

Curriculum Vita

Arnold B. Maltz

Associate Professor

Supply Chain Management

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EDUCATION:

Doctor of Philosophy, Graduate Program in Business,

Studies in Logistics and Industrial Engineering,

The Ohio State University, Columbus, Ohio, 1992.

Major field: Marketing/Logistics

Dissertation: Outsourcing the Corporate Logistics Function

Master of Science, Transportation,

Northwestern University, Evanston, Illinois, 1977.

Master of Arts, Physics, University of California at Santa Barbara,

Santa Barbara, California, 1971.

Bachelor of Science, Physics, Trinity College,

Hartford, Connecticut, 1969.

PROFESSIONAL CERTIFICATION:

Certified Production and Inventory Control Manager, 1985.

ACADEMIC EXPERIENCE:

7/00-Present	Associate Professor W. P. Carey School of Business Arizona State University Tempe, Arizona
8/97-6/00	Assistant Professor College of Business Arizona State University Tempe, Arizona
8/96-5/97	Associate Professor College of Business Administration/Economics New Mexico State University Las Cruces, New Mexico
8/91-8/96	Assistant Professor College of Business Administration/Economics New Mexico State University Las Cruces, New Mexico
8/88-5/91	Graduate Teaching/Research Assistant, Logistics College of Business Administration The Ohio State University Columbus, Ohio

RESEARCH and PUBLICATIONS

Refereed Journal Publications

Xue, L. J., Maltz, A . B., and Villalobos, R., "Forecasting and Capacity Planning for Nogales Port of Entry," Transportation Journal, Vol. 52, No. 4, Fall, 2013, pp. 417-440.

Maltz, Arnold, Joseph Carter, and Elliot Maltz, "How Managers Make Sourcing Decisions about Low Cost Regions: Insights from Perceptual Mapping," Industrial Marketing Management, Vol. 40, 2011, pp. 796-804.

Rastogi, A.P, Fowler, J.W., Carlyle, W.M., Araz, O.M., Maltz, A., and Bücke, B., "Supply Network Capacity Planning for Semiconductor Manufacturing with Uncertain Demand and Correlation in Demand Considerations", International Journal of Production Economics, Vol. 134, 2011, pp. 322-332.

Carter, Joseph, Arnold Maltz, Mark Goh, and Elliot Maltz, "Impact of Culture on Supplier Selection Decision Making," International Journal of Logistics Management, Vol. 21, No. 3, 2010, pp. 353-374.

Carranza, Octavio, and Arnold Maltz, "Understanding the Financial Consequences of the Bullwhip Effect in Transborder Continuous Improvement Settings," Journal of Business Logistics, Vol. 31, No. 1, 2010, pp 23-42.

Ashenbaum, Bryan, Arnold Maltz, Lisa M. Ellram, and Mark Barratt, "Organizational Alignment And Supply Chain Governance Structure: Introduction And Construct Validation," International Journal of Logistics Management, 2009, v. 20, n. 2, pp. 169-186.

Oke, Adegoke, Arnold Maltz, and Poul Erik Christiansen, "Criteria for Sourcing from Developing Countries," Strategic Outsourcing: An International Journal 2009, Vol. 2, n. 2, pp. 145-164.

Carter, Joseph, Arnold Maltz, Tingting Yan, and Elliot Maltz, "Purchasing Managers' Perceptions of Low Cost Countries and Geographies: A Perceptual Mapping Approach," International Journal of Physical Distribution and Logistics Management, 2008, Vol. 38, n. 3, pp. 224-236.

Rabinovich, Elliot, Arnold Maltz, and Rajiv Sinha, "Assessing Markups, Service Quality, and Product Attributes in Music CDs' Internet Retailing," Production and Operations Management, May-June, 2008, pp. 320-337.

Ashenbaum, Bryan, Arnold Maltz, and Elliot Rabinovich, "Studies of Trends in Third-Party Logistics Usage: What Can We Conclude," Transportation Journal, Vol. 44, No. 3, Summer 2005, pp. 39-51.

Kirkwood, Craig W., Matthew P. Slaven, and Arnold Maltz, "Reconfiguring Supply-Chain Decision Making at IBM," Interfaces, Vol. 35, No. 6, November-December, 2005, pp. 460-473.

Maltz, Arnold, Elliot Rabinovich, and Rajiv Sinha, "Order Management for Profit on the Internet," Business Horizons, Vol. 48, No. 2, February/March, 2005, pp. 113-123.

Maltz, Arnold, Elliot Rabinovich, and Rajiv Sinha, "Logistics: The Key to e-Retail Success," Supply Chain Management Review, Vol. 8, No. 3, April, 2004, pp. 56-63.

Christiansen, Poul Erik, and Arnold Maltz, "Becoming an 'Interesting' Customer: Procurement Strategies for Buyers without Leverage," International Journal of Logistics: Research and Application, Vol. 3, No.2, September, 2002, pp. 177-195.

Carranza, Octavio, Arnold Maltz, and Juan Pablo Antun, "Linking Logistics to Strategy in Argentina," International Journal of Physical Distribution and Logistics Management Vol. 32, No. 6, 2002, pp. 480-496.

Hanna, Joe B., and Arnold Maltz, "Analyzing the Evolution of Class I LTL Motor Carriers: An Examination of Expansion into Warehousing," Journal of Transportation Management, Vol. 12, No. 2, 2001, pp. 1-16.

Maltz, Arnold, William L. Grenoble, Dale Rogers, Robert Baseman, William Grey, and Kaan Katircioglu, "Supply Chain Management in the New Economy: Lessons from the Semiconductor Industry," Supply Chain Management Review, Vol. 4, No. 5, 2000(November/December), pp. 42-52.

