metters, "A Master Production Scheduling Procedure for Stochastic Demand," International Journal of Production Economics. v.132, 296-302 (2011).
10. M. Parzen, S. Lipsitz, R. Metters, and G. Fitzmaurice, "Correlation When Data Are Missing," Journal of the Operational Research Society, v.61, 1049-1056 (2010).
11. R. Metters, V. Vargas, and S. Weaver, "MotherLand Air: Using Experiential Learning to Teach Revenue Management Concepts," INFORMS Transactions on Education, 9(3) 124-134 (2009) [refereed journal dedicated to teaching].
12. S. Walton and R. Metters, "Production Planning by Spreadsheet for a Start-up Firm," Production Planning and Control, v.19(6), 556-566 (2008).
13. R. Metters, "A Case Study of National Culture and Offshoring Services," International Journal of Operations and Production Management, v.28(8), 727-747 (2008).
14. R. Metters, C. Queenan, M. Ferguson, L. Harrison, J. Higbie, S. Ward, B. Barfield, T. Farley, A. Kuyumcu, and A. Duggasani, "The "Killer Application" of Revenue Management: Harrah's Cherokee Casino & Hotel." [The last seven authors are practitioners.] Interfaces, v.38(3), 161-175 (2008).
15. R. Metters and S. Walton, "Strategic Supply Chain Choices for Multi-channel Internet Retailers," Service Business, v.1(4), 317-331 (2007).
16. M. Ketzenberg, E. Rosenzweig, A. Marucheck and R. Metters, "Information Value for Supply Chain Inventory Replenishment," European Journal of Operational Research, v.182(3), 1230-1250 (2007).
17. R. Metters and A. Marucheck, "Service Management - Academic Issues and Scholarly Reflections from Operations Management Researchers," Decision Sciences, v.38(2), 195-214 (2007).
18. D. Crane, J. Stachura, S. Dalmat, K. King-Metters, and R. Metters, "International Sourcing of Services: The 'HomeShoring' Alternative," Service Business, v.1(1), 79-91 (2007). [The first three authors are practitioners]

19. M. Ketzenberg, R. Metters and J. Semple, "A Heuristic for Multi-Item Production with Seasonal Demand," IIE Transactions, v.38(3), 201-211 (2006). Article highlighted in the March, 2006 edition of Industrial Engineer (p.52).
20. M. Ketzenberg, R. Metters and V. Vargas, "Breaking Bulk to Improve Retail Space Management," International Journal of Production Economics, v.80(3), 249-263 (2002).
21. S. Evangelist, B. Godwin, J. Johnson, V. Conzola, R. Kizer, S. Young-Helou, and R. Metters, "Linking Marketing and Operations at Blockbuster, Inc.," Journal of Service Research, v.5(2), 91-100 (2002). [All co-authors are practitioners.]
22. R. Metters, V. Vargas and D.C. Whybark, "An Investigation of the Sensitivity of DEA to Data Errors," Computers and Industrial Engineering, v.41(2), 163-171 (2001).
23. R. Metters and M. Ketzenberg, "Small is Beautiful: The Re-emergence of the Convenience Strategy," Journal of Business Strategies, v.17(1), 25-35 (2000).
24. R. Metters and V. Vargas, "Organizing Work in Services," Business Horizons, v.43(4), 23-32 (2000).
25. R. Metters and V. Vargas, "Yield Management for the Nonprofit Sector," Journal of Service Research, v.1(3), 215-226 (1999).
26. R. Metters, "General Rules for Production Planning with Seasonal Demand," International Journal of Production Research, v.36(5), 1387-1399 (1998).
27. R. Metters, "Producing Multiple Products with Stochastic Seasonal Demand and Capacity Limits," Journal of the Operational Research Society, v. 49(3), 263-272 (1998).
28. R. Metters, "Production Planning with Stochastic Seasonal Demand and Capacitated Production," IIE Transactions, v.29(11), 1017-1029 (1997).
29. V. Vargas and R. Metters, "Adapting Lot-Sizing Techniques to Stochastic Demand Through Production Scheduling Policy," IIE Transactions, v.28(2), 141-148 (1996).
30. R. Rust and R. Metters, "Mathematical Models of Service," European Journal of Operational Research, v.91(3), 427-439 (1996).
31. R. Metters, "Interdependent Transportation and Production Activity at the United States Postal Service," Journal of the Operational Research Society, v.47(1), 27-37 (1996).
32. R. Metters, "A Method for Achieving Better Customer Service, Lower Costs and Less Instability in Master Production Schedules," Production and Inventory Management Journal, v.34(4), 61-65 (1993).

