Stephen M. Gilbert

McCombs School of Business
Dept. of Information, Risk and
Operations Management
University of Texas at Austin
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Austin, TX 78739
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Sept. 2010 - Present **Sam P. Woodson, Jr. Centennial Memorial Professor in Business**
The University of Texas at Austin, The McCombs School of Business

Sept. 2008 - 2010 **Professor**
The University of Texas at Austin, The McCombs School of Business

Sept. 2002 - 2008 **Associate Professor**
The University of Texas at Austin, The McCombs School of Business

Sept. 1999 -Aug. 2002 **Assistant Professor**
The University of Texas at Austin, The McCombs School of Business

July, 1997 -June, 1999 **Associate Professor**
Case Western Reserve University, The Weatherhead School of Man.

July, 1991 -June, 1997 **Assistant Professor**
Case Western Reserve University, The Weatherhead School of Man.

Spring, 1996 **Visiting Associate Professor**
Graduate School of Business at Columbia University

EDUCATION

1987 - 91 **Ph.D. in Management, 1992.**
M.I.T. Sloan School of Management; Cambridge, MA.
Concentration in Operations Management.
Advisor: Gabriel R. Bitran.

1984 - 85 **M.S., Industrial Engineering, 1985.**
Stanford University; Stanford, CA.

1980 - 84 **B.S., Industrial and Operations Engineering, 1984.**
The University of Michigan; Ann Arbor, MI.

REFEREED JOURNAL ARTICLES

1) Li, Zhouxin, Stephen M. Gilbert, and Guoming Lai, "Supplier Encroachment as an Enhancement or Hindrance to Nonlinear Pricing," forthcoming in *Production and Operations Management*.

2) Li, Zhouxin, **Stephen M. Gilbert**, and Guoming Lai, "Supplier Encroachment under Asymmetric Information," forthcoming in *Management Science*.

3) **Gilbert, Stephen M.**, Ramandeep Randhawa, and Haoying Sun, "Optimal Per-use Rentals and Sales of Durable Products and their Distinct Roles in Price Discrimination," forthcoming in *Production and Operations Management*.

4) Liwen Chen, **Stephen M. Gilbert,** and Xiaohui Xu, "The Role of Revenue-Focused Managerial Performance Measures in Supply Chain Coordination," *Production and Operations Management*, V. 21, N. 5, pp. 814-832, 2012.

5) **Gilbert, Stephen M.** and Sree Jonnalagedda, "Durable Products, Time Inconsistency, and Lock-in," *Management Science*, V. 57, N. 9, pp. 1655-1670, 2011.

6) Chen, Liwen**, Stephen M. Gilbert**, and Yusen Xia, "Private Label Products: Facilitators or Impediments to Supply Chain Coordination," *Decision Sciences*, V. 42, Number 3, pp. 689-720, 2011.

7) Erzurumlu, S. Sinan, **Stephen M. Gilbert**, and Karthik Ramachandran, "To Share or Compete; Managing Revenue Streams for Innovations in Markets with Network Effects," *Technology, Operations Management*, V. 1, N.2, pp. 37-54, 2010.

8) **Gilbert, Stephen M.** and Sreekumar Bhaskaran-Nair, "Implications of Channel Structure for Leasing or Selling Durable Goods," *Marketing Science*, V. 28, N. 5, pp. 918-934, 2009.

9) Zhang, Xiaohong, Jihong Ou, and **Stephen M. Gilbert**, "Coordination of Stocking Decisions in an Assemble to Order Environment," *European Journal of Operational Research*, V. 189, N. 2, pp. 540-558, 2008.

10) Xia, Yusen and **Stephen M. Gilbert**, "Strategic Interactions Between Channel Structure and Demand Enhancing Services," *European Journal of Operational Research*, V. 181, N. 1, pp. 252-265, 2007.

11) Apostolos Burnetas, **Gilbert, Stephen M**., and Craig Smith, "Quantity Discounts in Single Period Supply Contracts with Asymmetric Demand Information," *IIE Transactions*, V. 39, N. 5, pp. 465-480, 2007.

12) **Gilbert, Stephen M**., Yusen Xia, and Gang Yu, "Strategic Effects of a Merger upon Supplier Interactions," *Naval Research Logistics*, V. 54, N. 2, pp. 162-175, 2007.

