

S. THOMAS FOSTER, JR

Department Chairman and Donald L. Stabeli Professor of Business Management

Department of Business Management

Marriott School of Management

Brigham Young University

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EXPERIENCE

January 2016 – Present

Editor, Quality Management Journal

July 2005 – Present

Department Chair in Business Management (July 2014 – Present; I have raised over \$3.5 million as a department chair, the Global Supply Chain area was ranked #6 by Gartner under my leadership), Area Leader in Global Supply Chain Management (January 2006 – June 2014); Professor of Global Supply Chain Management (August 2008 – Present); Associate Professor of Business Management (July, 2005 – July, 2008), Brigham Young University

August 1993 to July 2005

Chairman, Department of Networking, Operations, and Information Systems; (July 2003 – July 2005) Professor of Operations Management (May 2001 to July 2005); Associate Professor (May 1998 to May 2001); Assistant Professor (August 1993 – May 1998), Boise State University

August 2000 to May 2001

Visiting Associate Professor of Operations Management, Penn State University

August 1989 to August 1993

Research and Teaching Assistant, University of Missouri-Columbia.

August 1988 - August 1989

Instructor of Quantitative Analysis; Rockhurst University, Kansas City, Missouri.

April 1986 - August 1988

Operations Analyst; Dodson Insurance Group.

April 1984 - April 1986

Administrative Services Analyst; Shell Oil Co.

EDUCATION

- Ph.D. University of Missouri-Columbia, May 1993
Major: Production and Operations Management
Minors: Industrial Engineering and Management Information Systems
- MBA University of Missouri-Kansas City, 1988
Emphasis: Quantitative Analysis
- BS Brigham Young University, 1984
Major: Operations and Systems Analysis

JOURNAL ARTICLES

- Foster, S.T., Jr., "Revisiting the Future of Quality Management Research," *The Quality Management Journal*. Volume 26, Number 1, pages 65-67.
- Evans, J.R., Foster S.T. Jr., and Linderman, K., "A Content analysis of Research in Quality Management and a Proposed Agenda for Future Research," *The Quality Management Journal*. Volume 21, Issue 2, 2014, pages 17-44.
- Evans, J.R., Foster, S.T. Jr., and Guo, Z., "A Retrospective View of Research in the Quality Management Journal: A Keyword and Thematic Analysis," *The Quality Management Journal*, Volume 20, Number 1, 2013, pages 37-47.
- Foster, S.T. Jr., "Furthering the Study of Global Supply Chain Quality Management," *The Quality Management Journal*, Volume 18, Number 2, 2011, pages 7-10.
- Foster, S.T. Jr., "Rethinking Outsourcing: Emerging Quality Issues," *Strategic Innovators (India)*, Volume 1, Issue 3, September 2011, 26-29
- Foster, S.T. Jr., Wallin, C., and Ogden, J., "Towards a Better Understanding of Supply Chain Quality Management Practices," *International Journal of Production Research*, Volume 49, Number 8, April 2011, pages 2285 – 2300.
- Ogden, J., Wallin, C., and Foster, S.T., Jr., "On Baldrige Core Values and Commitment to Quality," *Quality Management Journal*, Volume 17, Number 3, July 2010, pages 21 – 34.
- Foster, S.T., Jr. and Ogden, J., "On Differences in How Operations and Supply Chain Managers Approach Quality Management," *International Journal of Production Research*, Volume 46, Issue 24, 2008, pages 6945-6961.

Foster, S.T., Jr, "Towards an Understanding of Supply Chain Quality Management," *Journal of Operations Management*, Volume 26, Number 4, 2008, pages 461-467.

Foster, S.T., Jr., "Does Six Sigma Improve Performance?" *Quality Management Journal*, Volume 14, Number 4, 2007, pages 7 – 20.

Foster, S. T., Jr., "Quality Survival Guide: Leadership for Quality," *Quality Progress*, Volume 40, Number 6, 2007, pages 34-35.

Foster, S.T., Jr., "One Size Does Not Fit All: Understanding the Contingency Perspective on Quality Management" *Quality Progress*, Volume 39, Number 7, 2006, pages 54-61.

Foster, S.T., Jr., "On Horizontal Deployment of Quality Approaches within a Firm," *International Journal of Services and Operations Management*, Volume 2, Number 2, 2006, pages 168-177.