## OTHER PUBLICATIONS

(Conference proceedings not included)

R. Metters, "Service Operations" *Elgar Encyclopedia of Services*, F. Galloui, C. Gallouj, M-C. Monnoyer, L. Rubalcaba (eds.), Elgar Publishing, Cheltenham, UK, pp. 183-186 (2023) ISBN 978 1 80220 258 0 8.

R. Metters, "Culture and Religion in Service Provision," ch. 13, pp. 179-192 in *Research Handbook on Services Management*, M. Davis, R. Behara (eds.), Elgar Publishing (2022) ISBN 978 1 80037 564 2.

R. Metters, "COVID-19 No Match for the Forces of Global Trade," *The Takeaway*, v.11(6) May 2020. Mosbacher Institute, The Bush School, Texas A&M University. <http://bush.tamu.edu/mosbacher/takeaway>.

R. Metters and K. King-Metters, "The State of Operations Management in Cuba," ch. 10, *Cuba In Transition*, R. Bellinger and K. Prasad (eds.), Smith School of Business (2018).

R. Metters and K. King-Metters, "The State of Operations Management in Cuba," POMS Chronicle, v.23(1), 20-21 (2016).

R. Metters, "Service operations strategies", in Van Mieghem, J.A. (ed.), *Operations Strategy: The Marketing & Management Collection*, Henry Stewart Talks Ltd, London (online at <http://hstalks.com/?t=MM1623451-Metters>) (2012).

R. Metters, "The Neglect of Service Science in the Operations Management Field" pp. 309-320 in Maglio, P., Kieliszewski, C., and Spohrer, J. (eds.) *The Handbook of Service Science*. New York: Springer (2010).

K. King-Metters and R. Metters, "Misunderstanding the Chinese Worker," The Wall Street Journal, "Business Insight" section, a bi-monthly joint publication with MIT Sloan Management Review, v.252(5), p.R11, July 7 (2008).

R. Metters, "Branch Performance at Nashville National Bank," reprinted in pp. 181-185 in K. Baker, Optimization Modeling with Spreadsheets, Duxbury (2006). [Topic: Measuring productivity in service firms.]

C. Froehle and R. Metters "Insourcing, offshoring, and automation: different operational approaches to customer service," POMS Chronicle, v.11 (3-4), 4-6 (2005). [Topic: Services offshoring.]

R. Metters, "What's the relevance of 'scoring' systems to service operations and how to teach it," POMS Chronicle, v.11 (3-4), 9-11 (2005).

R. Metters, "Models for Customer Selection," ch.14, pp. 291-304, in J. Fitzsimmons and M. Fitzsimmons (eds.), *New Service Development: Creating Memorable Service Experiences*, Sage Publications, Thousand Oaks, CA. (2000).

## **DEPARTMENT HEAD: ACTIVITIES AND PROGRAMS**

2011-Present, Head, Information and Operations Management Department  
Programs

Undergraduate Supply Chain Major: Enrollment varies between 186 and 399  
Undergraduate Information Systems Major: Enrollment varies between 113 and 290  
Master's-Information Systems: 2011: 75 students/year, 2022: 115 students/year  
Online Master's-Information Systems: created 2021: 25 students/year  
Master's-Supply Chain Analytics: to start Fall 2024  
Business Minor: 2011: 450 students/year, 2023: 2,000 students/year  
PhD: enroll 0 to 4 students each year

### Staff, Faculty and Budget

Tenured and Tenure-Track faculty

2011: Full 2; Assoc. 5, Asst. 6

2023: Full 10; Assoc. 6, Asst. 5

6 successful promotions to Full

6 successful promotions to Associate

Turnover 2011-2023: 1 retired, 4 left (3 Assistant Professors, 1 Associate Prof.);

Non-Tenure Track faculty: 2011: 13, 2022: 15.

