**SAMAR K. MUKHOPADHYAY**

Sheldon B. Lubar School of Business

University of Wisconsin-Milwaukee

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**Formal Education**

 **Ph.D**. The University of Texas at Austin, 1991.

 School of Business Administration, Management Department.

 Major: Operations Management.

 Minor: Management Information Systems.

 Title of doctoral dissertation: “Essays on Quality.”

 **M.S.** Cranfield Institute of Technology, England, 1976.

 Major: Mechanical Engineering.

 **B.S.** The University of Calcutta, India, 1968.

 Major: Mechanical Engineering.

**Positions Held**

**Academic Positions**

Visiting Professor, Sheldon B. Lubar School of Business, University of Wisconsin- Milwaukee, Production and Operations Management, January 2017-present.

Professor, GSB, SKK University, Seoul, South Korea, August 2009 – December, 2016.

Associate Dean of Academics, SKK GSB, Jan 2012-July 2012.

Associate Professor, GSB (in Collaboration with MIT-Sloan), SKK University, Seoul, South Korea, Aug, 2007- Aug, 2009.

International Faculty Fellow, MIT Sloan School of Management, January 2009-June 2009.

Associate Professor, Sheldon B. Lubar School of Business, University of Wisconsin Milwaukee, Production and Operations Management, August 1996 to August 2007.

Assistant Professor, Sheldon B. Lubar School of Business, University of Wisconsin Milwaukee, Production and Operations Management, August 1990-August 1996.

Assistant Instructor, Department of Management, University of Texas at Austin. 1986‑1990.

Visiting Faculty, China Europe International Business School, Shanghai, June-July 2005.

Visiting Associate Professor, Department of Industrial Engineering and Engineering Management, Hong Kong University of Science and Technology, January-May 2003.

**Professional/Industry Positions**

 Engineer, Saudi Consolidated Electric Company, Saudi Arabia. In charge of a power station, generation and distribution of electric power and maintenance of equipment. 1981‑1984.

Manager (Production) and Design Engineer, Hindustan Aeronautics Limited, India. Design and performance analysis of aircraft and aeroengine components, managing the production functions of the prototype manufacturing shop. 1969‑1981.

**Scholastic Honors, Awards and Fellowships**

* Featured as one of the top 100 (at No. 60) authors in 26 years of Operations Management research (Shang, Saladin, Fry and Donohue, *IJPR*, 53(20), 2015).
* Featured in a special issue on best professors in Korea of a well-regarded Korean publication – Electronic Mail - “Sung Kyun Kwan University Professor Samar Mukhopadhyay -Decision Sciences: Grafting Management theories with real-life situations”, published on April 20, 2011.
* Winner of Distinguished Paper Award in Supply Chain Management, DSI Annual Conference, New Orleans, 2009.
* Research Excellence Award for 2007, GSB, SKK University.
* Best Paper Award for 2000, *IIE Transactions.* Presented at an Awards Ceremony held in Dallas, May 21, 2001.
* Research Award of the School of Business Administration, University of Wisconsin-Milwaukee, 1997 given for outstanding Research Contributions for the year.
* Gold Star Teaching award, Sheldon B. Lubar School of Business, 2006 and 2009.
* Preemptive Fellowship, University of Texas at Austin, 1985‑1986, awarded in consideration of outstanding entering GPA and GMAT test score (of 750).
* Society of British Aerospace Companies' Award for Outstanding Performance in the School of Mechanical Engineering, Cranfield Institute of Technology, UK, 1976.
* Invited Membership of Phi Kappa Phi (National Honor Society for Outstanding Overall Academic Performance across fields).
* Invited Membership of Omega Rho (National Honorary Operations Research Society).
* National Scholarship, Government of India, 1962‑1968.
* Merit Scholarship, Bengal Engineering College, India, 1963‑1968.