13) **Gilbert, Stephen M**., Yusen Xia, and Gang Yu, "Strategic Outsourcing for Competing OEMs that Face Cost Reduction Opportunities," *IIE Transactions,* V. 38, N. 11, pp 903-915, 2006.

14) Bhaskaran, Sreekumar and **Stephen M. Gilbert**, "Selling and Leasing Strategies for Durable Goods with Complementary Products," *Management Science,* V. 51, N. 8, pp. 1278-1290, 2005.

15) Golany, B; **S. Gilbert**, Y. Xia, M.S. Yang, and G. Yu, "Real Time Disruption Management in a Two-Stage Production and Inventory System," *IIE Transactions,* V. 36, N. 1, pp. 1-15, 2004.

16) **Gilbert, Stephen M.** and Viswanath Cvsa, "Strategic Commitment to Price to Stimulate Downstream Innovation in a Supply Chain," *European Journal of Operational Research,* V. 150, N. 3, pp. 617-639, 2003.

17) Cvsa, Viswanath and **Stephen M. Gilbert**, "Strategic Commitment versus Postponement in a Two-Tier Supply Chain," *European Journal of Operational Research,* V. 141, N. 3, pp. 526-543, 2002.

18) Burnetas, Apostolos and **Stephen M. Gilbert**, "Future Capacity Procurements under Unknown Demand and Increasing Costs," *Management Science,* V. 47, N. 7, pp. 979-992, 2001.

19) **Gilbert, Stephen M.**, "Coordination of Pricing and Multi-Period Production across Multiple Constant Priced Goods," *Management Science,* V. 46, N. 12, pp. 1602-1616, 2000.

20) Ballou, Ronald H., **Stephen M. Gilbert**, and Ashok Mukherjee, "New Managerial Challenges from Supply Chain Opportunities," *Industrial Marketing Management,* V. 29, N. 1, pp. 7-18, 2000.

21) **Gilbert, Stephen M.** and Ronald H. Ballou, "Supply Chain Benefits from Advanced Customer Commitments," *Journal of Operations Management,* V. 18, pp. 61-73, 1999.

22) **Gilbert, Stephen M.** and Hena Montesinos-Bar, "The Value of Observing the Condition of a Deteriorating Machine," *Naval Research Logistics,* V. 46, pp. 790-808, 1999.

23) **Gilbert, Stephen M.**, "Coordination of Pricing and Production Planning for Constant Priced Goods," *European Journal of Operational Research,* V. 114, N. 2, pp. 330-337, April 1999.

24) **Gilbert, Stephen M.** and Z. Kevin Weng, "Incentive Effects Favor Non-Consolidating Queues in a Service System: The Principal-Agent Perspective," *Management Science,* V. 44, No. 12, pp. 1662-1669, December 1998.

25) Emmons, Hamilton and **Stephen M. Gilbert**, "The Role of Returns Policies in Pricing and Inventory Decisions for Catalogue Goods," *Management Science*, V. 44, No. 2, pp. 276-283, February 1998.

26) Aka, Mian, **Stephen M. Gilbert**, and Peter Ritchken, "Joint Inventory/Replacement Policies for Parallel Machines," *IIE Transactions*, V. 29, N. 6, pp. 441-450, June 1997.

27) Bitran, Gabriel and **Stephen M. Gilbert**, "Managing Hotel Reservations with Uncertain Arrivals," *Operations Research*, V. 44, N. 1, January-February 1996.

28) **Gilbert, Stephen M.** and Hamilton Emmons, "Managing a Deteriorating Process in a Batch Production Environment," *IIE Transactions*, V. 27, pp. 233-243, 1995.

29) Bitran, Gabriel and **Stephen M. Gilbert**, "Co-Production Processes with Random Yields in the Semi-Conductor Industry," *Operations Research*, V. 42, N. 3, pp. 476-491, May-June, 1994.

30) Bitran, Gabriel and **Stephen M. Gilbert**, "Sequencing Production on Parallel Machines with Two Magnitudes of Sequence Dependent Setup Cost," *Journal of Manufacturing and Operations Management*, V. 3, N. 1, pp. 24-52, Spring, 1990.

REFEREED BOOK CHAPTERS

31) Yano, Candace and Stephen M. Gilbert, "Coordinated Pricing and Production / Procurement Decisions: A Review," in *Managing Business Interfaces: Marketing, Engineering, and Manufacturing Perspectives*, edited by Chakravarty and Eliashberg, by Kluwer Academic Publishers, 2004.