Maltz, Arnold, and Lisa Ellram, "Selling Inbound Logistics Services: Understanding the Buyer's Perspective," Journal of Business Logistics, Vol. 21, No. 2, 2000(Fall), pp. 69-88.

Sautter, Elise, Arnold Maltz, and Kevin Boberg, "A Customer Service Course: Bringing Marketing and Logistics Together," Journal of Marketing Education, Vol. 21, No. 2, August, 1999, pp. 138-145.

Maltz, Arnold, and Lisa Ellram, "Outsourcing: Opportunity or Hazard for Supply Management," The Journal of Supply Chain Management, Vol. 35, No. 2, 1999(Spring), pp. 4-17.

Hanna, Joe, and Arnold Maltz, "LTL Expansion into Warehousing: A Transaction Cost Analysis," Transportation Journal, Vol. 38, No. 2, 1998(winter), pp. 5-17.

Maltz, Arnold, and Elliot Maltz, "Customer Service in Distributor Channels: Empirical Findings," Journal of Business Logistics, Vol. 19, No. 2, 1998, pp. 103-130.

Lieb, Robert C. and Arnold Maltz, "The Future of the U.S. Third Party Logistics Industry," Supply Chain Management Review, Vol. II, No. 1, Spring, 1998, pp. 71-79.

Maltz, Arnold, and Lisa M. Ellram, "Total Cost of Relationship: An Analytical Framework for the Logistics Outsourcing Decision," Journal of Business Logistics, Vol. 18, No. 1, 1997, pp. 45-66.

Maltz, Arnold B., James R. Giermanski, and David Molina, "The U.S.-Mexico Cross-Border Freight Market: Prospects for Mexican Truckers," Transportation Journal, Vol. 36, No. 1, Fall, 1996, pp. 5-19.

Stank, Theodore, and Arnold Maltz, "Some Propositions on Third Party Choice: Domestic vs. International Logistics Providers," Journal of Marketing Theory and Practice, Vol. 4, No. 2, Spring, 1996, pp. 45-54.

Ellram, Lisa M., and Arnold Maltz, "The Use of Total Cost of Ownership Concepts to Model the Outsourcing Decision," International Journal of Logistics Management, Vol. 6, No. 2, 1995, pp. 55-66.

Maltz, Arnold, and Elise Sautter, "Outsourcing Services: Marketing Strategy and the Internal Competitor," Journal of Strategic Marketing, Vol. 3, No. 4, December, 1995, pp. 233-244.

Maltz, Arnold, "The Relative Importance of Cost and Quality in the Outsourcing of Warehousing," Journal of Business Logistics, Vol. 15, No. 2, Fall, 1994, pp. 45-62.

Maltz, Arnold, "Outsourcing the Warehousing Function: Economic and Strategic Considerations," The Logistics and Transportation Review, Vol. 30, No. 3, September, 1994, pp. 245-265.

Maltz, Arnold, Linda Riley, and Kevin Boberg, "Purchasing Logistics Services in a Transborder Situation: Logistics Outsourcing in U.S.-Mexico Co-production," International Journal of Physical Distribution and Logistics Management, Volume 23, No. 8, 1994, pp. 46-54.

Maltz, Arnold, "Private Fleet Use: A Transaction Cost Model," Transportation Journal, Vol. 32, No. 3, Spring, 1993, pp. 46-53.

La Londe, Bernard J., and Arnold B. Maltz, "Some Propositions about Outsourcing the Logistics Function," International Journal of Logistics Management, Vol. 3, No. 1, 1992, pp. 1-10.

Masters, James M., Greg M. Allenby, Bernard J. La Londe, and Arnold Maltz, "On the Adoption of DRP," Journal of Business Logistics, Vol. 13, No. 1, 1992, pp. 47-67.

La Londe, B. J., James M. Masters, Arnold Maltz, and Lisa Williams, "Traffic Management: A Discipline in Transition," Transportation Journal, Winter, 1991, pp. 55-64.

Maltz, Arnold B., "Winning Managers' Trust is Forecasters' Other Job," Journal of Business Forecasting, Fall, 1983.

Maltz, Arnold, and Richard Weissbrod, "Entropy Procedures: A Research Note," The Professional Geographer, 1976.

Monograph

DeHoratius, Nicole and Arnold Maltz, Warehousing: The Evolution Continues, Warehousing Education and Research Council, Oak Brook, IL, 2004.

Speh, Tom and Arnold Maltz, Private Warehousing: A Snapshot, Warehousing Education and Research Council, Oak Brook, IL, 2002.

Maltz, Arnold, The Changing Role of Warehousing, Warehousing Education and Research Council, Oak Brook, IL, 1998.

Ellram, Lisa M. and Arnold Maltz, Outsourcing: Implications for Supply Management, Center for Advanced Purchasing Studies, Tempe, AZ, 1997.

Book

Maltz, Arnold, Joseph Carter and Rene Villalobos, "Procurement from Developing Countries," chapter 12 in Handbook of Global Logistics, James Bookbinder (ed.), Springer, 2012 pp. 269-296.

Maltz, Arnold, and Elliot Rabinovich, "Fundamentos de logistica global" chapter in Logistica: Mejores Practicas en LatinoAmerica, Octavio Carranza (ed.), Thomson (Mexico City), 2004, pp. 361-397.

La Londe, B. J., James M. Masters, Arnold Maltz, and Lisa Williams, Traffic Management-A Discipline in Transition, American Society of Transportation and Logistics, 1991.

Published Case Study

Maltz, Arnold, and M. M. Raja, DORD-Expanding Health Services in Rural Bihar, Ivey Publishing, 2011.

