

Curriculum Vitae – September 10, 2003

KWASI AMOAKO-GYAMPAH

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EDUCATION

Ph.D. (August 1990); Business Administration
Major: **Operations Management**, University of Cincinnati, Cincinnati OH.

MBA, June 1987; Virginia Polytechnic and State University, Blacksburg, VA.

Graduate Courses in Engineering Management, May 1984;
University of Missouri-Rolla, Rolla, MO.

M.S., December 1983; Metallurgical Engineering;
University of Missouri-Rolla, Rolla, MO.

B.Sc.(Hons), August 1979; Metallurgical Engineering
University of Science & Technology, Kumasi, Ghana.

TEACHING & RESEARCH EXPERIENCE

2001-Present Program Director, Master of Science in Information Technology & Management (MSITM), Bryan School of Business, University of North Carolina-Greensboro

2000-Present Visiting Faculty Member, Fachhochschule Institute, Ludwigshafen, Germany

1996-Present Associate Professor, Department of Information Systems and Operations Management, University of North Carolina at Greensboro.

1990-96: Assistant Professor, Department of Information Systems and Operations Management, University of North Carolina at Greensboro.

LIST OF COURSES (Taught at University of North Carolina – Greensboro)

Undergraduate Courses

ISM 360 Operations Management
ISM 432 Operations Systems Management Project
ISM 304 Project Management
ISM 402 Logistics & Supply Chain Management

ISM 462 Inventory Systems Planning
ISM 230 Quantitative Methods

Graduate Courses

MBA 607 Operations Management
MBA 654 Project Management
MBA 608 Management Science
MBA 651 Management of Technology & Innovation
ISM 654 Information Systems Project Management

REFEREED PUBLICATIONS

“An Extension of the Technology Acceptance Model in an ERP Implementation Environment,”
(with A.F. Salam). *forthcoming Information & Management, Accepted, August 10, 2003*

“The relationships among selected business environment factors and manufacturing strategy:
Insights from an emerging economy”, OMEGA, The International Journal of Management
Science, 31, 2003, pp. 287-301.

“ERP implementation factors: A comparison of managerial and end-user perspectives,”
Forthcoming, Business Process & Management Journal, Accepted November 2002.

“Operations strategy in an emerging economy: the case of the Ghanaian manufacturing industry”,
(with S.S. Boye). Journal of Operations Management, 19, 59-79, January 2001.

“Just-in-Time Manufacturing in Ghana” (with V. Gargeya), Industrial Management & Data
Systems, 101(3), 2001, pp. 106-113.

“An Evaluation of Maintenance Policies for Flexible Manufacturing Systems, (with M. Vineyard
& J. Meredith) International Journal of Operations and Production Management, 20(4) 409-426,
2000

“Failure Rate Distributions for Flexible Manufacturing Systems - An Empirical Study,” (with M.
Vineyard & J. Meredith) European Journal of Operational Research, 16(1), July 1999, 139-155.

“Manufacturing Planning and Control Practices and their Internal Correlates: A Study of Firms in
Ghana,” (with Boye, S. S.) International Journal of Production Economics, vol. 54, January 1998,
pp. 143-162.

“Lean Manufacturing” Handbook of Technology Management, Richard Dorf (editor), Chapter
13.14, 79-84, 1998, Boca Raton, FL: CRC Press

"When is User Involvement not User Involvement" (with K. B. White), Information Strategy: The
Executive's Journal, vol. 13(4), September 1997, pp. 40-45.

“Exploring Users Desire to be Involved in Computer Systems Development: An exploratory
Study”, Computers in Human Behavior, vol. 13, #1, 1997, 65-81.

"A Simulation Study of FMS Tool Allocation Procedures," (with J. R. Meredith), Journal of

Manufacturing Systems, vol. 15, # 6, 1996, 419-431.

"User-Driven Systems Development," (with K. White), *Handbook of IS Management*, 4th Edition, Chapter IV-2, Robert Umbaugh, Editor, Auerbach Publications, 1995, pp. 345-352.

