

**VIDYARANYA B. GARGEYA**

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The University of North Carolina at Greensboro  
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Greensboro, NC 27455  
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**HIGHLIGHTS OF BACKGROUND**

Currently working as Professor of Operations Management (with tenure) and Director of the MBA program at a large public university.  
More than 18 years of experience in teaching, research, and service in business schools/universities.  
Taught graduate level courses in MBA programs in four countries (U.S., Scotland, Germany, and India).  
More than 5 years of experience working in the corporate sector.  
Developed 14 different new courses (3 at the bachelor's level, 9 at the master's level, and 2 at the doctoral level) and taught 20 different courses in 6 different universities.  
Developer of the ACID Test (an interactive "live" case exam with a guest speaker presentation) and have used it 40 times with 30 different companies/organizations.  
Received 9 awards for outstanding teaching (including the Wick Skinner Award for Teaching Innovation from the Production and Operations Society, the Alumni Teaching Excellence Award from The University of North Carolina at Greensboro, and The University of North Carolina Board of Governors Award for Excellence in Teaching).  
Member, Board of Examiners, Malcolm Baldrige National Quality Award, 2006.  
Authored or co-authored more than 90 papers (published in refereed journals, conference proceedings, or presented at national and international conferences).

**AREAS OF RESEARCH AND TEACHING INTERESTS**

Global Operations Strategy, Supply Chain Management, Service Operations Management, Customer Relationship Management, Total Quality Management and Continuous Improvement, Performance Measurement, and Pedagogical Research.

**EDUCATION**

1987-1992: GEORGIA STATE UNIVERSITY, Atlanta, GA 30303.  
Ph.D. in Business Administration.  
Major: Operations Management.  
Dissertation: Scheduling in the dynamic job shop under auxiliary constraints.  
Dissertation Advisor: Dr. Richard H. Deane.

1980-1982: INDIAN INSTITUTE OF MANAGEMENT, Bangalore (India).  
Post Graduate Diploma in Management.  
Double Major in Transportation Studies and Marketing.  
Thesis: Inter-phase transportation model: Linking up barges to the existing land based system.  
Thesis Advisor: Dr. R. K. Herlekar.

1975-1980: ANDHRA UNIVERSITY, Visakhapatnam (India).  
Bachelor of Technology.  
Major: Chemical Engineering.  
Thesis (jointly worked with two other students): Manufacture of Formaldehyde.  
Thesis Advisor: Dr. G. J. V. J. Raju.  
Junior Diploma in German (1978-1979).

## ACADEMIC AND TEACHING EXPERIENCE

2006-  
To Present THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO, Greensboro, NC  
27402  
Director of the MBA Program and Chair, MBA Program Committee  
Responsible for the recruitment and admission of students; scheduling of courses and program delivery; development, appointment, and evaluation of full-time and part-time faculty teaching in the MBA program, and formulation of strategic changes, innovation in the curriculum, and program development. This involves coordination with the Dean of the Graduate School, Heads of Departments, and the administrators of partner institutions in Germany, France, and China.  
Member, Bryan School Dean's Committee (2006-To present).  
Member, Bryan School Graduate Programs Committee (2006-To present).  
Member, UNCG Advisory Committee on International Programs (2006-To present).

Professor of Operations Management.  
Teaching courses in Operations Management and Global Operations Strategy, Service Operations Management, Supply Chain Management and Total Quality Management in master's, and executive development programs. In addition, taught the Seminar in Supply Chain Management in the Ph.D. in Information Systems program.  
Member, UNCG Advisory Council on Intercollegiate Athletics (2006-2013).  
Mentor, UNCG New Faculty Mentor Program (2008-2009).  
Member, Bryan School Promotion and Tenure Committee (2008-2009).  
Member, Business Administration Department Search Committee for the Forsyth Medical Center Distinguished Professor (2008-2009).  
Chair, ISOM Department Promotion and Tenure Committee (2008-2009).  
Chair, UNCG Faculty Committee on Intercollegiate Athletics (2006-2008).  
Member, UNCG School of Music Search Committee for an Assistant/Associate Professor of Violoncello (2006-2007).  
Member, Business Administration Department Search Committee for the Tenure-Track Position in Health care Management (2006-2008).  
Member, Ph.D. in Information Systems Program Committee (2006-2008).  
Chair, ISOM Department Committee for the Post Tenure Review (2007-2008).

1999-2006: THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO, Greensboro, NC  
27402  
Associate Professor.  
Taught courses in Operations Management, Global Operations Strategy, Service Operations Management, Management of Information Technology and Services, Supply Chain Management, Business Processes and Information Technology, and Total Quality Management in bachelor's, master's, and executive development programs.  
Chair, UNCG Faculty Committee on Intercollegiate Athletics (2004-2006).  
Member, UNCG Honor Council, 2004-2006.

Member, UNCG Faculty Committee on Intercollegiate Athletics (2002-2008).  
 Member, UNCG Advisory Council on Intercollegiate Athletics (2001-2006).  
 Member, UNCG Faculty Committee on Due Process (2002-2003).  
 Member, UNCG Academic Integrity Advisory Group (2000-2004).  
 Member, UNCG Panel on Academic Integrity (1999-2004).  
 Member, UNCG Judicial Panel (1999-2004).  
 Member, UNCG Response Committee to the NCAA Peer Review Team Final Report (2003-2004).  
 Chair, Bryan School Faculty Development Committee (1999-2000).  
 Member, Bryan MBA Program Committee (2001-2006).  
 Member, Bryan School Promotion and Tenure Committee (1999-2003).  
 Member, Bryan School Planning and Development Committee (1999-2002).  
 Member, Bryan School Planning and Development Subcommittee on Strategic Planning (2001-2002).  
 Member, Bryan School Faculty Development Committee (2000-2001).  
 Chair, ISOM Department Committee on Intellectual Contributions, Grants, and Projects (2000-2003).  
 Chair, ISOM Department Promotion and Tenure Committee (2002-2003).  
 Member, ISOM Department Committee on External Relations (2000-2004).  
 Member, ISOM Department Search Committee (1999-2000 and 2004-2005).  
 Member, Business Administration Department Search Committee (1999-2000).  
 Member, ISOM Department Committee on Intellectual Contributions, Grants, and Projects (1999-2000 and 2003-2006).  
 Member, Ph.D. in Information Systems Program Committee (2005-2006).

- 2000-2006: FACHHOCHSCHULE-LUDWIGSHAFEN, Ludwigshafen, Germany.  
 Visiting Faculty Member in the summer semesters.  
 Taught a course in Supply Chain Management in the Master's program in summer 2000, summer 2001, summer 2002, summer 2003, summer 2004, summer 2005, and summer 2006.
- 1999-2000: STRATHCLYDE GRADUATE BUSINESS SCHOOL, Glasgow, Scotland.  
 Visiting Faculty Member in the summer semesters.  
 Taught a course in Global Operations Strategy in the MBA programme in summer 1999 and summer 2000 semesters.
- 1993-1999: THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO, Greensboro, NC 27402  
 Assistant Professor.  
 Taught courses in Operations Management, Global Operations Strategy, Service Operations Management, and Total Quality Management in bachelor's, master's, and executive development programs.  
 Chair, ISOM Department Committee on Curriculum and Teaching Development (1998-1999).  
 Chair, ISOM Department Committee on Teaching Development (1996-1997).  
 Member, ISOM Department Committee on Teaching Development (1995-1996).  
 Member, ISOM Department Committee for Research Development and Colloquia (1993-1996).  
 Member, ISOM Department Committee for Computing Resources (1993-1994).

Member, ISOM Department Committee for Graduate Program Development (1994-1995).

Member, Bryan MBA Program Committee (1996-1999).

Member, Bryan School Faculty Development Committee (1997-1999).

Member, Bryan School Committee for Program for Management Development (1994-1999).

Faculty Member, Program for Management Development (1995-1999).

Member, UNCG Panel on Academic Integrity (1995-1999).

Member, UNCG Judicial Panel (1995-1999).

1990-1993: UNIVERSITY OF HARTFORD, West Hartford, CT 06117

Assistant Professor.

Taught the Operations Management course at the bachelor's and master's level, and the Operations Strategy and the Application of Simulation to Managerial Decision Making courses at the master's level.