Sponsored Grant Reports

Xue, L. J., Rene Villalobos, Cesar Meneses, and Arnold Maltz, "Nogales POEs Traffic Study: Forecast and Capacity Planning for Nogales' Ports of Entry," Arizona Department of Transportation, December, 2009.

Maltz, Arnold, Peter Wolfe, Mark James, Donald Herring, and Constructnet, Inc., "Increasing the Effectiveness of Commercial Motor Vehicle Safety Inspections with Enhanced Communications and Increased English Proficiency," Federal Motor Carrier Safety Administration, December, 2009.

Villalobos, Rene, Omar Ahumada, and Arnold Maltz, "Feasibility of Guaymas Container Port Development," Arizona Department of Transportation, April, 2006.

Kirkwood, Craig, and Arnold Maltz, "Decision Process Handbook for Global Supply Chain Design and Reconfiguration," Working Paper No. 5, IBM-ASU Partnership, July, 2003.

Maltz, Arnold, "Summary of ThinkPad Sourcing Processes," Working Paper No. 1, IBM-ASU Partnership, May, 2003.

Maltz, Arnold, "One Buyer's Contribution to Supplier Managed Inventory," Practix, Vol. 3, No. 4, June, 2000, pp. 11-14.

Maltz, Arnold, "Making the Most of Your Distributors," Praxis, Vol. 2, No. 1, September, 1998, pp. 1-4.

Maltz, Arnold, "Supply Chain Management as Profit Center," Praxis, Vol. 1, No. 2, December, 1997, pp. 9-12.

Maltz, Arnold, "NAFTA-Current Conditions and Issues," chapter 3 in Partnerships for Progress: A Regional Trade Town Hall Report, New Mexico First, 1995.

Refereed Proceedings (National Conferences)

Maltz, Arnold, "Incorporating Land Border Crossings into Global Supply Chain Models," *Proceedings of the 40th Annual Supply Chain Management Educators Conference*, Philadelphia, PA., October 2, 2011.

Carter, Joseph, Arnold Maltz, and Elliot Maltz, "How Procurement Managers View Low Cost Country Sourcing: A Comparative Study of Perceptions from Asia and North America," *Proceedings of the 19th Annual North American Research/Teaching Symposium on Purchasing and Supply Chain Management*, Tempe, AZ, March 27-29, 2008.

Ashenbaum, Bryan and Arnold Maltz, "A Conceptualization of the Purchasing-Logistics Interface." *Proceedings of the 19th Annual North American Research/Teaching Symposium on Purchasing and Supply Chain Management*, Tempe, AZ, March 27-29, 2008.

Maltz, Arnold, "Borders: Implications for Supply Chain Management," *Thirty-Sixth Annual Supply Chain Educators' Conference*, Philadelphia, PA., October 21, 2007.

Carter, Joseph, Arnold Maltz, and Elliot Maltz, "How Procurement Managers View Low Cost Countries and Geographies: A Perceptual Mapping Approach," accepted by the North American Research and Teaching Symposium, March 31, 2007.

Min, Hokey, and Arnold Maltz, "Anti-malaria Distribution Issues in Northern Africa," *Proceedings of Thirty-Third Annual Transportation and Logistics Educators Conference*, October 2, 2004.

Maltz, Arnold, Poul Erik Christiansen, Octavio Carranza, and Adegoke Oke, "Integrating Developing Country Firms into Global Supply Chains: Preliminary Findings," *North American Research and Teaching Symposium*, Tempe, AZ, pp. 275-298, March 26, 2004.

Rossetti, Christian, and Arnold Maltz, "Benchmarking the Semiconductor Industry's Logistics Performance from Financial Statements," *Proceedings of the Thirty-First Annual Transportation and Logistics Educators' Conference*, September 29, 2002.

Prentice, Barry E., Wade Derkson, and Arnold Maltz, "Rail Harmonization in Mexico and North America: Implications for Agriculture," *Proceedings of the Fifth Agricultural and Food Policy Systems Information Workshop*, ed. by R.M.A. Loyns, Ronald D. Knutson, Karl Meilke, and Antonio Yunez-Naude, February, 2000, pp. 128-141.

Maltz, Arnold, "Warehousing: Evolving with the Supply Chain," *Annual Conference Proceedings-Council of Logistics Management*, October 17, 1999, Toronto, pp. 407-416.

Ellram, Lisa, and Arnold Maltz, "The Contribution of Supply Management to the Outsourcing Process," *Proceedings of the Twenty-Seventh Annual Transportation and Logistics Educators Conference*, Anaheim, October 11, 1998.

Maltz, Arnold, and Elise Sautter, "Teaching Customer Service Across the Supply Chain," *Proceedings of the Twenty-Sixth Annual Transportation and Logistics Educators Conference*, Chicago, October 5, 1997, pp. 27-42.

Maltz, Arnold, and Robert C. Lieb, "The Third Party Logistics Industry: Evolution, Drivers, and Prospects," *Proceedings of the Twenty-Fourth Annual Transportation and Logistics Educators Conference*, San Diego, October 8, 1995, pp. 45-76.

Maltz, Arnold, "The Outsourcing Decision: What the Data Say," Proceedings of the Twenty-Third Annual Transportation and Logistics Educators Conference, Council of Logistics Management, Cincinnati, October 15, 1994, pp. 123-138.

Boberg, Kevin, Arnold Maltz, and William Smith, "The Importance of Warehousing in an Integrated Logistics System: An Empirical Study Along the U.S./Mexico Border," Proceedings of the Intermodal Distribution Education Academy, Atlanta, Georgia, April, 1994.

