S. "RAJ" RAJAGOPALAN

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University of Southern California
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Education

Ph.D.	*Manufacturing and Operations Systems*, Graduate School of Industrial Administration, Carnegie Mellon University, 1989.
M.S.	*Systems Sciences*, Graduate School of Industrial Administration, Carnegie Mellon University, 1986.
P.G.D.M.	Equivalent to an M.B.A., Majored in *Operations* and *Marketing*, Indian Institute of Management, Ahmedabad, India, April 1982.
B. Tech.	*Mechanical Engineering*, Indian Institute of Technology, Madras, India, August 1980.

Professional experience

5/00 - present	*Professor, Marshall School of Business, Univ. of Southern California*.
2013-2015	*Academic Director, MS Program in Global Supply Chain Management (GSCM)*
2013-2015	*Academic Director, Center for GSCM, USC Marshall School of Business.*
7/06 – 9/06	*Acting Chair, Information and Operations Management Department, Marshall School of Business, Univ. of Southern California*.
9/00 – 8/04	*Chair, Information and Operations Management Department, Marshall School of Business, Univ. of Southern California*.
5/94 - 5/00	*Associate Professor, Marshall School of Business, Univ. of Southern California*.
9/88 - 4/94	*Assistant Professor, Marshall School of Business, Univ. of Southern California*.

Teaching Activities

Executive MBA Program (1998-present)
Operations and Technology Theme
Theme Coordinator (2000)

Global Executive MBA Program - Shanghai (2005-2010)
Operations and Technology Theme

Executive Programs (1994-present)
Supply Chain Management - Online Program
USC Management Development Program
Long Beach Memorial Hospital Management Development Program
Kaiser Permanente Management Development Program (1995)
Chiang Manufacturing Management Program (1996)

MBA Program (1988-2011)
Coordinator for MBA Core *Operations Management* course (1988-1997)
Organized MBA Core Case Competition (1989-1992)
Developed and taught the following graduate courses:
Supply Chain Management (1999-2004)
Operations Consulting (2006-2011)
Operations Management Core MBA course (1988-1997)
Operations Management Core for IBEAR MBA (1996-2000)
Production Planning and Materials Control (1988 to 1991)
Ph.D. course in Operations Management (1991, 1993, 1997, 1999)
Service Operations Management (1995)

1/86 - 5/87 *Instructor, Carnegie Mellon University*. Taught the following undergraduate courses: *Production* I (Spring '86, Fall '86), *Production* II (Spring '87).

1/85-1/86 *Teaching Assistant* - Operations Management, Carnegie Mellon University.

5/82-7/84 *Branch Executive - Asian Paints (India) Ltd.*, India.
Responsible for distribution, sales planning, and inventory management.

Awards and honors

Evan C. Thompson Community Service Award – Marshall School of Business (2016)
Evan C. Thompson Faculty Leadership and Mentoring Award – Marshall School of Business (2009)
Nominated for USC Parents Association Teaching and Mentoring Award (2009)
Certificate of Excellence – IIE Transactions Editorial Board (2004, 2005)
Golden Apple Teaching Award -- Honorable Mention (2001)

Best Teacher Award, IBEAR MBA program (1998)
Honorary Mention, MBA Core Professor of the Year (1991).
Zumberge Fellow (1992-1993), University of Southern California, Los Angeles, CA.
William Larimer Mellon Fellowship (1985-1987), G.S.I.A., Carnegie Mellon University,.
Academic Merit Award (1975), Indian Institute of Technology, Madras, INDIA.
State Government Merit Scholarship (1974), Maharashtra State Government, INDIA.

Current Research Interests

Supply Chain Management
Service Operations
Empirical studies in manufacturing and inventories

Refereed journal publications

H. Zhang, S. Rajagopalan and G. Kong. 2016. "Contract Design for Service Providers with Private Effort," Forthcoming in *Management Science.*

G. Kong, S. Rajagopalan and H. Zhang. 2015. "Information Leakage in Supply Chains," Chapter 15 in *Information Exchanges in Supply Chains*, Ed. A. Ha and C. Tang, Springer, 313-340.

C. Tong and S. Rajagopalan. 2014. "Pricing and Operational Performance of Discretionary Services," *Production and Operations Management,* 23, 4, 689-703.