Turnover 2011-2023: 4 retired, 3 left

13 successful promotions

Staff: 5. Turnover 2011-2023: 2 left

Budget: 2023 \$7M

### Corporate Outreach

Council for Management Information Systems, \$150,000/year

Supply Chain Consortium, created 2013, \$110,000/year

<http://mays.tamu.edu/supply-chain-consortium/>

Member companies: 8-16

### Ensuring Faculty/Staff Happiness

Staff appreciation dinner each semester

Non-Tenure Track faculty appreciation dinners each semester

Departmental "team building" event each semester

Educational visit to another TAMU department each semester

Financial sponsor for football game watching parties

Seminar speaker receptions hosted at faculty homes

Variety of ad hoc events

Instituted departmental service award (since 2012) and student voted on teaching awards (since 2016)

### Department Head Nominated Awards

5 Production and Operations Management Society awards won by faculty

7 Texas A&M awards won by faculty and staff

29 Mays Business School awards won by faculty and staff

### Departmental Research Output

Supply Chain faculty ranked 12<sup>th</sup> in world on lifetime publishing in *J. Operations Mgt, Prod. & Operations Mgt, Manuf. & Service Operations Mgt., Mgt Sci,* and *Operations Research* (Metters, 2021, *Operations Management Research*)

Texas A&M ranked #7 in world, 2012-2023, publishing in *J. Operations Mgt, Prod. & Operations Mgt, Manuf. & Service Operations Mgt.* (UT – Dallas database)

Texas A&M ranked #6 in world, 2017-2022, publishing in *Management Science, J. Operations Mgt, Prod. & Operations Mgt, Manuf. & Service Operations Mgt.* (SCMlist database)

### **JOURNAL SERVICE**

Special issue co-editor, Journal of Operations Management, 'Culture, Development, and OM Viewpoints in Asia', v.28(3), 2010.

Special issue co-editor, Decision Sciences, 'The Next Frontier in Services Research', v.38(2), 2007

Special issue co-editor, Production and Operations Management, 'Service Strategy and Technology Application', v.13(3), Fall 2004

Associate Editor:

Journal of Operations Management, 2011-present

Decision Sciences, 2005-2014

OMEGA, 2005-2008

Interfaces, 2008-2023

Area Editor: Operations Management Research, 2007-2021

Editorial Review Board member:

Production and Operations Management, 1999-present

Journal of Operations Management, 1999-2003, 2007-2011

Service Science, 2015-2018

Service Business, 2006-2012

Journal of Service Research, 1998-2021

Ad hoc reviewer for Journal of Operations Management, Management Science, Production and Operations Management, Decision Sciences, Manufacturing & Service Operations Management, Journal of Service Research, Journal of the Operational Research Society, Operations Research, IIE Transactions, and other journals.

Romey Everdell Award Committee member, 2002, 2003 (This committee determines the best article award for Production and Inventory Management Journal).



## **UNIVERSITY SEMINARS** (Not employment related)

University College Dublin (Ireland), Southern Methodist U., U. Victoria, Washington U., Clemson U., Ohio State U. (2), Emory U., Vanderbilt U., U. Virginia (Darden), Cornell U. (joint hotel school/business school), U. Kentucky, U. Cincinnati, Capella U., U. Texas – Dallas, Virginia Tech, Georgia Tech, U. North Carolina – Chapel Hill, U. North Carolina – Greensboro, Iowa State U., Texas Christian U., U. New Mexico, U. South Carolina, U. Tennessee – Knoxville, Temple U.

## **TEACHING MATERIALS**

### **Textbook**

R. Metters, K. King-Metters, and M. Pullman, Successful Service Operations Management (2003), South-Western College Publishing, Cincinnati, OH.  
Specialty textbook in the sub-field of Service Operations.  
Chinese edition (2004).

R. Metters, K. King-Metters, M. Pullman, and S. Walton, Successful Service Operations Management, 2<sup>nd</sup> ed. (2006), South-Western College Publishing, Cincinnati, OH.

### **Other Teaching Materials**

Bozarth, C. and R. Metters, instructor's manual to Vollmann, Berry and Whybark Manufacturing, Planning and Control Systems, Irwin, 1992.