Conducted seminars and workshops in Operations Management for Supervisors and Executives in profit and not-for-profit organizations.

Undergraduate and Graduate Student Advisor.

Directed several independent studies by bachelor's and master's students.

Course Co-ordinator, Operations Management area.

Department Representative, Mortensen Library (1990-1992).

Member, Management Department Faculty Recruitment Committee (1990-1992).

Member, University of Hartford TQM Group.

Member, Management Department Committee for designing the Management major at the Undergraduate level (1991-1992).

Member, Barney School MBA Task Force (1992).

Member, Barney School Full Time MBA Implementation Task Force (1993).

Member, Barney School Academic Standards Committee (1991-1992).

Co-Chair, Barney School Academic Standards Committee (1992-1993).

Participant, Research and Teaching Programs of the Engineering Application Center (1991-1993).

1987-1990: GEORGIA STATE UNIVERSITY, Atlanta, GA 30303

Graduate Teaching Assistant (1988-1990).

Overall responsibility for teaching graduate and undergraduate courses. Taught Operations Management and Management Principles at the undergraduate and graduate level.

Graduate Research Assistant (1987-1988).

Conducted research using data analysis, computer programming, simulation, and main-frame statistical packages.

1985-1986: JAMNALAL BAJAJ INSTITUTE OF MANAGEMENT STUDIES, UNIVERSITY OF BOMBAY, Bombay (India).

Member of the Visiting Faculty.

Taught Distribution Management at the graduate level.

1984-1986: BHARAT PETROLEUM TRAINING CENTER, Bombay (India).  
 Member of the Faculty for In-house Training Programs.  
 Conducted courses in Liquefied Petroleum Gases (LPG) Plant Operations and Engineering.

## **INDUSTRY EXPERIENCE**

1982-1987: BHARAT PETROLEUM CORPORATION LIMITED, Bombay (India).  
 Deputy Director (Marketing Coordination), OIL COORDINATION COMMITTEE under the MINISTRY OF PETROLEUM & NATURAL GAS, GOVERNMENT OF INDIA, New Delhi (India) (1986-1987).  
 Planning and coordination of production, storage, transportation, distribution, and marketing of Liquefied Petroleum Gases (LPG), Low Sulfur Heavy Stock (LSHS), and Asphalt on a national level. Administration of economic policies and programs for petroleum products such as LPG, LSHS, and Asphalt. Conducted specific pricing and economic studies for petroleum products. Member of Special Group which prepared the long-range plan for LPG Marketing in India.  
 Deputy Manager, Projects Division (1984-1986).  
 Planning and execution of Rs. 2.3 billion (equivalent of US\$ 200 million) LPG Distribution Project which included developing of facilities for bulk LPG transportation by pipeline, rail-cars, and tank-trucks, bottling of gas into cylinders at twelve bottling plants located in India, and the setting up of the distribution and delivery systems for marketing the bottled gas. Member of the Indian Petroleum Industry Negotiating Team for the purchase of LPG Plant Equipment (worth Rs. 500 million) from international suppliers.  
 Senior Engineering Officer, Projects Division (1982-1984).  
 Coordinated Project Management for:

- a) Rs. 150 million Aviation Fueling (Hydrant) Project at Palam International Airport, New Delhi (India) and
- b) Rs. 180 million Additional Petroleum Tankage Project at Butcher Island, off Bombay (India).

## **MAJOR CONSULTING AND RESEARCH PROJECTS**

- 1) GMAC Insurance Management Corporation, Winston-Salem, NC 27152, Office of Strategy Execution Process Improvements (including Six Sigma Black Belt Workshop), 2006-2007.
- 2) Syngenta Crop Protection, Inc., Greensboro, NC 27409, Supply Chain Management, 2002-2003 and 2005.
- 3) APICS Educational and Research Foundation, E-Commerce and Supply Chain Management in a High Growth Environment, 2000.
- 4) Business Measurement Case Development and Research Program, KPMG, Dove-tailing the Joints: Strategic Auditing for Competitive Advantage in the Furniture Industry, 2000.
- 5) VF Services, Inc., Greensboro, NC 27404, Threading the Needle: Managing the Global Supply Chain, 1999-2000.
- 6) Marconi Commerce Systems (formerly and currently Gilbarco, Inc.), Greensboro, NC 27420-2087, Year 2000 Risk Management Modeling and Contingency Planning, 1998-1999.

- 7) United Technologies-Hamilton Standard, Windsor Locks, CT 06096-1010, Decentralization of the Quality Function, 1992-1993.

## **AWARDS**

- 1) The University of North Carolina Board of Governors Award for Excellence in Teaching, 2008.
- 2) Bryan School of Business and Economics Tenured Faculty Teaching Excellence Award, 2007.
- 3) Alumni Teaching Excellence Award, UNCG, 2006.
- 4) MBA Association Students' Choice Award, Bryan School of Business and Economics, UNCG, December 2003.
- 5) Wick Skinner Award for Teaching Innovation, Production and Operations Management Society, 2003.
- 6) Bryan School of Business and Economics Senior Faculty Teaching Excellence Award, UNCG, 2002.
- 7) Bryan School of Business and Economics Teaching Excellence Award, UNCG, 1997.
- 8) The MBA Association Faculty Award, Bryan School of Business and Economics, UNCG, 1997.
- 9) George E. Manners Award for Graduate Study in Business, Georgia State University, 1990.
- 10) Georgia State University College of Business Administration GTA Teaching Excellence Award (1989-1990).
- 11) Georgia State University GRA/GTA Combination Award (1989-1990).

## **HONORS**

- 1) Nominated for the Professor of the Year award, sponsored by the Council for Advancement and Support of Education (CASE), 2006.
- 2) Nominated for the Bryan School of Business and Economics Teaching Excellence Award, UNCG, 2006. (Vidyaranya Gargeya did not apply for the award).
- 3) Finalist, Alumni Teaching Excellence Award for a Tenured Faculty Member and/or Board of Governors Teaching Excellence Award, UNCG, 2005.
- 4) Nominated for the Alumni Teaching Excellence Award for a Tenured Faculty Member and/or Board of Governors Teaching Excellence Award, UNCG, 2003.
- 5) Nominated for the Bryan School of Business and Economics Teaching Excellence Award, UNCG, 2001. (Vidyaranya Gargeya did not apply for the award).
- 6) Finalist, Junior Alumni Teaching Excellence Award, UNCG, 1998.
- 7) Finalist, Junior Alumni Teaching Excellence Award, UNCG, 1997.
- 8) Certificate of Appreciation in Recognition of Dedication and Outstanding Service to North Carolina from the Governor of North Carolina, 1996.
- 9) Certificate of Merit for being nominated for the Robert W. Pearson Best Paper Awards at the Annual Meeting of the Northeast Decision Sciences Institute, 1995.
- 10) Beta Gamma Sigma (Business Honorary Society), inducted in 1993.
- 11) Omicron Delta Kappa (National Leadership Honor Society), inducted in 1990.
- 12) Selected to Who's Who Among Students in American Universities and Colleges (1989-1990).
- 13) 2nd Place Winner in the Graduate Division of the Atlanta Chapter 1988 APICS Student Paper Competition.

