Moutaz Khouja
Business Information Systems and Operations Management Department
The Belk College of Business
The University of North Carolina at Charlotte
Charlotte, NC 28213
Ph. H: (704) 548-0551, O: (704) 687-7653, C: (704) 724-2069
E-mail: mjkhouja@uncc.edu

EDUCATION

Kent State University	1991	Ph.D. in Production/Operations Management
University of Toledo	1986	Master of Business Administration
University of Toledo	1984	B.S. in Mechanical Engineering

PROFESSIONAL EXPERIENCE

UNC Charlotte, 7/2009-present, Professor of Operations Management
UNC Charlotte, 7/2004-6/2009, Professor and Department Chairperson of BISOM
UNC Charlotte, 7/2002-6/2004, Associate Professor and Chairperson of BISOM
UNC Charlotte, 7/1996-7/2002, Associate Professor of Operations Management
UNC Charlotte,, 7/1991-6/1996, Assistant Professor of Operations Management
Shippensburg University of Pennsylvania, 1990-1991, Visiting Assistant Professor
Kent State University, 1986-1990, Teaching Fellow

RESEARCH

REFEREED JOURNAL PUBLICATIONS
1. Khouja, M., Park, S., Cai, G. (2010) Channel selection and pricing in the presence of retail- captive consumers. Accepted in the *International Journal of Production Economics.*
2. Khouja, M. and J. Zhou. (2010). The effect of delayed incentives on supply chain profits and consumer surplus. *Production and Operations Management*, 19(2), 172-197.
3. Khouja, M., Rajagopalan, H., and Sharer, E. (2010). Coordination and incentives in a supplier–retailer rental information goods supply chain. *International Journal of Production Economics,* 123(2), 279-289.
4. Khouja, M. and Rajagopalan, H., (2009). Can piracy lead to higher prices in the music and motion picture industries? *Journal of the Operational Research Society*, 60(3), 372-383.
5. Khouja, M. and Stylianou, A. (2009). A (Q,R) inventory model with a drop-shipping option for ebusiness. *Omega,* 37(4), 896-908.
6. Blankley, A., Khouja, M., and Wiggins, C. (2008). An investigation into the effect of full-scale supply chain management software adoptions on inventory balances and turns. *Journal Business Logistics*, 29 (1), 201-223
7. Khouja, M., Vergara, F. (2008) Single-Period Inventory Model with Delayed Incentive Model for Selling Excess Inventory. International Transactions in Operational Research. 15 (3), 359-379.

8. Khouja, M., Hadzikadic, M., Zaffar, A. (2008). An Agent Based Modelling Approach for Determining Optimal Price Rebate Schemes. *Simulation Modelling Practice and Theory*, 16 (1), 111-126.

9. Khouja, M., and Goyal, S. (2008). A Review of the joint replenishment problem literature: 1989-2005. *European Journal of Operational Research*, 186, pp. 1-16.

10. Khouja, M., and Smith, M. A. (2008). Optimal pricing for products with pirating and loss of interest. *The European Journal of Operational Research,* 176(1), 482-497.

11. Khouja, M., Robbins, S., Rajagopalan, H. (2008). Optimal Pricing and Delayed Incentives in a Heterogeneous Consumer Market. *Journal of Revenue and Pricing Management*, 7 (1), pp. 85-105.

12. Wagner; N., Khouja; M., Michalewicz; Z., McGregor, R. R. (2008). Forecasting economic time series with the DyFor genetic program model. *Applied Financial Economics*, 18, pp. 357-378..

13. Khouja, M., Park, S. (2007) Optimal Pricing of Digital Experience Information Goods Under Piracy. *Journal of Management Information Systems*, 24 (3), 109-141.

14. Khouja, M., Hadzikadic, M., Rajagopalan, H. K., Tsay, L. S. (2007). Applications of agent-based modeling to pricing of reproducible information goods. *Decision Support Systems*, 44 (3), pp. 725-739.