"Managing User-Driven Systems Development" (K. B. White), *Handbook of Applications Development*, P. C. Tinnirello (editor), Auerbach Publications, 1995, New York, pp. 369-377.

"A comparative Study of FMS Tool Allocation and Part Type Selection Approaches for a Varying Part Type Mix," The International Journal of Flexible Manufacturing Systems, vol. 6, 1994, 179-207.

"User Involvement and User Satisfaction: An exploratory contingency model," (with K. B. White), Information and Management, vol. 25, 1993, 1-10.

"A Comparison of Tool Management Strategies and Part Selection Rules for a Flexible Manufacturing System," (with J. Meredith and A. Raturi), International Journal of Production Research, vol. 30, no. 4, 1992, 733-748.

"The Genealogy of Operations Management" (with J. Meredith), Journal of Operations Management, vol. 9, #2, pp. 146-167.

"Alternative Research Paradigms In Operations" (with J. R. Meredith, A. Raturi, & B. Kaplan), Journal of Operations Management, vol. 8, #4, pp. 297-326.

"The Adoption of Flexible Manufacturing Systems: Strategic Implications", (with M. J. Maffei), Technovation, vol. 9, #4, October 1989, 479-491.

"The Operations Management Research Agenda: An Update" (with J. R. Meredith), Journal of Operations Management, vol. 8, #3, August 1989, 250-262.

PAPERS UNDER REVIEW:

The impact of perceived human capital availability and competitive intensity on manufacturing performance: An exploratory study of the manufacturing sector of a Sub-Saharan African Economy," (with M. Acquah). Under review at Journal of Managerial Issues *submitted April 2003*

"Perceived usefulness, user involvement and behavioral intention: An empirical study of ERP implementation." Under review at Omega: The international Journal of Management Science *submitted January 2002*.

WORK IN PROGRESS

1. The relative contributions of human resource, manufacturing and marketing strategies on firm performance: Evidence from an emerging economy
2. The role of the marketing-manufacturing-human resource interface on firm performance: A study of firms in a developing country.
3. Do size, industry type, capital structure, age moderate the impact of functional strategies on firm performance?

REFEREED PROCEEDINGS

"The impact of perceived human capital availability and competitive intensity on manufacturing performance: An exploratory study of the manufacturing sector of a Sub-Saharan African economy", (with Moses Acquah), Proceedings of the 2003 Eastern Academy of Management, Porto, Portugal, June 20-24, 2003. *A version of this paper was also presented at the 2002 Annual Meeting of the Decision Sciences Institute, San Diego, CA, November 23-26.*

"Business environment & manufacturing strategy: findings from an underdeveloped economy". Presented at the IV SIMPOI/POMS 2001 Conference held at Guarujá, Sao Paulo, Brazil, August 11-14, 2001.

"The impact of training on ERP implementation-theoretical and empirical assessments" (with A. Salam), Proceedings of the 2001 Decision Sciences Annual Meeting, San Francisco, Nov. 2001

"Factors influencing operations strategy content in an underdeveloped economy", Proceedings of the 31st Annual Meeting of the Decision Sciences Institutes, November 18-21, 2000, pp 1059-1061.

User involvement, ease of use, perceived usefulness and behavioral intention: A test of the enhanced technology acceptance model in an ERP implementation environment," *Proceedings of the 1999 Decision Sciences Annual Meeting*, New Orleans, LA, Nov. 20-23, 1999, 805-807.

Business Environment and Operations Strategy Choices: Evidence from firms in Ghana," *Proceedings of the Global Manufacturing Research Group Meeting*, Madrid, Spain, June 29- July 1, 1999.

"Implementing the Purchased Enterprise Information System". (with J. L. Eatman) Proceedings of the 1999 Southeast Decision Sciences Institute, Savannah, GA, Feb. 24-26.

