

Jacob V. Simons

Georgia Southern University
Department of Management
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Biography

Born in Albany, NY. Raised in Memphis, TN. Served 20 years in Air Force as aircraft maintenance officer, software developer and professor. Retired as Lt. Col. and Joined Georgia Southern in 1997.

Education

PhD, University of Houston, 1989.
Major: Operations Management
Minor: Management Information Systems

MS, Troy State University, 1982.
Major: Management

MA, Ball State University, 1980.
Major: Counseling

BS, U.S. Air Force Academy, 1977.
Major: Behavioral Science

Research Area

Production planning & scheduling, service management, service recovery

Teaching Area

Operations Management, Service Operations Management

Awards and Honors

Walter Zeller Fellowship, Kiwanis Club of Statesboro, Community Service. (2013).

Distinguished Service Award, Dean, College of Business Administration, Service, University. (May 2008).

Outstanding Paper, International Journal of Quality & Reliability Management (Emerald Publishing Literati Club), Scholarship/Research. (2005).

Eugene M. Bishop Award for Sustained Excellence, College of Business Administration, Georgia Southern University. (2004).

Outstanding Kiwanian, Kiwanis Club of Statesboro, Community Service. (2002).

Best Paper Award, Journal of Operations Management, Scholarship/Research. (2000).

COBA Summer Research Grant, College of Business Administration. (1999).

First Coast Systems Faculty Award, College of Business Administration, Georgia Southern University. (1998).

Field Award for Graduate Logistics Education, Society of Logistics Engineers, Teaching. (1992).

Most Significant Article Award, Air Force Journal of Logistics, Scholarship/Research. (1992).

Jonah (Theory of Constraints), A.Y. Goldratt Institute. (1991).

Certified Professional Logistician, Society of Logistics Engineers. (1990).

Elected to Beta Gamma Sigma Honor Society (Business and Management), Beta Gamma Sigma. (1989).

Elected to Phi Kappa Phi Honor Society, Phi Kappa Phi. (1987).

Professional Positions

Academic

Professor of Operations Management, Georgia Southern University. (August 2003 - Present).

Ph. D. Program Coordinator, College of Business Administration, Georgia Southern University. (July 2012 – June 2013).

Acting Associate Dean, College of Business Administration, Georgia Southern University. (August 2001 - May 2003).

Acting Chair, Department of Information Systems & Logistics, Georgia Southern University. (January 2001 - July 2001).

Assistant Chair, Department of Management, Georgia Southern University. (August 1999 - May 2000).

Associate Professor of Operations Management, Georgia Southern University. (August 1997 - July 1999).

Military

Associate Professor of Logistics Management, Air Force Institute of Technology. (October 1992 - June 1997).

Assistant Professor of Logistics Management, Air Force Institute of Technology. (September 1989 - September 1992).

Department Chief, AF Data Systems Design Center, Gunter AFS, AL. (December 1982 - July 1986).

Maintenance Supervisor and Conventional Avionics Branch Chief, 57 Component Repair Squadron, Nellis AFB, NV. (August 1981 - April 1982).

Chief, 433 Aircraft Maintenance Unit, Nellis AFB, NV. (October 1980 - July 1981).

Job Control Officer, Assistant Branch Chief, and Flightline Maintenance Officer, 32 Tactical Fighter Squadron, Camp New Amsterdam, Netherlands. (January 1978 - June 1980).

Licensures and Certifications

Certified SCOR (Supply Chain Operations Reference-model) Scholar, Supply Chain Council (SSC), (Sep 3, 2013 – Present).

Certified Professional Logistician, Society of Logistics Engineers (SOLE). (May 5, 1990 - Present).

Professional Memberships

Charter Member, Production and Operations Management Society (POMS), International. (1989 - Present).

Member, American Production and Inventory Control Society (APICS), National. (1987 - Present).

Member, Decision Sciences Institute, International. (1987 - Present).

Member, The Institute for Operations Research and the Management Sciences (INFORMS), International. (1987 - Present).