**RESEARCH**

**Research Interests**

 Supply Chain Management

 Reverse Logistics

 New Product Development

 Strategic management of quality

**Articles Published in Refereed Journals**

1. S. K. Mukhopadhyay, and G. Ye, “Effect of CSR On Product Differentiation In the Presence of Cost Advantage,” *Journal of Economic and Social Development*, Vol. 4, No. 1, pp 15-26, 2017.
2. Xiao, S., S. Ma, G. Li and S. K. Mukhopadhyay, "European Option Pricing with a Fast Fourier Transform Algorithm for Big Data Analysis", *IEEE Transactions on Industrial Informatics*. Vol 12, No. 3, pp 1219-1231, 2016.
3. S. K. Mukhopadhyay and Huafan Ma, “Remanufacturing Decisions with Uncertain Demand and Product Return Yield”, *International Journal of Revenue Management*. Forthcoming, Vol 8, Issue 3-4, pp 274-298, 2015.
4. Li G., Guan, X. and S. K. Mukhopadhyay, “The impact of decision timing on the suppliers' interactions: simultaneous moves vs. sequential moves”, *Journal of the Operational Research Society*, Vol 67, Issue 2, pp 248-258, 2016.
5. Zhu, X., S. K. Mukhopadhyay and X. Yue, “Mixed Channels for Apparel Sales”, In *Springer’s Handbook on Analytical Modeling Research in Fashion Business*, Tsan-Ming Choi (Ed.), Springer, 2016, pp 79-100.
6. Wang, M., M. Ma, X. Yue and S. K. Mukhopadhyay, "A Capacitated Firm's Pricing Strategies for Strategic Consumers with Different Search Costs", *Annals of Operations Research*, Vol 240, Issue 2, pp 731-760. 2016.
7. Z. Wang, W. Gao and S. K. Mukhopadhyay,  " [Impact of taxation on international transfer pricing and offshoring decisions](http://scholar.google.com/citations?view_op=view_citation&hl=en&user=8isUK98AAAAJ&cstart=20&citation_for_view=8isUK98AAAAJ:7PzlFSSx8tAC)", A*nnals of Operations Research*, Vol 240, Issue 2, pp 683-707. 2016.
8. S. K. Mukhopadhyay, X. Zhu and G. Ye, “Managing Service Quality in Multiple Outsourcing”, *International Journal of Electronic Commerce*. Vol. 18, No. 3, pp 125-149. 2014.
9. Guangliang Ye and S. K. Mukhopadhyay, “Role of Demand-side Strategy in Quality Competition,” *International Journal of Production Economics*. Vol. 145, No. 2, pp 696-701. 2013.
10. Z. Wang, S. K. Mukhopadhyay, and D, Yao, "Bayesian Pricing Strategy for Information Goods", *International Journal of Operational Research*, Vol. 17, No. 4, pp 399-416. 2013.
11. X. Su and S. K. Mukhopadhyay, “Controlling Power Retailer’s Gray Activities Through Contract Design”, *Production and Operations Management,* Vol. 21, No. 1, pp 145-160. 2012.
12. D. Yao, Z. Wang, S. K. Mukhopadhyay and Y. Cong, "Dynamic Pricing Strategy for Subscription-based Information Goods,” *Journal of Revenue and Pricing Management.* Vol. 11, No. 2, pp 210-224, 2012.
13. X. Zhu, S. K. Mukhopadhyay, and H. Kurata, “A Review of RFID Technology and Its Managerial Applications in Different Industries,” *Journal of Engineering Technology and Management,* Vol. 29, No. 1, pp 152-167, 2012.
14. S. K. Mukhopadhyay and R. Setoputro, “Return Policy in Product Reuse under Uncertainty,” *International Journal of Production Research,* Vol. 49, No. 17 (Sept) pp 5317–5332, 2011.
15. S. K. Mukhopadhyay, X. Zhu and X. Yue, “Value-Added Retailer in a Mixed Channel: Asymmetric Information and Contract Design”, In: “*International Handbooks on Information Systems: Supply Chain Coordination under Uncertainty*,” Tsan Ming Choi and T.C.E. Cheng (Eds), Springer, 2011, 165-188.
16. S. K. Mukhopadhyay and X. Su, “Use of Supply Chain Contract to Motivate Selling Effort”, In: “*International Handbooks on Information Systems: Supply Chain Coordination under Uncertainty*,” Tsan Ming Choi and T.C.E. Cheng (Eds), Springer, 2011, 255-280.
17. S. K. Mukhopadhyay, X. Yue and X. Zhu, “A Stackelberg Model of Pricing of Complementary Goods under Information Asymmetry,” *International Journal of Production Economics*. Vol. 134, No. 2, pp 284-291, 2011.
18. X. Zhu, S. K. Mukhopadhyay and X. Yue, “Role of Forecast Effort on Supply Chain Profitability Under Various Information Sharing Scenarios”, *International Journal of Production Economics*. Vol. 129, No. 2, pp 424-433, 2011.
19. X. Zhu, S. K. Mukhopadhyay and X. Yue, “RFID’s Applications in Quick Response Systems”, In: Springer's “*Handbook on Innovative Quick Response Programs in Logistics & Supply Chain Management*,” Cheng T.C.E. and Tsan Ming Choi (Eds), Springer, pp 265-278, 2010.
20. R. Setaputra and S. K. Mukhopadhyay, “A Framework for Research in Reverse Logistics”, *International Journal of Logistics Systems and Management*, Vol. 7, No. 1, pp 19-55, 2010.
21. S. K. Mukhopadhyay and R. Setoputro, “Role of Demand and Return Quantity Variability on Optimum Policies for Used Product Returns”, In: *Global Interdependence and Decision Sciences*, Chandrasekhar, M and N. Bagchi (Eds.), McMillan, pp 179-184, 2009.
22. S. K. Mukhopadhyay and Huafan Ma, "The role of quality uncertainty in remanufacturing decisions", *International Journal of Business Systems and Research,* Vol. 3, No. 4, pp 387-412, 2009.
23. X. Zhu and S. K. Mukhopadhyay "Optimal Contract Design for Outsourcing: Pricing and Quality Decisions", *International Journal of* *Revenue Management,* Vol. 3, No. 2, pp 197-217, 2009.
24. S. K. Mukhopadhyay and Huafan Ma, “Joint Procurement and Production Decisions in Remanufacturing Under Quality and Demand Uncertainty”, *International Journal of Production Economics,* Vol. 120, No. 1, pp 5-17, 2009.
25. S. K. Mukhopadhyay, X. Su and S. Ghose, “Motivating Retail Marketing Effort: Optimal Contract Design.” *Production and Operations Management,* Vol. 18, No. 2, pp 197-211, 2009.
26. D. Yao, X. Yue, S. K. Mukhopadhyay and Ziping Wang, “Strategic Inventory Deployment for Retail and E-tail Stores,” *Omega: The International Journal of Management Science,* Vol. 37, No. 3, pp 646-658, 2009.
27. S. K. Mukhopadhyay, X. Zhu and X. Yue, "Optimal Contract Design for Mixed Channels under Information Asymmetry", *Production and Operations Management*, Vol. 17, No. 6, pp 641-650, 2008.
28. S. K. Mukhopadhyay, X. Yue and D. Yao, “Information Sharing of Value-adding Retailer in a Mixed Channel Hi-Tech Supply Chain”, *Journal of Business Research*, Vol. 61, Nos. 9, pp 950-958, 2008.
29. D. Yao, H. Kurata and S. K. Mukhopadhyay, “Incentives to Reliable Order Fulfillment for an Internet Drop-Shipping Supply Chain”, *International Journal of Production Economics*, Vol. 113, No. 1, pp 324-334, 2008.
30. S. K. Mukhopadhyay and R. Setoputro, “A Dynamic Model for Optimal Design Quality and Return Policies,” *European Journal of Operational Research*, Vol. 180, pp 1144-1154, 2007.
31. S. K. Mukhopadhyay and R. Setoputro, “Role of 4PL as the Reverse Logistics Integrator: Optimal Pricing and Return Policies,” *International Journal of Physical Distribution and Logistics Management,* Vol. 36, No. 9, pp 716-729, 2006.
32. X. Yue, S. K. Mukhopadhyay and X. Zhu, “A Bertrand Model of Pricing of Complementary Goods under Information Asymmetry”, *Journal of Business Research*, Vol. 59, pp 1182-1192, 2006.
33. S. K. Mukhopadhyay and R. Setoputro, “Optimal Return Policy and Modular Design for Build-to-Order Products,” *Journal of Operations Management*, Vol. 23, No. 5, pp 496-506, 2005.
34. S. K. Mukhopadhyay and R. Setoputro, “Reverse Logistics in e-Business: Optimal Price and Return Policy,” *International Journal of Physical Distribution and Logistics Management*, Vol. 34, No. 1, pp 70-89, 2004.
35. D. N. Mallick and S. K. Mukhopadhyay, "Local Design Vs Global Design: A Strategic Business Choice," *European Journal of Operational Research,* Vol. 131, No. 2, pp 389-399, 2001.
36. P. Kouvelis and S. K. Mukhopadhyay, "Modeling the Design Quality Competition For Durable Products," *IIE Transactions on Operations Engineering,*  Vol. 31, No. 9,. pp 865-880, 1999.
37. Mukhopadhyay, S. K., and A. Gupta, "Interfaces for Resolving Marketing, Manufacturing and Design Conflicts: A Conceptual Framework," *European Journal of Marketing*, Vol. 32, No. 2, 1998.
38. S. K. Mukhopadhyay and P. Kouvelis, "A Differential Game Theoretic Model for Duopolistic Competition On Design Quality," *Operations Research*, Vol. 45, No. 6, 886-893, Nov-Dec 1997.
39. Kouvelis, P., D. N. Mallick and S. K. Mukhopadhyay, "A Control Theory Based Decision Support System For the Coordination of Design, Manufacturing and Marketing Strategies," *Production and Operations Management*, Vol. 6, No. 4, p 373-387, 1997.
40. Szwarc W. and S. K. Mukhopadhyay, "Decomposition of the Single Machine Total Tardiness Problem," *Operations Research Letters*, Vol. 19, No. 5, 243-250, 1997.
41. Szwarc W. and S. K. Mukhopadhyay, "Solution of the Generalized Townsend Single Machine Scheduling Model," *European Journal of Operational Research*, Vol. 91, No. 1, 203-210, 1996.
42. Szwarc W. and S. K. Mukhopadhyay, "Earliness and Tardiness Single Machine Scheduling with Proportional Weights," *Journal of Global Optimization*, Vol. 9, 227-238, 1996.
43. Kouvelis, P. and S. K. Mukhopadhyay, "Competing on Design Quality: A Strategic Planning Approach for Product Quality With the Use of a Control Theoretic Model," *Journal of Operations Management,* Vol. 12, Nos. 3-4, 369-385, 1995.
44. Kouvelis, P. and S. K. Mukhopadhyay, "The Effect of Learning on the Firm's Optimal Design Quality Path," *European Journal of Operational Research*, Vol. 84, No. 2, 235-249, 1995.
45. Szwarc W. and S. K. Mukhopadhyay, "Optimal Timing Schedules in Earliness-Tardiness Single Machine Sequencing," *Naval Research Logistics*. Vol. 42, 1109-1114, 1995.
46. Szwarc W. and S. K. Mukhopadhyay, "Minimizing a Quadratic Cost Function of Waiting Times in Single Machine Scheduling," *Journal of the Operational Research Society*, Vol. 46, No. 6, 753-761, 1995.
47. Mukhopadhyay, S. K., "Optimal Scheduling of Just In Time Purchase Deliveries," *International Journal of Operations and Production Management,* Vol. 15, No. 9, 58-68, 1995.
48. Mukhopadhyay, S. K. and D. Chakraborty, "Optimal Process Variance Under Taguchi Loss," *International Journal of Quality and Reliability Management*. Vol. 12, No. 9, 11-26, 1995.
49. Ghose, S. and S. K. Mukhopadhyay, "Quality as the Interface Between Manufacturing and Marketing: A Conceptual Model and an Empirical Study," *Management International Review*, published in Vol. 33, No. 1, 39-52, 1993.
50. Ghose, S. and S. K. Mukhopadhyay, "Promotional Strategies of Brand Leaders, Challengers and Followers: Similarities, Differences and Their Impacts on Market Share," *Journal of Promotion Management*, Vol. 1, No. 4, 89-101, 1993.
51. Ghose, S. and S. K. Mukhopadhyay, "Market Shares of Stores: Differential Brand Strategy Impacts," *Journal of Marketing Channels*, Vol. 3, No. 2, 41-57, 1993.