32) Smith, Craig, **Stephen M. Gilbert**, and Apostolos Burnetas, "Partial Quick Response Policies in a Supply Chain," in *Supply Chain Management: Models, Applications, and Research Directions*, edited by J. Guenes, P.M. Pardalos, and H.E. Romeijin, Vol. 62 in the series: *Applied Optimization*, by Kluwer Academic Press, 2002.

33) Bitran, Gabriel R., **Stephen M. Gilbert**, and Thin Yin Leong, "Hotel Sales and Reservations Planning," in *The Service Productivity and Quality Challenge*, ed. by Patrick Harker, the Kluwer Academic Press, 1995.

34) Bitran, Gabriel R., Sriram Dasu, and **Stephen M. Gilbert**, "Multi-Product Co-Production in Manufacturing and Services," *Perspectives in Operations Management: Essays in Honor of Elwood S. Buffa*, edited by R. Sarin, the Kluwer Academic Press, pp. 211-228, 1993.

CONFERENCE PROCEEDINGS

35) Liwen Chen, **Stephen M. Gilbert,** and Xiaohui Xu, "Sales Force Incentives Supplier Capacity Investment," in the 2010 *Manufacturing and Service Operations Conference Proceedings* at Technion Israel Institute of Technology in Haifa, Israel.

36) **Gilbert, Stephen M.** and Viswanath Cvsa, "Strategic Supply Chain Contracting to Stimulate Downstream Process Innovation," in the *2000 Manufacturing and Service Operations Conference Proceedings* at the University of Michigan Business School.

37) **Gilbert, Stephen M**., "Managing Case Work in Professional and Civil Services," in the *1996 Manufacturing and Service Operations Management (MSOM) Conference Proceedings* at The Amos Tuck School of Business Administration of Dartmouth College.

UNDER REVIEW OR REVISION

38) Chen, Liwen**, Stephen M. Gilbert**, and Yusen Xia, "Product Line Extensions and Technology Licensing with a Strategic Supplier," under submission to *POM*.

WORK IN PROCESS

39) Bhaskaran, Sreekumar, and **Stephen M. Gilbert**, "Implications of Channel Structure and Operations Mode upon a Manufacturer's Durability Choice," invited for revision and resubmission to *POM*.

40) Stephen M. Gilbert and Haoying Sun, "Asymmetric Assortment Choices Among Competing Retailers for Experience Products," finalizing draft for submission to *Management Science*.

INVITED SEMINAR PRESENTATIONS

15 November 2013: Krannert School of Management, Purdue University

8 November 2013: W. P. Carey School of Business, Arizona State University

13 September 2013: Vanderbilt University, Owen School of Management.

11 March 2013: Georgia Institute of Technology, Scheller College of Business

14 January 2013: University of California, San Diego, Rady School of Management

30 November 2012: Georgetown University McDonough School of Business

9 November 2012: The University of Washington Foster School of Business

2 November 2012: The University of California at Berkeley Haas School of Business

2 December 2011: The University of Southern California Marshall School of Business

11 October 2011: The University of Chicago Booth School of Business

11 February 2011: Utah Winter Operations Conference.

17 November 2010: The University of Minnesota.

12 November 2010: The Cox School of Business at Southern Methodist University.

16 April 2010: Kenan-Flagler Business School at the University of North Carolina.

11 December 2009: Robert H. Smith School of Business at the University of Maryland.

11 November 2009: Paul Merage School of Business at the University of California, Irvine.

4 September 2009: Johnson School of Management at Cornell.

5 December 2008: Hong Kong University of Science and Technology.

12 October 2007: McGill University.

12 January 2007: Krannert School of Management at Purdue.

15 November 2006: Boston University School of Management.

13 October 2006: Kenan-Flagler School of Business at the University of North Carolina.

13 January 2006 Warrington School of Business at the University of Florida.

3 December 2004 Marshall School of Business at the University of Southern California.

5 July 2004: National University of Singapore.

21 November 2003: The Fuqua School of Business, Duke University.

3 May 2002: Anderson Graduate School of Management at UCLA.

12 April 2002: Mendoza College of Business at the University of Notre Dame.

13 March 2002: Graduate School of Business at Stanford University.

18 May 2000: Simon School of Business Administration at the University of Rochester.

25 October 1999: Olin School of Business at Washington University.

2 April 1999: College of Business Administration at the University of Cincinnati.

SELECTED CONFERENCE PRESENTATIONS

1) "Product Line Extensions and Technology Licensing with a Strategic Supplier," presented at the M&SOM Annual Conference held at INSEAD in Fountainbleau, France.