15. Khouja, M., Saydam, C. Vergara, F. E., and Rajagoplan, H. K. (2006). Optimal inventory policy under continuous unit cost decrease and risk of sudden obsolescence. *International Journal of Operations and Quantitative Management*, 12(2), 89-106.

16. Khouja, M. and Goyal, S., (2006). Single item optimal lot sizing under continuous unit cost decrease. The *International Journal of Production Economics,* 102(1), 87-94.

17. Khouja, M. (2006). A joint optimal pricing, rebate value, and lot sizing model. *The European Journal of Operational Research,* 174(2), 706-723.

18. Khouja, M. and Mehrez, A. (2005). A production model for a flexible production system and short selling season. *Journal of Applied Mathematics & Decision Sciences,* 4, 213-223.

19. Khouja, M. (2005). The use of minor setups within production cycles to improve product quality. the *International Transactions in Operational Research,* 12, 403-416.

20. Khouja, M., and Kumar, R. L. (2005). Acquisition of telecommunications bandwidth under economies of scale in size and duration of contracts. *Decision Sciences, 36(1)*, 135-158 .

21. Khouja, M., and Robbins, S. S., (2005). Optimal pricing and quantity of products with two offerings. *The European Journal of Operational Research,* Vol. 163, 530-544.

22. Khouja, M., Park, S., and Saydam, C., (2005). The joint replenishment problem under continuous unit cost change. *The International Journal of Production Research*, Vol. 43, 311-326.

23. Khouja, M., (2005). Joint inventory and technology selection decisions. *OMEGA,* Vol. 33, 47-53.

24. Jensen, M., and Khouja, M., (2004). An optimal polynomial time algorithm for the common cycle economic lot and delivery scheduling problem. *The European Journal of Operational Research,* Vol. 156, 305-311.

25. Khouja, M. and Park, S., (2003). Optimal lot sizing under continuous price decrease *Omega*, Vol. 31, 539-545.

26. Khouja, M., and Robbins, S. S., (2003), Linking advertising and quantity decisions in the single-period inventory model. *International Journal of Production Economics,* Vol. 86, 93-105.

27. Khouja, M., (2003). Synchronization in supply chains: Implications for design and management. *Journal of the Operational Research Society*, Vol. 54, 984-994.

28. Aytug, H., Khouja, M., and Vergara, F. B., (2003) A review of the use of genetic algorithms to solve production and operations management problems. *The International Journal of Production Research,* Vol. 41, 3955-4009.

29. Khouja, M. (2003). Optimizing inventory decisions in a multi-stage multi-customer supply chain. *Transportation Research Part E: Logistics and Transportation Review*, Vol. 39, 193-207.

30. Khouja, M. (2003). The impact of quality considerations on material flow in two-stage inventory system. *The International Journal of Production Research*, 41, 1533-1547.

31. Vergara, B. F., Khouja, M., and Michalewicz, M., (2003). An evolutionary algorithm for optimizing material flow in supply chains. *Computers and Industrial Engineering*, Vol. 43, 407-421.

32. Khouja, M., and Kumar, R., (2002). Information technology investments and volume flexibility in production systems. *The International Journal of Production Research,* 40, 205-221.

33. Melcher, A., Khouja, M., and Booth, D. (2002). Toward a theory of production systems. *Business Process Management Journal*, 8, 53-79.

34. Khouja, M, (2001). An inventory model for evaluating drop shipping option for E-commerce retailers. *Computers and Industrial Engineering,* 41, 109-126.

35. Khouja, M., (2001). The effect of large order quantities on expected profit in the single-period model. *The International Journal of Production Economics,* 72, 227-235.

36. Khouja, M. (2000). The economic lot and delivery scheduling problem: Common cycle, rework and variable production rate case. *IIE Transactions*, *32*, 715-725.

37. Khouja, M., Michalewicz, M., and Satoskar, S., (2000). A comparison between genetic algorithms and the RAND method for solving the joint replenishment problem. *Production Planning and Control, 11*, 556-564.

38. Khouja, M., (2000). Optimal ordering, discounting, and pricing in the single-period problem. *The International Journal of Production Economics, 65*, 201-216.