Howard, L.W., Foster, S.T. Jr., and Shannon, P.W. "Leadership, Perceived Team Climate and Process Improvement in Municipal Government," *International Journal of Quality and Reliability Management*, Volume 22, Number 8, 2005, pages 769-795.

Foster, S.T. Jr. "FreeQuality: Using Service Learning to Motivate Student Learning," *Decision Sciences Journal of Innovative Education*, Volume 2, Number 1, Spring 2004, pages 51-58.

Foster, S. T., Jr. "FreeQuality: Towards Content-Specific Service," *Decision Line*, Volume 34, Number 1, 2003, pages 12-13.

Foster, S. T., Jr., "Services Versus Manufacturing: The Quality Conundrum," *Competitive Advantage*, Volume 12, Number 1, 2003, pages 1-7.

Foster, S.T. Jr., Shannon, P., and Howard, L. "The Role of Quality Tools in Improving Satisfaction with Government," *Quality Management Journal*, Volume 9, Issue 3, 2002, pages 20-31; Reprinted in *Quality Control and Applied Statistics* 48(5), 533-536, 2003.

Foster, S.T. Jr., and Gallup, L. "On Functional Differences and Quality Understanding," *Benchmarking: An International Journal*, Volume 9, Number 1, 2002, pages 86-102.

Kissinger, B., and Foster, S.T. Jr., "Expect the Unexpected: Enterprise information system at a state water resource department improves process, quality, and customer service," *Quality Progress*, Volume 34, Number 10, 2001, pages 49-55.

Adam, E.E. Jr. and Foster, S.T. Jr. "Quality Improvement Approach and Performance: Multi-Site Analysis within a Firm," *Journal of Quality Management*, Volume 5, Number 1, 2001, pages 1-16.

Foster, S.T. Jr., Sampson, S.E., and Dunn, S.C., "The Impact of Customer Contact on Environmental Initiatives in Services Firms," *International Journal of Operations and Production Management*, Volume 20, Issue 2, 2000, pages 187-203.

Foster, S.T. Jr. and Franz, C.R. "User Involvement during Information Systems Development: A Comparison of User and Analyst Perceptions of Systems Quality," *The Journal of Engineering and Technology Management: Jet-M*, Volume 16, 1999, pages 329-348.

Barringer, B., Foster, S.T. Jr., and Macy, G., "The Role of Quality in Export Firm Success," the *Quality Management Journal*, Volume 6, Issue 4, 1999, pages 55-70.

Howard, L., and Foster, S.T. Jr., "The Influence of Human Resource Practices on Empowerment and Employee Perceptions of Management Commitment to Quality," *The Journal of Quality Management*, Volume 4, Number 1, 1999, pages 5-22.

Foster, S.T. Jr. "The Ups and Downs of Customer-Driven Quality: How to use strategic quality planning to anticipate customer needs," *Quality Progress*, Volume 31, Number 10, October 1998, pages 67-72.

Foster, S.T. Jr., and Franz, C.R. "On the Differences between Information Systems' Users and Analysts: Managing Perceptions of Systems Quality." *Journal of Quality Management*, Volume 3, Number 1, 1998, pages 63-77.

DeLurgio, S., Foster, S.T. Jr. and Dickerson, G. "Utilizing Simulation to Develop Economic Sampling Plans for Integrated Circuit Manufacturing." *International Journal of Production Research: The research journal of the Institution of Manufacturing Engineers*, Volume 35, Number 1, 1997, pages 137-155.

Foster, S.T. Jr., and Huizinga, M. "Lot Size Reduction in Services." *Quality Engineering*, Volume 10, Number 2, 1997, pages 343-346.

Foster, S.T. Jr. and Adam, E.E. Jr. "Examining The Impact of Speed of Quality Improvement on Quality-Related Costs," *Decision Sciences*, Volume 27, Number 4, 1996, pages 623 - 646; reprinted in *Quality Control and Applied Statistics*, 42, 301-302, 1997.

Viano, R. and Foster, S.T. Jr. "Using Quality Management to Improve Customer Responsiveness at the IRS," *The Production and Inventory Management Journal*, Volume 37, Number 2, 1996, pages 37-43.

Foster, S.T. Jr. "An Examination of the Relationship Between Conformance and Quality-Related Costs." *The International Journal of Quality and Reliability Management*, Volume 13, Number 4, 1996, pages 50-63.