**Refereed Proceedings**

1. Mukhopadhyay, S. K. and Ye, G., “Effect of CSR on Product Differentiation in the Presence of Cost Advantage”, *Proceedings of the 17th International Scientific Conference on Economic and Social Development – Warsaw, Poland, 20-21 October 2016,* pp 289-299.
2. Mukhopadhyay, S. K. and Y. Zhang, “[Saleforce Incentives, Market Selection, and Production/Inventory Planning](file:///E%3A%5Cdocs%5C477-6361.pdf)”, *Proceedings of the Decision Sciences Institute* 2010.
3. Zhu, X., Mukhopadhyay, S. K., Yue, X., Ma, H., “How a Supply Chain Exerts Costly Effort to Improve the Quality of Its Forecasting Capability,” *Proceedings of the Decision Sciences Institute* 2010.
4. Mukhopadhyay, S. K. and Ma, H., “Remanufacturing in Decentralized Supply Chains with Uncertain Yield,” *Proceedings of the Decision Sciences Institute* 2008.
5. Mukhopadhyay, S. K. and Ma, H., “An Analysis of Optimal Remanufacturing Policies with Uncertainty in the Quality of Returns,” *Proceedings of the Decision Sciences Institute* 2007.
6. S. K. Mukhopadhyay and X. Su, “Fighting Gray Market with Marketing Effort”, *Proceedings of the Decision Sciences Institute* 2006.
7. S. K. Mukhopadhyay and R. Setoputro, “Return Policy: Optimum strategies,” PICMET conference, July, 2006.
8. S. K. Mukhopadhyay and X. Zhu, “Optimal Contract Design for Mixed Channels under Information Asymmetry” *Proceedings of the Decision Sciences Institute* 2005.
9. Mallick, D., P. Kouvelis, and S. K. Mukhopadhyay, "Local Design Vs Global Design: A Strategic Business Choice," *Proceedings of the Decision Sciences Institute*, Vol. 3, 1994, 1670.
10. Ghose, S. and S. K. Mukhopadhyay, "Impact of Brand Quality, Price and Promotions On Market Share: An American Experience and Its Global Implications," *Proceedings of the International Conference on Global Competitiveness*, New Delhi, January 1992.