39. Khouja, M., Booth, D. E., Suh, M., and Mahaney Jr., J. K., (2000). Statistical procedures for task assignment and robot selection in assembly cells. *The International Journal of Computer Integrated Manufacturing, 13,* 95-106.

40. Khouja, M., (1999) "A note on 'Deliberately Slowing Down Output in a Family Production Context'. *The International Journal of Production Research*, 37, 4067-4077.

41. Khouja, M., (1999). A supply chain inventory model with rework cost and variable unit production times. *Management Science and Regional Development, 1 (2),* 3-24.

42. Khouja, M., and Kumar, R., (1999). The use of options model for robot selection and replacement in a dynamic environment. *International Journal of Production Research*, 37, 1243-1257.

43. Khouja, M., (1999). The single period (news-vendor) inventory problem: A literature review and suggestions for future research. *Omega, 27,* 537-553.

44. Khouja, M., and Mehrez, A., (1998). A note on the effect of inventory costs on product quality levels. *Production Planning and Control, 9,* 723-726.

45. Khouja, M. and Lamb, R., (1998). Optimal transaction size under transaction cost with economies of scale. *International Transactions in Operational Research,* 6, 245-261.
46. Khouja, M., and Shelnutt, J. W., and Wilmot, M. (1998). A simulation model for evaluating investments in climate control in manufacturing facilities. *Journal of Integrated Manufacturing Systems, 9,* 182-192.
47. Khouja, M., Michalewicz, M., and Wilmot, M. (1998). The use of genetic algorithms to solve the economic lot size scheduling problem. *European Journal of Operational Research, 110,* 509-524.
48. Khouja, M., (1998). An aggregate production planning framework for the evaluation of volume flexibility. *Production Planning and Control, 9*, 127-137.
49. Khouja, M., Michalewicz, M., and Vijayaragavan, P., (1998). Evolutionary algorithm for economic lot and delivery scheduling problem. *Fundamenta Informaticae*, *35*, 113-123.
50. Khouja, M., (1997). The scheduling of economic lot sizes on volume flexible production systems. *The International Journal of Production Economics, 48,* 73-86.
51. Stylianou, T., Kumar, R. and Khouja, M. (1997). Total quality management-based systems development process. *Data Base*, *28*, 59-71.
52. Khouja, M., (1996). A Note on the newsboy problem with an emergency supply option. *Journal of the Operational Research Society, 47,* 1530-1534.
53. Khouja, M., (1996). The newsboy problem with progressive retailer discounts and supplier quantity discounts. *Decision Sciences, 27,* 589-599.
54. Khouja, M., Mehrez, A., and Rabinowitz, G., (1996). A two-item newsboy problem with substitutability. *The International Journal of Production Economics, 44*, 267-275.
55. Khouja, M., and Mehrez, A., (1996). Optimal inventory policy under different supplier credit policies. *Journal of Manufacturing Systems, 15,* 334-339.
56. Khouja, M. and Mehrez, A., (1996). A multi-product constrained newsboy problem with progressive multiple discounts. *Computers and Industrial Engineering, 30,* 95-101.
57. Khouja, M., Rabinowitz, G., and Mehrez, A. (1995). Optimal robot operation and selection using quality and output trade-off. *The International Journal of Advanced Manufacturing Technology, 10,* 342-355.
58. Khouja, M. (1995). The newsboy problem under progressive multiple discounts. *The European Journal of Operational Research, 83,* 606-614.
59. Khouja, M., (1995). The economic production lot size model under volume flexibility. *Computers and Operations Research, 22,* 515-523.
60. Khouja, M. (1995). The use of data envelopment analysis for technology selection. *Computers and Industrial Engineering, 28,* 123-132.
61. Khouja, M. and Conrad, R. (1995). Balancing the assignment of customer groups among employees: zero-one goal programming and heuristic approaches. *The International Journal of Operations and Production Management, 15,* 76-85.
62. Khouja, M., and Booth, D. E. (1995). A fuzzy clustering procedure for the evaluation and selection of industrial robots. *SME Journal of Manufacturing Systems, 14*, 244-251.
63. Khouja, M. and Offodile, F., (1994). The industrial robots selection problem: A literature review and future directions. *IIE Transactions 26*(4), 50-61.
64. Khouja, M. and Mehrez, A., (1994). Economic production lot size model with variable production rate and imperfect quality. *Journal of the Operational Research Society, 45,* 1405-1417.