## PUBLICATIONS IN REFEREED JOURNALS

- 1) Taube, L. and Gargeya, V. B. (2007). A global perspective and an integrative case study: The Corporate Card Services Group at American Express. The Business Review, Cambridge, 7(1): 45-52.
- 2) Su, J., Gargeya, V. B., and Richter, S. (2005). Global sourcing shifts in the U.S. textile and apparel industry. The Journal of the Textile Institute, 96(4): 261-276.
- 3) Gargeya, V. B. and Brady, C. (2005). Success and failure factors of adopting SAP in ERP system implementation. Business Process Management Journal 11(5): 501-516.
- 4) Gargeya, V. B. (2005). Plant level performance measurement: An exploratory case study of a pharmaceutical encapsulation company. Technovation 25: 1457-1467.
- 5) Meixell, M. J. and Gargeya, V. B. (2005). Global supply chain design: A literature review and critique. Transportation Research Part E, 41(6): 531-550.
- 6) Taube, L. and Gargeya, V. B. (2005). An analysis of ERP system implementations: A methodology. The Business Review, Cambridge, 4(1): 1-6.
- 7) Biggart, T. and Gargeya, V. B. (2002). Impact of JIT on inventory to sales ratios. Industrial Management & Data Systems, 102(3 & 4): 197-202.
- 8) Gargeya, V. B., Birdwell, J., and Martin, R. (2001). Challenges in managing the global supply chain. Forum Empresarial, 6(2): 22-45.
- 9) Amoako-Gyampah, K. and Gargeya, V. B. (2000). Just-in-time manufacturing in Ghana. Industrial Management & Data Systems, 101(3 & 4): 106-113.
- 10) Brown, L. G., Wingler, T. R., Gargeya, V. B., Lundin, J. H., Lowe, K. B., Sowers, D. K., Cashman, K. M., and Kivett, C. A. (2000). Replacements Limited: Replacing the irreplaceable. Case Research Journal, 20(1): 1-42.
- 11) Gargeya, V. B., and Deane, R. H. (1999). Scheduling in the dynamic job shop under auxiliary constraints: An empirical investigation. International Journal of Production Research, 37(12): 2817-2834.
- 12) Hershey, G. L., Gargeya, V. B., and Eatman, J. (1996). Preparation of recent business doctoral graduates for teaching responsibilities. Selections, Autumn, 17-26.
- 13) Taube, L., and Gargeya, V. B. (1996). The quality connector at AMP. Target, 12(2), 36-40.
- 14) Gargeya, V. B. and Deane, R. D. (1996). Scheduling research in multiple resource constrained job shops: A review and critique. International Journal of Production Research, 34(8), 2077-2097.
- 15) Balthazard, P. A. and Gargeya, V. B. (1995). Enhancing quality function deployment with group support systems. International Journal for Quality and Reliability Management, 12(6), 43-62.
- 16) Gargeya, V. B. (1994). Resource constraint measures in a dual constrained job shop. OMEGA International Journal of Management Science 22(6), 659-668.
- 17) Gargeya, V. B. and Thompson, J. P. (1994). Just-in-time production in small job shops. Industrial Management, 36(4), July-August, 23-26.
- 18) Wang, J., Yang, J., and Gargeya, V. B. (1993). Tool requirement planning in stochastic job shops: A simulated annealing approach. Computers and Industrial Engineering, 24(2), 249-265.
- 19) Motiwalla, L. F. and Gargeya, V. B. (1992). Expert systems in service operations. Industrial Management & Data Systems, 92(8), 14-19.

- 20) Deane, R.H., McDougall, P.P., and Gargeya, V.B. (1991). Manufacturing and marketing interdependence in the new venture firm. Journal of Operations Management, 10(3), 329-343.

#### **PAPERS ACCEPTED FOR PUBLICATION IN REFEREED JOURNALS**

- 1) Chi, T., Kilduff, P. D., Gargeya, V. B., and Dyer, C. L. (2008). Business Environment Characteristics, Competitive Priorities, Supply Chain Structures, and Business Performance: An Empirical Study of the U.S. Technical Textile Industry. Paper accepted for publication to the International Journal of Intercultural Information Management.
- 2) Su, J., Dyer, C. L., and Gargeya, V. B. (2008). Strategic sourcing and supplier selection in the U.S. textile-apparel-retail supply network. Paper accepted for publication in Clothing and Textile Research Journal.

#### **BOOK**

- 1) Raab, G., Ajami, R., Gargeya, V. B., and Goddard, G. J. (2008). Customer Relationship Management: A Global Perspective. Aldershot (Hampshire), UK: Gower Publishing Limited.

#### **ARTICLES/CHAPTERS IN REFEREED BOOKS**

- 1) Gargeya, V. B. and Sorrell, D. L. (2005). Moving towards an e-hospital. In N. Wickramasinghe, J. N. D. Gupta, & S. K. Sharma (Eds.), Creating Knowledge Based Healthcare Organizations, 50-64. Hershey, PA: Idea Group Inc.
- 2) Deane, R.H., Gargeya, V.B., and McDougall, P.P. (1990). Manufacturing strategy and performance of the new venture firm. In J.E. Ettlie, M.C. Burstein, & A. Fiegenbaum (Eds.), Manufacturing Strategy, 53-62. Boston, MA: Kluwer Academic Publishers.

#### **ARTICLES IN OTHER JOURNALS AND PUBLICATIONS**

- 1) Gargeya, V. B. (2006). Unlock your supply network with performance measurement keys. The Business Journal, October 13<sup>th</sup>, 2006, B13.
- 2) Gargeya, V. B. (2005). The ACID test: An extension of the case method. Decision Line, 36(4), 7-9, and 35.
- 3) Cook, L. and Gargeya, V. B. (2004). What is the true meaning of POM education: One perspective. POMS Chronicle, 11(1), 5-6.
- 4) Gargeya, V. B. (2003). Bring the case to life with the "ACID TEST"! POMS Chronicle, 10(1), 7.
- 5) Gargeya, V. B. (2002). Supply chain management in a global furniture industry: An interview with Mr. William Fenn, co-founder, Ladd Furniture, Inc. Bryan Forum, May, 1-4.

## CASES IN BOOKS

- 1) Brown, L. G., Wingler, T. R., Gargeya, V. B., Lundin, J. H., Lowe, K. B., and Sowers, D. K., Cashman, K. M., and Kivett, C. (2001). Replacements, Ltd.: Replacing the irreplaceable. In C. W. L. Hill and G. R. Jones, Strategic Management: An Integrated Approach and Cases in Strategic Management (5<sup>th</sup> edition). Boston, MA: Houghton Mifflin Company.
- 2) Brown, L. G., Wingler, T. R., Gargeya, V. B., Lundin, J. H., Lowe, K. B., and Sowers, D. K., Cashman, K. M., and Kivett, C. (2001). Replacements, Ltd.: Replacing the irreplaceable. In C. W. L. Hill and G. R. Jones, Cases in Strategic Management (5<sup>th</sup> edition). Boston, MA: Houghton Mifflin Company.
- 3) Brown, L. G., Wingler, T. R., Gargeya, V. B., Lundin, J. H., Lowe, K. B., and Sowers, D. K., Cashman, K. M., and Kivett, C. (2001). Replacements, Ltd.: Replacing the irreplaceable. In A. A. Thompson and A. J. Strickland, Strategic Management: Concepts and Cases (12<sup>th</sup> edition). New York, NY: McGraw-Hill.
- 4) Brown, L. G., Wingler, T. R., Gargeya, V. B., Lundin, J. H., Lowe, K. B., and Sowers, D. K., Cashman, K. M., and Kivett, C. (2001). Replacements, Ltd.: Replacing the irreplaceable. In A. A. Thompson and A. J. Strickland, Cases in Strategic Management (12<sup>th</sup> edition). New York, NY: McGraw-Hill.

## UNPUBLISHED CASES

- 1) Iyer, V. and Gargeya, V. B. (2003). Thomasville Furniture Industries.
- 2) Gargeya, V. B. and Taube, L. R. (2000). A global perspective: American Express Company.
- 3) Amoako-Gyampah, K. and Gargeya, V. B. (1998). Medical supplies corporation.
- 4) McEnally, M. R., Tullar, W. L., and Gargeya, V. B. (1996). Deep Roots: A natural foods co-op at the crossroads.

## PUBLICATIONS IN CONFERENCE PROCEEDINGS

- 1) Chi, T., Kilduff, P. D., Gargeya, V. B., (2006). Business environment, competitive priorities, supply chain structure, and business performance in the U.S. technical textile industry: A preliminary study. Proceedings of the 2006 Annual Meeting of the Decision Sciences Institute, 29391-29396.
- 2) Rose, A. P., Rose, J. H., and Gargeya, V. B. (2005). Customer satisfaction in healthcare: A tale of two hospitals. Proceedings of the 2005 Annual Meeting of the Decision Sciences Institute, 18131-18136.
- 3) Gargeya, V. B. and Su, J. (2004). Strategic Sourcing, Supplier Selection, Competitive Priorities, and Financial Performance: A Research Model. Proceedings of the 2004 Annual Meeting of the Decision Sciences Institute, 3721-3726.
- 4) Meixell, M. J. and Gargeya, V. B. (2003). Global supply networks in the apparel industry: A model formulation. Proceedings of the 2003 Annual Meeting of the Decision Sciences Institute.
- 5) Gargeya, V. B. and Brady, C. (2002). Factors leading to success and failure in SAP implementation. Proceedings of the 2002 Annual Meeting of the Decision Sciences Institute, 730-734.