TEACHING

Teaching Experience

Georgia Southern University

BUSA 3132, Quantitative Analysis.
BUSA 4610, Senior Seminar.
BUSA 7030, Selected Topics in Business
FYE 1000, Conversations with Prof.
LOGT 3232, Logistics & Supply Chain Management
MGNT 3130, Mgt & Organizational Behavior.
MGNT 3430, Operations Management.
MGNT 3437, Service Operations Mgmt.
MGNT 4830, Spec Prob in Management.
MGNT 4890, Spec Prob in Management.
MGNT 7322, Mgt. Op. For Competitive Adv..
MGNT 7430, Mgt Oper for Compt. Advantag.
MGNT 9662, Production Planning.

RESEARCH

Refereed Journal Articles

Peer-Reviewed – Published

- Simons, J. V., Kraus, M. E., Mwangola, W., Burke, G. (2012). "Conditional Lot Splitting to Avoid Setups While Reducing Flow Time". *American Journal of Operations Research*, 2(4), 453-466.
- Simons, J. V., Burke, G., Russell, G. R. (2011). "A Cost-based Model for Customer Batching in Mass Service Operations". *Journal of Service Science Research*, 3(2), 123-151.
- Simons, J. V., Wilson, J., Nowak, M. (2008). "Process Flow & Scheduling in the Fairbanks County State Court". *Business Case Journal*, 15(1), 17-25.
- Simons, J. V., Reksulak, M. (2006). "A Multivariate Methodology for Selection of Accreditation Peers". *Journal of Academic Administration in Higher Education*, 2(1-2), 37-41.
- Simons, J. V. (2006). "Who's Running this Operation?". *Southern Business Review*, 32(1), 1-11.
- Simons, J. V., Price, B. A. (2005). Pick a Number ... Any Number?. *Decision Sciences Journal of Innovative Education*, 3(2), 295-306.
- Simons, Jr., J. V., Kraus, M. E. (2005). "An Analytical Approach for Allocating Service Recovery Efforts to Reduce Internal Failures". *Journal of Service Research*, 7(3), 277-289.
- Simons, Jr., J. V. (2004). "Reliability-Based Analysis of Service Recovery". *International Journal of Quality & Reliability Management*, 21(1), 11-31.
- Simons, Jr., J. V., Russell, G. R., Kraus, M. E. (2004). "Service Case Scheduling: An Exploratory Description and Recommendations for Solution". *International Journal of Service Industry Management*, 15(4), 385-399.
- Simons, Jr., J. V., Russell, G. R. (2002). "A Case Study of Batching in a Mass Service Operation". *Journal of Operations Management*, 20(5), 577-592.
- Simons, Jr., J. V., Stephens, M. D., Simpson, III, W. P. (1999). "Simultaneous vs. Sequential Scheduling of Multiple Resources Which Constrain System Throughput". *International Journal*

of Production Research, 37(1), 21-33.

- Simons, Jr., J. V., Wicker, C. J., Garrity, M. K., Kraus, M. E. (1999). "Process Design in a Downsizing Service Operation". *Journal of Operations Management*, 17(3), 271-288.
- Simons, J. V., Simpson, III, W. P. (1997). "An Exposition of Multiple Constraint Scheduling as Implemented in the GOAL SYSTEM (Formerly DISASTER)". *Production and Operations Management*, 6(1), 3-22.
- Simons, Jr., J. V., Simpson, III, W. P. (1997). "Response to Commentaries". *Production and Operations Management*, 6(1), 34-36.
- McFeely, D. J., Simpson, III, W. P., Simons, Jr., J. V. (1997). "Scheduling to Achieve Multiple Criteria in an Air Force Depot CNC Machine Shop". *Production and Inventory Management Journal*, 38(1), 72-79.
- Pohlen, T. L., Cunningham, W., Simons, Jr., J. V., Brandt, C. (1996). "Advanced Study in Air Mobility (ASAM): A Distance Education Approach". *Logistics Spectrum*, 30(5), 20-24.
- Simons, Jr., J. V., Simpson, III, W. P., Carlson, B. J., James, S. W., Lettiere, C. A., Mediate, Jr., B. A. (1996). "Formulation and Solution of the Drum-Buffer-Rope Constraint Scheduling Problem". *International Journal of Production Research*, 34(9), 2405-2420.
- Simons, Jr., J. V., Khumawala, B. M. (1993). "On the Modeling Tactics of Research Extensions in Production/Operations Management". *Journal of Information and Optimization Sciences*, 14(2), 167-188.
- Simons, Jr., J. V., Moore, R. I. (1992). "Improving Logistics Flow Using the Theory of Constraints". *Logistics Spectrum*, 26(3), 14-18.
- Simons, Jr., J. V., Moore, R. I. (1992). "The Theory of Constraints Approach to Focused Improvement". *Air Force Journal of Logistics*, V XI, 1-5.
- Simons, Jr., J. V. (1992). "Heuristics in Flow Shop Scheduling with Sequence Dependent Setup Times". *OMEGA: The International Journal of Management Science*, 20(2), 215-225.
- Simons, Jr., J. V., Ostrofsky, B. (1992). "A Multi-Criterion Evaluation of Space Shuttle A.P.U. Modification Alternatives". *Annals of the Society of Logistics Engineers*, 2(2), 1-22.
- Simons, Jr., J. V. (1989). "Unscheduled Maintenance Dispatching: Simple and Effective Decision Rules". *Air Force Journal of Logistics*, 6-9.
- Simons, J. V., Nelson, R. R. (1988). "A. Forbes Co. (A): The Design of a New Automated Information System". *Case Research Journal*, 23-35.
- Simons, J. V., Nelson, R. R. (1988). "A. Forbes Co. (B): The Implementation of a New Automated Information System". *Case Research Journal*, 37-43.