65. Khouja, M., Mehrez, A., and Rabinowitz, G. (1994). A nonlinear model for capacity allocation and throughput determination in cellular manufacturing systems. *Engineering Optimization, 23*, 125-139.
66. Khouja, M., Choe, K., and Booth, D. (1994). Robust regression based discriminant analysis and the classification of students. *Industrial Mathematics, 44(2)* 71-78.
67. Booth, D. E., Khouja, M., and Hu, M. (1992). A robust multivariate procedure for evaluation and selection of industrial robots. *The International Journal of Operations and Production Management, 12*, 15-24.
68. Mehrez, A., Brown, R. J., and Khouja, M. (1992). Aggregate efficiency measures and Simpson's paradox. *Contemporary Accounting Research, 9*, 329-342.
69. Khouja, M., and Booth, D. (1991). A decision model for the industrial robot selection problem using robust regression. *Decision Sciences, 22*, 656-662.
70. Mehrez, A., Myers, B., and Khouja, M. (1991). Quality and inventory issues within the newsboy problem. *Computers and Operations Research, 18*, 397-410.
71. Melcher, A., Acar, W., DuMont, P., and Khouja, M. (1990). Standard maintaining and continuous improvement systems: experiences and comparisons. *Interfaces, 20*, 24-40.

PAPERS UNDER REVIEW

Khouja, M., Wang, Y. The impact of digital channel distribution on the experience goods industry. *European Journal of Operational Research*.

Jeong, B., Zhao, K., Khouja, M. Conceptualization and measurement of consumer piracy risk: The case of illegal music downloads. *Decision Support Systems*.

Zhou, J., Pan, J., Khouja, M. Analysis of free gift card program effectiveness. *Marketing Science*.

SELECTED PAPERS IN PROCEEDINGS:

Khouja, M. (1997) "A Single-Item Economic Lot Scheduling Problem With Rework," Proceedings of the 28th National Decision Sciences Institute meeting, San Diego, pp. 1373-1374.

Khouja, M., and Kumar, R. (1997) "The Use Of Options Theory For Robot Selection," Proceedings of the 28th National Decision Sciences Institute meeting, San Diego, pp. 1317-1319.

Shelnutt, W., Buch, K., Khouja, M., and Stylianou, A., "Fostering Continuous Quality Improvement (CQI) in a Regional Comprehensive University," Proceedings: 1995 Southeast Decision Sciences Institute Annual Meeting; Wilmington, NC, 1995, pp. 332-334.

Khouja, M., and Booth, D. E., "A Fuzzy Clustering Procedure for the Evaluation of Robots," Proceedings: 1994 Decision Sciences Institute Annual Meeting; Honolulu, Hawaii, 1994, pp. 1838-1840.

Khouja, M., and Booth, D. "Robust Regression and the Industrial Robot Selection Problem," Proceedings: 1990 Decision Sciences Institute Annual Meeting; San Diego, CA, 1990, pp. 202-204.

Melcher, A., Acar, W., Khouja, M., and DuMont, P. "Standard Maintaining and Continuous Improvement Systems," Proceedings of the 1989 Conference on Manufacturing Management in the Nineties, University of Toledo, Toledo, Ohio, 1989, pp. 276-290.

SELECTED PRESENTATIONS

"Satisficing Objectives in a Supply Chain: Push, Pull, and Advance-Purchase Contracts" with X. He. Presented at the INFORMS 2009 national meeting, San Deigo, CA.

"The impact of Piracy and Supply Chain Contracts on Digital music Channel Coordination" with B. Jeong and K. Zhao. Presented at the INFORMS 2009 national meeting, San Diego, CA.