V. Kostami and S. Rajagopalan. 2014. "Speed Quality Tradeoffs in a Dynamic Model," *Manufacturing and Service Operations Management,* 16, 1, 104-118.

G. Kong, S. Rajagopalan and H. Zhang. 2013. "Revenue Sharing and Information Leakage in a Supply Chain," *Management Science,* 59, 3, 556-572.

S. Rajagopalan. 2013. "Impact of Variety and Distribution System Characteristics on Inventory Levels at US Retailers," *Manufacturing and Service Operations Management,* 15, 2, 191-204.

S. Rajagopalan and N. Xia. 2012. "Product Variety, Pricing and Differentiation in a Supply Chain," *European J. of Operational Research*. 217(1): 84-93.

Xia, N., and S. Rajagopalan. 2009. A Competitive Model of Customization with Lead-Time Effects. *Decision Sciences*, 40, 4, 727-758.

Xia, N., and S. Rajagopalan. 2009. Standard versus custom products: variety, lead time and price competition. *Marketing Science*, 28, 5, 887-900.

Nagarajan, M. and S. Rajagopalan. 2009. A multi-period model of inventory competition. *Operations Research*, 57, 3, 785-790.

Li, G., and S. Rajagopalan. 2008. Process Improvement Investments and Learning: A Real Options Approach. *Production and Operations Management*, 17 (1), 61-74.

Nagarajan, M. and S. Rajagopalan. 2008. "Inventory Models for Substitutable Products: Optimal Policies and Heuristics," *Management Science*, 54 (8), 1453-1466.

Nagarajan, M. and S. Rajagopalan (2008) Coordination Issues in vendor managed inventory systems. *Production and Operations Management*, 17 (2), 200-210.

S. Rajagopalan, "Make-to-Stock or Make-to-Order: Model and Application," *Management Science*, 48, 2 (2002), 241-256.

S. Rajagopalan and J. Swaminathan, "A Coordinated Production Planning Model with Capacity Expansion and Inventory Management," *Management Science*, 47, 11 (Nov. 2001), 1562-1580.

S. Rajagopalan and S. Yu, "A Capacity Planning Model with Congestion Costs," *European Journal of Operational Research*, Vol. 134/2 (Aug. 2001), pp.137-149.

S. Rajagopalan and A. Malhotra, "Have Inventories Declined in the U.S.: An Empirical Study," *Manufacturing and Service Operations Management*, 3, 1 (2001), pp. 14-24.

S. Rajagopalan, "Adoption Timing of a New Equipment with Another Innovation Anticipated," *IEEE Transactions in Engg. Management*, 46, No. 1 (1999), 14-25.

G. Li and S. Rajagopalan, "Process Improvement, Quality and Learning Effects," *Management Science*, 44, 11(1), (Nov. 1998) 1517-1532.

S. Rajagopalan, "Capacity Expansion and Equipment Replacement: A Unified Approach," *Operations Research*, 46, 6 (Nov-Dec 1998), 846-857.

S. Rajagopalan, M. Singh, and T. E. Morton, "Capacity Expansion and Replacement with Uncertain Technological Breakthroughs," *Management Science*, **44**, 1, (1998), 12-30.

G. Li and S. Rajagopalan (1997), "The Impact of Quality on Learning: An Empirical Study," *Journal of Operations Management*, **15**, 181-191.

G. Li and S. Rajagopalan (1997), "A Learning Curve Model with Knowledge Depreciation," *European Journal of Operational Research*, **105**, 1, 143-154.

S. Rajagopalan and A. Soteriou (1994) "Capacity Acquisition and Disposal with Discrete Facility Sizes," *Management Science*, **40**, 7, 903-917.

S. Rajagopalan and A. Loomba (1994) "Allocation and Routing of Mobile Computer Tomography Equipment," *Socio-Economic Planning Sciences,* **28**, 4, 229-240.

S. Rajagopalan and K. Ravi Kumar (1994), "Retail stocking decisions with Order and Stock Sales," *Journal of Operations Management,* **11**, 4, 397-410.

S. Rajagopalan (1994), "Capacity Expansion with Alternate Technology Choices," *European Journal of Operational Research,* **77**, 3, 1-12.