2) "Sales Force Incentives and Supplier Capacity Investment," presented at the M&SOM Annual Conference in Haifa, Israel on June 28, 2010.

3) "Sales Force Incentives and Supplier Capacity Investment," presented at the POMS Annual Conference in Vancouver, CA on May 7, 2010.

4) "Private Label Products: Enhancing Supply Chain Profits by Introducing Structural Inefficiency in the Product Line," presented at the POMS Tokyo Conference, August 4-7, 2008.

5) "Private Label Products: Enhancing Supply Chain Profits by Introducing Structural Inefficiency in the Product Line," presented at the MSOM Conference, June 5-7, 2008, at the University of Maryland.

6) "Implications of Channel Structure for Endogenous Product Durability," presented at the International Conference on Manufacturing and Service Operations Management held in Beijing, China, June 18-19, 2007.

7) "Strategic Implications of Intermediaries upon Leasing and Selling of Durable Goods," presented at the Conference on Future Research Directions in Channels of Distribution, held at the Wharton School of the University of Pennsylvania, May, 2006.

8) "Strategic Interactions Between Channel Structure and Demand Enhancing Services," presented at the POMS Conference in Savannah, GA, April 4-7, 2003.

9) "Quantity Discounts in Single Period Supply Contracts with Asymmetric Demand Information," presented at the M&SOM Conference at Cornell University, June 16-19, 2002.

10) "Strategic Supply Chain Contracting to Stimulate Downstream Process Innovation," presented at the M&SOM Conference at the University of Michigan Business School in Ann Arbor, MI, on 26 June 2000.

11) "Managing Competition in the Channel Through a Staggered Product Roll-out," presented at the Multi-Echelon Conference at the Krannert School of Management at Purdue University on 13 June 1999.

AWARDS

- Honorable mention of the 2011 Decision Sciences Journal Best Paper Award for "Private Labels: Facilitators or Impediments to Supply Chain Coordination," which appeared in *Decision Sciences*, V. 42, N. 3, 2011.

- 2010 *M&SOM* Meritorious Service Award, announced in March 2011.

- *Management Science* Meritorious Service Award for Associate Editors, 2010.

- 2009 *M&SOM* Meritorious Service Award, announced in May 2010.

- *Management Science* Meritorious Service Award for Associate Editors, 2009.

- Nominated for the CBA Foundation Research Excellence Award by the Department of IROM, 2008.

- Nominated for the CBA Foundation Research Excellence Award by the Department of Management, 2004.

- CBA Foundation Research Excellence Award for Assistant Professors, 2001-2002.

FELLOWSHIPS

The University of Texas, McCombs School of Business, Dean's Fellowship in the Dept. of IROM, Fall, 2007.

- The University of Texas, CBA Foundation Advisory Council Centennial Fellowship, 2006-2011.

- University of Texas Supply Chain Management Consortium Research Fellowship, 2005.

- The University of Texas, McCombs School of Business, Dean's Fellowship in the Department of Management, Fall, 2003.

PROFESSIONAL SERVICE

- Served as Chair of the 2013 M&SOM Best Paper Competition.

- Served on the 2013 INFORMS Lanchester Prize Committee.

- Chaired the 2013 MSOM Young Scholar Award Committee.

- Served as the President of the MSOM Society of INFORMS during the academic year 2011-2012.

- Served as a judge in the JFIG (Junior Faculty Interest Group) paper competition for INFORMS.

- Served as the Vice-President / President Elect of the MSOM Society of INFORMS during the academic year 2010-2011.

- Served on the committee to select the M&SOM journal's best paper award, 2009. The committee consisted of Marty Lariviere (chair), Saif Benjaafar, Charles Corbett, and me.

- Served as a reviewer for the POMS student paper competition, 2007.

- Chaired the Best Paper in Scheduling and Logistics Committee for *IIE Transactions*, 2006.

- Chair of an invited session on Design and Operations of Distribution Channels, at the 2006 INFORMS Conference.

- Served on the 2005 Nicholson Student Paper Award Committee for INFORMs.