Foster, S.T. Jr. and Franz, C.R. "Assessing Process Reengineering Impacts through Baselineing," *Benchmarking for Quality Management and Technology*, Volume 2, Number 3, 1995, pages 4-19.

Foster, S.T. Jr. "Automating Business Process Reengineering," *Quality Progress*, Volume 27, Number 12, 1994, pages 135 - 136.

Foster, S.T. Jr. "Managing for Quality and Survival: A Journey Towards Excellence," *Quality*

Progress, Volume 27, Number 3, 1994, pages 173-176.

Foster, S.T. Jr. "Designing and Initiating a Taguchi Experiment in a Services Setting," *Operations Management Review*, Volume 9, Number 3, 1993, pages 37 - 50.

Franz, L.S. and Foster, S.T. Jr. "Utilizing a Knowledge Based Decision Support System as Quality Management Consultant," *International Journal of Production Research: The research journal of the Institution of Manufacturing Engineers*, Volume 30, Number 9, 1992, pages 2159 - 2171.

OTHER CURRENT PROJECTS

Foster, S.T., and McQueen, G., "Quality Cataclysms."

Sampson, S., Detienne, K., and Foster, S.T., Jr., Aggregate Quality Management Paper

BOOKS, CHAPTERS, AND PUBLISHED CONTRIBUTIONS TO TEACHING

Foster, S.T., Jr., Sampson, S.E., Wallin, C., and Webb, G.S., *Managing Supply Chain and Operations*. Pearson/Prentice-Hall, Upper Saddle River, NJ, 2016, 2018.

Foster, S.T., Jr., *Managing Quality: Integrating the Supply Chain 5th ed.* Prentice-Hall, Upper Saddle River, NJ, 2001, 2004, 2007, 2010, 2013, 2017 (2nd leading selling quality management text in the world).

Foster, S.T., Jr., *Certified Purchasing Manager Study Guide: Quality Section*. Institute for Supply Management, Tempe AZ, 2008, pages 201 – 237 of volume 2.

DeLurgio, S. and Foster, S.T. Jr. "North-South Airlines Case and Teaching Note," chapter, Latona, J., Render, B., Wohl, R. and Nathan, J., *Cases and Readings in Production and Operations Management*. Boston MA, Allyn Bacon, 1994, pages 127-140.

DeLurgio, S. and Foster, S.T. Jr. "Chapter 11: Regression and Decomposition Methods," DeLurgio, S. and Bhame C., *Forecasting Systems for Operations Management*. Homewood IL, Business One/Irwin, 1991, pages 259 - 310.

PROCEEDINGS AND PRESENTATIONS

Foster S.T., and Webb, S. A New Model for Supply Chain and Operations: Our Story. Euroma Conference, Budapest Hungary, June 2018.

Foster, S.T. Jr., Research in Quality Management: A summary and Future. Keynote Address, 7th International Conference on Lean and six Sigma, Dubai UAE, 2018

Foster, S.T., A New Model for Operations and Supply Chain, European Decision Sciences Institute, Granada, Spain, May 2017.

Foster, S.T., and Wallin, C., "Implementing a Model for Supply Chain and Operations Management, Decision Sciences Institute National Conference Workshop," Austin TX, November 2016.

Foster, S.T., "A Model for Supply Chain and Operations," European Decision Sciences Institute, Helsinki FI, May 2016.

Foster, S.T., "Managing Supply Chain and Operations," Webinar for Pearson Publishing, March 2015.

Foster, S.T., "Towards an Integrated Model for Supply Chain and Operations," Proceedings of the Production and Operations Management Society, Washington DC, May 2015.

Foster, S.T., "How to Improve Performance Through a Supply Chain Quality Management Perspective as COO." Webinar (podcast) for the Financial Times ExecSense (London), January 2015.

Foster, S.T., Sampson, S., Wallin, C., and Webb, S., "Towards a Model for Teaching Supply Chain and Operations Management," Proceedings for Decision Sciences Institute National Conference, Tampa FL, November 2014.

Foster, S.T., "Using Work Breakdown Structures for Entrepreneurs." Prague College, Prague, Czech Republic, May 2014.

Foster, S.T., "Supply Chain Quality." Proceedings of the Decision Sciences Institute National Conference, Baltimore, MD, November 2013.