### **Class Length Case Studies Used by Other Schools**

Yield Management at MotherLand Air. Airline yield management case involving overbooking, capacity allocation between customer classes, and differential pricing. *Also used at Harvard, The Ohio State U., Notre Dame, U. of So. California, U. So. Carolina, Wharton, Stanford U., Vanderbilt U., U. of Calgary, U. of Alberta, INSEAD, Koc U. (Turkey), and Babson College.*

Site Selection at La Quinta Hotels. Location analysis for demand-sensitive service industries. *Also used at Vanderbilt U. after my departure, U. Toronto, Babson College, Baruch College, and Oregon State University.*

Branch Productivity at Nashville National Bank. This case introduces data envelopment analysis as a measurement technique. *Also used at Duke U., Dartmouth, Carnegie-Mellon U., Columbia U., Wharton, U. of Rochester, U. of Calgary, U. of North Carolina, Georgetown U., Boston College, U. Delaware, National Inst. of Development Admin. (Thailand), Golden Gate U., and Lockheed Corp.*

Check Processing at Nashville National Bank. (Adapted from Lincoln National Bank by W. L. Berry and R. Skitt.) Interactive transportation and personnel costs. *Also used at Brock University.*

MBA Savings and Loan. Introduces mathematical customer selection methods. *Also used at Babson College and Vanderbilt U (after my departure).*

Builder's Inc. A capstone case for a manufacturing planning and control course requiring use of regression based forecasting, master production scheduling, MRP, capacity planning, lot-sizing and JIT. *Also used at Emory U. prior to my arrival.*

## **HONORS AND AWARDS**

### **Research**

“Lifetime Achievement Award for Service Operations Research” May 2019  
College of Service Operations, Production and Operations Management Society

Co-winner, Ralph Gomory Best Industry Studies Paper Award, 2023 (Industry Studies Association).

Best paper award, Association of Information Systems Women's Network College, 2023.

### **Service**

Keough Award, 2006 (award given to one faculty per year for service to the school by the Goizueta Business School, Emory University)

“Meritorious Service Award,” Operations Research, 1997

“Best Reviewer Award,” Journal of Service Research, 2003

“Best Reviewer Award,” Journal of Operations Management, 2010

“Best Associate Editor Award”, Journal of Operations Management, 2012

### **Teaching**

Southern Methodist University

1999, 2000 “Superior Instructor” list. (The superior instructor list combines student evaluation data for both overall teaching effectiveness and rigor.)

Emory University

2006 Distinguished Educator Award – Evening MBA program. (Student voted on teaching award.)

## **BUSINESS EXPERIENCE (1982-1987)**

**Citicorp Savings and Loan**, Oakland, California

Analyst for Credit Policy Department.

**Bank of America**, San Francisco, California

Financial analyst for the domestic bank.

**Crocker Bank**, San Francisco Bay Area, California (13<sup>th</sup> largest bank in the U.S.)

Trained in every position in a retail branch. Retail loan officer, branch operations manager. Financial analyst for the domestic bank, Special Assets Division, and credit card division.

## **PROFESSIONAL SERVICE**

### **Professional Societies**

POMS Board of Directors: Secretary, 2010-2012

POMS National Meeting:

General Chair for annual meeting, April 4-7, 2003, Savannah, Georgia, "POM in the Service Economy"

Service Operations track co-chair 2009, 2011

OM Practice track co-chair, 2013, 2014

POMS College of Service Operations

Conference speaker organizer 2014

Conference co-chair 2011

Conference organizer 2010

President 2009-11

Board of Directors 2003-6

VP-Membership 2005-6

Treasurer/Secretary 2006-9

DSI National Meeting:

Elwood Buffa Dissertation Award coordinator 2012

Service Operations track chair, 2001, 2005; Services Mini-Conference steering committee and invited session chair, 1999, 2000

Innovative Education track chair, 2003; Publications Committee, 2003-4; manuscript discussant, 1991-2000

INFORMS National Meeting: Invited session organizer, 1996, 2000 (retail inventory), 2006 (two sessions on services offshoring)

Board of Directors, Middle Tennessee chapter of APICS, 1994-1998

Board of Directors, Middle Tennessee Roundtable, CLM, 1995

### **External Evaluator for Promotion and Tenure**

Clinical: Indiana U. (2)

Tenure: U. Western Ontario, U. Texas – El Paso, George Mason U., Wake Forest U., U. Victoria, Georgia Institute of Technology, Rensselaer Polytechnic Institute, Rutgers (2), U. South Carolina, Utah State U., U. Tennessee

Full Professor: U. Indiana, U. Cincinnati, St. Thomas, Cornell U., U. Minnesota, William & Mary, U. Buffalo, Claremont Graduate U.