- 6) Eatman, J. L. and Gargeya, V. B. (2002). Operations control: Merging global operations via an ERP system. Proceedings of the 15<sup>th</sup> World Congress of the International Federation of Automatic Control held in Barcelona, Spain, July 21-26, 2002.
- 7) Gargeya, V. B. (2001). Plant level performance measures: A case study. Proceedings of the 2001 Annual Meeting of the Decision Sciences Institute, 129-132.
- 8) Gargeya, V. B. and Salam, A. F. (2001). E-commerce and supply chain management in a high growth environment. Proceedings of the 8<sup>th</sup> Annual APICS Educational & Research Foundation Summer Workshop, 56-63.
- 9) Gargeya, V. B. and Salam, A. F. (2001). E-Commerce and supply chain management. Proceedings of the 2001 Quest for Global Competitiveness Forum.
- 10) Gargeya, V. B. and Taube, L. R. (2000). A global perspective: American Express Company. Proceedings of the 2000 Annual Meeting of the Decision Sciences Institute, 129-132.
- 11) Gargeya, V. B., Birdwell, J., and Martin, R. (2000). Threading the needle: Challenges in managing the global supply chain. Proceedings of the 2000 Quest for Global Competitiveness Forum, 6-12.
- 12) Amoako-Gyampah, K. and Gargeya, V. B. (1998). Medical supplies corporation. Proceedings of the 1998 Annual Meeting of the Decision Sciences Institute, 83-85.
- 13) Biggart, T. and Gargeya, V. B. (1998). Impact of the adoption of just-in-time production on inventories: A study using COMPUSTAT data. Proceedings of the 1998 Annual Meeting of the Decision Sciences Institute, 1169-1171.
- 14) Amoako-Gyampah, K. and Gargeya, V. B. (1997). Just-in-time implementation in manufacturing firms in Ghana. Proceedings of the 1997 Annual Meeting of the Decision Sciences Institute, 1085-1087.
- 15) Eatman, J., Gargeya, V. B., Hershey, G. L. (1996). Preparation of doctoral graduates for teaching responsibilities in the decision sciences discipline areas. Proceedings of the 1996 Annual Meeting of the Decision Sciences Institute, 38-40.
- 16) Gargeya, V. B., and Taube, L. R. (1996). The comprehensive case exam with an interactive corporate presentation. Proceedings of the 1996 Annual Meeting of the Decision Sciences Institute, 289-291.
- 17) Eatman, J., Gargeya, V. B., and Hershey, G. L. (1996). Business professors and their career selection. Proceedings of the 1996 Annual Meeting of the Southeastern Chapter of INFORMS.
- 18) Yang, J. and Gargeya, V. B. (1995). Tooling level determination in stochastic advanced manufacturing systems. Proceedings of the Third International Conference of the Decision Sciences Institute, 233-235.
- 19) Herniter, B. C. and Gargeya, V. B. (1995). The dynamics of electronic brainstorming: A simulation. Proceedings of the 1995 Annual Meeting of the Northeast Decision Sciences Institute, 256-260.
- 20) Balthazard, P. A. and Gargeya, V. B. (1994). The QFD-GSS marriage: Computer-supported collaboration for quality in design. Proceedings of the 1994 Annual Meeting of the Decision Sciences Institute, 2046-2048.
- 21) Yang, J., and Gargeya, V. B. (1993). An optimal solution algorithm for a tooling level determination model in stochastic job shop production environment. Proceedings of the 1993 Annual Meeting of the Decision Sciences Institute, 1417-1419.
- 22) Gargeya, V. B. (1992). An evaluation of resource constraint measures in a dual constrained job shop. Proceedings of the 1992 Annual Meeting of the Decision Sciences Institute, 1538-1540.

- 23) Gargeya, V. B. and Yang, J. (1991). An analytical model for determination of tooling levels in a stochastic job shop production environment. Proceedings of the 1991 Annual Meeting of the Decision Sciences Institute, 1433-1435.
- 24) Gargeya, V. B. and Motiwalla, L. F. (1991). Application of expert systems in service operations: A taxonomy. Proceedings of the 1991 Annual Meeting of the Decision Sciences Institute, 1620-1622.
- 25) Deane, R.H., Gargeya, V.B., and McDougall, P.P. (1989). Strategic manufacturing decisions in the new venture firm: An empirical study. Proceedings of the 1989 Annual Meeting of the Decision Sciences Institute, 1075-1077.

## **PAPER PRESENTATIONS AT CONFERENCES**

- 1) Iossifova, A. and Gargeya, V. B. (2007). A comparison of AACSB Accreditation and ISO 9000 Certification. Paper presented at the 2007 Annual Meeting of the Decision Sciences Institute, Phoenix, AZ, November 17<sup>th</sup> to 20<sup>th</sup>, 2007.
- 2) Gargeya, V. B. (2007). Performance information in multinational operations. Paper presented at the 8<sup>th</sup> Annual Global Information Technology Management Association World Conference, Naples, Italy, June 17<sup>th</sup> to June 19<sup>th</sup>, 2007.
- 3) Taube, L. and Gargeya, V. B. (2007). A global perspective and an integrative case study: The corporate card services group at American Express. Paper presented at the Global Management & Information Technology Research Conference, New York, NY, May 23<sup>rd</sup> to 26<sup>th</sup>, 2007.
- 4) Gargeya, V. B. and Darnell, S. (2007). The Malcolm Baldrige National Quality Award: Twenty years and counting. Paper presented at the 2007 Annual Meeting of the Production and Operations Management Society, Dallas, Texas, May 4<sup>th</sup> to 7<sup>th</sup>, 2007.
- 5) Gargeya, V. B. (2007). Bringing offshoring closer to home with the “ACID Test”! First Annual Research Conference and Workshop on Offshoring, Cary, North Carolina, April 14<sup>th</sup> to 16<sup>th</sup>, 2007.
- 6) Su, J., Dyer, C. L., and Gargeya, V. B. (2006). Supply chain management survey-based empirical research: Exploring data collection strategies. Paper presented at the Annual Meeting of the International Textile and Apparel Association (ITAA), San Antonio, Texas, November, 2006.
- 7) Eatman, J. L., Ehrhardt, R., and Gargeya, V. B. Supply chain metrics and the multi-vendor global supply chain. Paper presented at the International Conference on Information Systems, Logistics and Supply Chain, Lyon, France, May 15<sup>th</sup> to 17<sup>th</sup>, 2006.
- 8) Gargeya, V. B. (2006). Consistency in plant level performance measures: The case of a multi-national hosiery manufacturer. Paper presented at the 2006 Annual Meeting of the Production and Operations Management Society, Boston, Massachusetts, April 29<sup>th</sup> to May 2<sup>nd</sup>, 2006.
- 9) Su, J., Dyer, C. L., and Gargeya, V. B. (2005). Strategic sourcing and supplier selection in the U.S. textile-apparel-retail supply network. Paper presented at the Annual Meeting of the International Textile and Apparel Association (ITAA), Washington, D. C., November, 2005.
- 10) Gargeya, V. B., Herzing, M., and Gouvêa, M. A. (2005). Differences in perceptions of quality amongst managers and front line employees in a service organization. Paper presented at 16<sup>th</sup> Annual Conference of the Production and Operations Management Society (POMS), Chicago, Illinois, April 29<sup>th</sup> to May 2<sup>nd</sup>, 2005.