Foster, S.T., Evans, J.R., and Linderman, K., "A Content Analysis of Quality Management Research," Proceedings of the International Conference of Production Research, Iguacu Falls Brazil, July 2013.

Foster, S.T. Jr., "Managing Organizational Change." Institute for Supply Chain Management, Salt Lake, March 2013.

Foster, S.T. Jr., "Ten Keys to Reenergizing Quality," TACE Vocational Rehabilitation Program Evaluation and Quality Assurance Annual Summit, September 2011, Tampa, FL.

Foster, S.T. Jr., "Understanding Supply Chain Quality Management," Utah American Society for Quality Annual Meeting, June, 2011, Salt Lake City, UT.

Foster, S.T. Jr., "What We Know About Supply Chain Quality Management", ISM Provo Meeting, September, 2010, Provo, UT.

Evans, J., and Foster, S.T. Jr., "Quality Management Research: Recent Trends and Future Opportunities", NE Decision Sciences Institute, March 2010, Alexandria VA.

Foster, S.T. Jr. "Contingency Theoretic Quality Management Research," Panel on Contingency Theoretic Research, Production and Operations Society Nation Meeting, May

2010, Vancouver, BC.

Foster, S.T. Jr. "Teaching Quality Management Using a Contingency Approach," Panel on Teaching Quality Management, Production and Operations Society National Meeting, May 2009, Orlando, FL.

Wallin, C., Fawcett, S. Allred, C., Foster, S.T. Jr., and Mangum, G. "A Longitudinal Study of the Antecedents and Performance Outcomes of Integration Intensity," Decision Sciences International Conference, 2009, Nancy, France.

Ogden, J., and Foster, S.T., Jr. "Supply Chain Quality, ISM North American Research and Teaching Symposium, March 2008, Tempe, AZ.

Foster, S.T., Jr. "Supply Chain Quality Management," Presented at the Chinese University of Hong Kong, June, 2008.

Foster, S.T., Jr. "What is Supply Chain Quality Management?" Panel on the Future of Research in Quality Management, Production and Operations Management Society National Meeting, June 2007, Dallas, TX.

Foster, S.T. Jr., "How Quality Approaches Affect Performance," Proceedings of the 11th International Conference on Productivity and Quality Research, December 2005, Delhi, India.

Foster, S.T. Jr., "Does One Size Fit All?" Understanding Organizational Context and the Contingency Approach to Quality," Presented to the BYU Supply Chain Management Advisory Board, September 9, 2005.

Foster, S.T. Jr., "FreeQuality: A web-based resource for the quality professional," the *Proceedings of the 2002 National Conference of the Decision Sciences Institute*, San Diego, CA, pages (winner of the 2002 DSI Innovative Education Award).

Foster, S.T. Jr., Shannon, P., and Howard, L. "The Role of Quality Tools in Improving Satisfaction with Government," the *Proceedings of the 2000 National Conference of the Decision Sciences Institute*, Orlando FL, pages 1357-1359.

Howard, L, Foster, S.T. Jr., and Shannon, P.W., "Team Climate and Teamwork in Government: The Power of Embedded Leadership," 2000 International Workshop on Teamworking IV, Netherlands, September 2000.

Foster, S.T. Jr., Sampson, S.E., and Dunn, S.C., "Environmental Responsibility of Service Firms: Managerial Perceptions," 1999 DSI National Conference: New Orleans, LA, Volume 3, pages 1319-1321.

Foster, S.T. Jr., "The Effect of Functional Differences on Quality Understanding," accepted for the 1999 DSI International Conference: Athens, Greece, pages 1806-1808.

Barringer, B., Foster, S.T. Jr., and Macy, G., "International Quality Management," Proceedings

of the 1998 National Conference of the Decision Sciences Institute, Las Vegas, NE, Volume 3, pages 1687-1689.

Foster, S.T., Jr., "Adapting the Baldrige Criteria to A State Quality Award," Presented at the 1998 National Conference of the Decision Sciences Institute, Las Vegas, NE, Volume 3, page 1746.

Foster, S. T., Jr., "Using the Baldrige Criteria to Assess your Quality," ASQC/IQA Regional Quality Conference, Boise, ID, 1998, pp. 65-76.