**Papers under Review**

1. Licensing from a Newly-entered Competitor: Optimal Contracting Strategy, (with Ye and Xu), *Int. J. of Technology Management*, under third review.
2. “Self-rescue or waiting to be rescued when facing catastrophes? Information-structure coevolutionary analysis in disaster responses” (with Li and Liu), *European J. of Operational Research*, under review.

**Research Work Under Progress**

1. “Countering Gray Market Threat using Marketing Effort,” (with Su).
2. “Creating Value through Online Advertising in a Dual-Channel Supply Chain”, (with Yan and Ghose).
3. “Salesforce Incentives, Market Information, and Pricing with Production/Inventory Planning,” (with Ying Zhang).
4. “Role of pricing and Market information in salesforce incentive and production decisions”, (with Ying Zhang).
5. “Contracting, Salesforce Incentives, and Inventory Planning Under Supply Chain Competition,” (with Ying Zhang).

**Grant Activities**

1. Special Research Fund grant from SKK GSB totaling USD 40,066 during 2011-2016.
2. Summer Research Grant from SKK GSB totaling USD 269,560 during 2008-2016.
3. “Plug-and-Play curriculum development using SAP software,” (With faculty from Northern Arizona University and University 0f Missouri), $50,000 from SAP, America. August 2001.
4. “Study the existing Supply Chain Management System and develop an integrated supply chain-Voice-of-Customer system” (With J.J. Liu and L. C. Alwan), $10,000, for GE Medical System, 1997.
5. "Developing a Framework to Use Quality as a Manufacturing-Marketing Interface," (With S. Ghose) competitive research grant, Center for Business Competitiveness, School of Business Administration, University of Wisconsin-Milwaukee, $1000, November 1992. Supported a Graduate Assistant for Summer, 1993 and purchase of data tapes from Marketing Science Institute.
6. "Developing a Means for Measuring Service Quality," In Wisconsin Bell. UWM SBA Center for Quality, Productivity, and Economic Development Research Grant, $6,203, 1992. Supported summer salary in 1992.
7. "Developing a Means for Measuring Service Quality," In Wisconsin Bell. UWM SBA Center for Quality, Productivity, and Economic Development Research Grant, $6,111, 1991. Supported summer salary in 1991.

**TEACHING**

**Courses Taught at University of Wisconsin-Milwaukee (UWM)**

* 1. Managing Connected Enterprise

216-472 Project Management and innovative operations

216-576 ERP and Control using SAP

* 1. Business Simulation Game (EMBA Course)

216-899 PhD Seminar

216-896 Supply Chain Management for eBusiness (Graduate course)

217-711 Competitive Operations Strategy (Graduate course)

217-711 Competitive Operations Strategy (EMBA course)

216-782 Project management

216-780 Production and Operations Management (Graduate course)

 216-781 Production and Inventory Planning (Graduate course)

 216-785 Operations Strategy and Project Management (Graduate course)

 216-471 Enterprise Resource Planning and Control (Undergraduate Course)

 216-370 Production and Operations Management (Undergraduate Course)

**Courses Taught at SKK-GSB**

* Operations and Production Management
* Supply Chain Management
* Global Operations Management (EMBA)
* Global Supply Chain Management (EMBA)
* Global Operations Strategy
* Decision Modeling
* Quantitative Analysis for Business Decisions
* Operations Management for GBA I-Core

Executive Education

* Taught an EMBA Operations Strategy course to Chinese executives at the Motorola University, Beijing, in February, 2005.
* Taught at SK Academy in Seoul a course on new product development, October 2007, April 2008 and October 2008.
* Conducted a seminar on Business Simulation game to the top Operations executives of Briggs and Stratton in the Briggs and Stratton Leaders in Operations program, August 2001.
* Developed and delivered a day-long seminar presentation on supply chain management to the top executives of Kohler Co. March 2000.
* Taught a module on Project Management to executives from the Milwaukee Journal/Sentinel Inc. Newspaper group, September 1998.

**Teaching Innovations**

* Using SAP R/3 software to teach enterprise integration and Production planning techniques to reproduce real life environment.
* Using Cases for real life decision making for the students in operations strategy.
* Using multimedia teaching methods with video clips of plant tours and other operations management topics.
* Introduction to computer based decision making for production problems including use of computer software to solve end-of-the-chapter problems.
* Student presentations of articles and projects to improve communication skills and the use of multimedia skills.
* Group projects dealing with operations management problems to assimilate concepts and techniques, and to foster teamwork.

**Student Supervision**

 **Chair of Dissertation Committee**

1. Ziping Wang, Ph.D. Student, Operations Management, Defended, July 6, 2009.
2. Ying Zhang, Ph.D. Student, Operations Management, Defended, June 24, 2009.
3. Huafan Ma, Ph.D. Student, Operations Management, “Uncertainty Management in Remanufacturing.” Defended, June 6, 2008.
4. Xuemei Su, Ph.D. Student, Operations Management, “The Role Of Marketing Effort in Supply Chain Management,” Defended August 2007.
5. Xiaowei Zhu, Ph.D. Student, Operations Management, “The Role of Information in Supply Chain Contract”, defended May 5, 2006.
6. Robert Setoputro, Ph.D. Student, Operations Management, “Role of Return Policy in Reverse Logistics: Issues and Optimum Policies,” Defended June 2, 2005.
7. Debopam Chakraborty, Ph.D. Student, Operations Management, “Modeling Processes with Increasing Output Variance: Optimum Static and Dynamic Variance Reduction Policies Under the Taguchi and the Rejection Losses,” Graduated May 1996.