- 11) Su, J. and Gargeya, V. B. (2005). Sourcing and supplier evaluation practices in small and medium firms in the U.S. textile and apparel industry. Paper presented at 16<sup>th</sup> Annual Conference of the Production and Operations Management Society (POMS), Chicago, Illinois, April 29 – May 2, 2005.
- 12) Randall, F. M. and Gargeya, V. B. (2005). Product proliferation and the supply chain: A case study. Paper presented at 16<sup>th</sup> Annual Conference of the Production and Operations Management Society (POMS), Chicago, Illinois, April 29<sup>th</sup> to May 2<sup>nd</sup>, 2005.
- 13) Su, J., Gargeya, V. B., and Dyer, C. L. (2004). Be Ready for 2005 and Beyond with Strategic Sourcing and Supplier Selection. Paper presented at the Annual Meeting of the International Textile and Apparel Association (ITAA) held at Portland, Oregon, November 2<sup>nd</sup> to 9<sup>th</sup>, 2004.
- 14) Gargeya, V.B. and McIntyre, K. E. (2004). Supply chain management practices in Eastern Europe. Paper presented at the 2<sup>nd</sup> World Conference on POM held at Cancun, Mexico, April 30-May 3, 2004.
- 15) Gargeya, V. B. and Su, J. (2004). Strategic sourcing and supplier selection: The state of empirical research. Paper presented at the 2<sup>nd</sup> World Conference on POM held at Cancun, Mexico, April 30<sup>th</sup> to May 3<sup>rd</sup>, 2004.
- 16) Amoako-Gyampah, K. and Gargeya, V. B. (2003). Impact of supplier capability on manufacturing performance among firms in Ghana. Paper presented at the 2003 Annual Meeting of the Decision Sciences Institute to be held in Washington, D.C., November 22<sup>nd</sup> to 25<sup>th</sup>, 2003.
- 17) Siha, S. and Gargeya, V. B. (2003). Elements of Six Sigma Implementation. Paper presented at the 2003 Annual Meeting of the Decision Sciences Institute held in Washington, D.C., November 22<sup>nd</sup> to 25<sup>th</sup>, 2003.
- 18) Su, J., Gargeya, V. B., and Dyer C. (2003). Emerging patterns of US global sources for textiles and apparel. Poster presented at the International Textile and Apparel Association Conference in Savannah, Georgia, November 8<sup>th</sup> to 11<sup>th</sup>, 2003.
- 19) Gargeya, V. B. (2003). Plant level performance measurement in a multinational company. Paper presented at the Annual Meeting of the Production and Operations Management Society held at Savannah, GA, April 4<sup>th</sup> to 7<sup>th</sup>, 2003.
- 20) Gargeya, V. B. (2002). Plant level performance measurement in Mexico, Canada, and the U.S.A.: A multinational case study. Paper presented at the Annual Meeting of the Production and Operations Management Society held at San Francisco, April 5<sup>th</sup> to 8<sup>th</sup>, 2002.
- 21) Gargeya, V. B. and Horkey, T. (2002). Defining quality and measuring performance in a sales and service organization. Paper presented at the Annual Meeting of the Production and Operations Management Society held at San Francisco, April 5<sup>th</sup> to 8<sup>th</sup>, 2002.
- 22) Meixell, M. J. and Gargeya, V. B. (2001). Modeling global supply networks: A managerial perspective. Paper presented at the 2001 Annual Meeting of the Decision Sciences Institute held at San Francisco, CA, November 17<sup>th</sup> to 20<sup>th</sup>, 2001.
- 23) Gargeya, V. B. and Herzing, M. (2001). Defining quality in a service organization. Paper presented at the 2001 Annual Meeting of the Decision Sciences Institute held at San Francisco, CA, November 17<sup>th</sup> to 20<sup>th</sup>, 2001.
- 24) Gargeya, V. B. (2000). The growth of U. S. state quality award programs: A historical perspective. Paper presented as part of a Panel Discussion at the 2001 Annual Meeting of the Decision Sciences Institute, Orlando, FL, November 18<sup>th</sup> to 21<sup>st</sup>, 2000.

- 25) Gargeya, V. B. and Warner, J. (2000). Weaving competitive priorities into the supply chain strategy: The case of a textile manufacturer. Paper presented at the 2000 Annual Meeting of the Decision Sciences Institute, Orlando, FL, November 18<sup>th</sup> to 21<sup>st</sup>, 2000.
- 26) Solís, L. E., Cardenas, L., and Gargeya, V. B. (1999). An exploratory study of competitive capabilities and its determinants in the small and medium Spanish manufacturing industry. Poster presented at the First International Conference of Ibero-American Academy of Management, Madrid, Spain, December 9<sup>th</sup>-11<sup>th</sup>, 1999.
- 27) Gargeya, V. B. and Saksriboworn, K. (1999). A framework for the usage of technology in the hotel industry. Paper presented at the 1999 Annual Meeting of the Decision Sciences Institute, New Orleans, LA, November 20<sup>th</sup> to 23<sup>rd</sup>, 1999.
- 28) Gargeya, V. B. and Andoh-Baidoo, F. (1999). State quality award programs: An analysis. Paper presented at the 1999 Annual Meeting of the Decision Sciences Institute, New Orleans, LA, November 20<sup>th</sup> to 23<sup>rd</sup>, 1999.
- 29) Brown, L. G., Wingler, T. R., Wingler, Gargeya, V. B., Lundin, J. H., Lowe, K. B., and Sowers, D. K. (1998). Replacements Limited: Replacing the irreplaceable. Case paper presentation at the North American Case Research Association in Durham, NH, November 12<sup>th</sup> to 14<sup>th</sup>, 1998.
- 30) Fredendall, L. and Gargeya, V. B. (1997). Sources of variance in job shops: A theoretical model. Paper presented at the Eighth Annual Meeting of the Production and Operations Management Society held at Miami Beach, FL, April 12<sup>th</sup> to 15<sup>th</sup>, 1997.
- 31) McEnally, M. R., Tullar, W. L., and Gargeya, V. B. (1996). Deep Roots: A natural foods co-op at the crossroads. Case paper presented at the 1996 Annual Meeting of the North American Case Research Association held at Colorado Springs, CO, October 24<sup>th</sup> to 26<sup>th</sup>, 1996.
- 32) Taube, L. R., Amoako-Gyampah, K., and Gargeya, V. B. (1996). Reengineering the P/OM curriculum. Paper presented at the Seventh Annual Meeting of the Production and Operations Management Society held at Indianapolis, IN, March 30<sup>th</sup> to April 2<sup>nd</sup>, 1996.
- 33) Pearce, J. W., Gargeya, V. B., and Owens, S. D. (1995). Competitive priorities, managerial evaluation, and firm performance in make-to-order environments: An empirical study. Paper presented at the 1995 Annual Meeting of the Decision Sciences Institute.
- 34) Gargeya, V. B. (1993). Expert systems and service operations: A survey. Paper presented as part of Panel Discussion at the 1993 Annual Meeting of the Decision Sciences Institute.
- 35) Gargeya, V. B. and Deane, R. H. (1992). A shop loading algorithm in a dynamic job shop with machine and auxiliary resource constraints. Paper presented at the 1992 Annual Meeting of the Production and Operations Management Society.
- 36) Gargeya, V. B. and Miles, W. G. (1991). Linkage between business unit strategy, operations strategy, and firm performance: A conceptual model. Paper presented at the 1991 Annual Meeting of the Production and Operations Management Society.
- 37) Gargeya, V.B., Deane, R.H., and McDougall, P.P. (1990). An analysis of manufacturing and marketing interaction. Paper presented at the 1990 Annual Meeting of the Decision Sciences Institute.
- 38) Gargeya, V.B. and Deane, R.H. (1990). Auxiliary resource constraint measures in dynamic job shop scheduling. Paper presented at the 1990 Annual Meeting of the Production and Operations Management Society.

- 39) Deane, R.H., Gargeya, V.B., and McDougall, P.P. (1990). Manufacturing strategy and performance of the new venture firm. Paper presented at the Industry-University Conference on Manufacturing Strategy held at Ann Arbor, MI.
- 40) Gargeya, V.B. and Deane, R.H. (1989). Scheduling heuristics in a tool-constrained job shop. Paper presented at the 1989 Annual Meeting of the Decision Sciences Institute.
- 41) Gargeya, V.B., Deane, R.H., and McDougall, P.P. (1989). Compatibility of manufacturing and business strategy in successful new venture firms. Paper presented at the 1989 Annual Academy of Management Meeting.