### **University Service**

#### Vanderbilt University

Academic Liaison for Student Chapters of APICS and CLM, 1994-7

Faculty Advisor for 11 independent study courses

Faculty Advisor for Initiative for a Competitive Inner-City (ICIC) project, 1996

Admissions Committee, 1994-1997

Southern Methodist University  
Technology Committee, 1998-2000

Emory University  
Evening MBA Policy Committee (chair), 2004-6  
MBA Policy Committee, 2000-1, 2002-3  
Faculty Council 2003-6  
Faculty Council Budget Review Committee (chair) 2004-6  
University Senate 2003-6  
Library Policy Committee, 2003-6  
Research Committee, 2001-2  
Faculty Advisor for Students in Free Enterprise, 2004-2006  
Ad hoc committee: Student Evaluation of Teaching (chair) 2004-5  
Ad hoc committee: Defining the faculty 2005  
Personnel committee 2009-2011

Texas A&M University  
Head, Information Systems and Operations Management Department, 2011-present  
Marketing Department Head Search Chair 2013  
Finance Department Head Search committee and ad hoc Chair 2012  
“Think Tank” Committee 2013  
Executive Committee of the Department Head Council (university wide) 2013-2018  
Executive Committee Mays Business School 2012-present  
Reliant Trading Center assessment committee chair 2015  
Center for Retailing Studies assessment committee 2011  
Research Fellow, Mosbacher Institute for Trade, Economics, and Public Policy, Bush  
School of Government, Texas A&M University 2019-2021

Media at Emory University (2001-2011):  
Provided material for 39 [Knowledge@Emory](#) articles  
Weather Channel, program “Climate Code.” October 15, 2006, 2.5 minute segment on  
business involvement in climate change and environmental issues.  
Atlanta Business Chronicle, quoted for May 28, 2004 article, “Study: Atlanta cheaper  
than most cities.”  
CBS Evening News, December 5, 2002. Implications of a bankruptcy of United Airlines.  
Emory Report, Nov. 26, 2001, p.6 “Metters Shops for Ways to Explain Grocery Choice”

## **TEACHING EXPERIENCE**

### **Degree Programs**

Texas A&M University  
Introductory Operations Management (Executive MBA, PMBA)  
Supply Chain Management (MBA)  
Linear Programming (undergraduate)

### Emory University

Service Operations (MBA and undergraduate)  
Supply Chain Management (MBA)  
Offshoring and Outsourcing (MBA)  
Introductory Operations Management (MBA, Executive MBA)  
Management Science in Spreadsheets (MBA)

### Southern Methodist University

Introductory Operations Management (undergraduate, MBA, Executive MBA)  
Service Operations for Consultants (MBA)

### Vanderbilt University

(Vanderbilt University does not have an undergraduate business school. All courses are MBA only.)

Introductory Operations Management  
Management of Service Operations (qualitative services course)  
Service Operations Models (quantitative services course)  
Management Science in Spreadsheets

### **Executive Education**

Bank Administration Institute: Graduate School of Bank Operations and Technology  
(3 engagements)

SMU Mid-Management Certificate Program (5 engagements)

SMU Hospital Management Development Program (12 engagements)

Print Pack Executive Development Program

Synovus Leadership Institute (2 engagements)

Siemens

Emory Management Development Program

Emory LIMAK program (for European firms)

### **International Programs**

“Doing business in Andean Pact countries.” Venezuela, January 9-16, 1999 (attended as visiting scholar) MBA ‘Lead week’ 1.5 credit course at Emory University. City visited: Caracas.

“Global Leadership Program – Latin America.” Brazil, Argentina, Chile, April 28-May 12, 2001. Faculty leader, 3 credit graded course at Southern Methodist University. Cities visited: Santiago, Buenos Aires, Rio de Janeiro, Sao Paulo.

