

*Curriculum Vitae May 2007*

**KWASI AMOAKO-GYAMPAH**

**Office Address:**

Department of Information Systems & Operations Management  
Bryan School of Business and Economics  
University of North Carolina at Greensboro  
Greensboro, NC 27402  
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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.

**ADMINISTRATIVE, RESEARCH & TEACHING EXPERIENCE**

**Aug. 2004 – Present: Professor & Head**, Department of Information Systems & Operations Management, Bryan School of Business & Economics, University of North Carolina at Greensboro

**2000-Present** Visiting Faculty Member, Fachhochschule Institute, University of Applied Sciences, Ludwigshafen, Germany

**2001-2004** **Program Director**, Master of Science in Information Technology & Management (MSITM), Bryan School of Business, University of North Carolina at Greensboro

**1996-2004** **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

SCM 302 Operations Management  
SCM 304 Project Management  
SCM 402 Supply Chain Management  
ISM 432 Operations Systems Management Project  
ISM 402 Logistics & Supply Chain Management  
ISM 462 Inventory Systems Planning  
ISM 230 Quantitative Methods

### Graduate Courses

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

## OTHER ACTIVITIES

External Examiner, PhD Dissertation Exam of Information Systems Student, University of Jyväskylä, Finland, 2006-2007

Member, PhD dissertation committee, Sherrie Cannoy, Department of Information Systems & Operations Management, UNCG, 2007

## REFEREED JOURNAL PUBLICATIONS

Amoako-Gyampah, K., and Meredith, J. (forthcoming). “Examining Cumulative Capabilities in a Developing Economy”, International Journal of Operations & Production Management, *accepted*, April 2007.

Amoako-Gyampah, K. and Acquah, M. (forthcoming). “Manufacturing strategy, competitive strategy and firm performance: An empirical study in a developing economy environment”, International Journal of Production Economics, *accepted*, January 2007.

Amoako-Gyampah, K. (2007). “Perceived usefulness, user involvement and behavioral intention: An empirical study of ERP implementation”, Computers in Human Behavior, 23, pp. 1232-1248.

Amoako-Gyampah, K and Salam, A. F. (2004). “An Extension of the Technology Acceptance Model in an ERP Implementation Environment”, Information & Management, 41, pp. 731-745

Amoako-Gyampah, K. (2004). “ERP implementation factors: A comparison of managerial and end-user perspectives,” Business Process & Management Journal, 10(2), pp. 171-183. *Reprinted in Journal of Enterprise Resource Management*, 20, 2004.

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

- Amoako-Gyampah, K. and Acquah, M. (2003). "Human Capital Availability, Competitive Intensity and Manufacturing Priorities in a Sub-Saharan African Economy", Journal of Comparative International Management, 6(2), pp. 65-88.
- Amoako-Gyampah, K. and Boye S. S. (2001). "Operations strategy in an emerging economy: the case of the Ghanaian manufacturing industry", Journal of Operations Management, 19, pp. 59-79.
- Amoako-Gyampah, K. and Gargeya, V. (2001). "Just-in-Time Manufacturing in Ghana" (with V. Gargeya), Industrial Management & Data Systems, 101(3), pp. 106-113.
- Vineyard, M., Amoako-Gyampah, K. and Meredith, J. (2000). "An Evaluation of Maintenance Policies for Flexible Manufacturing Systems", International Journal of Operations and Production Management, 20(4), pp. 409-426.
- Vineyard, M., Amoako-Gyampah, K. and Meredith, J. (1999). "Failure Rate Distributions for Flexible Manufacturing Systems - An Empirical Study," European Journal of Operational Research, 16(1), pp. 139-155.
- Amoako-Gyampah, K. and Boye, S.S. (1998). "Manufacturing Planning and Control Practices and their Internal Correlates: A Study of Firms in Ghana," International Journal of Production Economics, 54, pp. 143-162.
- Amoako-Gyampah, K. and White, K. B. (1997). "When is User Involvement not User Involvement", Information Strategy: The Executive's Journal, 13(4), pp. 40-45.
- Amoako-Gyampah, K. (1997). "Exploring Users Desire to be Involved in Computer Systems Development: An exploratory Study", Computers in Human Behavior, 13 (1), pp. 65-81.
- Amoako-Gyampah, K. and Meredith, J. (1996). "A Simulation Study of FMS Tool Allocation Procedures," Journal of Manufacturing Systems, 15(6), pp. 419-431.
- Amoako-Gyampah, K. (1994). "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, 6, pp. 179-207.
- Amoako-Gyampah, K. and White, K. B (1993). "User Involvement and User Satisfaction: An exploratory contingency model," Information and Management, 25, pp. 1-10.
- Amoako-Gyampah, K., Meredith, J. and Raturi, A. (1992). "A Comparison of Tool Management Strategies and Part Selection Rules for a Flexible Manufacturing System," International Journal of Production Research, vol. 30(4), pp. 733-748.
- Meredith, J. R. and Amoako-Gyampah, K (1990). "The Genealogy of Operations Management", Journal of Operations Management, 9(2), pp. 146-167.
- Meredith, J. R, Raturi, A., Amoako-Gyampah, K. and Kaplan, B. (1989). "Alternative Research Paradigms In Operations", Journal of Operations Management, vol. 8(4), pp. 297-326.
- Amoako-Gyampah, K. and Maffei, M. J. (1989). "The Adoption of Flexible Manufacturing Systems: Strategic Implications", Technovation, 9(4), pp. 479-491.