Editorially Reviewed – Published

- Simons, Jr., J. V. (2002). "Current U.S. Scheduling Approaches & Challenges". *Josai University Bulletin, Department of Economics, Josai University, Japan*, 20(1).
- Pohlen, T. L., Cunningham, W., Brandt, C., Simons, J. V. (1996). "Advanced Study in Air Mobility (ASAM)". *Air Force Journal of Logistics*, XX, 31-33.

Refereed Conference Proceedings

- Simons, Jr., J. V., Wilson, J. W. (2004). *Service Process Design: A State Court System*.
- Simons, Jr., J. V., Kraus, M. E. (2003). *An Analytical Approach to Service Recovery Investment and Allocation* (vol. CD-ROM).

- Simons, Jr., J. V. (2001). *Reliability-Based Analysis of Service Recovery* (vol. CD-ROM).
- Simons, Jr., J. V., Russell, G. R. (1999). *A Taxonomy and Cost-Based Model for Customer Batching in Mass Service Operations* (pp. 1316).
- Simons, J. V., Price, B. (1999). *Pick a Number ... Any Number?* (pp. 333-335). Southeast Decision Sciences Institute.
- Simons, Jr., J. V., Price, B. A. (1999). *Pick a Number...Any Number?* (pp. 333-335).
- Simons, Jr., J. V. (1999). *The State Court Process in Fairbanks County--A Teaching Case* (pp. 282-284).
- Simons, Jr., J. V., Kraus, M. E. (1997). *Dynamic Lot Splitting in a Closed Job Shop with Stochastic Arrivals and Variability Across Operations* (pp. 1323).
- Garrity, M. K., Wicker, C. J., Kraus, M. E., Simons, Jr., J. V. (1996). *Server Allocation and Customer Batching in a Down-Sizing Central Issue Facility* (pp. 1617).
- Simons, Jr., J. V., Simpson, W. P. (1995). *An Explication and Characterization of the GOAL SYSTEM (Formerly DISASTER) Approach to Multiple Constraint Scheduling for Drum-Buffer-Rope (DBR) Production Management Systems* (pp. 1502).
- Simons, Jr., J. V., Simpson, III, W. P., Carlson, B. J., James, S. W., Lettiere, C. A., Mediate, Jr., B. A. (1995). *Formulation and Solution of the Drum-Buffer-Rope Constraint Scheduling Problem (DBRCSP)* (pp. 1502).
- McFeely, D. J., Simpson, III, W. P., Simons, Jr., J. V. (1994). *Scheduling to Achieve Multiple Criteria in an Air Force Depot CNC Machine Shop* (pp. 1770).
- Simons, Jr., J. V., Diener, D. A. (1993). *The Disconnect Between Theory and Practice in Dispatching: A Comparison of Traditional Benchmarks with a Four-Criterion Dynamic Influence Rule* (pp. 1328).
- Simons, Jr., J. V. (1991). *Accuracy and Nervousness Tradeoffs in the Selection of Forecasting Methods and Parameters* (pp. 1752).
- Simons, Jr., J. V. (1991). *Integrating Cost, Demand Uncertainty, and Customer Service Considerations in Service Delivery System Capacity Determination* (pp. 315-317).
- Simons, Jr., J. V., Ostrofsky, B. (1990). *Achieving Multiple Criteria Balance Through the Use of Intersection Decision Variables* (pp. 1281).
- Simons, Jr., J. V. (1990). *Flow Shop Scheduling with Sequence Dependent Setup Times: A Comparison of Heuristics and Practical Benchmarks* (pp. 1617).