Maltz, Arnold, "Managing and Marketing an Industrial Service: The Example of Freight Transportation," Proceedings-Thirty-First Annual Meeting, Transportation Research Forum, 1991.

Maltz, Arnold, and James Masters, "Strategies for the Successful Implementation of New Information Technology in Logistics: The DRP Experience," Annual Conference Proceedings-Council of Logistics Management, v. II, 1989.

Maltz, Arnold, "Know your carrier's costs? Factors influencing LTL motor carriers," Proceedings-Twenty-Sixth Annual Meeting, Transportation Research Forum, 1985.

Refereed Proceedings (Regional Conferences)

Nelson, James, Arnold Maltz, and Joe Hanna, "The Nafta: A Review of the Issues Surrounding Hazardous Waste Transportation and Disposal," Journal of Proceedings: 1994 New Mexico Conference on the Environment, v. I, Santa Fe, New Mexico, April, 1994.

Hanna, Joe B., John Loveland, Arnold Maltz, and James A. Nelson, "Trans-border Hazardous Material Flows," Proceedings of the Academy of Business Administration, v. II, Las Vegas, Nevada, February, 1994.

Work in Process

Maltz, Arnold, and Mohan Gopalakrishnan, "Self-distribution in Hospital Systems," under review for Supply Chain Educators' Conference, October, 2013.

Ahumada, Omar, Rene Villalobos, Arnold Maltz, and Melissa Restori "Development of a Continuous Improvement System for Transborder Inland Transportation," to be submitted to International Journal of Production Economics.

Maltz, Arnold, "Supply Chain Discontinuities," to be submitted to Journal of Business Logistics.

Presentations

Maltz, Arnold, "Lead Time Variability and International Supply Chains," 40th Annual Supply Chain Educators Conference, Philadelphia, PA, October 2, 2011.

Villalobos, Rene, Arnold Maltz, and George Runger, "Logistics Programs at Arizona State University and the Relationship to Sustainability," Femsa Executive Group, August 3, 2011.

Maltz, Arnold, "Lead Time Variability and International Supply Chains," MIT Center for Transportation and Logistics, June 5, 2011.

Maltz, Arnold, "Borders, Variability, and International Supply Chains," Wilfried Laurier University, April 29, 2011.

Maltz, Arnold, "Borders and Variability in International Supply Chains," Brandeis University, March 23, 2011.

Maltz, Arnold, "Changing Tides in Today's Markets," Organization for Women in International Transportation, September 16, 2010, Phoenix, AZ.

Maltz, Arnold, "Arizona's Freight Transport: An Overview," Statewide Meeting, Arizona Associations of Government, August 26, 2010, Phoenix, AZ.

Maltz, Arnold, "Resource Logistics in the Time of Recession," Perumin Annual Meeting, September 16, 2009, Arequipa, Peru.

Maltz, Arnold, "Arizona's Freight Transportation Prospects," Women in Transport, May 7, 2009, Phoenix, AZ.

Maltz, Arnold, "Freight Issues in Arizona," Arizona Town Hall, April 20, 2009, Tucson, AZ.

Maltz, Arnold, "Global Supply Chains: Current Issues?" Council of Supply Chain Management Professionals Annual Meeting, October 7, 2008, Denver, CO.

Maltz, Arnold, "Global Supply Chains: Current Issues," Institute of Castor and Wheel Manufacturers, Material Handling Institute Annual Meeting, September 9, 2008, Phoenix, AZ.

Maltz, Arnold, "Trade Off the West Coast: Issues and Prospects," Quarterly Meeting, River of Trade Corridor Coalition, May 29, 2008, Phoenix, AZ.

Maltz, Arnold, "Promoting Green Supply Chains in North America," Greening North America, April 22, 2008, Phoenix, AZ.

Maltz, Arnold, "Borders: Implications for Supply Chain Management," Supply Chain Educators Conference, October, 21, 2007, Philadelphia, PA.

Dawe, Richard, and Arnold Maltz, "Demand-Driven Supply Chains," DBMA Conference, June 11 and 13, 2007, Orlando, FL.

Maltz, Arnold, and Thomas Speh, "Import-Driven Warehousing in North America: Challenges and Opportunities," 30th Annual Meeting, Warehousing Education and Research Council, April 24, 2007, Nashville, TN.

Maltz, Arnold, "Mexico-U. S. Economic Interdependence," Arizona State University Media Fellowship, February 7, 2007, Tempe, AZ.

Maltz, Arnold, "Trucking over the Medium Term: Thoughts and Projections," International Fuel Tax Administrators' Annual Meeting, September 22, 2006, Phoenix, AZ.

Maltz, Arnold, "Influence of Logistics Trends on the Warehouse/Distribution Market," National Association of Real Estate Investment Managers, March 7, 2006, Phoenix, AZ.

Maltz, Arnold, "Tapping Low Cost Geographies," Distribution Business Management Association Annual Meeting, June 6, 2005, Baltimore, MD.

Maltz, Arnold, "Tapping Low Cost Geographies." MAPI Logistics Interest Group, May 17, 2005, Phoenix, AZ.

Maltz, Arnold, "Trucking in Arizona: Development Opportunities," Annual Meeting, Arizona Trucking Association, September, 24, 2004, Flagstaff, AZ.

Maltz, Arnold, and Edward Mendez, "Warehousing and (and in) Global Supply Chains," Annual Meeting, Warehousing Education and Research Council, May 16, 2004, Atlanta, GA.

Maltz, Arnold, "Warehousing: Competing in a Global Marketplace," Annual Meeting, International Warehouse Logistics Association, Phoenix, AZ, March 31, 2004.