Amoako-Gyampah, K. and Meredith, J. R. (1989). "The Operations Management Research Agenda: An Update" (with J. R. Meredith), Journal of Operations Management, 8(3), pp. 250-262.

## **BOOK CHAPTERS**

Amoako-Gyampah, K. "Lean Manufacturing" Handbook of Technology Management, Richard Dorf (editor), Chapter 13.14, 79-84, 1998, Boca Raton, FL: CRC Press

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

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

## **WORK IN PROGRESS**

1. Causal linkages between supplier selection practices and manufacturing performance in a developing economy environment, *targeted for Journal of Supply Chain Management*
2. The relative contributions of human resource, manufacturing and marketing strategies on firm performance: Evidence from an emerging economy; *targeted for Academy of Management*
3. The role of the marketing-manufacturing-human resource interface on firm performance: A study of firms in a developing country; *targeted for Journal of Operations Management*.
4. Do size, industry type, capital structure, and age moderate the impact of functional strategies on firm performance?, *targeted for IJOPM*

## **ABRIDGED REFEREED PROCEEDINGS & PRESENTATIONS**

Amoako-Gyampah, K. and Meredith, J. (2006). "Testing the cumulative capabilities model in a developing economy environment", Proceedings of the 2006 Decision Sciences Institute Annual Conference, San Antonio, Texas, November 2006, pp. 27721-27726.

Madhure, V, Amoako-Gyampah, K. and Eatman, J. (2006). "Project management maturity: an assessment based on industry and firm size", Proceedings of the 2006 Decision Sciences Institute Annual Conference, San Antonio, Texas, November 2006, pp. 29231-29236.

Amoako-Gyampah, K., Acquah, M. and Jayaram, J. (2005). "Competitive Strategy, Operations Strategy, and Firm Performance: A test of competing models", Proceedings of the International Decision Sciences Institute Conference, Barcelona, Spain, July 2005.

Amoako-Gyampah, K., Acquah, M. and Jayaram, J. (2005). "An empirical test of the mutual causality between operations strategy and competitive strategy", Proceedings of the 36<sup>th</sup> Annual Decision Sciences Institute Meeting, San Francisco, November, pp. 18141-18146.

Amoako-Gyampah, K. and Acquah, M. (2004). "The impact of Operations and Human resource

Strategies on Firm Performance”, 2<sup>nd</sup> World and 15<sup>th</sup> Annual POMS Conference, Cancun, Mexico, April 30-May 3, 2004.

Amoako-Gyampah, K. and Acquah, M. (2003) "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", Proceedings of the 2003 Eastern Academy of Management, Porto, Portugal, June 20-24. . *A version of this paper was also presented at the 2002 Annual Meeting of the Decision Sciences Institute, San Diego, CA, November 23-26.*

Amoako-Gyampah, K. and Gargeya, V. (2003). "The impact of supplier capability on manufacturing performance in Ghana", Proceedings of the 2003 Decision Sciences Annual Meeting, Washington, DC,

Amoako-Gyampah, K. (2001). "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.

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

Amoako-Gyampah, K. (2000). "Factors influencing operations strategy content in an underdeveloped economy", Proceedings of the 31<sup>st</sup> Annual Meeting of the Decision Sciences Institutes, November 18-21, pp 1059-1061.

Amoako-Gyampah, K. (2000). "Linking business environment and operations strategy: An example from an underdeveloped country," Academy of Management Conference, Toronto, Canada, August 6-10, 2000.

Amoako-Gyampah, K. (1999). 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, 805-807.

Amoako-Gyampah, K. (1999). 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.

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

Amoako-Gyampah, K. (1998). "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.