Other Conference Proceedings

- Simons, J. V. (2006). *Who's Running the Operation?*
- Simons, Jr., J. V., Russell, G. R. (2001). *An Agenda for Service Case Management* (vol. CD-ROM).
- Simons, Jr., J. V., Russell, G. R., Walker, II, E. D. (2000). *Service Case Scheduling: Description, Formulation, and Heuristic Performance* (vol. CD-ROM).
- Simons, Jr., J. V., Brandt, C. M. (1996). *Innovative Logistics Education with a Customer Focus: The Master of Air Mobility Program* (pp. 1027).
- Simons, Jr., J. V. (1993). *A Simulation-Based Introduction to the Theory of Constraints (TOC) and Drum-Buffer-Rope (DBR) Management Systems* (pp. 357-362).
- Peterson, D. K., Simons, J. V. (1993). *An Educational Framework for Repairable Item Inventory Management* (pp. 325-361).

Simons, Jr., J. V., Ohotnicky, M. M. (1991). *Electronic Storage and Retrieval of Logistics Data Using CD-ROM Technology* (pp. 295-303).

Simons, Jr., J. V. (1990). *Evolution Via Multi-Criteria Modification Decisions: A Space Shuttle Demonstration* (pp. 155-161).

Simons, Jr., J. V., Ostrofsky, B. (1988). *Research in Multiple Criteria Design Optimization* (pp. 49-55).

Books, Chapters in Books, Monographs

Published

Simons, Jr., J. V., Simpson, III, W. P. (2005). Chapter 16 section "Multiple Constraint Scheduling". *Manufacturing Planning and Control for Supply Chain Management* (5th ed., pp. 555-565, 575-6). New York: McGraw-Hill/Irwin.

Book Reviews

Published

Simons, Jr., J. V., Berecz, D.L. (2009) Review of *When You Come to a Fork in the Road, TAKE IT!* by Berra, Y. *The (Savannah) Business Report & Journal*.

Simons, Jr., J. V. (2009) Review of *The Customer is Always Wrong: The Retail Chronicles* by Martin, J. *The (Savannah) Business Report & Journal*.

Simons, Jr., J. V. (2007) Review of *Lincoln on Leadership: Executive Strategies for Tough Times* by Phillips, D. T. *The (Savannah) Business Report & Journal*.

Simons, Jr., J. V. (2007) Review of *Making Great Decisions in Business and Life* by Henderson, D. R. and Hooper, C. L. *The (Savannah) Business Report & Journal*.

Simons, Jr., J. V. (2005) Review of *Joy at Work: A Revolutionary Approach to Fun on the Job* by Bakke, D. W. *The (Savannah) Business Report & Journal*.

Simons, Jr., J. V. (2004) Review of *Good to Great* by Collins, J. *The (Savannah) Business Report & Journal*.

Simons, Jr., J. V. (2004) Review of *The One Minute Manager* by Blanchard, K., Johnson, S. *The (Savannah) Business Report & Journal*.

Other Publications

Simons, Jr., J. V. (2001). *Operations Management in the Service Sector*. Savannah Morning News.

Presentations

with Mark Hanna, Gerard Burke, Larry Taube, and Vidyaranya Gargeya. "Outcomes-based course design and assurance of learning," Annual Meeting of the Production & Operations Management Society, Austin, TX. (May 2016).

with Mark Hanna, Gerard Burke, Larry Taube, and Vidyaranya Gargeya. "Business curriculum assessment: practical issues in assessment," Annual Meeting of the Decision Sciences Institute, Orlando, FL. (November 2016).