Maltz, Arnold, "Perfecting the Supply Chain: The Warehouse Contribution," 8th Annual GENCO Forum, Laguna Beach, CA, September 12, 2003.

Maltz, Arnold, "Trends in High Tech Supply Chains," Lufthansa Customer Advisory Panel, Austin, TX, September 10, 2003.

Maltz, Arnold, and Nicole DeHoratius, "Warehousing: The Evolution Continues," 26th Annual Meeting of the Warehousing Education and Research Council, San Francisco, CA, April 29, 2003.

Maltz, Arnold, "Warehousing: The Evolution Continues," Associated Warehouses Annual Meeting, Scottsdale, AZ, March 6, 2003.

Maltz, Arnold, "Customer Service: Where Do We Go from Here?" Yellow Transformation Conference, Las Vegas, NV January 15, 2003.

Maltz, Arnold, "Warehousing: The Evolution Continues," Supply Chain Logistics Council, Manufacturer's Alliance, Winter Meeting, Phoenix, November 15, 2002.

Maltz, Arnold, "Warehousing Overview," Grubb & Ellis National Meeting, Las Vegas, NV, November 14, 2002.

Christiansen, Poul Erik, and Arnold Maltz, "Vendor Managed Logistics-A Danish Perspective," Leverandorstyret Logistik, Annual Forum, Danish Institute for Logistics and Purchasing (DILF), Copenhagen, Denmark, August 21, 2002.

Brunell, Tom, and Arnold Maltz, "Going Global: Supporting the New Electronics Supply Chain," Annual Meeting of the Council of Logistics Management, Kansas City, MO, October 1, 2001.

Maltz, Arnold, "Case Study in Semiconductor Logistics: The Reality of Global Supply Chains," Supply Chain Expo, Rosemont, IL, June 13, 2001.

Speh, Thomas W., and Arnold Maltz, "Private Warehousing: Filling the Information Black Hole," 24th Annual Meeting of the Warehousing Education and Research Council, New Orleans, LA, April 24, 2001.

Ginter, James, Bernard J. LaLonde, Robert Delaney, Paul Congleton, and Arnold Maltz, "Collaborating for Success," 24th Annual Meeting of the Warehousing Education and Research Council, New Orleans, LA, April 24, 2001.

Maltz, Arnold, "The Semiconductor Supply Chain Study," Semiconductor Logistics Forum 2000 Logistics Symposium, Phoenix, AZ, October 18, 2000.

Maltz, Arnold, "The Changing Role of Warehousing: Where the Growth Is," Material Handling Industry of America, Conveyor Products Section, Las Vegas, Nevada, October 11, 2000.

Maltz, Arnold, "The Changing Role of Warehousing," presented to the National Confectioners' Logistics Council, Vail, Colorado, June 27, 2000.

Maltz, Arnold, "The Warehouse as a Service Provider," presented to the Warehouse of the Future Conference, Orlando, FL, June 7, 1999.

Maltz, Arnold, "Warehousing: Anything that Needs a Roof," presented at the 22nd Annual Conference, Warehousing Education and Research Council, Orlando, FL, April 20, 1999.

Maltz, Arnold, "The Contribution of Supply Management to the Outsourcing Process," presented to the Intermec Supplier Summit, Everett, Washington, March 11, 1999.

Prentice, Barry, and Arnold Maltz, "Harmonizing Rail Transportation," presented to the Fifth Workshop Program, Policy Harmonization and Adjustment in the North American Agricultural and Food Industry, Acapulco, Mexico, March 5, 1999.

Maltz, Arnold, "The Changing Role(s) of Warehousing," presented to the Warehouse of the Future Conference, Phoenix, June 15, 1998.

Maltz, Arnold, and Elliot Maltz, "Information and Customer Service - The Electronics Channel," presented to the Third Annual Avnet IMS Customer Summit, Phoenix, May 21, 1998.

Maltz, Arnold, "The Changing Role(s) of Warehousing - Part II," presented at the Twenty-First Annual Conference of the Warehousing Education and Research Council, Anaheim, CA, May 6, 1998.

Maltz, Arnold, "Customer Service in Distributor Channels: Hard and Soft Measures," presented to the North American Council on Logistics, Scottsdale, AZ, January 19, 1998.

Maltz, Arnold, and Elise Truly Sautter, "Teaching Customer Service Across the Supply Chain: Putting Marketing and Logistics Together," presented at the Twenty-Sixth Annual Transportation and Logistics Educators Conference, Chicago, Illinois, October 5, 1997.

Ellram, Lisa M., and Arnold Maltz, "Outsourcing: Issues and Opportunities for Supply Management," presented at the Eighty-Second Annual International Purchasing Conference, Washington, D.C., May 6, 1997.

Maltz, Arnold, "The Changing Role(s) of Warehousing," presented at the 20th Annual Conference, Warehousing Education and Research Council, Atlanta, GA, April 29, 1997.

Maltz, Arnold, "Impact of NAFTA on Logistics: An Industrial Perspective," presented at the Annual Meeting of the Council of Logistics Management, Orlando, Florida, October 21, 1996.

Maltz, Arnold, "NAFTA's Impact on Transportation: The Railroad Industry," presented at 36th Annual Meeting of the Transportation Research Forum, Daytona Beach, Florida, November 3, 1994.

Loudenback, Lynn J., Arnold Maltz, and William Smith, "The Selling of Warehousing Services: A Call for Research," Association of Marketing Theory and Practice, March, 1994.

Boberg, Kevin, and Arnold Maltz, "Third Party Use by Maquiladora Plants," Annual Conference, Council of Logistics Management, 1992.