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

- Amoako-Gyampah, K. (1997). "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.
- Amoako-Gyampah, K. and Gargeya, V. (1997). "Implementation of Just-in-Time Production Systems in Manufacturing Firms in Ghana", *Proceedings of the 1997 Decision Sciences Annual Meeting*, San Diego, CA, Nov. 1997.
- Amoako-Gyampah, K and Boye, S. S. (1996). "Manufacturing Planning and Control Practices: A Survey of Firms in Ghana, West Africa, *Proceedings of the 1996 Decision Sciences Annual Meeting*, Orlando, FL, November 24-26, pp. 1201-1203.
- Taube, L., Gargeya, V. and Amoako-Gyampah, K. (1996). "Reengineering the P/OM curriculum", presented at the Seventh Annual Meeting of Production and Operations Management Society, Indianapolis, IN, March.
- Maffei, M. J. and Amoako-Gyampah, K. (1995). "Profiles in Operations Management Research: An Example," *Proceedings of the 1995 Southeast Decision Sciences Institute*, Feb, 23-25, 1995, Wilmington, North Carolina, pp. 293-295.
- Koh, C., Amoako-Gyampah, K. and Herschel, R. (1995). "MIS Journal Review Issues: A Survey with Editors and Contributing Authors," *Proceedings of the 1995 Southeast Decision Sciences Institute*, Feb, 23-25, 1995, Wilmington, North Carolina, pp. 247-249.
- Amoako-Gyampah, K. (1994). "User Involvement in Systems Development: Separating Structure from Process," *Proceedings of the 1994 Decision Sciences Annual Meeting*, November 20-22, 1994, Honolulu, Hawaii, pp. 961-963.
- Amoako-Gyampah, K. (1993). "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.
- Amoako-Gyampah, K. and White, K. B. (1993). "Predicting A User's Desire to be Involved in Systems Development," *1993 Proceedings of the Decision Sciences Institute*, 1993 Annual Meeting, November 21 - 23, Washington, D. C., pp. 969-971.
- Amoako-Gyampah, K and White, K. B. (1993). "Enhancing the Perception of User Involvement through Reciprocal Integration: A Case Study," *Proceedings of the Fifth Symposium on Human Factors in IS*," October 1993, Cleveland, OH.
- Amoako-Gyampah, K (1992). "Reciprocal Integration and User Involvement in Systems Implementation: An Exploratory Analysis," *1992 Proceedings of the Decision Sciences Institute Annual Meeting*, November 22-24, San Francisco, CA, pp. 985-987.
- Raturi, A. and Amoako-Gyampah, K. (1991) "The Context of Manufacturing Strategy: Findings in the Machine Tool Industry," *1991 Proceedings of the Decision Sciences Institute*, November 24-26, 1991, Miami Beach, FL., pp. 1577.
- Amoako-Gyampah, K., Meredith, J and Raturi, A. (1991). "A Comparison of Tool Allocation and Part Scheduling Rules for a Flexible Manufacturing System," *Proceedings of 1991 Southeast*

*Decision Sciences Annual Meeting*, Washington, D.C., Feb.- March, 1991, pp. 274-276.

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

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

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

Amoako-Gyampah, K. and Meredith, J. (1989). "The Strategic Impacts of Tooling Policies in FMS Environments," *Proceedings of the 1989 Decision Sciences Doctoral Consortium*, Nov. 18-19, New Orleans, LA., pp. 3.

Amoako-Gyampah, K. and Maffei, J. (1989). "An Industry Analysis of the Adoption of Flexible Manufacturing Systems," *Midwest Decision Sciences Conference Proceedings*, April, 1989, Cincinnati OH.

## EXTERNAL GRANTS

1. The effects of human resource, manufacturing and marketing strategies on competitive strategy and firm performance in an emerging economy: A comparative study, (with M. Acquah and J. Jayaram). Agency: Family Owned Business Institute, Grand Valley State University, April 2007, **\$5000**, April 2007, **funded**
2. The impact of human resource, manufacturing and marketing strategies on firm performance: Evidence from an emerging economy, (with M. Acquah and J. Jayaram). Agency: Emerald Research Fund, Bradford, United Kingdom, March, 2003, **£5000**, **not funded**
3. "Linking Manufacturing Strategy with performance," Agency: Ghana Institute of Economic Affairs, 1998, **\$4000**, **funded**.
4. "Assessing an Organization's Readiness for Technology Implementation: A longitudinal Case Study", Agency: Allegiance Healthcare Corporation, McGaw-Park, IL, 1998, **\$10,000 funded**.
5. "Implementation of Complex and Innovative Technology: Critical Success Factors", 1999, Agency: National Science Foundation, **\$75,000**, **not funded**.
6. African American/African Folklore: Its Impact on American Life Experiences (Co-Principal Investigator with Mary V. Compton), 1994, **\$5100**, Agency: North Carolina Humanities Council, **funded**.
7. An Analysis of Manufacturing Planning and Control Practices in Ghana, 1994, (Principal Investigator), Agency: Social Science Research Council, **\$15,000**, **not funded**.