**Member of Ph.D. Dissertation Committee**

1. Ruiling Yan, “Pricing, Advertising, And Direct Retailing On The Internet,” Final Defense August 3, 2006.
2. Hisashi Kurata, “Interactions of Retailers' Marketing Decisions on Operational Performance in a Supply Chain”, Final Defense April 14, 2006.
3. Sk Ahad Ali (PhD Student in the Industrial Engineering Dept.), “Multi-Constraint Based Intelligent Scheduling of Manufacturing Systems,” Final Defense December 1, 2003.
4. Russel B. Bellford (PhD Student in the Industrial Engineering Dept.), “A Stage-Wise Decision Making Procedure for the Capacity Planning and Control of Telecommunications Switching Systems.” Proposal Defended, December 2000, Final Defense, April 30, 2001.
5. Padmal Vitharana, “Designing and managing Reusable Business Components,” Defended, July 2000.
6. Jeffrey J. Blessing (PhD Student in the Computer Science Dept.), “Efficient Network Design Using Heuristic and Adaptive Methods,” Defended, December 1999.
7. Dongqing Yao, "Distribution Channel design and Flow Analysis in Supply Chain Management." Proposal defended, February 2000.
8. Seong-Hyun Nam, “Dynamic Regulation of Manufacturing Quality Diffusion Under Uncertain Exogenous Influence,” Defended, May 1997.
9. Hakan Polatoglu, “Cost, Revenue and Profit Distributions in Warranty Analysis,” graduated July 1995.
10. Bijayananda Nayak, “A Knowledge Based Approach to the Management and Control of Flexible Manufacturing Systems,” graduated April 1995.
11. Manocher Dzassemi (a Ph.D. student in the I.E. department), "The Use of Machine Grouping Efficiency in Comparison of Job Shop and Cellular Manufacturing System," graduated May 1994.
12. Barbara Doll, "MINWIP: A Scheduling System For Multi-Product Single Resource Situations," graduated January 1994.
13. Xiaosheng Chen, "Product Quality and Warranty Cost," graduated December, 1991.

 **Independent Studies Supervised**

 Fourteen Ph. D. students

 Fifteen Masters students

**Curriculum Development**

* At the SKK-GSB, I developed and redesigned the courses of operations management, quantitative methods, supply chain management and decision modeling.
* I was a member of the Business Scholar Task Force to design a scholar program for business students.
* I was a member of the committee to design and develop the joint MS program in engineering management. I designed the Operations and supply chain management course for this program.
* I acted as the lead faculty in the Lubar School’s SAP University Alliance Program. Developed courses integrating SAP software in three courses. Helped other faculty to adopt and integrate SAP in their courses.
* I developed the course supply chain management in eBusiness. This was a key course in the MS in eBusiness program.
* I was actively involved in the Reengineering of both the undergraduate and graduate level (MBA and MS in POM) programs of the Lubar School of UWM. This reengineering resulted in a new improved curriculum to meet the changing needs of the students and area recruiters and changing from 2-credit courses to 3-credit courses. The POM program was developed into a Manufacturing Innovation and Enterprise Management Program. I developed a number of courses for this program.

**SERVICE**

**Service to SKK-GSB**

1. Associate Dean of Academics, SKK GSB, Jan 2012-July 2012.
2. Member and later Chair, SKK-GSB Policy Committee, 2007-
3. Member and later Chair, Faculty Review Committee - promotion & tenure, 2007-
4. Member, AACSB committee, 2008-
5. Member, Executive MBA Committee, 2011-
6. Member, Summer Research Grant Committee, 2008-2011
7. Member, Admissions Committee, 2008-2011
8. Chair, AACSB committee, 2008
9. Chair, Research Grant Committee, 2009-2010.
10. Attended info sessions for graduate and undergraduate programs.

**UWM Lubar School of Business Committees**

1. Member, SBA Business Scholar Task Force, 2004-05
2. Member, MS Program Committee, 2003-2005
3. Member, SBA Human Resources Task Force, 2002-2004
4. Member, BAGM Committee, 2002- 2004
5. Chair, Engineering Management Oversight Committee, 2002-2003
6. Member, Dean Search committee, 2001-2002
7. MBA Program Committee, 1998-2000
8. Member, Accreditation Team: Program/Instruction Group, 1999-2000
9. Member, MS in eBusiness Committee, 1999-2000
10. Member, MS in Engineering Management, 1999-2001
11. Member, L’Institute, a multinational. Multi-university exchange program, 2000, 2001
12. Member, SAP Committee, 1999-2000
13. MBA Program Committee, 1998-2000
14. MS Program Committee, 1997-98
15. Ph. D. Program Committee, 1995-96, 96-97
16. Committee of Committees, 1995-96
17. MS Program Committee, 1994-95, 2002-2003
18. Undergraduate Program Committee, 1993-94
19. MBA Program Committee, 1992-93
20. Undergraduate Program Committee, 1991-92
21. Ad Hoc Computer Committee, 1991-92
22. Member of the Task Force on Total Quality Management: the IBM University Challenge, UWM, 1992. Developed a proposal for implementation of TQM in business and engineering school curriculum.