COBA's featured speaker on "Mornings unPHILtered," radio show of local station WWNS (September 2011).

Simons, Jr., J. V., "Current U S. Scheduling Approaches and Challenges," Japan Institute of Industrial Engineers, Tokyo, Japan. (August 2001).

- Simons, Jr., J. V., "Current U.S. Scheduling Approaches and Challenges," Nikkei (Nihon Keizai Shimbun, Inc.), Tokyo, Japan. (August 2001).
- Simons, Jr., J. V., "Batching in a Mass Service Operation," Annual Meeting of the Production and Operations Management Society, San Antonio, TX. (April 2000).
- Simons, Jr., J. V., "Setups in Service Operations," Annual Meeting of the Production and Operations Management Society, Charleston, SC. (March 1999).
- Simons, Jr., J. V., "The Service Case Scheduling Problem (SCSP)," Annual Meeting of the Production and Operations Management Society, Santa Fe, NM. (March 1998).
- Simons, Jr., J. V., "Shop Floor Control in Production Systems with Constraints," Sea Island Chapter of the American Production and Inventory Control Society, Savannah, GA. (January 1998).
- Simons, Jr., J. V., "An Experience with Distance Education for a Single Customer," Annual Meeting of the Production and Operations Management Society, Indianapolis, IN. (March 1996).
- Simons, Jr., J. V., "No-Surprises Teaching," Annual Meeting of the Production and Operations Management Society, Indianapolis, IN. (March 1996).
- Simons, Jr., J. V., "The Need for POM Doctrine," Annual Meeting of the Production and Operations Management Society, Indianapolis, IN. (March 1996).
- Simons, Jr., J. V., "A View to the Development of Scheduling Doctrine," Annual Meeting of the Production and Operations Management Society, Pittsburgh, PA. (October 1995).
- Simons, Jr., J. V., "The Effect of Consistency in Priority Rules," Annual Meeting of the Production and Operations Management Society, Pittsburgh, PA. (October 1995).
- Simons, Jr., J. V., "The Effects of Local and Global Dynamic Influence Systems in Job Shop Dispatching," Annual Meeting of the Decision Sciences Institute, Honolulu, HI. (November 1994).
- Simons, Jr., J. V., "Improved Scheduling of Interactive Constraints for Due Date Performance," Annual Meeting of the Production and Operations Society, Boston, MA. (November 1993).
- Simons, Jr., J. V., "Multiple Constraint Scheduling: Benchmark Problems and Solutions," Annual Meeting of the Production and Operations Society, Boston, MA. (November 1993).
- Simons, Jr., J. V., "Introduction to the Theory of Constraints," Dayton Detachment of ASC Reserve Officers. (January 1993).
- Simons, Jr., J. V., "A Descriptive Study of the Effect of Dynamic Influence Systems in Dispatching," Annual Meeting of the Production and Operations Management Society, Orlando, FL. (October 1992).
- Simons, Jr., J. V., "Theory of Constraints: Fad or Unifying Theory?," Annual Meeting of the Production and Operations Management Society, New York, NY. (November 1991).
- Simons, Jr., J. V., "Research by Extension: STARS OF ICE," Annual Meeting of the Decision Sciences Institute, San Diego, CA. (November 1990).
- Simons, Jr., J. V., "Differentiating POM Research Extensions in Relation to Generic Research Strategies," Annual Meeting of the Production and Operations Management Society, Washington, DC. (October 1990).
- Simons, Jr., J. V., "Flow Shop Scheduling with Sequence Dependent Setup Times: A Comparison of Heuristics and Practical Benchmarks," Indiana Operations Management Symposium, Bloomington, IN. (March 1990).

Research in Progress

"Zero-slack, non-critical paths" (Written, awaiting submission). Exposition of an anomaly in the identification of a project's critical paths and implications for teaching.

"Supply Chain Management (SCM) relationships with academic organization and constituent disciplines" with Stephen M. Rutner & Chris A. Boone (Data gathered, first draft written). Survey results are synthesized to create a case study of how academic disciplines relate to Supply Chain Management and its constituent topics.