#### **INVITED SPEECHES/PRESENTATIONS**

- 1) Gargeya, V. B. and Baker, M. (2007). Business Solutions in the Bryan MBA program: A Partnership with Tyco Electronics. Presentation at the 2<sup>nd</sup> Annual UNCG Business Summit, The University of North Carolina at Greensboro, October 23<sup>rd</sup>, 2007.
- 2) Gargeya, V. B. (2007). Culture Clash! Keynote Speaker at the Undergraduate Honors Symposium Banquet, The University of North Carolina at Greensboro, March 23<sup>rd</sup>, 2007.
- 3) Gargeya, V. B. (2006). Pizza, Picasso, and the Pyramids: The Journey to Excellence Continues! Commencement Speaker, The University of North Carolina at Greensboro, December 14<sup>th</sup>, 2006.
- 4) Gargeya, V. B. (2006). Five Fs in Four Years! Keynote Speaker at the Freshman Family Brunch, The University of North Carolina at Greensboro, October 30<sup>th</sup>, 2006.
- 5) Gargeya, V. B. (2006). Come in with M-I-N-E-R-V-A and be a Spartan for Life! Speaker at the New Student Convocation, The University of North Carolina at Greensboro, August 13<sup>th</sup>, 2006.
- 6) Gargeya, V. B. and Hershey, G. L. (2005). The Art and Science of Teaching in Business Schools. Workshop for doctoral students and faculty, Joseph M. Bryan School of Business and Economics, The University of North Carolina at Greensboro, September 9<sup>th</sup>, 2005.
- 7) Gargeya, V. B. (2004). “Unlock” the Supply/Service Chain! Invited Speaker at the 16<sup>th</sup> Annual Accounting Symposium, Greensboro, December 3<sup>rd</sup>, 2004.
- 8) Gargeya, V. B. (2002). Global operations strategy and the journey to excellence. Invited Speaker at the Icaian Business School, Hyderabad, India, June 22<sup>nd</sup>, 2002.
- 9) Gargeya, V. B. (2002). Journey to excellence. Invited Speaker at Kumaraguru College of Technology, Coimbatore, India, June 11<sup>th</sup>, 2002.
- 10) Gargeya, V. B. (2002). Journey to excellence in professing. Seminar for faculty at the P.S.G. College of Technology, Coimbatore, India, June 11<sup>th</sup>, 2002.
- 11) Gargeya, V. B. (2002). Global operations strategy. Invited Speaker at the Coimbatore Management Association, Coimbatore, India, June 10<sup>th</sup>, 2002.
- 12) Gargeya, V. B. (2002). Journey to excellence. Invited Speaker at K.G. Group, Coimbatore, India, June 10<sup>th</sup>, 2002.
- 13) Gargeya, V. B. (2002). Unlock the supply chain! Workshop for practicing managers at Syngenta, Greensboro, May 1<sup>st</sup>, 2002.
- 14) Gargeya, V. B. (2002). “Unlock” the supply chain with the performance measurement “key”. Invited Speaker at the Warehousing Education and Research Council, Greensboro, NC, March 5<sup>th</sup>, 2002.

- 15) Gargeya, V. B. (2001). Performance measurement. Workshop for practicing managers at Banner Pharmacaps Private Limited, Sarigam (Gujarat), India, June 15<sup>th</sup>, 2001.
- 16) Gargeya, V. B. (2001). Performance and operations strategy. Workshop for practicing managers at Banner Pharmacaps India Private Limited, Bangalore, India, June 12<sup>th</sup>, 2001.
- 17) Gargeya, V. B. (2001). ACID test: The live case study. Presentation at the Administrative Staff College of India, Hyderabad, India, June 9<sup>th</sup>, 2001.
- 18) Gargeya, V. B. (2001). Supply network management. Workshop for practicing managers at Dr. Reddy's Laboratories Limited, Hyderabad, India, June 7<sup>th</sup>, 2001.
- 19) Gargeya, V. B. (2000). Bring the case to life with the "ACID TEST". Invited Plenary Speaker at the 2000 North American Case Research Association Annual Meeting, San Antonio, TX, October 12-13, 2000.
- 20) Gargeya, V. B. (2000). Service operations management and total quality management. Invited Speaker at the School of Management Studies, University of Hyderabad, Hyderabad, India, August 12<sup>th</sup>, 2000.
- 21) Gargeya, V. B. (1999). Teaching service operations management. Workshop for faculty at the Instituto de Empresa, Spain, May 25, 1999.
- 22) Gargeya, V. B. (1999). The curriculum of production and operations management: Future trends. Seminar for faculty at the Instituto de Empresa, Spain, May 25, 1999.
- 23) Gargeya, V. B. (1999). Global operations strategy. Invited Speaker at the Instituto de Empresa, Madrid, Spain, May 24, 1999.
- 24) Gargeya, V. B. (1998). Organizational evaluation using the Baldrige criteria. Invited Speaker at Triad Quality Forum, Greensboro, NC, February 1, 1998.
- 25) Gargeya, V. B. (1996). Making outcome measures truly useful. Invited Speaker at the 1996 North Carolina Finance, Reimbursement, and MIS Officers Conference in Asheville, NC, November 19, 1996.
- 26) Gargeya, V. B. (1995). Fast cycle and operations strategy. Invited Speaker at the 1995 Annual Meeting of the Triad Accounting Forum, Greensboro, NC, November 9, 1995.

## REPORTS AND UNPUBLISHED MATERIALS

- 1) Tucker, L. R., Gargeya, V. B., Miles, W. G., and Shetty, D. (1993). Decentralization of the Quality Function. Report prepared for United Technologies-Hamilton Standard.
- 2) Gargeya, V. B. (1992). Scheduling in the dynamic job shop under auxiliary constraints. Unpublished doctoral dissertation, Georgia State University.
- 3) Gargeya, V.B. (1988). Tool Scheduling. Paper was voted as the Second Place Winner in the Graduate Division of the Atlanta Chapter 1988 APICS Student Paper Competition.
- 4) Balachandran, R., Chidambaram, S., Gargeya, V.B., and Ravi, N. (1982). A study of the impact of traffic regulations in Bangalore city. Report prepared for the Indian Institute of Management (Bangalore), and the Bangalore Traffic Department.
- 5) Gargeya, V.B. (1981). Interphase transportation model: Linking up barges to the existing land based system. Report prepared for the Mandovi Pellets Limited, Goa (India).

## PAPERS UNDER REVIEW

- 3) Chi, T., Kilduff, P. D., Gargeya, V. B. (2007). An empirical study of relationships between business environment characteristics, competitive priorities, supply chain structures, and firm business performance. Paper submitted to the Journal of Operations Management. Paper under review.
- 4) Su, J. and Gargeya, V. B. (2006). Strategic sourcing and supplier selection: The state of empirical research. Paper submitted to the special issue titled "New Perspectives on Sourcing Decisions: Theory, Practice, and Future Research" of Decision Sciences journal. Paper under review.

## WORKING PAPER

- 1) Gargeya, V. B. and Salam, A. F. (2004). E-business, ERP, and supply chain management: A case study.
- 2) Iossifova, A. and Gargeya, V. B. (2007). AACSB accreditation and student satisfaction.

## RESEARCH IN PROGRESS

- 1) Plant Level Performance Measures in a Multinational Corporation. Data collection completed. Draft of paper in progress.
- 3) Defining Quality in a Residential Care Agency. Draft of paper in progress. Research with M. Herzing and M. A. Gouvêa.
- 4) Maslow's Hierarchy of Needs for Quality Initiatives. Research in progress. Research with J. Shumate.

## DISSERTATION AND THESES COMMITTEES

- 1) Co-Chair, Dissertation Committee of Ms. Jin Su, doctoral candidate in Textile Design Products and Marketing program, UNCG. Ms. Su graduated in December 2004. Her dissertation is titled "Strategic Sourcing and Supplier Selection in the U.S. Textile-Apparel-Retail Supply Network".
- 2) Member, Dissertation Committee of Mr. Ting Chi, doctoral candidate in Textile Design and Marketing program, UNCG. Mr. Chi graduated in August 2006. His dissertation is titled "A Study of the Relationships between Business Environment Characteristics, Competitive Priorities, Supply Chain Structures, and Firm Performance in the Technical Textile Industry".
- 3) Co-Advisor, Master's Thesis of Virginia MacDonald, MBA Student at the Styrathclyde Graduate Business School.