## INTERNAL GRANTS, AWARDS AND HONORS

**March 2006**

Regular Faculty Grant, University of North Carolina at Greensboro,  
\$5000

<b>April 2006</b>	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$1000
<b>May 2003</b>	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$1000
<b>March 2003</b>	Regular Faculty Grant, University of North Carolina at Greensboro \$5000
<b>July 2001</b>	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$500
<b>February 2001</b>	UNCG Division of Continual Learning Grant, \$1000
<b>December 2000</b>	Bryan School Faculty Development Grant, \$5000
<b>June 1998</b>	Kohler Fund Travel Award, Office of International Programs, University of North Carolina, Greensboro, \$600
<b>May 1998</b>	Received the Office of Research Services (UNCG) FY98 Globe Award for research proposal submission and award.
<b>June 1998</b>	Bryan School Center for Global Business Education & Research Travel Support Grant \$500
<b>March 1998</b>	Bryan School (UNCG) Faculty Development Grant, \$4500
<b>March 1995</b>	UNCG Summer Excellence Research Award, \$4000.
<b>April 1995</b>	Kohler Fund Travel, Office of International Programs, UNCG, \$1000.
<b>March 1991</b>	UNCG Summer Excellence Research Award, \$4000.

#### **RECOGNITION FOR OUTSTANDING TEACHING.**

Nominated for Bryan School Outstanding Senior Teaching Award, Spring 2005  
 Nominated for Bryan School Outstanding Senior Teaching Award, Spring 2001  
 Nominated for UNCG Junior Alumni Teaching Excellence Award, Fall 1995

#### **CURRICULUM DEVELOPMENT**

Developed curriculum for the Post Baccalaureate Certificate in Information Technology  
 Developed curriculum for the Post Master's Certificate in Information Technology  
 Lead Developer curriculum for the Post Baccalaureate Certificate in Supply Chain and Logistics Management

#### **CONSULTING**

Alliance 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**

Member, UNCG Faculty Senate, 1999-2005  
Member, Graduate Studies Committee, 1999-2005  
Member, Directors of Graduate Study, August 2001- August 2004.  
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  
Member, UNCG Employee Benefits and Services Committee, 1994-1995  
Co-Chair, Conference on African American and Culture & Experience, 1994-95

### **BRYAN SCHOOL OF BUSINESS & ECONOMICS SERVICE**

Member, Graduate Programs Committee, 2001-2004  
Member, Undergraduate Studies Committee, 1997-2000  
Sub-committee chair, Undergraduate Studies Committee, 1998-2000  
Member, Diversity Commission, 2000-2005  
Co-Chair, Diversity Commission, 2000-2002  
Member, International Programs Committee, 1994-95  
Member, Planning Committee for Accounting Information Systems Program  
Member, Planning Committee for IS PhD Program 2002-2001

### **GUEST PRESENTATIONS:**

Panelist on a workshop discussion on "Undergraduate POM Curriculums: Addressing the Needs of Tomorrow," 1995 Southeast Decision Sciences Conference, Wilmington, NC.

Featured speaker on ERP implementation- Piedmont Triad Branch of Project Management Institute monthly meeting, April 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**

Program Chair, 3<sup>rd</sup> Africa-USA Conference on Manufacturing Technology, Accra, Ghana, August 1996.  
Member, Editorial Review Board, Journal of Operations Management  
Referee for IIE Transactions  
Referee for Productions and Operations Management (POMS) Journal  
Referee for IEEE Transactions on Engineering Management.  
Referee for Journal of Operations Management.  
Referee for European Journal of Operational Research.  
Referee for OMEGA, The International Journal of Management Science

Referee for Interfaces  
Referee for International Journal of Operations and Production Management  
Referee for Technology Review  
Referee for Journal of Electronic Commerce  
Referee for International Journal of Production Economics  
Referee for Management Research News  
Session Chair, Decision Sciences Conference  
Discussant, Decision Sciences Annual Conference  
Discussant, Academy of Management Conference  
Referee for *Decision Sciences Institute*  
Reviewer of textbooks on Operations Management for Pearson/Prentice Hall  
Reviewer of textbooks on Operations Management for *West Publishing*  
Reviewer of textbooks on Operations Management for *Irwin/McGraw-Hill*  
Reviewer textbooks on Project Management for *Wiley Publications*  
Reviewer of textbooks on Project Management for Thomson Publishing on

#### **OTHER DEVELOPMENT ACTIVITIES**

Attended a workshop on “Keeping our Faculties: Assessing the recruitment and retention of faculty of color in higher education,” Minneapolis, MN October 18-20, 1998.  
Participant, Race & Gender Institute, UNCG, 1995

#### **VOLUNTARY AND COMMUNITY SERVICE**

Panel Allocation Member, United Way of Greater Greensboro  
Board Member, Strengthening Families Committee of the Greater Greensboro United Way (1993-2001)  
Board Member, Family Services Council of the Piedmont (United Way Liaison), 1998-2000  
Grants Review Member, Moses Cone Community Health Improvement Fund, 2001-2006