Howard, L., and Foster, S.T., Jr. "The Influence of Human Resources Practices on Empowerment and Employee Perceptions of Management Commitment to Quality," *Proceedings of the 1997 Decision Sciences Institute National Conference*, Volume 3, pages 1670 - 1672.

Barringer, B., Foster, S.T. Jr., and Macy, G. "An Empirical Study of Quality and Export Firm Success." *Proceedings of the 1997 Decision Sciences Institute International Conference, Sydney, Australia*, pages 533-535.

Adam, E.E. Jr. and Foster, S.T. Jr. "Understanding Organizational Quality Context From A Contingency Perspective." *Proceedings of the 1996 National Conference of the Decision Sciences Institute*, Volume 3, pages 1745-1747.

Foster, S.T. Jr. "Using Forced-Choice to Plan Strategically Driven Quality." *Proceedings of the 1996 Western Decision Sciences Conference*, pages 320 - 322.

Viano, R. and Foster, S.T. Jr. "Quality Improvement at the Internal Revenue Service." *Proceedings of the 1995 National Conference of the Decision Sciences Institute*, Volume 3, pages 113 - 115.

Foster, S.T. Jr. and Fry, P. "Trouble in Paradise: Quality Improvement at Paradise Mart." *Proceedings of the 1995 National Conference of the Decision Sciences Institute*, Volume 2, pages 1626 - 1628.

Foster, S.T. Jr., Dickerson, G. and DeLurgio, S. "Developing Economic Sampling Plans for Destructive Testing Environments Using Simulation," *Proceedings of the 1994 National Conference of the Decision Sciences Institute*, Volume 3, pages 1971 - 1973.

Foster, S.T. Jr. "The Pitfalls of Reactive Quality Management: A Case for Strategic Quality Management," *Proceedings of the 1994 National Conference of the Decision Sciences Institute*, Volume 3, pages 2088 - 2090.

Foster, S.T. Jr. and Adam, E.E. Jr. "Quality Based Learning: An Empirical Study," *1994 Proceedings of the American Society for Quality Control Western Regional Conference*, pages 66 - 68.

Foster, S.T. Jr. and Adam, E.E. Jr. "An Empirical Examination of Fine Quality Based Learning Effects," *1993 Proceedings of the National Conference of the Decision Sciences Institute*,

District of Columbia, Volume 3, November 1993, pages 1890-1892.

Foster, S.T. Jr. "Assessing the Applicability of the Taguchi Method of Quality Improvement to Financial Services," *1993 Proceedings of the National Conference of the Decision Sciences Institute*, District of Columbia, Volume 3, November 1993, page 1780.

Foster, S.T. Jr. and Adam, E.E. Jr. "An Examination of Speed of Quality Improvement Impacts on Quality Costs and Conformance," *1992 Proceedings of the National Conference of the Decision Sciences Institute*, San Francisco CA, Volume 3, November 1992, page 1589.

Franz, L.S. and Foster, S.T. Jr. "Implementing Total Quality Management Using a Knowledge Based Consultant," *1991 Proceedings of the National Conference of the Decision Sciences Institute*, Miami Beach FL, Volume 2, November 1991, pages 629 - 631.

Foster, S.T. Jr. and Franz, C.R. "Implementing an Automated Procurement Management System: A Longitudinal Assessment of Organizational Performance Impacts," *1991 Proceedings of the National Conference of the Decision Sciences Institute*, Miami Beach FL, Volume 3, November 1991, pages 1270 - 1272.

Foster, S.T. Jr. and Franz, C.R. "User Involvement in Systems Development: An Analysis of the Effects of Perceived Differences on Systems Success," *1990 Proceedings of the National Conference of the Decision Sciences Institute*, Las Vegas NE, Volume 2, November 1990, pages 1128 - 1130.

DeLurgio, S. and Foster, S.T. Jr. "North-South Airlines: Case and Teaching Note," presented to the 1988 Decision Sciences Institute National Case Writers Workshop, Las Vegas NV, November 1988.

PROFESSIONAL ACTIVITIES

2016 – Present: Editor, Quality Management Journal

2015: Evaluator for Fulbright Scholar Application (Romania)

2013 - Present: Decision Sciences Institute Programs and Meetings Committee

2010 - 2013: Board of Overseers, Malcolm Baldrige National Quality Award

Editorial Advisory Board: Quality Management Journal

Editorial Review Board: Journal of Operations Management

Editorial Review Board: Decision Sciences

2013: Advisory Committee 14th International Conference on Productivity and Quality Research (ICPQR), Guatemala City.