**Community Service**

1. Interviewed by TBS EFM – Korea’s No.1 foreign language program in their main street program, March 12, 2015.
2. Judge, IYF (International Youth Fellowship) English Speech Contest final, 2012, 2013, 2014, 2015.
3. Judge, IYF (International Youth Fellowship) English Speech Contest final, University of Seoul, Seoul, October 8, 2011.
4. Judge, IYF (International Youth Fellowship) English Speech Contest regional final, Hanyang University, Seoul, September 24, 2011.
5. Volunteering for Habitat for Humanity.
6. Member of the Board of Directors, India Cultural Society of Milwaukee, a non-profit organization for cultural activities among all people of Indian origin, 1994-2001.
7. Secretary of The Bengali Cultural Society of Milwaukee, a non-profit organization for cultural activities, 1998-2000, 1992-1994. 2004-2007.
8. Member of the Board of Directors, The Bengali Cultural Society of Milwaukee, a non- profit organization for cultural activities, 1994-1995.
9. Organize the India booth and cultural activities at the Holiday Folk Fair and the Asian Moon Festival, Milwaukee, every year, 1994-2005.

**Service to Professional Community**

 **Member of National Organizations**

1. INFORMS: Institute For Operations Research and Management Science
2. Production and Operations Management Society

**Organizational work at International Conferences**

1. Member, International Advisory Committee, 5th IEOM (Industrial Engineering and Operations management) conference, Dubai, Mar. 3-5, 2015.
2. Member, International Advisory Committee, Fourth International Conference on Industrial Engineering and Operations Management (IEOM 2014) , January 7-9, 2014 in Bali, Indonesia.
3. Member, International Advisory Committee, 1st International Conference on Information, Operations Management and Statistics (ICIOMS 2013), September 1-3, 2013 in Kuala Lumpur, Malaysia.
4. Member, International Advisory Committee, Third International Conference on Industrial Engineering and Operations Management (IEOM 2012) , July 3-6, 2012 in Istanbul, Turkey.
5. Member, International Advisory Committee, Industrial Engineering and Operations Management (IEOM 2010) conference January 9 - 10, 2010 in Dhaka, Bangladesh.
6. Member of the Program Committee at the Second Annual Meeting of the Production and Operations Management Society, New York, November, 1991.
7. Organized an invited session on "Manufacturing and Marketing Interface," at the Second Annual Meeting of the Production and Operations Management Society, New York, November, 1991.

 **Session chairperson at International Conferences**

1. Session Chair, Session topic: “Gray Market, Sustainability, Competition, and Diffusion”, INFORMS Annual Meeting, Philadelphia, Nov. 2015.
2. Session Chair, 5th IEOM (Industrial Engineering and Operations management) conference, Dubai, Mar. 3-5, 2015.
3. Session Chair, Session topic: Supply Chain Management, 5/25/2013 / Room: Waikiki 2. Hawaii International Conference on Business, Honolulu, HI, May 23-26, 2013.
4. “Supply chain management”, International Conference of the Society of Operations Management, Kolkata, India, 17-18, December 2011.
5. “Quality Management”, at the Annual Meeting of ORSA/TIMS, Detroit, MI, October, 1994.
6. "Issues in Marketing", at the Annual Meeting of the Production and Operations Management Society at Boston, October 1993.
7. "Product and Process Quality" at the Second Annual Meeting of the Production and Operations Management Society, New York, November, 1991
8. "Product and Process Quality" in the Annual Meeting of ORSA/TIMS, Anaheim, CA, November 1991

 **Other Publication**

* “Should Manufacturers Allow Gray Market Activities?”, (in Korean), Dong-A Business Review, Vol.103, No. 2, April 2012.
* Case Study: “Ganga - High-end Indian food chain transforms restaurant game in Seoul”, published in Business Focus section of *Korea Times*, the largest circulation English Daily in Korea, May 30, 2011.
* “Korea-India CEPA – New Opportunity”, published in *Korea Times*, the largest circulation English Daily in Korea, March 24, 2010.
* “Six-Sigma Initiatives: A Panacea for Corporate Woes?” published in *Money Today* in Korea, April, 2009.
* “Executive MBA in the Korean Context”, published in *Korea Times*, the largest circulation English Daily in Korea, November 6, 2008.
* Book review: “Quantitative Analysis of Computers Systems” by Clement H. C. Leung, published in *Computing Reviews*, May 1989.

 **Editorial/reviewer responsibilities**

 Senior Editor, *Production and Operations Management* 2004-2007.

 Member of the Editorial Review Board, *International Journal of Business Analytics (IJBAN)*

 Member of the Editorial Review Board, *IEEE Transactions on Engineering Management* 2008-2012.

 Regular Referee for :

