

BIOGRAPHICAL SKETCH OF VIDYARANYA B. GARGEYA

Vidyaranya B. Gargeya is a Professor in the Department of Information Systems and Operations Management in the Joseph M. Bryan School of Business and Economics at The University of North Carolina at Greensboro (UNCG). He is the Director of the Bryan Master of Business Administration (MBA) Program at UNCG. Dr. Gargeya currently teaches primarily in graduate and executive programs. He holds a bachelor's degree in Chemical Engineering from Andhra University, Visakhapatnam (India), a Post Graduate Diploma in Management from the Indian Institute of Management, Bangalore, and a Ph.D. in Business Administration from Georgia State University. He has considerable work experience as an engineer, and manager in the petroleum industry.

Dr. Gargeya has taught at the University of Strathclyde (Glasgow, Scotland), Fachhochschule-Ludwigshafen (Germany), University of Hartford, Georgia State University, and the Jamnalal Bajaj Institute of Management Studies, University of Bombay (India). His teaching and research interests include Operations Management, Global Operations Strategy, Total Quality Management, Supply Chain Management, Information Technology for Operations Management, and Service Operations Management. Dr. Gargeya has received, for his contributions to teaching, numerous awards including the The University of North Carolina Board of Governors Award for Excellence in Teaching (2008), UNCG Alumni Teaching Excellence Award (2006), Wick Skinner Award for Teaching Innovation from the Production and Operations Management Society (2003), Bryan School of Business and Economics Senior Faculty Teaching Excellence Award (2002), and the Bryan School of Business and Economics Teaching Excellence Award (1997).

Vidyaranya Gargeya has published more than 20 articles in journals such as *Journal of Operations Management*, *International Journal of Production Research*, *Computers & Industrial Engineering*, *Industrial Management & Data Systems*, *Omega*, *International Journal of Quality and Reliability Management*, *Case Research Journal*, *Technovation*, *Transportation Research Part E*, *Business Process Management Journal*, etc. In addition, he has presented more than 50 papers at national and international conferences. Recently, he co-authored a book titled *Customer Relationship Management: A Global Perspective*. Dr. Gargeya served on the Board of Examiners of the Malcolm Baldrige National Quality Award and the North Carolina Awards for Excellence and he has also consulted with Fortune 500 companies.