2010: Reviewer for University of Houston Grants to Enhance and Advance Research (Gear) proposals

2011, 2010: Technical Program Committee: International Conference on ERP & SCM

2009, 2010: Review Board: Research Grants Council, Hong Kong

2009: University of Minnesota Carlson School, Juran Institute for Quality Fellowship Program Reviewer

2009, 2010, 2011, 2012: International Organizing Committee: International Conference on Operations and Supply Chain Management, Wuhan and Chong Qing China

Guest Editor: Quality Management Journal Special Issue on Research in Supplier

Development and Global Supply Chain Quality
Guest Editor: Journal of Operations Management Special Issue on Supply Chain Quality
2008, Member International Advisory Board, International Congress on Pervasive
Computing and Management
2006, 2008, Member DSI Publications Committee
2006, Nominee, Vice President-At Large, Decision Sciences Institute
1995, 1999, 2007, 2008 Judge: DSI Elwood Buffa Doctoral Dissertation Competition
2005, 2006 Production and Operations Management Track Chair-Western Decision
Sciences Institute
2005 Chair, Decision Sciences Institute Innovative Education Committee
2004 Chair-Elect, Decision Sciences Institute Innovative Education Committee
2004 Chair, Decision Sciences Institute Alpha Iota Delta Liaison Committee
2004 Senior Researcher, Dagstuhl (Germany) Seminar on Testing for Computer Systems
2004 Delegate, European International Business Association Congress
2003 Member, Decision Sciences Institute Alpha Iota Delta Liaison Committee
2002 Reviewer Internet Encyclopedia
2000, 2001, 2003, 2004 Member, Decision Sciences Institute Instructional Competition
Committee
1999 Advisory Board: North Central Association of Colleges and Universities, Academic
Quality Improvement Project.
1998 Decision Sciences Institute National Conference, P/OM Manufacturing Track Chair
1996, 1997 Boards of Examiners, Malcolm Baldrige National Quality Award,
National Institute of Standards and Technology, US Department of Commerce
1997 Executive Director, Idaho Quality Award
1997- 2003: Board of Trustees and Board of Directors - Idaho Quality Award
Past Editorial Review Board: Benchmarking: An International Journal
Past Member Editorial Review Board: The Quality Observer: Journal of the International
Customer Satisfaction Society
Ad Hoc Reviewer: Management Science, Production and Operations Management, IEEE
Transactions on Engineering Management, International Journal of Quality and
Reliability Management, California Management Review, International Journal of
Production Research, Production and Inventory Management Journal, International
Journal of Operations and Production Management, Journal of Business Logistics,
International Journal of Integrated Supply Management, DSI National Conference,
NACRA Conference, International Journal of Business and Systems Research, African
Journal of Business Management
Book Proposal Reviewer: American Society for Quality, Southwestern, Wiley, McGraw-
Hill/Irwin, Prentice-Hall
1996, 1998, 1999, 2000 Judge: Idaho Quality Award
Board of Directors: Idaho Total Quality Institute
Board of Directors: APICS Treasure Valley Chapter
1996 Western Decision Sciences Session Chair
1995, 1996, 1997, 1999, 2000, 2001 DSI National Conference Session Chair
1994 DSI New Faculty Consortium attendee
1992 Discussion Panelist: DSI National Graduate Student Workshop
1991 DSI Doctoral Student Consortium attendee
1990 DSI Graduate Student Workshop attendee
Member: Informs, DSI, APICS, ASQ (senior), POMS, Academy of Management, Idaho Quality

Award, Literati Club, Round Table Group

COMMITTEES AND INSTITUTIONAL SERVICE

Brigham Young University

2012: New Faculty Mentor (John Gardner, Simon Greathead)
2014: Director Global Study Abroad Program
2013: Director: Asia Study Abroad Program
2009 - present: Advisor MBA GSCM Student Association
2008 - present: Departmental Promotion and Status Committee
2006 - present: MBA Curriculum Committee
2006 - present: Area Leader, Global Supply Chain Management
2009, 2010, 2011: Coach, Walton graduate student case competition
2007, 2009, 2010, 2012, 2013: Undergraduate Admissions Committee
2005, 2010 Co-advisor Supply Chain Management Student Association
2007 New Faculty Mentor (Cynthia Wallin)