"Service setups" (Data gathered, portions written). Exploration of how setup activities are manifested in service delivery processes. Survey results are used to identify typical setup activities and their magnitude across each quadrant of the service process matrix.

"Assessment of non-productive time for service workers" (Data gathered, awaiting write-up). Use of survey results to determine how much of a service worker's time is non-productive and what activities constitute that time.

"Customer satisfaction as a function of wait and contact times" (Data gathered, awaiting write-up). Survey results are synthesized to postulate distribution shapes that reflect how customer satisfaction varies with the duration of both the time customers must wait to receive service and the time customers spend in contact with service providers.

"Forecasting university enrollment" with Ronald E. Shiffler & Virginia Samiratedu (Modeling completed, awaiting write-up). Application and comparison of multiple models to forecast university enrollment, based on past data.

SERVICE

Department Service

Chair, Promotion & Tenure Committee. (2016 - 2017).

Constructed assessment plan for BBA in Logistics & Intermodal Transportation. (2016).

Member, Pre-Tenure Committee. (2009).

Chair, Quantitative Analysis Lecturer Search Committee. (2008).

Member, Promotion & Tenure Committee. (2000 - Present).

Led effort to produce and obtain approval for new degree plan and courses, Operations Management curriculum. (2006).

Informal leader, Operations Management Circle. (2005 - 2007).

Member, Operations Management Search Committee. (2004 - 2005).

Member, Department Chair Search Committee. (2000 - 2001).

Key Worker, Charitable Contributions Campaign. (2000).

Member, Committee on Peer Teaching Circles. (1998 - 1999).

Member, Search Committee in Quantitative Methods/Statistics. (1998 - 1999).

Key Worker, Charitable Contributions Campaign. (September 1997).

College Service

Member, COBA Development, Promotion & Tenure Committee. (2016 - 2018).

Chair, Educational Outcomes Assessment Committee. (2015 - 2016).

Member, Educational Outcomes Assessment Committee (2013 - 2016).

Member, Strategic Planning Committee. (2012 - 2014).

Chair, COBA Governance Committee. (2012 - 2014).

Member, COBA Governance Committee. (2011 - 2012).

Chair, COBA Undergraduate Curriculum Committee. (2011).

Member, COBA Development, Promotion & Tenure Committee. (2009 - 2011).

Chair, Student Retention, Graduation, and Instructional Resources Committee (SRGIRC). (2009 - 2010).

Administrative Coordinator, Implementation of Ph.D. in Logistics/Supply Chain Management. (2009 - 2010).

Member, Strategic Planning Committee. (2006 - 2010).

Chair, COBA Governance Committee. (2006 - 2009).

College Representative, Day for Southern. (2006 - 2009).

Member, Ad Hoc Committee for Undergraduate Curriculum Proposals. (2006 - 2007).

Guest Speaker, Bobbie Williams BUSA 1105 class, "Introduction to Business". (2006).

Member, Promotion Committee for School of Economic Development. (2006).

Constructed assessment plan for MGNT 7430, COBA Graduate Assessment. (April 2006).

Member, AACSB Task Force. (2005 - 2007).

Member, COBA Governance Committee. (2004 - 2005).

Member, Graduate Curriculum & Programs Committee. (2004 - 2005).

Chair, Peers, Aspirants, and Competitors (PACS) Task Force. (2003 - 2005).

Member, COBA Governance Committee. (2001 - 2003).

Member, Graduate Curriculum & Programs Committee. (1999 - 2000).

Member, Strategic Planning Council. (1999 - 2000).

University Service

Senator, Faculty Senate. (2015 - 2018).

Member, General Education & Core Curriculum Committee. (2016 - 2017).

Member, Graduate Committee (2014 - 2016).

Member, Elections Committee. (2012 - 2014).

Reviewer, University Program Assessment Workshop. (August 1-2, 2011).

Chair, General Education Assessment Committee. (2010 - 2012).

Subcommittee Chair, General Education Assessment Policies & Procedures. (2010 - 2012).

Session Chair, Scholarship of Teaching and Learning (SoTL) Commons Conference. (March 13,

2009).

Administrative Assignment, Forecasting university enrollment. (2008 - 2011).

Participant, Conversations with Professors. (2007 - Present).

Member, Elections Committee. (2006 - 2009)

Chair, Athletics Committee. (2004 - 2005).