La Londe, Bernard J., and Arnold Maltz, "The Relative Importance of Cost and Quality in the Make/Buy Decision for a Marketing Service," Frontiers in Services Marketing, Nashville, Tennessee, 1992.

Other Publications

Gopalakrishnan, Mohan and Arnold Maltz, "The High Value of Delivery in Global Supply Chains," Avnet Supply Chain Velocity, November, 2013, pp. 23-25.

Maltz, Arnold, "Global Supply Chains: Other Voices," Introduction to Discussion Forum, Journal of Supply Chain Management, July, 2012, Vol. 48, No. 3, pp. 3-6.

Villalobos, R., O. Sanchez, A. Maltz, and O. Ahumada, "Logistics Capacity Study of an International Corridor," IIE Solutions 2009.

Maltz, Arnold, "Freight and Logistics," chapter 13 in *Arizona Town Hall Transportation Background Paper*, March 1, 2009.

Maltz, Arnold, "The Long Road of Transportation post-Bush," *CanadaWatch*, Summer, 2008, pp. 51, 56.

Carter, J.R., A. Maltz, and E. Maltz, "China's Sourcing Position: Comparing Global Low Cost Opportunities," *BusinessForum China*, Vol. 5, No. 7, October, 2007, pp: 10-11.

Maltz, Arnold and Thomas Speh, "Import-Driven Warehousing in North America," Prologis Supply Chain Review, www.prologisresearch.com/library, June, 2007.

Maltz, Arnold, "Making the Border Work," on the Building North America web site, <http://www.asu.edu/clas/nacts/bna/thebord.html>, 2006.

Christiansen, Poul Erik, and Arnold Maltz, "Good Supply Chain Practices in Denmark," Working Paper, Copenhagen Business School, Department of Operations Management, 2001.

Maltz, Arnold, "Building a Knowledge Map of the Warehouse," Vision:GENCO Distribution System News, Vol. 2, 2000, pp. 4-5.

Maltz, Arnold, "The Value of Information in the Electronics Supply Chain," Global Supply Chain, Vol. 1, No. 6, June/July, 1999, pp. 30-33.

Maltz, Arnold, "Information Technology and Logistics: How Far Can It Take Us?" CTSI Logistics Forum, Vol. 1, No. 1, May, 1999, pp. 1-2.

Maltz, Arnold, "What to Expect from your Warehousing Supply Chain Partner," Global Supply Chain, Vol. 1, No. 2, October, 1998, pp. 6-8.

Maltz, Arnold, "Freight Transportation at Arizona State University," Arizona Motor Transport, Spring, 1998, pp. 16-17.

Maltz, Arnold, "Making the Decision to Outsource," Calibration, Vol. 2, Issue 1, 1997, p. 9.

Maltz, Arnold, "Outsourcing May Mean Opportunity If You're Ready," Southern New Mexico Business Journal, January, 1997, p.14.

Maltz, Arnold, "Border Dos and Don'ts," Transportation and Distribution, Vol. 36, No. 9, September, 1995, p. 52.

Maltz, Arnold, "Building Successful Relationships," Transportation and Distribution, Vol. 36, No. 5, May, 1995, pp. 63-68.

Maltz, Arnold, "The *Why* Dictates the *How*," Transportation and Distribution, Vol. 36, No. 3, March, 1995, pp. 73-80.

Maltz, Arnold, "Outsourcing, an Introduction," The Business Forecaster, Vol. 6, No. 1, Spring, 1993, pp. 1-4.

Grants Received

Arizona Department of Transportation, \$100,000, "Nogales Ports of Entry Traffic Study," with Dr. Rene Villalobos, July, 2008.

Federal Motor Carrier Safety Administration, \$511,000, "Increasing the Effectiveness of Commercial Motor Vehicle Safety Inspections with Enhanced Communications and Increased English Proficiency, with Donald Herring, April, 2008.

IBM Corporation, \$33,000, "Resiliency in Service Supply Chains," With Dr. Kevin Dooley, January, 2007.

Prologis, Inc., \$30,000, "Understanding the Import-driven Warehouse," With Dr. Thomas W. Speh, January, 2006.

Arizona Department of Transportation, \$100,000, "Investigation of the Port of Guaymas and the Canamex Corridor," co-PI with Dr. Rene Villalobos, Industrial Engineering. August, 2005.

Semiconductor Logistics Forum, \$40,000, with CLSA (Penn State University based consulting group) to compile and analyze logistics metrics, January, 2003; renewed January, 2004, 2005, 2006, 2007.

IBM Corporation, \$60,000, with Craig Kirkwood, "Using Adaptive Decision Analysis Methods to Design Global Supply Chains," December, 2002.

Matching Funds Grant, Faculty Out-of-Pocket Support Grant, and University Faculty Grant for project "Market Friction in Internet Retailing: Information and Logistics-Based Customer Service," College of Business at Arizona State University, research team included Rajiv Sinha and Elliot Rabinovich.

Warehousing Education and Research Council, \$15,000, with Nicole DeHoratius (University of Chicago), to study trends in warehousing practice, May, 2002.

Semiconductor Logistics Forum, \$60,000, with CLSA (Penn State University based consulting group) to compile and analyze logistics metrics, May, 2001.

Academic Visitor, Watson Research Center, IBM Corp. June, 2000.

Visiting Associate Professor, Copenhagen Business School, August, 1999.

MBA Teaching Initiative Summer Grant, \$8,000, "Using Logistics Information Technology to Build Supply Chain Awareness."

Research grant, \$32,000, to study "Private Warehousing in the United States," with Dr. Tom Speh. The purpose of the grant is to estimate the size and isolate the drivers of private warehousing. Granting organization was the *Warehousing Education and Research Council*.