S. Rajagopalan and G. Hadjinicola (1993), "Scheduling of Diagnostic Imaging Equipment among Hospitals," *Production and Operations Management,* **2**, 3, 164-176.

R. B. Chase and S. Rajagopalan (1993), "A Production Planning and Scheduling System at an Environmental Laboratory," *International Journal of Production Economics*, **29**, 25-138 (special issue of papers accepted at *Journal of Manufacturing and Operations Management*).

S. Rajagopalan (1993), "Flexible versus Dedicated Technology: A Capacity Expansion Model," *International Journal of Flexible Manufacturing Systems,* **5**, 3, 129-142.

S. Rajagopalan (1992), "Deterministic Capacity Expansion under Deterioration," *Management Science*, **38**, 4, 525-539.

S. Rajagopalan (1992), "A Note on an Efficient Zero-One Formulation of the Multi-level Lot-Sizing Problem," *Decision Sciences*, **23**, 3, 1023-1027.

R. Akella, S. Rajagopalan, and M. Singh (1992) "Part Dispatch in Random Yield Multistage Test Systems," *Operations Research*, **40**, 4, 776-789.

S. Kekre, P. Nandakumar, T.A. Powell, and S. Rajagopalan (1990), "A Logistics Analysis at Heinz," *Interfaces*, **20**, 5, 1-13.

T.E. Morton, S.R. Lawrence, S. Rajagopalan and S. Kekre (1988), "SCHED-STAR: Patriarch's Planning Module," *Journal of Mfg. and Operations Mgmt.*, **1**, 1, 131-181.

Papers under Review/Working Papers

"Referrals and Quality in Healthcare," with C. Tong, Under Preparation.

"Pricing of Expert Services with Diagnosis Uncertainty" Under Preparation.

"Pricing Diagnosis-Based Services When Customers Exhibit Sunk Cost Bias." With G. Kong and C. Tong. Under review at *Production and Operations Management*.

"Fixed and Time-based Pricing of Services: Experimental Evidence" Under Preparation.

Refereed publications in conference proceedings

S. Rajagopalan (1994), "Capacity Expansion and Equipment Replacement: A Unified Approach," Proceedings of the First ORSA TECMAN Conference, Carnegie-Mellon University, Pittsburgh.

S. Rajagopalan (1990), "Adoption Timing of Improved Technology under Uncertainty," *Proceedings of the Decision Sciences Institute Conference*, San Diego, CA.

S. Rajagopalan (1986), "Formulation and heuristic solutions for parts grouping and tool loading in flexible manufacturing systems," *Proceedings of the Second ORSA/TIMS Conference on Flexible Manufacturing Systems*, Ann Arbor, MI.

R. Akella, S. Rajagopalan, and P. Kumar (1986), "Part dispatch in multistage card lines," *Proceedings of the IEEE Intl. Conf. on Robotics and Automation*, San Francisco, CA.

Case Studies/Non-refereed articles

CoverKing (A) Process Analysis

Indico Motors Inc.

"Supply chain management and e-commerce" with Y. Bassok, Marshall Magazine (Summer 2000), University of Southern California, Los Angeles.

"Operations at buy.com"

"North American Produce", with M. Trenchard and D. Hodgkins (also includes a teaching note and video)

"Crystalview Inc." with M. Trenchard (also includes a teaching note)

"Mike Ascott", with M. Asher

"Revenue Management at American Golf" with M. Trenchard and R. Chase (also includes a teaching note)

Consulting Projects

Several projects in the areas of supply chain management, revenue management, process improvement, etc. at Johnson and Johnson, Hewlett-Packard, Fidelity Investments, Coleman, Mobile Technology, Amcor Sunclipse, Trojan Battery, etc. Also supervised numerous MBA consulting projects in above areas at Toyota, Nestle, Avery Dennison, Universal Studios, etc.

Grants and funded projects

2015-16 Enhancing Port Operations Efficiency, Port of Los Angeles and Long Beach Project. Center for GSCM. Amount of Funding: $150,000

2015 Sharpening Expertise: Future Trade Workforce 2020, Department of Homeland Security Project. Center for GSCM. Amount of Funding: $100,000

2014 Taco Bell: Global supply chain design. Center for GSCM.*Amount of Funding*: $25,000.

1997 Johnson and Johnson, Vistakon Division. Evaluating global distribution strategies. *Principal Investigator; Amount of Funding*: $ 25,000.