Member, Athletics Committee. (2003 - 2004).

Mentor, New Faculty Mentor Program. (2002 - Present).

Member, Academic Standards Committee. (2001 - 2002).

Member, Budget & Finance Program Review Committee. (2001).

Member, Grievance Committee. (2000 - 2001).

Chair, Grievance Investigative Panel. (2000 - 2001).

Member, Admissions Committee. (1999 - 2001).

Senator, Faculty Senate. (1998 - 2001).

Student Recruiter, Atlanta Recruiting Event. (1998).

Key Worker, Day for Southern. (1998).

Member, Search Committee for Industrial Engineering Technology. (1998).

Student Recruiter, University Open House. (1998).

Student Recruiter, University Open House. (1997).

Professional Service

Reviewer, Ad Hoc Reviewer, International Journal of Quality & Reliability Management. (2003 - 2004).

Editorial Review Board Member, International Journal of Production Research. (1996 - 2000).

Editorial Review Board Member, OMEGA: The International Journal of Management Science. (1992 - 2000).

Reviewer for student paper competition of the American Production and Inventory Control Society. (1991).

Associate Editor, Journal of Operations Management. (1990 - 2009).

Chairperson (and Instructor) of Certified Professional Logistician Preparation Program, Dayton Chapter of SOLE.. (1990 - 1992).

Nominating Committee for the Dayton Chapter of SOLE. (1990).

Membership Chairman, Dayton Chapter of SOLE. (1989 - 1990).

Editorial Review Board Member, Management Science. (1988 - 1991).

Public Service

Chair, Kiwanis Scholarship Committee. (2010 - Present).

Chair, Kiwanis Finance Committee. (2010).

Member, Kiwanis Law Enforcement Committee. (2009 - 2010).

Guest Speaker, Claxton Rotary. (October 22, 2008).

Guest Speaker, Kiwanis Club of Statesboro. (August 21, 2008).

Guest Speaker, Kiwanis Club of Statesboro. (January 31, 2008).

Member, Kiwanis Scholarship Committee. (2007 - Present).

Member, Kiwanis Fair Committee. (2007 - 2009).

Member, Staff-Parish Committee, Pittman Park United Methodist Church. (2005 - 2007).

Lieutenant Governor, Kiwanis, Georgia District, Division 22. (2004 - 2005).

Board President, Court-Appointed Special Advocates (CASA). (2004).

President, Kiwanis Club. (2003 - 2004).

Foster Parent, Bulloch County DFACS. (2003).

Board Member, Court-Appointed Special Advocates (CASA). (2002 - 2004).

Chair, CASA Policies & Procedures. (2002 - 2003).

President-Elect, Kiwanis Club. (2002 - 2003).

Vice-President, Kiwanis Club. (2001 - 2002).

Board Member, Wesley Foundation. (2000 - 2003).

Sunday School Superintendent, Pittman Park United Methodist Church. (2000 - 2001).

Co-Chair, Education Committee, Pittman Park United Methodist Church. (1999).

Chair, Kiwanis Club Special Olympics Committee. (1998 - 2001).

Member, Kiwanis Club of Statesboro. (1997 - Present).

Chair, Education Committee, St. Andrew's United Methodist Church. (1996).

Member, Task Group on Staffing, St. Andrew's United Methodist Church. (1996).

Member, Staff-Parish Relations Committee, St. Andrew's United Methodist Church. (1993).

Volunteer, Carriage Hill Farm (living history park). (1992 - 1997).

Foster Parent, Catholic Social Services. (1992 - 1997).

Member, Council on Ministries, St. Andrew's United Methodist Church. (1992).

Judge for Special Award in Logistics, Ohio Junior Academy of Science. (1991 - 1992).

Director of Adult Studies, St. Andrew's United Methodist Church. (1991).

Basketball Coach, Youth Activities. (1990 - 1993).

Consulting

Reviewer, Book, *Operations and Supply Chain Management*, 13th ed. By F. Robert Jacobs & Richard B. Chase, McGraw-Hill Irwin. (2010-2011).

Reviewer, Book, *Operations Management*, 10th ed. by William J. Stevenson. (2009).