“Halle Institute for Global Learning: Faculty Study Trip Program.” India, January 3-20, 2003. Faculty participant on all-faculty program run by Emory University. Cities visited: Mumbai, Delhi, Bangalore, Cochin.

“Doing business in China.” MBA ‘Lead week’ or ‘mid-semester module’ 1 credit course at Emory University. Faculty leader. Responsible for logistics, hotel choice, obtaining speakers, budgeting and pricing.

January 3-22, 2007. Cities visited: Hong Kong, Beijing, Shanghai, Guilin.

January 3-21, 2008. Hong Kong, Beijing, Shanghai, Lhasa, Dongguan.

February 27-March 13, 2009. Hong Kong, Beijing, Shanghai, Shenzhen.

MBA mid-semester module in Japan, March 1-11, 2010, 1 credit course at Emory U. Faculty leader. Cities visited: Nagoya, Tokyo, Kyoto, Hiroshima.

MBA mid-semester module in Eastern Europe, February 26-March 12, 2011, 1 credit course at Emory U. Faculty leader. Responsible for logistics, hotel choice, obtaining speakers, budgeting and pricing. Cities visited: Budapest, Bucharest, Prague.

“Faculty Development in International Business – Africa.” South Africa, Zambia. May 16-31, 2015. Faculty participant on all-faculty development program run by U. South Carolina CIBER. Cities visited: Cape Town, Johannesburg, Lasaka.

“Faculty Development in International Business – Cuba.” May 21-31, 2016. Faculty participant on all-faculty development program run by U. Maryland CIBER.

Professional MBA required international experience. July 25-Aug 5, 2023. Faculty Participant. Cities visited: Zagreb, Croatia and Budapest, Hungary.

### **Countries/Special Administrative Regions visited**

**South America:** Brazil<sup>C</sup>, Argentina<sup>C</sup>, Venezuela<sup>\*^C</sup>, Peru<sup>\*^F</sup>, Ecuador, Colombia<sup>\*^F</sup>, Chile<sup>C</sup>

**Caribbean:** Barbados<sup>\*^</sup>, St. Martin, Bahamas, Cuba<sup>\*^F</sup>, Puerto Rico

**Central America:** Guatemala, Panama

**North America:** Canada, Mexico<sup>\*</sup>

**Western Europe:** Austria<sup>C</sup>, United Kingdom, Finland, France, Germany, Ireland, Italy, Norway<sup>\*^</sup>, Iceland<sup>\*</sup>, Liechtenstein, Luxembourg, Monaco, Portugal, Sweden<sup>\*^</sup>, Denmark<sup>\*^</sup>, Netherlands, Spain, Switzerland, Vatican City

**Eastern Europe:** Czech Republic<sup>C</sup>, Hungary<sup>C</sup>, Romania<sup>C</sup>, Estonia, Croatia<sup>\*C</sup>, Serbia

**Asia:** Japan<sup>\*C</sup>, China<sup>\*^C</sup>, India<sup>\*^F</sup>, Sri Lanka, Singapore<sup>\*</sup>, Taiwan, Indonesia, Vietnam, Thailand, Cambodia, S. Korea<sup>\*</sup>, N. Korea (DMZ), Macao<sup>\*C</sup>, Hong Kong<sup>C</sup>, Tibet<sup>\*C</sup>

**Middle East:** Israel<sup>\*^</sup>

**North Africa:**

**Sub-Saharan Africa:** S.Africa<sup>F</sup>, Namibia<sup>F</sup>, Botswana<sup>F</sup>, Zambia<sup>F</sup>, Zimbabwe<sup>F</sup>

**Oceania:** Australia, New Zealand

\*Data from this country used in research article

^Data from this country used in teaching

<sup>C</sup>Purpose of visit: Teaching or faculty participant in for-credit international class

<sup>F</sup>Visited due to formal Faculty Development program

**OTHER**

Buffalo Stampede 5k race (Bryan, TX) age group champion: 2018, 2021, 2022, 2023

Aggie Showdown Power Lifting age/weight group champion: 2018, 2019, 2020, 2022

Texas State Championship Power Lifting age/weight group champion: 2023