1996-97 Johnson and Johnson, Vistakon Division. Make-to-stock or make-to-order: determining an optimal manufacturing and equipment strategy. *Principal Investigator; Amount of Funding*: $ 18,000.

1995-97 American Golf Corporation: Implementing and Evaluating Revenue Management. *Principal Investigator; Amount of Funding*: $ 15,000.

1993-96 U.S. Department of Education and Center for International Business Education and Research, Univ. of Southern California - to develop course material in operations management. *Principal Investigator; Amount of Funding*: $ 10,000.

1993-94 Center for Operations Management Education and Research (COMER) and Fidelity Investments - to develop *advanced* forecasting and planning methodologies. *Co-Investigator;* Amount of Funding: $ 40,000.

1992-94 University of Southern California, Zumberge Faculty Research and Innovation Fund - - to develop models of capacity and technology acquisition in uncertain environments. *Principal Investigator; Amount of Funding*: $ 9,100.

1992-93 Center for Operations Management Education and Research (COMER) and Fidelity Investments - to develop forecasting and planning methodologies. *Co-Investigator;* Amount of Funding: $ 120,000.

1990-91 COMER and Mobile Technology Inc. To develop an optimization model and system for routing and scheduling diagnostic imaging equipment. *Principal Investigator;* Amount of Funding : $ 8,000.

1989-90 COMER and J. M. Montgomery Labs. To develop a capacity planning and chemical test scheduling system using optimization tools. *Co-Investigator;* Amount: $ 40,000.

1988 H. J. Heinz Inc. Developed a logistics system for a large food processing firm with multiple plants and demand centers. *Co-Investigator; Amount of Funding*: $ 6,000.

Invited presentations/seminars

Cornell -- Johnson School (Mar 23, 2016)
NYU Stern Business School (Mar 25, 2016)
INFORMS Annual Conference, Philadelphia, CA (Nov 2015)
Leavey School of Business, Santa Clara, CA (Feb 2014)
INFORMS Annual Conference, San Francisco, CA (Nov 2014)
Goizueta School of Business, Emory University (Oct 2013)
INFORMS Annual Conference, Minneapolis, MN (Oct 2013)
MSOM Annual Conference, Fontainebleau, France (June 2013)
INFORMS Annual Conference, Phoenix, AZ (Nov 2012)
Kenan-Flagler School of Business, Univ. of North Carolina (Mar 2012)
W. P. Carey School of Business, Arizona State University (Feb 2012)
Anderson School of Management, UCLA (Jan 2012)
MIT Operations Research Center (Nov 2011)
McCombs School of Business, UT Austin (Oct 2011)
INFORMS Annual Conference, Charlotte, NC (Nov 2011)

"Revenue Sharing and Information Leakage in a Supply Chain,"
Kellogg Business School, Northwestern University (Nov 2010)
INFORMS Annual Conference, Austin, TX (Nov 2010)

"Fixed or Time-based Billing for Optimizing Discretionary Service Performance,"
Indian School of Business, Hyderabad, India (Nov 2010)
Winter Operations Conference – Univ of Utah (Feb 2011)

"Speed Quality Tradeoffs in a Dynamic Model,"
INFORMS Annual Conference, Austin, TX (Nov 2010)

"Factors Driving Inventory Levels at US Retailers"
Wharton Empirical Research in Operations Workshop (November 2009)
INFORMS Annual Conference, San Diego, CA (October 2009)

"Product Variety and Pricing in a Distribution Channel," INFORMS Annual Conference, San Diego, CA (October 2009).

"Product Variety, Differentiation and Pricing in a Supply Chain,"
UC San Diego - Rady School of Management, San Diego. (November 2008).
INFORMS Annual Conference, INFORMS, Washington DC. (October 2008).
McGill University, Montreal, (October 2008).

"Inventory policies at high service levels"
Krannert School of Mgmt. – Purdue University, W. Lafayette, IN (March 2008)

"Assortment and Pricing Decisions under Competition", INFORMS Annual Conference, Seattle (November 2007).

"Inventory models with substitution"
Wharton Business School - University of Pennsylvania, Philadelphia (April 2007)
University of Washington Business School, Seattle (January 2007)
Kenan-Flagler Business School, University of North Carolina, October 26, 2006.