Research grant, \$14,300, to study "The Changing Role of Warehousing," 1996-1997. The purpose of the grant is to investigate innovative roles for warehousing in the supply chain. Granting organization was the *Warehousing Education and Research Council*.

Case development grant, \$3,000, with Kevin Boberg, New Mexico State University, 1995-1996. The purpose of the grant was to develop a case related to logistics issues in operating transborder supply chains. Granting organization was the *Council of Logistics Management*.

Research grant, \$40,000, with Lisa M. Ellram, Arizona State University. 1995-1996. The purpose of the grant was to investigate the role of purchasing/supply management in the outsourcing process for major corporations. Granting organization was the *Center for Advanced Purchasing Studies*.

Research and publication grant, \$3,500, to write about NAFTA in operation. The purpose of the grant was to produce a chapter in Partnerships for Progress on NAFTA's effects on transportation, logistics, and other border operations. Granting organization was *New Mexico First*.

Dissertation grant, \$15,000, on third party logistics. The purpose of the grant was to support dissertation research into the motivations and conditions for outsourcing logistics functions. Granting organization was the U.S. subsidiary of *Exel Logistics*.

TEACHING

Courses at undergraduate and graduate level in supply chain strategy, supply chain design, logistics, global logistics, and service operations. Other teaching experience in marketing and Ph.D. statistics. Logistics classes in customized, online MBA programs for Deere, Inc., Lucent, and Chevron at both the MBA and certificate levels.

Dissertation Related Activities

Member, Doctoral Committee of L. J. Xue, expected graduation December, 2012.

Member, Doctoral Committee of Annibal Soderro, expected graduation December, 2012.

Member, Doctoral Committee of Omar Ahumada, "Fresh Food Logistics in Mexico," October, 2008.

Chair, Doctoral Committee of Bryan Ashenbaum, "Exploring the Purchasing-Logistics Interface: Conceptualization, Antecedents of Integration, and Performance Implications," graduation in June, 2006.

Member, Doctoral Committee of Marcos Primo, "Service Recovery in the Supply Chain," May, 2003.

Chair, Doctoral Committee of Joe B. Hanna, "A Transaction Cost Analysis of the Expansion of Class I LTL Motor Carriers into Warehousing." Dissertation defended March, 1997; May, 1997.

Member, Doctoral Dissertation Committee of Pranee Koojaroenpaisan, "Criteria Used by Overseas Chinese Manufacturers for the Selection of International Wholesalers," Robin Peterson, Chair. February, 1996.

Master's Thesis

Master's Committee Member, Hector Flores, Industrial Engineering, August, 2011.

Outside Member, Master's Committee, Octavio Sanchez, Industrial Engineering, July, 2007.

Outside Member, Master's Committee, Rahul Suthar, Industrial Engineering, September, 2003.

Outside member, Master's Committee, Aditya Rastogi, Industrial Engineering, Fall, 2001.

Undergraduate Honors Thesis

Adviser, Honors Thesis for Chase Bennewitz, John Paul, and Kerry Parker, April, 2013.

Adviser, Honors Thesis for Eunae Yoo, April, 2013.

Adviser, Honors Thesis for Rohit Agarwal and Reed Larson, April, 2013.

Adviser, Honors Thesis for Brooke Skagness, April, 2012.

Adviser, Honors Thesis for Morgan McGrady, May, 2009.

Second Reader, Honors Thesis for Stephanie Trompetter, May, 2008.

Adviser, Honors Thesis for Kimberly Hill, May, 2008.

Second Reader, Honors Thesis for David Liu, April, 2003.

Third Reader, Honors Thesis for Angela Demciuch, April, 2001.

Adviser, Honors Thesis for Heather Cacci, May, 1999.

Other Activities

Honors Adviser, Department of Supply Chain Management, September, 2011 to present.

Organizer, Southwest Borders Program for North American Center for Transborder Studies, January 7-9, 2008.

Leader and Organizer, Logistics Roundtable, April, 2003 to June, 2007.

Training and Outside Education Activities

"California Transport Issues", Schneider Transport, April, 2012

"Logistics Trends," Mars Foods, January, 2012.

"Inventory-Key to Cost and Service," Navistar Parts, Naperville, IL, March 16-17, 2010

"Congestion Issues for Arizona Importers," Arizona Council of Supply Chain Management Professionals Seminar, November 14, 2007.

Presentation, "Port and Import Issues," to VF Corporation Supply Chain Summit, November 6, 2007.

"Port and Import Issues," The Logistics Forum, Scottsdale, AZ, August 17, 2007.

Session Leader, *World Trade Magazine* University Series, June 2006, June, 2007.

Session leader, "Essentials of Supply Chain Management," April, 2007.

Session leader, joint ITAM/ASU MBA program, November, 2005, November, 2006, November, 2007.

"The Shape of Change in Supply Chain Management," Fortune Personnel Companies National Meeting, Scottsdale, AZ, October 20, 2005.

Visiting Professor and Course Leader, ESAN, Lima, Peru, July 7-12, 2004.

Session Leader, LG Executive Training Program, September 15, 2003.

Session Organizer, ITAM/ASU Joint Supply Chain Certificate Program, May 16, 2003.

Session Leader, Marine Corps Logistics Education Program, Pennsylvania State University, June, 2001; December, 2001; June, 2002, June 2003, December 2003.

Session Leader, Logistics Consortium Meeting, UDESA, Buenos Aires, Argentina, March 13-14, 2001.

Presented "Purchasing and Logistics: Ways to Work Together," in the Purchasing Management Program, March 7, 2001.