"Assessing the effectiveness of different change practices on information technology implementation: A longitudinal case study". *Proceedings of the 1998 Decision Sciences Annual Meeting*, Las Vegas, NV, Nov. 22-24, 1998.

"Medical Supplies Corporation" (with V. Gargeya). Proceedings of the 1998 Decision Sciences Institute, Las Vegas, NV, Nov. 22-24, 1998, 83-85.

"Internal Correlates of Manufacturing Planning and Control Practices: A Study of Firms in Ghana," *Proceedings of the 1997 Decision Sciences Annual Conference* San Diego, CA.

"Implementation of Just-in-Time Production Systems in Manufacturing Firms in Ghana" (with V. Gargeya), *Proceedings of the 1997 Decision Sciences Annual Meeting*, San Diego, CA, Nov. 1997.

"Manufacturing Planning and Control Practices: A Survey of Firms in Ghana, West Africa (with S.S. Boye), *Proceedings of the 1996 Decision Sciences Annual Meeting*, Orlando, FL, November 24-26, 1996, 1201-1203.

"User Involvement in Systems Development: Separating Structure from Process," *Proceedings of the 1994 Decision Sciences Annual Meeting*, November 20-22, 1994, Honolulu, Hawaii, 961-963.

"Profiles in Operations Management Research: An Example," (with M. J. Maffei) *Proceedings of the 1995 Southeast Decision Sciences Institute*, Feb, 23-25, 1995, Wilmington, North Carolina, pp. 293-295.

"MIS Journal Review Issues: A Survey with Editors and Contributing Authors," (with C. Koh and R. Herschel), *Proceedings of the 1995 Southeast Decision Sciences Institute*, Feb, 23-25, 1995, Wilmington, North Carolina, pp. 247-249.

"Tool Allocation and FMS Performance: A Metamodelling Approach," *1993 Proceedings of the Decision Sciences Institute*, 1993 Annual Meeting of the Decision Sciences Institute, November 21 -23, 1993, Washington, D. C., pp 1448-1450.

"Predicting A User's Desire to be Involved in Systems Development," (with K. B. White), *1993 Proceedings of the Decision Sciences Institute*, 1993 Annual Meeting, November 21 - 23, 1993, Washington, D. C., pp. 969-971.

"Enhancing the Perception of User Involvement through Reciprocal Integration: A Case Study," (with K. B. White), *Proceedings of the Fifth Symposium on Human Factors in IS*," October 1993, Cleveland, OH.

"Reciprocal Integration and User Involvement in Systems Implementation: An Exploratory Analysis," *1992 Proceedings of the Decision Sciences Institute, 1992 Annual Meeting*, November 22-24, 1992, San Francisco, CA, pp. 985-987.

"The Context of Manufacturing Strategy: Findings in the Machine Tool Industry," (with A. Raturi), *1991 Proceedings of the Decision Sciences Institute*, November 24-26, 1991, Miami Beach, FL., pp. 1577.

"A Comparison of Tool Allocation and Part Scheduling Rules for a Flexible Manufacturing System," (with J. Meredith & A. Raturi), *Proceedings of 1991 Southeast Decision Sciences Annual Meeting*, Washington, D.C., Feb.- March, 1991, pp. 274-276.

"A Hierarchical Tooling Management Framework for Flexible Manufacturing Systems," (with J. Meredith), *1990 Proceedings of the Decision Sciences Institute*, November 19-21, 1990, San Diego, CA, pp. 1791.

"A Journal Review of Operations Management Research," (with J. Meredith), *1989 Proceedings of the Decision Sciences Institute*, November 19-21, 1989, New Orleans, LA, pp. 1021-1023.

"Some Production Scheduling Problems in the Build-to-Forecast Environment," (with A. Raturi, J. Meredith, J. Camm, & D. McCutcheon), *1989 Proceedings of the Decision Sciences Institute*, November 19-21, 1989, New Orleans, LA, pp. 1018-1020.