"The effect of gift card sales on the optimal order and discount of seasonal goods" with J. Zhou and J. Pan. Presented at the INFORMS 2009 National Meeting, San Diego, CA.

"If You Spend $50, We Will Give You $10 gfit card, the Use of Gift Cards to Increase Retailer's Profit" with J. Zhou and J. Pan. Presented at the INFORMS 2008 National Conference, Washington, D.C..

"A Game Theoretic Approach for the Evaluation of Delayed Incentives in Supply Chains" with Zhou, J.. Presented at the 2007 INFORMS 2007 annual meeting,   Seattle, WA.

"Incentives and Unbundling in a Decentralized Infromation Goods Industry" with Wang, Y. Presented at the 2007 INFORMS 2007 annual meeting.   Seattle, WA.

"The Economic Lot and Delivery Scheduling Problem: Common Cycle, Rework and Variable Production Rate Case," presented at the April 1998 INFORMS meeting in Montreal, Canada.

"The Use of Genetic Algorithms to Solve the Economic Lot Size Scheduling Problem," with Z. Michalewicz, and M. Wilmot, presented at the April 1998 INFORMS meeting in Montreal, Canada.

"The Use Of Options Theory For Robot Selection," with R. Kumar, Presented at the National meeting of the Decision Sciences Institute in San Diego, November, 1997.

"A Single-Item Economic Lot Scheduling Problem With Rework," Presented at the National meeting of the Decision Sciences Institute in San Diego, November, 1997.

"An Aggregate Production Planning Framework for the Evaluation of Volume Flexibility," Presented at the National meeting of the Decision Sciences Institute in Orlando, November, 1996.

"Discounting in the Single-Period Inventory Problem," presented at the South East Decision Sciences Institute Meeting, Charleston, SC, February 1996.

"A Fuzzy Clustering Procedure for the Evaluation of Robots," with D. Booth, the Annual Meeting of the Decision Sciences Institute, Honolulu, Hawaii, November, 1994.

"Integrating Total Quality Management Concepts Into The Systems Development Process" with Ram Kumar and Tony Stylianou. Presented at the National meeting of the Decision Sciences Institute in Hawaii, November, 1994.

"Industrial Robot Selection Using a Robust Multivariate Procedure," with D. Booth, the Annual Meeting of the Decision Sciences Institute, Miami, FL, November, 1991.

"Optimal Robot Operation and Selection Using Quality and Output Trade-off," with G. Rabinowitz and A. Mehrez, the National Conference of the Production and Operations Management Society, New York, NY, October, 1991.

"Robust Regression and the Industrial Robot Selection Problem," with D. Booth, the Annual Meeting of the Decision Sciences Institute, San Diego, CA, November, 1990.

"Achieving Continuous Improvement," with A. Acar, the Annual Meeting of the Decision Sciences Institute, New Orleans, LA, November, 1989.

GRANTS and CONTRACTS

"ACSES: Actionable Capability for Social and Economic Systems" Oak Ridge National Laboratory and DARPA with M. Hadzikadic, J. Whitmeyer, C. and B. Ribarsky, 2007-2008, $268,000.

"The Evaluation of Drop Shipping Option for E-Commerce Retailers," UNC Charlotte Faculty Research Grant, Summer 2001, $3000.

"Synchronization in Supply Chains: Implications for Design and Management," Childress Klein Research Award, 2000, $5000.

"Ordering, Discounting, and Pricing in the Single-Period Problem," BarclaysAmerican Research Award, 1998, $4500.

"Toward a Contingency Theory of Production Systems," UNC Charlotte Faculty Research Grant, Summer 1996, $2,850.

"The Economics of Temperature and Humidity Control," Caterpillar Inc. with Robert Hocken and J. William Shelnutt, 1994-1995, $122,500.

"The Generalized Newsboy Problem," Wachovia Research Fellowship, 1995, $7500.

"The Scheduling of Economic Lot Sizes on Volume Flexible Production Systems," UNC Charlotte Faculty Research Grant, Summer 1994, $2,850.