Constructed PowerPoint slides for 2nd edition of Hanna & Newman text, Thomson/South-Western Publishing. (2006).

Reviewed service operations text by Sampson, Prentice-Hall. (2000).

Reviewed operations management text by Russell & Taylor, Prentice-Hall. (2000).

Taught "Introduction to Excel" workshop, Center for Excellence in Teaching. (1998 - 2001).

Consultant for court scheduling process, Bulloch County State Court. (1998 - 1999).

Developed and presented a two-day workshop: "Project Scheduling Methods", Deputy Comptroller Directorate, Aeronautical Systems Division, Air Force Material Command. (1991 - 1992).

Conducted one-day workshop "Microcomputer Applications Using Spreadsheets", Apple Computers & University of Houston. (1988).

Conducted "Case Writing Workshop", Management Information Systems graduate students, University of Houston. (1987).

Development Activities Attended

Workshop, "Teaching the unprepared student," Center for Teaching & Technology. (August 2016).

Workshop, "vLabs demonstration," Center for Teaching & Technology. (August 2016).

Seminar, "Flipped Learning," College DP&T Committee. (April 2016).

Workshop, "Engaging Students in the Learning Process," Center for Teaching, Learning & Scholarship. (February 2012).

Workshop, "Student Motivation: Overcoming Obstacles to Learning," Center for Teaching, Learning & Scholarship. (January 2012).

Invited Guest Presentation, "Engaging Online Learners & Faculty," sponsored by Center for Teaching, Learning & Scholarship. (March 2011).

Training, "Data Warehouse/Crystal Reports," IT Services. (February 2010).

Workshop, "Dealing with Disruptive Students," Center for Excellence in Teaching. (January 2010).

Workshop, "Active Learning for Students," Center for Excellence in Teaching. (February 2009).

Workshop, "Selling Ice Boxes to Eskimos: Motivating Students to Learn," Center for Excellence in Teaching. (February 2009).

Reading Group, ""The Art of Changing the Brain", Center for Excellence in Teaching. (September 2008 - November 2008).

Workshop, "Rubrics to Promote Student Learning & Assessment," Center for Excellence in Teaching. (March 2006).

Workshop, "Applied Problem & Case Learning," Center for Excellence in Teaching. (February 2006).

Workshop, "Course Mapping," Center for Excellence in Teaching. (February 2006).

Workshop, "Enhancing the Lecture," Center for Excellence in Teaching. (September 2004).

Workshop, "Building a Robust Board," Georgia Center for Nonprofits. (May 2004).

Workshop, "Practical Financial Management," Georgia Center for Nonprofits. (May 2004).

Workshop, "Developing High-Level, Valid Test Items to Promote Transfer of Learning," Center for Excellence in Teaching. (September 2003).

Workshop, "GroupWise," Information Technology Services. (September 2002).

Workshop, "Banner 5," GSU/Registrar's Office. (September 2001).

Workshop, "Faculty WINGS," Registrar's Office. (May 2001).

Workshop, "Introduction to Using Lexis-Nexis Academic Universe," Library, GSU. (March 2001).

"Operations Management Circle." (2000 - 2007).

Workshop, "Effective Grading," Center for Excellence in Teaching. (September 2000).

Workshop, "Faculty Portfolios," Center for Excellence in Teaching. (September 2000).

Workshop, "Interactive Teaching Methods," Center for Excellence in Teaching. (September 2000).

Workshop, "Advanced Warehouse Management on ERP Software," MK Group (Computer Associates). (May 1999).

Workshop, "Introduction to Data Warehouse," Center for Excellence in Teaching. (March 1999).

Workshop, "WebCT on internet-based course management software," Center for Excellence in Teaching. (March 1999).

Workshop, "Faculty Development Institute," University System of Georgia. (1998 - 1999).

Workshop, "Motivational Teaching," Center for Excellence in Teaching. (September 1998).

Bi-weekly teaching circle, "Teaching Large Classes," Center for Excellence in Teaching. (March 1998).

Workshop, "Introduction to BANNER," Center for Excellence in Teaching. (March 1998).

Workshop, "Introduction to HTML and Web Editors," Center for Excellence in Teaching. (September 1997).

Workshop, "Introduction to Netscape," Center for Excellence in Teaching. (September 1997).