- Chair of an invited cluster of sessions on Contracting and Information in Supply Chains, for the 2005 POMs Conference.

- Served on the panel to evaluate proposals for the NSF Career Awards in Manufacturing Enterprise Systems, 2003.

- Vice President of Meetings and Communications for M&SOM, an INFORMS Society, 2001-2002.

- Chairman of the MSOM sponsored cluster of sessions for the 2000 INFORMS Conference in San Antonio, TX.

- Co-chairman of an invited cluster of sessions on Supply Chain Management for the 1999 Spring INFORMS Conference in Cincinnati, OH.

EDITORIAL RESPONSIBILITIES

- Senior Editor for *POMS*, since August, 2009.

- Associate Editor for *Management Science*, since Spring, 2006.

- Associate Editor for *Manufacturing and Services Operations Management* (M&SOM), since January 2006, when the journal abolished the title "Senior Editor".

- Senior Editor for *Manufacturing and Services Operations Management* (M&SOM), 2002 – 2005.

- Member of the Editorial Review Board for *Manufacturing and Services Operations Management* (M&SOM), 2001-2002.

- Department Editor for *IIE Transactions on Scheduling and Logistics*, January, 2006 – December, 2009.

- Member of the Editorial Review Board for *IIE Transactions on Scheduling and Logistics*, 2002 – 2005.

- Member of the Editorial Review Board for the *Journal of Service Research*, 1998 – 2007.

- Referee for journals including:
  - *European Journal of Operational Research*
  - *IEEE Journal on Semiconductor Manufacturing*
  - *IIE Transactions*
  - *International Journal of Production Economics*
  - *Management Science*
  - *Marketing Science*
  - *Naval Research Logistics*
  - *Operations Research*
  - *Production and Operations Management*
  - *Sloan Management Review*

UNIVERSITY SERVICE
University of Texas at Austin (McCombs School of Business)

- PhD Graduate Advisor for the Department of IROM, 2009- present. This role involves the primary administrative responsibility for running our doctoral program.

- Member of the Executive Committee for the Department of IROM, 2008-2010.

- Member of the MBA Program Task Force, 2008.

- Member of the Dean's Advisory Committee, 2007-2008.

- Group Coordinator for Operations Management, 2002 – 2007.

- Member of the Research Awards Committee, 2007, 2005.

- Elected member of the Executive Committee for the Department of Management, 2003-2005, 2000-2001.

- Representative of the Department of Management on the Option 1 MBA Policy Committee, 2004-2005.

- Strategic Planning Committee for the McCombs School of Business, 2002.

Case Western Reserve University (Weatherhead School of Management)

- Participant on the Advisory Board to the Center for Management of Science and Technology, 1995-96.

- Elected member of Council at the Weatherhead School of Management, 1994-1995, 1997-98.

- Participant on the Seminar Committee for the Department of Operations Research and Operations Management of the Weatherhead School of Management, 1992-99. Chairman of the committee:1997-99.

- Participant of Faculty Search Committees: 1997, 1996, 1993, 1992.

SELECTED INDUSTRIAL PROJECTS, CONSULTING, AND EMPLOYMENT

2004 **Dell Computer Corp.** **Austin, TX**
Supervised MBA practicum projects to assess the financial implications of Days Sales Inventory, and manage the end-of-life process for components.

2004 **Halliburton** **Houston, TX**
Supervised MBA practicum project to develop a tool for assessing the financial implications of off-shore outsourcing.

1997 **Olympic Steel** **Cleveland, OH**
As consultants, a colleague and I performed an operational audit of two service centers for a steel distributor.

1995 **Roadway Services** **Akron, OH**
As a consultant, I compiled a report describing the recent contributions from the field of operations research that would be of interest to Roadway.

1993 **Sandusky International** **Sandusky, OH**
As a consultant, I supervised the development of a computerized scheduling program. The program is used to quote delivery dates on customer orders.

1993 **Ohio Civil Rights Commission** **Columbus, OH**

As a consultant, I analyzed the service delivery system. I designed management procedures and performance appraisal mechanisms to improve the quality and productivity of case investigations.

1991-1995 **McDermott International** **Alliance, OH**
As a consultant, I helped to evaluate a variety of finite capacity factory scheduling software.

1990-1992 **AT&T**
As a subcontractor, I participated in the Baldrige Award application process, designing questionnaires for internal evaluation of the human resource management and quality results categories of the Baldrige guidelines. I also facilitated team building exercises.