 *European Journal of Operational Research*

 *IIE Transactions*

 *International J. of Operations and Productions Management*

 *International J. of Quality and Reliability Management*

 *International Journal of Production Economics*

 *International Journal of Production Research*

 *Journal of Operations Management*

 *Journal of Operations Research Society*

 *Management Science*

 *Naval Research Logistics*

 *OMEGA*

 *Operations Research*

 *Production and Operations Management*

 *Production Planning and Control*

**Conference Presentations**

1. “Effect of CSR on Product Differentiation in the Presence of Cost Advantage”, 17th International Scientific Conference on Economic and Social Development – Warsaw, Poland, October 20-21, 2016.
2. “Role of Marketing Effort to Counter Gray Marketing activity”, Society of Operations Management annual meeting, IIM Calcutta, December 11 - 13, 2015.
3. Session chair, INFORMS Annual Meeting, Philadelphia, PA, Nov 1-4, 2015.
4. Member, Organizing Committee, and session chair, 5th IEOM (Industrial Engineering and Operations management) conference, Dubai, Mar. 3-5, 2015.
5. POMS-ISB Workshop on Socially Responsible Operations and Supply Chains, Hyderabad, India, Dec 23-24, 2014.
6. INFORMS Annual Meeting, San Francisco, CA, Nov 9-12, 2014.
7. The 7th International Conference for Entrepreneurship, Innovation and Regional Development, Nicosia, Cyprus , 5-6 June 2014.
8. Member, Organizing Committee, 4th IEOM (Industrial Engineering and Operations management) conference, Bali, Indonesia, Jan 7-9, 2014.
9. Session co-chair, 7th ISDSI (Indian Subcontinent Decision Sciences Institute) conference, Delhi, India, December 29-30, 2013.
10. INFORMS Annual Meeting, Minneapolis, MN, October 6-10, 2013.
11. XXVI Euro-INFORMS conference, Rome, Italy, July 1-4, 2013.
12. IFAC conference on manufacturing modeling, management and control, St. Petersburg, Russia, June 19-21, 2013.
13. Session co-chair, “Contract Design in Multiple Outsourcing”, Hawaii International Conference on Business, Honolulu, HI, May 23-26, 2013.
14. “Role of Demand and Return Yield Uncertainties in Remanufacturing”, XVI Annual International Conference of the Society of Operations Management”, New Delhi, India, December 21-23, 2012.
15. “Role of Uncertainty of Demand and Product Yield in Remanufacturing”, (with H. Ma), INFORMS Annual Meeting, Phoenix, AZ, October 14-17, 2012.
16. “Sales Agents Incentive Contracts in Competing Supply Chains”, International Conference of the Society of Operations Management, Kolkata, India, 17-18, December 2011.
17. “Motivating Sales Agents with Supply Contracts,” (with Zhang),INFORMS Annual Meeting, Charlotte, NC, November 13-16, 2011.
18. “Inventory Planning and Incentive Contracts for Sales Agents in Competing Supply Chains,” XIV Annual International Conference of the Society of Operations Management, Mumbai, India, 17-19, December 2010.
19. “Saleforce Incentives, Market Selection, and Production/Inventory Planning “, (with Wang), Decision Sciences Institute Annual Meeting, San Diego, CA, Nov 20-23, 2010.
20. “How a Supply Chain Exerts Costly Effort to Improve the Quality of Its Forecasting Capability”**, (**with Zhu and Yue**),** Decision Sciences Institute Annual Meeting, San Diego, CA, Nov 20-23, 2010.
21. “Role of Forecast Effort on Supply Chain Profitability under Various Information Sharing Scenarios,” (with Zhu and Su),INFORMS Annual Meeting, Austin, TX, November 7-10, 2010.
22. “Role of demand and return quantity variability on optimum policies for used product returns”, 3rd International Conference on Global Interdependence and Decision Sciences, Hyderabad, India, December 28-30, 2009.
23. “Bayesian Pricing Strategy for Information Goods”, (with Wang and Yao), INFORMS Annual Meeting, San Diego, CA, October 2009.
24. “Coordinating a Channel in Presence of a Power Retailer”, (with Zhu), INFORMS Annual Meeting, San Diego, CA, October 2009.
25. “Dynamic Pricing Strategy for Subscription-based Information Goods”, (with Ziping Wang), INFORMS Annual Meeting, Washington DC, October 2008.
26. “Truthful Demand Forecast Sharing in Complementary Demand-related Firms”, (with Xiaowei Zhu), INFORMS Annual Meeting, Washington DC, October 2008.
27. “Quality and Pricing for Outsourcing Service: Optimal Contract Design,” Third annual conference, POMS College of Service Operations, London Business School, July 2007.
28. “Motivating Retail Marketing Effort: Optimal Contract Design,” (with Xuemei Su), INFORMS Annual Meeting, Pittsburg, PA, November 2006.
29. “Optimum Quality and Pricing in Call Center Operations”, (with Xiaowei Zhu), INFORMS Annual Meeting, Pittsburg, PA, November 2006.
30. “Return Policy: Optimum strategies,” PICMET conference, Istanbul, Turkey, July, 2006.
31. “[A Stackelberg Model of Pricing of Complementary Goods under Information Asymmetry](http://biblio.informs.org/showConfRecord.php?id=41467),” (with Xiaowei Zhu), INFORMS Annual Meeting, San Francisco, CA, November 2005.
32. “Optimum Product Quality and Return Policy Strategies in a Reverse Supply Chain,” (with R. Setaputra), INFORMS Annual Meeting, San Francisco, CA, November 2005.
33. “[The Contract Issues in a Mixed-channel Supply Chain](http://biblio.informs.org/showConfRecord.php?id=42828),” (with X. Yue), INFORMS Annual Meeting, Denver, CO, November 2004.
34. “Optimum Return Policy and Price,” (with R. Setaputra), INFORMS Annual Meeting, Denver, CO, November 2004.
35. “Modeling The Design Quality Competition For Durable Products,” (with P. Kouvelis), INFORMS Annual Meeting, Miami Beach, November 2001.
36. “Optimal Investment Policy for Quality Management to Reduce the Benchmark Gap, POMS conference, Sau Paolo, August 2001.
37. “ERP and Supply Chain: regional Prosperity and Globalization,” L’Istitute-Milwaukee Workshop, July 18, 2001.
38. “Modeling the Design Quality Competition for Durable Products,” IIE Annual meeting, Dallas, May 20-22, 2001.
39. “SAP Implementation Issues: A Case Study Analysis,” SAP Research and Application Congress, San Diego, February 19-20, 2001.
40. “Minimizing Time and Cost to Market With Periodic Prototyping of Products,” (with A. Chakravorty), presented at INFORMS Annual Meeting, Montreal, Canada, April 26-29, 1998.