"The Strategic Impacts of Tooling Policies in FMS Environments," *Proceedings of the 1989 Decision Sciences Doctoral Consortium*, Nov. 18-19, 1989, New Orleans, LA., pp. 3.

"An Industry Analysis of the Adoption of Flexible Manufacturing Systems," (with M. Maffei), *1989 Midwest Decision Sciences Conference Proceedings*, Cincinnati OH, April 1989.

REFEREED PRESENTATION

“Linking business environment and operations strategy: An example from an underdeveloped country,” Academy of Management Conference, Toronto, Canada, August 6-10, 2000.

EXTERNAL GRANTS (since tenure)

1. The impact of human resource, manufacturing and marketing strategies on firm performance: Evidence from an emerging economy. Agency: Emerald Research Fund, Bradford, United Kingdom, **£5000**, March 2003, **not funded**
2. 1998, “Linking Manufacturing Strategy with performance,” Agency: Ghana Institute of Economic Affairs, **\$4000, funded**.
3. 1998, “Assessing an Organization’s Readiness for Technology Implementation: A longitudinal Case Study”, Agency: Allegiance Healthcare Corporation, McGaw-Park, IL, **\$10,000 funded**
4. 1999, “Implementation of Complex and Innovative Technology: Critical Success Factors”, Agency: **National Science Foundation, \$75,000, not funded**.

AWARDS & HONORS (Since tenure)

May 2003	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$1000
March 2003	Regular Faculty Grant, University of North Carolina at Greensboro \$5000
July 2001	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$500
February 2001	UNCG Division of Continual Learning Grant, \$1000
December 2000	Bryan School Faculty Development Grant, \$5000
June 1998	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$600
June 1998	Bryan School Center for Global Business Education & Research Travel Support Grant \$500
March 1998	Bryan School (UNCG) Faculty Development Grant, \$4500

RECOGNITION FOR OUTSTANDING TEACHING.

- Nominated for Bryan School Outstanding Senior Teaching Award, Spring 2001
- Nominated for UNCG Junior Alumni Teaching Excellence Award, Fall 1995 (I withdrew my nomination)

CONSULTING

Allegiance Healthcare (health care products manufacturer & distributor, McGaw Park, IL).
RF Micro Devices, Greensboro, NC
Guilford Mills (a textile manufacturer), Greensboro, NC
Precision Fabrics (a textile manufacturer), Greensboro, NC
Institute of Advanced Manufacturing Systems, Cincinnati, OH

UNIVERSITY SERVICE (since tenure)

Member, UNCG Faculty Senate, 1999-Present
Member, Graduate Studies Committee, 1999-Present
Member, Directors of Graduate Study, August 2001- Present.
Member, Graduate Dean Search Committee (served 2 times, 2000-2002)
Member, UNCG SACS Self Study, Graduate Studies Subcommittee, 2001-2002
Member, International Programs Review Committee (2002)
Member, UNCG Research Grants Committee, 1997-1999

PROFESSIONAL SOCIETY MEMBERSHIP

Decision Sciences Institute (DSI).
Project Management Institute
Academy of Management
Production and Operations Management Society (POMS)
Member, Global Manufacturing Research Group (GMRG)
American Production and Inventory Control Society (APICS)
Omega Rho, The International Honor Society of Operations Research.

OTHER PROFESSIONAL ACTIVITY

Referee for IIE Transactions
Referee for IEEE Transactions on Engineering Management.
Referee for Journal of Operations Management.
Referee for European Journal of Operational Research.
Referee for Interfaces
Referee for Technology Review
Referee for Journal of Electronic Commerce
Session Chair, Decision Sciences Conference
Discussant, Decision Sciences Annual Conference
Discussant, Academy of Management Conference
Referee for *Decision Sciences Institute*
Reviewer of textbooks for *West Publishing*
Reviewer of textbooks for *Irwin/McGraw-Hill*
Reviewer textbooks for *Wiley Publications*