1988 - 1991 **MA/COM** **Lowell, MA**
As a student intern, I participated in a program to implement the concepts of design for testing and manufacturability. I also assisted with the design of production planning policies.

1989-90 **The Monitor Company** **Cambridge, MA**
As a subcontractor, I provided advice regarding inventory planning and distribution for a large retailer.

1988 **Chesapeake Decision Sciences** **New Providence, NJ**
As a summer intern, I participated in the integration of expert systems technology and linear programming software for production planning and scheduling applications in the chemical and oil refining industries.

1985-87 **General Motors Corporation** **Warren, MI**
As a full-time project engineer, I was responsible for the implementation and testing of the factory scheduling system for the Factory of the Future, a fully automated, experimental manufacturing facility in Saginaw, MI.

COURSES TAUGHT (AND DEVELOPED AS NOTED)

The University of Texas at Austin (McCombs School of Business)

Undergraduate Courses

Strategic Supply Chain Management (elective): The content of this course is drawn from journal articles, case studies, and a computer simulation. As a cap-stone course in the Supply Chain major, it is intended to provide students with a strategic perspective of supply chain management. Semesters taught: Spring 20011, Spring, 2010, Spring 2009, Spring 2008.

MBA Courses

Supply Chain Management (elective): The content of this course is drawn from journal articles, case studies, and a computer simulation. It is intended to provide students with both fundamental analytical skills as well as a strategic perspective of supply chain management. Semesters taught: Spring 2011, Spring 2010, Spring 2009, Spring 2008, Spring 2007, Spring 2006, Spring 2005, Spring 2004, Fall 2001.

Operations Practicum (elective): Semesters taught: Spring 2007, Spring 2006, Fall 2005, Spring 2005, Spring 2004.

Operations Management (core): Spring 2003 (2 sections), Spring 2002 (2 sections) Spring 2001 (2 sections), Spring 2000 (2 sections).

Doctoral Courses

Economic Supply Chain Models: The content of this course is based on journal articles that I choose to include both some of the most widely cited early papers in distribution channels and supply chain management as well as some more recent work. Semesters taught: Fall 2011, Fall 2008, Fall 2006, Fall 2004, Fall 2002, Fall 2000.

Case Western Reserve University (Weatherhead School of Management)

MBA Courses

Operations Management (core): Semesters taught: Spring 1999 (2 sections), Spring 1998 (2 sections), Spring 1997 (2 sections), Fall 1995, Spring 1995, Fall 1994, Spring 1994, Fall 1993, Spring 1993, Fall 1992, Spring 1992.

Operations Strategy and Technology (elective): I developed the content for the course, identifying content, cases, computer simulations, etc. Semesters taught: Fall 1998, Fall 1997, Fall 1996, Fall 1995, Fall 1994, Fall 1993, Fall 1992, Fall 1991.

Operations Management in the Service Industry (elective): I developed the content for the course, identifying content, cases, etc. Semesters taught: Fall 1998, Fall 1997, Fall 1996, Spring 1995, Spring 1994, Spring 1993.

Summer Institute in Europe (elective): A colleague and I taught students a bit about international trade and supply chain management and traveled with them to Austria, Germany, and the Czech Republic. Semesters taught: Summer 1995, Summer 1994.

Special Programs

Business for Engineers: This was a required course for a *Practice Oriented Master's Degree in Engineering*. I developed and taught it with two colleagues from the Weatherhead School of Management. Semesters taught: Fall 1998, Fall 1997, Fall 1995, Fall 1994, Fall 1993.

Models of Management: This was a required course for students in the Master of Science in Information Systems (MSIS) at the Weatherhead School of Management. I developed and taught it with colleagues from Accounting and Finance. Semesters taught: Summer 1998, Summer 1997; Summer 1996.

Columbia University (Graduate School of Business)

As a visiting member of the faculty in Spring of 1996, I taught one section of the core MBA course in Operations Management, and one section of an MBA elective on Service Management.

DOCTORAL STUDENTS SUPERVISED

The University of Texas at Austin (McCombs School of Business)

Haoying Sun: I supervised Haoying's dissertation, "Exploring the Impact of Consumer Heterogeneity and Information Asymmetry upon Operating Policies," which she successfully defended in November 2011. She is now an Assistant Professor at the Texas A&M Mays School of Business.