"A Nonlinear Model for Capacity Allocation and Throughput Determination in Cellular Manufacturing Systems," UNC Charlotte Research Grant, Summer 1993, $2,850

"Models for Optimal Robot Operation and Selection," UNC Charlotte Faculty Research Grant, Summer 1992, $2,850.

AWARDS

Belk College of Business Outstanding Research Award, 1997.
Grays Bookstore Outstanding Teacher Award, 1999.

TEACHING

COURSES TAUGHT (AT UNC CHARLOTTE)
UNDERGRADUATE
OPER 3100 Operations Management
OPER 3201 Advanced Operations Management
OPER 3204 Management of Service Operations
OPER 3800 Directed Study in Current Topics in Operations Management

GRADUATE
MBAD 6100 Business Research and Management Decision Making
MBAD 6141 Production and Operations Management
EMBAD 6143 Operations Management (Executive MBA program in Taiwan)

PhD THESIS SUPERVISION:

  Olsen, A. L. An evolutionary algorithm for the joint replenishment problem. Defended in Spring 2002. Co-Chair of Committee.

  Wagner, N. A genetic programming approach to time series forecasting. Defended in Spring 2005. Co-Chair of Committee.

  Darden, S. L. Consumer behavioral issues and demand Modeling in e-Commerce. Defended Spring 2004. Committee Member.

  Vergara, F. Optimal purchasing strategy for bandwidth: A buyer's perspective. Proposal defended in Spring 2005. Committee Chair.

  Lewis, R. Mining emotions in a non-tagged music database. Defended Spring 2008. Committee Member.

GRADUATE SCHOOL APPOINTED MEMBER: 3 PhD Dissertations.

MASTER THESIS SUPERVISION:

- Wilmot, Michael J. "Solving the Economic Lot Size Scheduling Problem Using Genetic Algorithms," Department of Computer Science, May 1996.
- Vijayaragavan, Poorani, "Evolutionary Algorithms for Solving the Economic Lot Size Delivery and Scheduling Problem," Department of Computer Science, December 1997.
- Satoskar, S. "A Comparison Between Analytical Methods and Evolutionary Algorithms for Solving the Joint Replenishment Problem," Department of Computer Science, 1998.

CURRICULUM ACTIVITIES

- Developed an outline of six courses that can be used for an MBA major or concentration in Operations Management at the request of the MBA advisory committee.
- Developed, with the help of the Operations Management Faculty, the Industrial and Operations Management major brochure.
- Developed the MBAD-6142 Manufacturing and Quality Management Course Proposal for the MBA Program.
- Served on the Course and Curriculum Committee for 1995-96. This committee redesigned the IOM and the MIS majors during the academic year.

CONTINUING EDUCATION

"Operations Management – Delivering Value to the Customer," Seminar delivered two times as part of the Mid-Management Certificate Program in 2002 and 2003 .

"Productivity and Quality Improvement Through Operations Management," Seminar delivered as part of the Food Lion Accountants CPE Program in 1997.

"Service Operations: Applications to Medical Care," Seminar delivered as part of The Business of Medicine Program in July and August, 1995 at the UNCC Uptown Center.

"Predictive Maintenance: An Overview," Seminar prepared with Ram Kumar during the Fall of 1995 in cooperation with the Polymer Extension Program to be delivered in the future.

"Problem Solving and Continuous Improvement" Seminar delivered multiple times in the Lowe's Executive Education program.

SERVICE

DEPARTMENT

- Chairperson of Personnel Committee 1997-99
- Advisor to all OM majors 1996-present
- Coordinator with Career Center for OM CO-OPS and internships 1997-present
- Coordinator and Grader for OPER 3200 credit by exam with the MBA office 1995-1999
- Personnel Committee 1992-1993, 1996-1997, 2000-July 2002
- Course and Curriculum Committee 1991-July 2002.
- Assessment Committee 1998-present.
- Faculty Advisor for the Industrial Engineering/Production and Operations Management Student Club, August 1993-July 2001:
    ◊ Provided many business leads to the University Career Center for co-op programs.
    ◊ Provided a contact between Operations Management students and business professionals to help students secure jobs.
    ◊ Helped in coordinating and providing speakers for POM/IE interest meetings.
    ◊ Organized and lead students on plant tours of manufacturing facilities.
    ◊ Reviewed students' resumes.