## CONFERENCE AND WORKSHOP PARTICIPATION

- 1) The AACSB International Graduate Programs Conference, Baltimore MD, November 15<sup>th</sup> to 17<sup>th</sup>, 2007.
- 2) The AACSB International Conference and Annual Meeting, Tampa FL, April 22<sup>nd</sup> to 24<sup>th</sup>, 2007.
- 3) NEXUS 2006 Supply Chain Conference, Winston-Salem NC, October 12<sup>th</sup> and 13<sup>th</sup>, 2006.

- 4) AACSB International Continuous Improvement Conference, Minneapolis MN, September 17<sup>th</sup> to 19<sup>th</sup>, 2006.
- 5) LEAP Leadership Development Program, Pomona CA, July 12<sup>th</sup> to 15<sup>th</sup>, 2006.
- 6) North Carolina Awards for Excellence Training Workshop, Raleigh NC, December 13<sup>th</sup> and 14<sup>th</sup>, 2005.
- 7) Southern Conference Meeting of Academic Representatives, Spartanburg SC, November 7<sup>th</sup> and 8<sup>th</sup>, 2004.
- 8) Southern Conference Meeting of Academic Representatives, Elon University, October 26<sup>th</sup> and 27<sup>th</sup>, 2003.
- 9) Academic Integrity Conference, Charlottesville, VA, October 4<sup>th</sup> to 6<sup>th</sup>, 2002.
- 10) SAP Users Group Meeting, Charlottesville, VA, March 29<sup>th</sup>, 2000.
- 11) SAP Users Group Meeting, Greensboro, NC, September 22<sup>nd</sup>, 1999.
- 12) Fedex Quality Forum, Winston-Salem, NC, March 31<sup>st</sup>, 1999.
- 13) SAP Users Group Meeting, Novartis, Greensboro, NC, February 17<sup>th</sup>, 1999.
- 14) Conference on International Negotiation, Fuqua School of Business, Duke University, October 15<sup>th</sup> to 18<sup>th</sup>, 1998.
- 15) Workshop on "Diversity", Bryan School of Business and Economics, UNCG, May 18<sup>th</sup> to 21<sup>st</sup>, 1998.
- 16) Symposium on "Future of Quality Management: Challenges and Opportunities", University of Notre Dame, Notre Dame, IN, September 26<sup>th</sup>, 1997.
- 17) North Carolina Leadership Award Senior Examiner Training Workshop at Raleigh, NC, May 11<sup>th</sup>, 1998.
- 18) Carolina Colloquy Summer Conference, Institute of College and University Teaching, Raleigh, NC, July 24<sup>th</sup> and 25<sup>th</sup>, 1997.
- 19) Five-week workshop on "Spanish for Business Travelers", UNCG, Greensboro, NC, April-May, 1997.
- 20) Faculty Development in International Business Mexico Program, Texas A&M University, College Station, TX, May 14<sup>th</sup> to 24<sup>th</sup>, 1996. This included visits to several companies and universities in Mexico.
- 21) North Carolina Awards for Excellence Training Workshop, January 22<sup>nd</sup>, 2004.
- 22) North Carolina Leadership Award Examiner Training Workshop at Research Triangle Park, NC, March 25<sup>th</sup> and 26<sup>th</sup>, 1996. Attended subsequent refresher sessions in 1997, 1998, and 1999.
- 23) Workshop on "Distance Education" at UNCG, Greensboro, NC, February 6<sup>th</sup> to 27<sup>th</sup>, 1996.
- 24) Seminar on "Using Cases and Case Discussion in College Teaching", Department of Curriculum and Instruction, School of Education, UNCG, Greensboro, NC, February 8<sup>th</sup>, 1996.
- 25) International Business Faculty Workshop, Bryan School of Business and Economics, UNCG, Greensboro, NC, May 15<sup>th</sup> to 19<sup>th</sup>, 1995.
- 26) Workshop on Total Quality Management at Baltimore, MD in June 1994.
- 27) New Faculty Seminar on Excellence in Teaching organized by the North Carolina Center for the Advancement of Teaching at Cullowhee, NC in May-June 1994.
- 28) Workshop on International Technology and Operations Management at Baltimore, MD in May 1994.
- 29) New Faculty Consortium of the Decision Sciences Institute at San Francisco, CA in November, 1992.
- 30) Jonah Course of the Goldratt Institute at New Haven in July 1992.

- 31) First Annual Members' Conference of the Connecticut Quality Council at Cromwell, CT in November, 1991.
- 32) Teaching Manufacturing Strategy Conference at Chapel Hill, NC in July, 1991.
- 33) The Xerox Quality Forum at Boston, MA in March, 1991.
- 34) Doctoral Student Consortium of the Decision Sciences Institute at New Orleans, LA in November 1989.
- 35) POM Doctoral Consortium of the Academy of Management at Washington, DC in August, 1989.

## **RESEARCH GRANTS RECEIVED**

- 1) \$500 Kohler Grant, The University of North Carolina at Greensboro, 2004.
- 2) \$5,000 Regular Faculty Grant, The University of North Carolina at Greensboro, 2001.
- 3) \$1,000 Kohler Grant, The University of North Carolina at Greensboro, 2001.
- 4) \$7,500 Faculty Enhancement Grant, Bryan School of Business and Economics, 2000.
- 5) Co-researcher, \$5,000 APICS Educational and Research Foundation Grant, E-Commerce, 2000.
- 6) Co-researcher, \$25,500 Case Development Grant, Business Measurement Case Development and Research Program, KPMG, 2000.
- 7) \$500 Kohler Grant, The University of North Carolina at Greensboro, 1999.
- 8) \$5,000 Research Grant from VF Services, Inc., 1999.
- 9) \$5,000 Faculty Enhancement Grant, Bryan School of Business and Economics, 1999.
- 10) \$4,500 Faculty Development Grant, Bryan School of Business and Economics, 1998.
- 11) \$2,500 Faculty Development Grant, Bryan School of Business and Economics, 1997.
- 12) \$2,500 New Faculty Grant from the University of North Carolina at Greensboro, 1993-1994.
- 13) \$48,900 Annual Goldratt Educational Grant for teaching and conducting research in the area of Theory of Constraints, 1992.
- 14) Co-investigator, \$20,000 Grant from United Technologies-Hamilton Standard, 1992-1993.
- 15) \$2,800 Research Grant from the Barney School of Business and Public Administration, Summer, 1991.

## **PROFESSIONAL ACTIVITIES**

- 1) Member, Board of Examiners, Malcolm Baldrige National Quality Award, 2006.
- 2) President, The University of North Carolina at Greensboro Chapter of Beta Gamma Sigma, 2002-2008.
- 3) Member, Program Committee, 16<sup>th</sup> Annual Conference of the Production and Operations Management Society (POMS), Chicago, Illinois, April 29<sup>th</sup> to May 2<sup>nd</sup>, 2005.
- 4) Member, The Program Committee, 2<sup>nd</sup> World Conference on POM, Cancun, Mexico, April 30<sup>th</sup> – May 3<sup>rd</sup>, 2004.
- 5) Associate and Feature Editor for POM Education, POMS Chronicle, 2003-present.
- 6) Member, Editorial Review Board, Quality Management Journal, 2007-To present.
- 7) Member, Editorial Review Board, Production and Operations Management, 2000-2003.
- 8) Member, Programs and Meetings Committee, Decision Sciences Institute, 2002-2004.