Liwen Chen: I supervised Liwen's dissertation, "Issues in Operations Management and Marketing Interface Research: Competition, Product Line Design, and Channel Coordination," which he successfully defended in May, 2010.He is now an Assistant Professor at City University of Hong Kong.

Sree Jonnalagedda: I supervised Sree's dissertation, "Product Strategies under Durability, Lock-in, and Assortment Considerations," which she successfully defended in November, 2009. She is now an Assistant Professor at the Indian Institute of Management at Bangalore.

Sinan Erzurumlu: I supervised Sinan's dissertation, "Competition and Collaboration in Technology Development and Deployment., which he successfully defended in Summer, 2007. He is now an Assistant Professor at Babson College.

Sreekumar Bhaskaran Nair: I jointly (with Vish Krishnan) supervised Sreekumar's dissertation, "Competitive and Collaborative Supply Chains: The Strategic Role of Product Innovation, Secondary Markets, and Channel Structure," which he successfully defended in June, 2006. Sreekumar is now an assistant professor at the Cox School of Business at Southern Methodist University.

Xiaohui Xu: I supervised Xiaohui's doctoral dissertation, "Managing Vertical and Horizontal Supply Chain Relationships," which she successfully defended in Summer 2005. She is now an assistant professor at California State Polytechnic University at Pomona.

Yusen Xia: I jointly (with Gang Yu) supervised Yusen's doctoral dissertation, "Supply Chain Channel Structure and Disruption Management," which he successfully defended in Summer 2004. He is now an assistant professor at Georgia State University.

Case Western Reserve University (Weatherhead School of Management)

Craig Smith: I jointly (with Apostolos Burnetas) supervised Craig's doctoral dissertation, "Strategies for Managing Demand Uncertainty through Adaptive Ordering and supply Chain Contracts," which he successfully defended in Spring, 2000. He now works as a supply chain manager for Diageo.

Xiaomei Xu: I supervised Xiaomei's doctoral dissertation, "Queuing Systems in Competitive Settings," which she successfully defended in the Fall 1993.

DOCTORAL COMMITTEES SERVED UPON

The University of Texas at Austin (McCombs School of Business)

Emrah Zarifoglu (ORI)
Gang Li (IROM) 2011
Shameek Sinha (Marketing) 2010
Xianjun Pan (IROM) 2009
Fehmi Tanrisever (IROM) 2008
Ankur Goel, (IROM) 2007
Xiuli He (IROM) 2007
Karthik Ramachandran, (IROM) 2007
Bo Zheng (IROM) 2007
Susan Monkman, (IROM) 2006
Romana Autrey (Accounting) 2005
Wenge Zhu, 2005

Case Western Reserve University (Weatherhead School of Management)

Viswanath Cvsa: October, 1999
Lerzan Ormeci: December, 1997
Gia-Shia Liu: December, 1997
Mien Aka: May, 1993

EXECUTIVE EDUCATION

The University of Texas at Austin (McCombs School of Business)

Rotterdam School of Management; Erasmus Graduate School of Business Part-Time MBA Program: I have taught a session on Distribution Channel Management to the students from this program at the University of Texas. The ratings were:

June 25, 2002: 5.79 / 7.0
June 24, 2002: 3.39 / 7.0

Leadership Institute for Women Executives: On June 29, 2001, I taught a session on Distribution Management to the students in this program at the University of Texas. Students rated this session 5.75 on a 7 point scale.

ITESM Doctoral Seminar: During May-June, 2001, I presented eight doctoral seminars to a group of students from Mexico, ITESM. During June-July, 2002, I presented six more doctoral seminar sessions.

Institute for Managerial Leadership: I have taught a session on Distribution Management in this program at the University of Texas. The ratings were:

March 6, 2004 5.86 / 7.0
March 8, 2003: 6.45 / 7.0
March 23, 2002: 6.09 / 7.0
January 13, 2001: 6.23 / 7.0

Case Western Reserve University (Weatherhead School of Management)

Executive Management of Technology Program: Between 1997-1999, I was responsible for the operations management portion of this certificate program offered at Case Western Reserve University.

Mellon Foundation MBA at Veszprem University: I taught a one week course in production strategy to a group of middle managers in Veszprem, Hungary. 1997, 1995

Executive Management of Technology Program: In 1995-96, I taught a session on product development as part of this certificate program offered at Case Western Reserve University.