"A multi-period model of inventory competition" INFORMS Pittsburgh, Nov 2006.

"Product and Process Innovation," Invited Panelist, POMS Technology Management Workshop, Boston, May 2006.

"Optimal inventory models with substitution effects," Haas School, UC Berkeley, October 14, 2005.

"Optimal inventory models with substitution effects," Anderson School, UCLA, October 21, 2005.

"Standard versus Custom Products: Monopoly and Competitive Models," with N. Xia, INFORMS International Meeting, Denver, October 2004.
Nanyang Technological University, Singapore, March 2005.

"Inventory models with substitution," with M. Nagarajan, INFORMS/MSOM Annual Meeting, USC, Los Angeles, June 2003.

"Vendor managed inventory contracts," INFORMS International Meeting, San Jose, November 2002.

"Application of an Optimization Model in Manufacturing," INFORMS International Meeting, Miami Beach, November 2001.

"A Coordinated Production Planning Model with Capacity Expansion & Inventory Management," INFORMS International Meeting, Hawaii, June 2001.

"Make-to-Stock or Make-to-Order: A Model and Application,"
INFORMS International Meeting, Hawaii, June 2001.
Tauber Manufacturing Institute, University of Michigan, Ann Arbor, Feb. 2000
Haas School of Business, UC Berkeley, CA, September 1999
School of Business, University of Washington, April 1999
Kelley School of Business, Indiana University, December 1998

"Have U.S. Manufacturing Inventories Declined?"
Anderson Graduate School of Management, UCLA, Los Angeles, June 1999.

"Adoption of equipment under uncertainty"
INFORMS National Meeting, Cincinatti, May 1999. *Invited Chair* of this session.

"Capacity Planning at a Chemical Testing Laboratory,"
INFORMS National Meeting, Seattle, October 1998.

"Capacity Acquisition and Equipment Replacement: A Unified Approach,"
Indian Institute of Management, Bangalore, India, July 1998.

"Capacity Planning with Congestion Costs,"
UCLA/UCI/USC OR/OM Annual Conference, Los Angeles, May 1998.

"Capacity Planning with Operational Costs,"
INFORMS National Meeting, San Diego, May 1997.

"Process Improvement, Quality and Learning Effects,"
INFORMS National Meeting, Washington D.C., May 1996.
Anderson Graduate School of Management, UCLA, Los Angeles, May 1996.

"Scheduling of Diagnostic Imaging Equipment among Hospitals,"
Indian Institute of Science, Bangalore, India, July 1995.

"Mass Customization in Order and Stock Sales,"
ORSA/TIMS National Meeting, Detroit, October 1994.

"Capacity Expansion and Equipment Replacement"
First TECMAN Conference, Carnegie-Mellon University, Pittsburgh, June 1994.
Graduate School of Management, University of California, Irvine, May 1994.
Graduate School of Business, University of Michigan, Ann Arbor, December 1993.

"Investments in Manufacturing," *Invited Chair*, First ORSA TECMAN Conference, Carnegie-Mellon University, Pittsburgh, June 1994.

"Capacity Expansion and Replacement with Discrete Facility Sizes,"

IIE Research Conference, Los Angeles, CA, May 1993.

"Models and Issues in Utilizing New Manufacturing Technologies," *Invited Chair of Session,*
ORSA/TIMS Joint National Meeting, San Francisco, CA, November 1992.

"Adoption Timing of an Improved Equipment with Another Innovation Anticipated,"
ORSA/TIMS Joint National Meeting, San Francisco, CA, November 1992.

"Capacity Acquisition and Disposal with Discrete Facility Sizes,"
ORSA/TIMS Joint National Meeting, San Francisco, CA, November 1992.

"Capacity Expansion with Technological Breakthroughs,"
ORSA/TIMS Joint National Meeting, Anaheim, CA, November 1991.

"Scheduling of Diagnostic Imaging Equipment among Hospitals,"
ORSA/TIMS Joint National Meeting, Anaheim, CA, November 1991

"Part Dispatch in Random-yield Test Systems",
ORSA/TIMS Joint National Meeting, Philadelphia, PA, October 1990

"Stocking versus special ordering in retailing consumer durables",
ORSA/TIMS Joint National Meeting, Las Vegas, NV, May 1990.