41. "A Dynamic Model for Optimal Design Quality-Warranty Policies Including Warranty Cost," presented at INFORMS Annual Meeting, Dallas, October 26-29, 1997.
42. "Effects of Process Variance Increase on Rejection and Taguchi Losses: An Optimum Variance Reduction Model," (with D. Chakravorty), presented at INFORMS Annual Meeting, Atlanta, November 3-6, 1996.
43. “[A Dynamic Control Model for Optimal Switching of Manufacturing Technology](http://biblio.informs.org/showConfRecord.php?id=8000),” (with J. Liu), presented at INFORMS Annual Meeting, Washington, May, 1996.
44. “[Solution of the Generalized Townsend Single Machine Scheduling Model](http://biblio.informs.org/showConfRecord.php?id=9239)”, (with W. Szwarc), presented at INFORMS Annual Meeting, Washington, May, 1996.
45. "Design Quality and Product Warranties," presented at INFORMS Annual Meeting, New Orleans, October 29-November 1, 1995.
46. “[Interfaces for Resolving Manufacturing, Marketing & Design Conflict: A Conceptual Framework](http://biblio.informs.org/showConfRecord.php?id=26132)”, (with A. Gupta), presented at INFORMS Annual Meeting, Los Angeles, April, 1995.
47. “[Optimal Solution of the Generalized Townsend Single Machine Scheduling Model](http://biblio.informs.org/showConfRecord.php?id=26486)”, (with W. Szwarc), presented at INFORMS Annual Meeting, Los Angeles, April, 1995.
48. “[Decomposition of the Single Machine Total Tardiness Problem](http://biblio.informs.org/showConfRecord.php?id=26739),” (with W. Szwarc), presented at INFORMS Annual Meeting, Los Angeles, April, 1995.
49. "Optimal Investment Policies for Benchmark Gap," presented at ORSA/TIMS Annual Meeting, Detroit, October 23-25, 1994.
50. “Optimal Timing Schedules in Earliness-Tardiness Single Machine Sequencing,” presented at ORSA/TIMS Annual Meeting, Detroit, October 23-25,1994 (with W. Szwarc).
51. "Optimal Process Variance Under Taguchi Loss," presented at ORSA/TIMS Annual Meeting, Detroit, October 23-25,1994 (with D. Chakraborty).
52. “Modeling the Design Quality Competition for Durable Products,” presented at ORSA/TIMS Annual Meeting, Detroit, October 23-25,1994 (with P. Kouvelis.)
53. "Minimizing the Weighted Sum of Squared Waiting Times in Single Machine Scheduling," presented at TIMS/ORSA Annual Meeting, Boston, April 1994 (with W. Szwarc).
54. "Earliness and Tardiness Single-Machine Scheduling With Proportional Weights," presented at ORSA/TIMS Annual Meeting, Phoenix, November 1993 (with W. Szwarc).
55. "Quality as an Interface Between Manufacturing and Marketing," presented at the POMS Annual Meeting at Boston, October 1993 (with S. Ghose).
56. "Dynamic Quality Control Under Stochastic Adjustments," presented at ORSA/TIMS Annual Meeting, San Francisco, November 1992 (with L.C. Alwan and J. J. Liu).
57. "Local Design Vs Global Design: A Strategic Business Choice," presented at ORSA/TIMS Annual Meeting, San Francisco, November 1992 (with D. Mallick and P. Kouvelis).
58. "Effect of Learning on Optimal Quality Level in a Quality and Price Conscious Market," Presented at the POMS Third Annual Meeting at Orlando, October 1992 (with P. Kouvelis).
59. "A Control Theoretic Approach to Coordination of Design, Manufacturing and Marketing Strategies," Presented at the TIMS/ORSA Annual Meeting at Orlando, FL, April 1992 (with P. Kouvelis and D. Mallick).
60. "Impacts of Brand Quality, Price and Promotions on Market Share: An American Experience and Its Global Implications," Presented at the International Seminar on Globalization of Business: Challenges of the 90's, January 1992, New Delhi, India (with S. Ghose).
61. "Strategic Planning of Quality Under Competition" Presented at the POMS Second Annual Meeting at New York, November 1991 (with P. Kouvelis).
62. "Duopolistic Competition on Product Quality" Presented at the ORSA/TIMS Annual Meeting at Anaheim, November 1991 (with P. Kouvelis).
63. "Competing On Quality: Strategic Planning with a Control Theoretic Model" Presented at the TIMS/ORSA Annual Meeting at Nashville, May 1991 (with P. Kouvelis).
64. "Scheduling With Incomplete Information," Presented at the TIMS/ORSA Annual Meeting at Nashville, May 1991 (with U. Bagchi).
65. "What is Product Quality?" Presented at the TIMS/ORSA Annual Meeting Nashville, May 1991 (with U. Bagchi).
66. "Strategic Management of Quality Over the Product Life Cycle: A Control Theoretic Framework," Presented at the ORSA/TIMS National Meeting at Philadelphia, October 1990.
67. "Optimal Quality Path and its Effect on the Market Share During the Life Cycle of a Product," Presented at the ORSA/TIMS National Meeting, New York, October 1989 (with U. Bagchi).
68. "Robustness and Sensitivity Analysis of Schedules," Presented at the ORSA/TIMS National Meeting, New York, October 1989 (with U. Bagchi).
69. "Flexibility in Scheduling: Study of Sensitivity and Robustness of Schedules,“ Presented at the ORSA/TIMS National Meeting, Vancouver, May 1989 (with U. Bagchi).

 **Seminar Presentation**

* Chair of a panel of distinguished professionals for a seminar at KAIST (Korea Advanced Institute of Science and Technology) addressed to IIM Bangalore EMBA students, August 31, 2012.
* Delivered an invited lecture “Global Manufacturing Revolution” at the Korea Productivity Center Conference, CO-EX, Seoul, Korea, December 2, 2011.
* Member of a panel of distinguished professionals to address a seminar at KAIST (Korea Advanced Institute of Science and Technology) addressed to IIM Bangalore EMBA students, August 26, 2010.
* Presented a workshop on “New Product Development” to the executives of SK Telecom at Seoul, South Korea, October 2007, April 2008 and October 2008.
* Presented a paper titled “Closed Loop Supply Chain: A Research Agenda on Return Policy,” at the Singapore Management University, Singapore, March 20-21, 2006.
* Presented a paper on “Optimal Control” in the Brown Bag Seminar Series in the Lubar School of Business of UWM, Fall 1999.
* Presented a seminar on Supply Chain Management to the APICS Chapter of Manitowoc, Fall 1999.
* Presented a paper on “Strategic Quality Management” in the Marketing Seminar Series in the Lubar School of Business of UWM, November 1990.