- 9) Member, Strategic Planning for International Affairs Committee, Decision Sciences Institute, 1999-2001.
- 10) Member, Doctoral Student Affairs Committee, Decision Sciences Institute, 1995-1999.
- 11) Senior Examiner, North Carolina Awards for Excellence, 2004, 2005, 2006, and 2007.
- 12) Senior Examiner, North Carolina Performance Excellence Process, 1999.
- 13) Senior Examiner, North Carolina Leadership Award, 1998.
- 14) Examiner, North Carolina Leadership Award, 1996 and 1997.
- 15) Judge, North Carolina Team Excellence Awards, 1997.
- 16) Trainer, North Carolina Awards for Excellence Training Workshop, December 13-14, 2005.
- 17) Trainer, North Carolina Awards for Excellence Training Workshop, January 22<sup>nd</sup>, 2004.
- 18) Chair, Nominations Committee, Society of Manufacturing Engineers Central Piedmont Chapter 304, 1996.
- 19) Vice-Chairman, Mission #1, Society of Manufacturing Engineers Central Piedmont Chapter 304, 1995.
- 20) Technical Programs Officer, Society of Manufacturing Engineers Central Piedmont Chapter 304, 1994.
- 21) Member, Program Committee, Triad Chapter, North Carolina World Trade Association, 1995-1997.
- 22) Member, Program Committee for the 1995 North Carolina Quality Conference.
- 23) Chair, International/Global Operations Track, Annual Meeting of the Production and Operations Management Society held in Dallas, TX, May 4-7, 2007.
- 24) Chair, International/Global Operations Track, Annual Meeting of the Production and Operations Management Society held in Boston, MA, April 28-May 1, 2006.
- 25) Chair, Global Operations Track, Annual Meeting of the Production and Operations Management Society held in Savannah, GA, April 4-7, 2003.
- 26) Chair, Total Quality Management Track, Annual Meeting of the Southeast Decision Sciences Institute, 2001.
- 27) Co-Chair, Teaching Manufacturing Strategy Workshop, Annual Meeting of the Decision Sciences Institute, 1992.
- 28) Panelist, Discussion on Corporate Performance Metrics and Systems, APICS Piedmont Chapter Meeting, April 12<sup>th</sup>, 2004.
- 29) Panelist, Discussion on the Development, Evolution, and Future of Quality Awards, Annual Meeting of the Decision Sciences Institute, 2000.
- 30) Panelist, Discussion on Life After Tenure, New Faculty Consortium, Annual Meeting of the Decision Sciences Institute, 2000.
- 31) External Reviewer, Promotion and Tenure of Candidate, Department of Management, University of Hartford, 2004.
- 32) External Examiner of Doctoral Dissertation, Bharathiar University (India), 2006.
- 33) Reviewer, Decision, Risk, & Management Science Program of the National Science Foundation, 1994.
- 34) Reviewer, Transformation to Quality Organizations Program of the National Science Foundation, 1998.
- 35) Reviewer, Doctoral Dissertation Competition, Production and Operations Management Society, 1995.
- 36) Reader, Fund for Improvement of Post Secondary Education, U. S. Department of Education, 2000.

- 37) Chair, Curricular Issues Session CI14-T3, Annual Meeting of the Decision Sciences Institute, 1996.
- 38) Chair, Innovative Education Session IE12-T2, Annual Meeting of the Decision Sciences Institute, 1996.
- 39) Chair, Service Quality at the Annual Meeting of the Decision Sciences Institute, 1995.
- 40) Chair, Session on Six Sigma, Quality Track at the Annual Meeting of the Decision Sciences Institute, 2002.
- 41) Chair, and Panelist for a Panel Discussion on Expert Systems in Service Operations at the 1993 Annual Meeting of the Decision Sciences Institute.
- 42) Chair, Shop Floor Control, the 3rd Annual Meeting of the Production and Operations Management Society, 1992.
- 43) Co-Chair, Teaching Manufacturing Strategy Workshop held at the 1992 Annual Meeting of the Decision Sciences Institute, 1992.
- 44) Chair, and Panelist for a Panel Discussion on Operations Management in Small Businesses held at the 2nd Annual Meeting of the Production and Operations Management Society, 1991.
- 45) Reviewer, Case Research Journal, 2005-To present.
- 46) Reviewer, Computers & Industrial Engineering, 1993-1996.
- 47) Reviewer, Decision Sciences, 1990-Present.
- 48) Reviewer, Special Issue on "E-Business and Supply Chain Management", Decision Sciences, 2002.
- 49) Reviewer, European Journal of Operational Research, 2001.
- 50) Reviewer, Industrial Management & Data Systems, 1994.
- 51) Reviewer, International Journal of Production Research, 2003.
- 52) Reviewer, Journal of Operations Management, 1999-Present.
- 53) Reviewer, OMEGA, The International Journal of Management Science, 1994-2000.
- 54) Reviewer, Production and Inventory Management Journal, 1991.
- 55) Reviewer, Production and Operations Management, 1994-2006.
- 56) Reviewer, Special Issue on "Teaching POM: Visions, Topics, and Pedagogies", Production and Operations Management Journal, 1996.
- 57) Reviewer, Annual Meeting of the North American Case Research Association, 2005.
- 58) Reviewer, International Management/ Information Technology/Innovation Track, Southern Management Association Meeting, 2004.
- 59) Reviewer, Second Annual Global Information Technology Management World Conference, Dallas, TX, June 10-12, 2001.
- 60) Reviewer, POM/Manufacturing Track, the Southeast Decision Sciences Institute Meeting, 1995.
- 61) Reviewer, POM/Manufacturing Track, the Annual Meetings of the Decision Sciences Institute, 1991, 1994-1996, 2000, and 2001.
- 62) Reviewer, Supply Chain Management Track, the Annual Meeting of the Decision Sciences Institute, 2003.
- 63) Reviewer, Quality and Productivity Track, the Annual Meeting of the Decision Sciences Institute, 1999 and 2002.
- 64) Reviewer, Service Operations Management Track, the Annual Meetings of the Decision Sciences Institute, 1993, 1996-1997, 1999, and 2005.
- 65) Reviewer, Service Track, the Northeast Decision Sciences Institute Meeting, 1992.
- 66) Reviewer, Production/Operations Management, R&D, Technology, Innovation, and Research Methods Track, the Southern Management Association Annual Meeting, 1990.

- 67) Reviewer, International Decision Sciences Institute Conference in Athens, Greece, 1999.
- 68) Reviewer, Academy of Management Meeting, 1997.
- 69) Discussant, Innovative Education Track, the Annual Meeting of the Decision Sciences Institute, 1995.
- 70) Discussant, Innovative Education Track, the Annual Meeting of the Decision Sciences Institute, 1995.
- 71) Discussant, POM/Manufacturing Track, the Annual Meetings of the Decision Sciences Institute, 1991, 1993-1996, 1999, and 2000.
- 72) Discussant, Quality and Productivity Track, the Annual Meetings of the Decision Sciences Institute, 1995 and 1999.
- 73) Discussant, Service Operations Management Track, the Annual Meetings of the Decision Sciences Institute, 1993, 1996, and 1999.
- 74) Facilitator, Case Discussion on “Yaraby in India”, Integrated Learning Experience 4 (Age of Asia), The Fuqua School of Business, Duke University, March 18, 1998.
- 75) Academic Jonah, The Goldratt Institute, 1992.
- 76) Campus Representative, Decision Sciences Institute, 1992-1993.

## **VOLUNTARY SERVICE**

- 1) Coach, Middle School Mathematics and Math Counts, The Academy at Lincoln (2005-2008).
- 2) Member, School Based Leadership Team, The Academy at Lincoln (2005-2006).
- 3) Member, School Planning and Management Team, Aycock Middle School (2004-2005).
- 4) Coach, Middle School Mathematics and Math Counts, Aycock Middle School (2004-2005).
- 5) Member, School Leadership Team, Brooks Global Studies Extended Year Magnet School (2000-2003).
- 6) Soccer Coach, Under-8 Mustangs Team, Greensboro Youth Soccer Association (2003-2004).
- 7) Assistant Soccer Coach, Under-7 Mustangs Team, Greensboro Youth Soccer Association (2002-2003).
- 8) Soccer Coach, Under-6 Mustangs Team, Greensboro Youth Soccer Association (2001-2002).
- 9) Soccer Coach, Under-5 Mustangs Team, Greensboro Youth Soccer Association (2000-2001).
- 10) President, India Association of Greensboro, (1994-1995).
- 11) Treasurer, Hindu Society of North Carolina (North Central Region, Greensboro), (1996 and 1997).
- 12) Member, Board of Directors, Hindu Society of North Carolina (North Central Region), (1995-1996 and 1997-1998).
- 13) President, Doctoral Fellows, College of Business Administration, Georgia State University (1989-1990).
- 14) President, Andhra University Chemical Engineering Students Association (1979-1980).

**PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS**

- 1) American Production and Inventory Control Society.
- 2) American Society for Quality.
- 3) Decision Sciences Institute.
- 4) Production and Operations Management Society.

**REFERENCES**

Available upon request.