Boise State University

2004 - 2005 Chairman, Dean's Search Committee
2004 Elected Department Chairman
2002-2003 MBA Committee
2003 Dean Evaluation Committee
1993-2005 APICS student group advisor
 2004 APICS Gold Circle Award winning chapter
 2003 APICS Silver Circle Award winning chapter
 1997 APICS Silver Circle Award winning chapter
 1996 APICS Bronze Circle Award winning chapter
 1995 BSU Outstanding New Student Organization Award
 1994 Received National Charter
1995-2004 Operations Management Internship Coordinator
1999-2000 COBE Twin Falls Committee
1998-1999 Chair, University Faculty Development Committee.
1996-1999 BSU Faculty Development Committee
1995-1996 BSU Foundation Research Awards Committee Member
1995-1996 College of Business Strategic Planning Workgroup
1994-1995 College of Business Admissions Workgroup
1994-1995 College of Business Promotion and Tenure Committee
1993-1994 College of Business Alumni and Student Relations Team
1993-1994 College of Business Quality Team
1993-1995 POM/CIS Advisory Board
1993-1995 Advisory Committee on Publicizing Majors

HONORS AND AWARDS

2013 Marriott School Outstanding Scholar
2012 Named Donald L. Staheli Professor of Global Supply Chain Management
2011 Identified as BYU *Exemplar* Senior Faculty Member
2009 Management Department Outstanding Researcher, BYU
2008 Named Ford Motor Company Fellow of Quality Management
2007 ASQ Senior Member

2005, 2006, 2007, 2008, 2009, 2010 Marriott School Research Grants
2005 APICS Service Recognition
2004 BSU Langroise Research Grant Recipient
2003 Listed in Who's Who in Business Higher Education
2002 Member – Decision Sciences Institute Hall of Fame
2002 Winner Decision Sciences Institute *Innovative Instruction Award*
2002 Inducted into Alpha Iota Delta - Honorary Chapter
2002 BSU COBE Research Associate Grant
2002 – present: Listed in Who's Who in the World
2002, 2004, 2005 BSU Outstanding Graduate Faculty Designee
2001 – present: Listed in Who's Who in America
2000 Associated Students of BSU Outstanding Faculty Award
2001 BSU COBE Research Associate Grant
2000 Appointed Round Table Group Scholar
2000 BSU Nominee University Regents Scholar Research Award
2000 BSU Competitive Research Grant – Course release
1997 Anbar Citation of Excellence for Research of the Highest Quality
1997 BSU Competitive Personal Development Grant
1997 APICS Certificate of Recognition
1997 Listed in National Who's Who in Executives and Professionals
1996 Listed in Strathmore's Who's Who
1994-1995 BSU Research Grant - Fall and Spring semesters
1994 BSU Research Grant - Spring semester
1994, 1995, 1999, 2000, 2001, 2002, 2003, 2004 BSU College of Business Summer
Research Grant (program was discontinued 96-98)
1992-1993 UMC Competitive Doctoral Travel Fellowship
1991-1992 UMC Outstanding Graduate Student Teaching Award
1988 Beta Gamma Sigma – University of Missouri-Kansas City

OUTREACH SERVICE

Jewel Kade Company
OC Tanner
Hyundai Corporation
BYU Continuing Education
Partener S.A. (Romania)
Micron Corporation
Motive Power (Former MK Rail)
Eaton/Cutler-Hammer
H.J.Heinz Company
RTS Enabling Technologies Inc.
Hewlett-Packard Corporation
Idaho Department of Water Resources
United States Department of Energy
Healthwise, Inc.
St. Luke's Regional Medical Center
City of Boise, ID
BSU CMD Quality Certificate Program – Baldrige Course
BSU CMD Course – Six Sigma
APICS Certification Course: Basics of Supply Chain Management
Idaho Quality Award – 1997 Executive Director
Ada Planning Association
Mercy Medical Center
BSU CMD Program for Mgmt. Development
BSU CMD Micro MBA Program
Trus Joist Macmillan
Boise Cascade Corporation
Simplot Corporation
QWEST (Former US West Corporation)
Eljer/Selkirk Metalbestos Company
Idaho State Supreme Court
Idaho State School and Hospital