"Production Scheduling in Stochastic Manufacturing Environments",
ISE Dept., University of Southern California, Los Angeles, Dec. 1990.

"Adoption Timing of Improved Technology under Uncertainty",
Anderson Graduate School of Business, UCLA, Los Angeles, Dec. 1989

"Formulation and heuristic solutions for parts grouping and tool loading in flexible manufacturing systems", Second ORSA/TIMS Conf. on Flexible Mfg. Systems: Operations Research Models and Applications, Ann Arbor, MI, August, 1986.

Editorial and review activities

Senior/Area Editor, *Production and Operations Management* (2000-present)
Department Editor, *Management Science* (2008)
Associate Editor, *Operations Research* (2003-2005, 2007-2008)
Associate Editor, *Management Science* (2003-2008)
Department Editor, *IIE Transactions* (2001-2008)
IIE Transactions Best Paper Award Committee (2006, 2008, 2009)
Member of the Editorial Review Board
Manufacturing and Service Operations Management (1999-2002)

IIE Transactions (1996-2000)
Production and Operations Management (1995-1999)
IEEE Transactions in Engineering Management (2000-2002)

In addition, I have reviewed papers for the following journals: *European Journal of Operational Research, Journal of Operations Management, Journal of Manufacturing and Operations Management, IEEE Transactions in Engineering Management, Journal of Intelligent Manufacturing, Engineering Costs and Production Economics, INFOR, International Journal of Flexible Manufacturing Systems, etc.*

Membership in professional societies

INFORMS
INFORMS Section on Manufacturing and Operations Management
Production and Operations Management Society

Ph.D. Committees

Hailong Cui, Dissertation Committee Member, Marshall School of Business, University of Southern California. 2016-present.

Brian Han, Dissertation Committee Member, Marshall School of Business, University of Southern California. 2016-present.

Xuan Wang, Dissertation Committee Member, Marshall School of Business, University of Southern California. 2016-present.

Dongyuan Zhan, Dissertation Committee Member, Marshall School of Business, University of Southern California. 2012-2015.

Kong, Guangwen, **Dissertation Chair**, Marshall School of Business, University of Southern California. 2011-2013.

Kostami, Vasiliki, "Essays on Managing Service Systems" **Dissertation Co-Chair**, Marshall School of Business, University of Southern California. 2010.

Xia, Nan, "Essays on Managing Product Variety" **Dissertation Chair**, Marshall School of Business, University of Southern California. 2008.

Chen, Feng, "Essays in Product Variety and Bargaining" Dissertation Committee Member, Marshall School of Business, University of Southern California, 2008.

Ochiumi, Hiroshi "Essays on Design of Incentive Systems for Forecasting" Dissertation Committee Member, Marshall School of Business, University of Southern California, 2006.

Tong, Chunyang, "Essays on Revenue Management," Dissertation Committee Member, Marshall School of Business, University of Southern California, 2006.

Nagarajan, Mahesh, "Design and analysis of contracts in supply chains," **Dissertation Co-Chair**, Marshall School of Business, University of Southern California, 2003.

Sen Alper, "Inventory and Pricing Models for Perishable Products" Dissertation Committee Member, Marshall School of Business, University of Southern California, 2000.

Li George, "Learning, Quality and Productivity," **Dissertation Chair**, Marshall School of Business, University of Southern California, (candidate).

Yu Steven, "Equipment Acquisition Models in Manufacturing Systems," **Dissertation Chair**, Marshall School of Business, University of Southern California, 1997.

Stewart Doug, "Failsafing in Services," Dissertation Committee Member, Marshall School of Business, University of Southern California, 1997.

Li Ting, "Scheduling in Cellular Manufacturing Systems," External Member, Industrial and Systems Engineering, University of Southern California, 1994.

Soteriou Andreas, "Customer Contact and Service Quality: An Empirical Investigation," Dissertation Committee Member, Marshall School of Business, University of Southern California, 1994.

Hadjinicola George, "Product Positioning and Manufacturing in Multinational and Global Corporations," Dissertation Committee Member, Marshall School of Business, Univ. of Southern California, 1993.