COLLEGE
- Search Committee for Management Department Chair 2004-2006
- Search Committee for Associate Dean for Graduate Programs and Research 2003-2004.
- PhD in Business Planning Committee August 2003-present.
- Faculty Representative to the Executive Committee July 2001-July 2002 .
- Member, Nominations Committee 1997-99
- Member, Planning Committee 1997-99
- Chairperson of the Nominations Committee 1996-1997
- Student Development Team, summer 1994-1995. This team's mission was to improve the college retention rate by studying and improving processes such as advising and transfer procedures in the College of Business. The team met every three weeks on average. Recommendations were made to the Dean during February 1995.

UNIVERSITY

- Member, Search Committee for Chief Information Officer, 2007.
- Member, Ph.D. in Business Planning Committee, 2003-2004.
- Member, College Assessment Committee, 2002-2004.
- Engineering Management Masters Program Committee (Permission to establish), 1997. This committee is charged with designing the permission to establish application to be approved by the general administration.
- Engineering Management Masters Program Committee (Permission to plan), 1997. Served as the co-chair of the curriculum subcommittee. This committee required weekly meeting of one hour in addition to a considerable amount of time for preparation. The result is a permission to plan document that was approved by the general administration.
- Faculty Council, 1993-1994 and 1994-1995.
- Quality Improvement Steering Committee (QISC), September 1993-1995. This committee coordinates and facilitates the continuous quality improvement (CQI) efforts at the university level. I have been part of the following committee activities
  ◊ Biweekly meetings to monitor and facilitate the CQI efforts of various university administrative units.
  ◊ Training sessions at UNC Charlotte administrative units on the different aspects of CQI.
- Advisory board for the Carolinas Institute for Process Innovation (CIPI). During the summer of 1994, I provided the following:
  ◊ Help in planning the Institute.
  ◊ Help in launching initial advisory board meeting.
- Non-compensated Instructor for student athletes' special study sessions, 1992.
- Participated in the Cameron Applied Research Center planning retreat, March 13, 1996.

COMMUNITY

- Non-compensated participant in the IBM/UNCC retreat, summer 1993. The ultimate goal is to form an industry/university partnership that would be of benefit to both. Many meetings with IBM managers have followed with the goal of developing some funded projects with UNCC. Due to budgetary constraints, the progress has been limited.
- Board member of the Charlotte Chapter of the American Production and Inventory Control Society (APICS) 1993-1995. This organization has been active in supporting UNCC students in the MIS/OM department through different means such as sponsoring paper competitions, providing speakers, and providing facilities for plant tours. As part of serving on the board I:
  ◊ Attended monthly board meetings to plan and coordinate the activities of the Chapter.
  ◊ Attended monthly Chapter meetings.

PROFESSION

I review for several journals. The total number of papers I review per year averages more than 10.
- Reviewer for *Management Science*

- Reviewer for the *Journal of Operations Management*
- Reviewer for *Communications of the ACM*
- Reviewer for *Computers and Industrial Engineering*
- Reviewer for *The European Journal of Operational Research*
- Reviewer for *OMEGA, The International Journal of Management Science*
- Reviewer for *The International Journal of Production Economics*
- Reviewer for *Journal of the Operational Research Society*
- Reviewer for *Annals of Operations Research*
- Reviewer for *International Journal of Operations and Quantitative Management*
- Reviewer for *IIE Transactions*
- Reviewer *IEEE Transactions on Robotics and Automation*
- Reviewer *Journal of Manufacturing Systems*
- Reviewer *The Encyclopedia of Production and Manufacturing Management*

BOOK REVIEWS

- A Primer of Multivariate Statistics, West Publishing Company.

PROFESSIONAL AND HONORARY AFFILIATION
- Decision Sciences Institute (DSI)
- American Production and Inventory Control Society (APICS)
- Beta Gamma Sigma - a national honorary business society