Loomba Arvinder, "Product Sale and Service Support via Distribution Channels in Computer Industry, " Dissertation Committee Member, Marshall School of Business, University of Southern California, 1993.

Youngdahl William, "Service-based Manufacturing: An Empirical Investigation," Dissertation Committee Member, Marshall School of Business, University of Southern California, 1992.

Service Activities

IASB Board Member (2016-present)
University Academic Senate Member (2015-16)

MBA Rankings Committee (2015-present)
Marshall School of Business Faculty Council (2012-16), President (2014-2016)
Marshall School Assistant Dean, Career Services, Search Committee (2015)
Marshall School Assistant Dean, Admissions, Search Committee (2015)
DSO Department PEG Chair for Full Professor Promotions (2015)
Marshall School Personnel Committee (Tenure, Promotion and Sabbaticals), (2006-2010), (Chair: 2007-2010), (2014-15)
USC Graduate School Advisory Committee (Aug 2014-June 2015)
DSO Department PEG Chair for tenure/promotion (Fall 2014)
Marshall School Associate Dean (Executive Education) Search Committee (2014)
Marshall School CFO Search Committee (2014)
Marshall School of Business MBA Design Taskforce (2014)
Marshall School of Business Transformational Hiring Committee (2012-14)
PEG Member, 4th year review, Botao Yang (Marketing Dept.) 2013
PEG Member, Full Professor Promotion, Joe Nunes (Marketing Dept.) 2013
IOM Department PEG Chair for tenure/promotion (Spring 2012)
IOM Department PEG Chair for tenure/promotion (Fall 2011)
IOM Department PEG Chair for appointment with tenure (Spring 2011)
IOM Department PEG Committee for tenure/promotion (Fall 2010)
Strategic Planning Committee, Marshall School of Business (2010-11)
Member, Faculty Tenure and Privileges Appeals Committee, University of Southern California (2008-present)
Chair, Internal Review Committee: Industrial and Systems Engineering Department, University of Southern California (2006-2007)
Cluster Chair – Capacity and Technology Management Cluster, INFORMS Meeting, Seattle, 2007.
University Committee on Conflict of Interest Policies and Procedures, University of Southern California (2006-2007)
IOM Department MBA Elective Review Committee – Chair (2006)
Research Committee, Marshall School of Business (2006)
IOM Department PEG Chair for Fourth Year Review: Greys Sosic (2006)
IOM Department PEG Committee Member for Fourth Year Review: Il-Horn Hann (2006)
Strategic Planning Committee, Marshall School of Business (2005)
MBA Curriculum Innovation Committee, Marshall School of Business (2004-05)
Dean Search Committee, Marshall School of Business (2002-03)
Conference Co-Chair – INFORMS/MSOM Annual Conference, Los Angeles, June 2003.
Program Co-Chair -- TIMS/ORSA Joint National Meeting, Los Angeles, 1995.
Cluster Chair -- Manufacturing Management Cluster, TIMS/ORSA Joint National Meeting, Los Angeles, 1995.
Dean's Faculty Advisory Committee (1994-1997)
Marshall School Strategic Planning Committee (1999-2000)
Marshall School of Business (USC) Budget Committee (1997-1999)
Marshall School of Business MBA Core Design Committee (1999)
IOM Department Third Year Review Committee (1995, 1998)
Marshall School of Business PEG Chair for Alex Zhang (1998-99)

Marshall School of Business PEG Committee for Sriram Dasu (1998-99)
Marshall School of Business PEG Committee for Yehuda Bassok (1999)
Graduate Coordinator: *Operations Management* (1988-2007).
Undergraduate Coordinator: *Operations Management* (1989-1995).
Ph.D. Coordinator, Operations, Marshall School of Business, (1989-94, 1998-2000)
Ph.D. Coordinator, IOM Department, Marshall School of Business, USC (1994-1998)
Marshall School of Business (USC) Library Committee (1994-1995)
Marshall School of Business (USC) Teaching Evaluation Committee (1994-1995)
Marshall School of Business (USC) MBA Curriculum Committee (1991-92)
Marshall School of Business (USC) Academic Standards Committee (1992-1995)
IOM Department Curriculum Committee (1989-present)
Operations Faculty Recruiting Coordinator (1989, 1991, 1994, 1999, 2008, 2009)