Session Leader, Marine Corps Logistics Education Program, Pennsylvania State University, July 27, 2000 and December 18, 2000.

Director, 8th Annual Global Supply Chain Management Seminar, Arizona State University, April 2-5, 2000.

Led a seminar on "Third Party Warehousing," Logistics and Distribution Institute, University of Louisville, March 31, 2000.

Led a seminar on "Current Issues in Logistics" for the postgraduate business program at Universidad de San Andres, Buenos Aires, Argentina, June 25, 1999.

Presented "Logistics in Support of the Inbound Supply Chain," to the Global Supply Chain Consortium Class for Allied Signal, June 10, 1999.

Co-chair, 7th Annual Global Supply Chain Management Seminar, Arizona State University, April 12-15, 1999.

Presented "Logistics in Support of Global Sourcing," to the 7th Annual Global Supply Chain Management Seminar, Arizona State University, April 14, 1999.

Presented "Purchasing and Logistics: Ways to Work Together," in the Purchasing Management Program, March 10, 1999. (NAPM Executive Education)

Presented "Introduction to Logistics and Supply Chain Management," to ASU Transportation Systems Proseminar taught by Dr. Mary Kihl, Sept. 14, 1998.

Presented "Logistics in Support of Global Sourcing," to the 6th Annual Global Supply Chain Management Seminar, Arizona State University, April 8, 1998.

Presented "Logistics Services; The Competitive Situation," and "Logistics Performance; Industry Differences," to the 1998 Professional Development Program for Third Party Logistics Providers, American Trucking Associations, April 3, 1998.

Presented "Purchasing and Logistics: Ways to Work Together," in the Purchasing Management Program, March 11, 1998. (NAPM Executive Education)

Presented "Risk and Outsourcing" in the Supply Chain Management Program, Seminar I, on February 3, 1998. (ASU Executive Education)

Kevin Boberg and I developed a teaching case, Baxter Healthcare: North American Supply Chain Management Experience, which is being used in logistics classes around the country.

In Fall, 1995 and Fall, 1996, I taught the Outsourcing module for Dr. Lisa Ellram's MBA class on Supply Chain Management at Arizona State University.

I led four sessions on Supply Chain Management for BA 518, Business for Graduate Engineers, at New Mexico State University in Fall, 1995, and Fall, 1996.

I taught an executive education seminar on Strategic Issues in Business Logistics for the Executive Education Division of the Technion in Tel Aviv, Israel, in December, 1996.

I taught Marketing Research at Suffolk University in Boston, Massachusetts in Spring, 1994, while on leave.

External Service

Member, Technical Advisory Committee, Arizona Department of Transportation Multimodal Transportation Study, November, 2008.

Chapter Author, Arizona Town Hall, December, 2008.

Faculty Participant, Doctoral Consortium, Supply Chain Educators Conference, October 19-20, 2007.

Editorial Board, *Journal of Humanitarian and Non-Profit Logistics*, September, 2010-

Member, Oversight Committee, Nogales Cyberport Project, 12/2001 - 1/2004.

Maltz, Arnold, "What's New In Warehousing," presented to the Southwest Chapter, Society of Industrial and Office Realtors, Phoenix, AZ, May 21, 1999.

Maltz, Arnold, Facilitated sessions on "Customer Value in the Electronics Supply Chain," at the Fourth Annual Materials Management Summit, Avnet IMS, Phoenix, AZ, May 5-7, 1999.

Maltz, Arnold, Organized and led panel discussion, "The Future of Outsourcing," 22nd Annual Meeting, Warehousing Education and Research Council, Orlando, FL, April 19, 1999.

Maltz, Arnold, Organized and chaired panel discussion, "The Future of Warehousing," for Chicago chapters of Council of Logistics Management, Warehousing Education and Research Council, and APICS, February 18, 1999.

Maltz, Arnold and Elliot Maltz, "Customer Service and Information," presented to the Third Annual Material Management Summit, Avnet IMS, Phoenix, AZ, May 20-21, 1998.

Maltz, Arnold, "Customer Service in Distributor Channels: Hard and Soft Measures," presented to the North American Council on Logistics, Scottsdale, AZ, January 19, 1998.

Maltz, Arnold, "Prospects for Mexican Truckers," presented at *Transporte Internacional*, Puerto Vallarta, Mexico, March 6, 1997.

Maltz, Arnold, "Warehousing and Logistics Outsourcing: Overview and Trends," presented to the Trammell Crow Company/Caliber Logistics, Inc. Strategic Alliance Conference, Dallas, Texas, November 20, 1996.

Maltz, Arnold, "The Changing Role of Warehousing," presented to the Carrier Corporation Distribution Council, Memphis, Tennessee, November 12, 1996.

Maltz, Arnold, "U.S.-Mexico Border Transportation Issues," presented to the North American Transportation Alliance, Guadalajara, Mexico, May 8, 1995.

Maltz, Arnold, "Nafta: Implications for Logistics with Mexico," presented at "Nafta: Its Impact on Logistics and Transportation," New England Roundtable of the Council of Logistics Management, Northeastern University, March 29, 1994.

Maltz, Arnold, "Transportation: Recent Developments," presented at the Cross-Border Trade and Investment Opportunities Conference, El Paso, Texas, September 23, 1993.

Maltz, Arnold, "NAFTA: Transportation Implications," presented at the North American Free Trade Agreement Conference, Albuquerque, New Mexico, June 10, 1993.

Maltz, Arnold, "The Future of Traffic Management," presented at the monthly meeting of the Rio Grande Transportation Association, El Paso, Texas, November 12, 1992.

Maltz, Arnold "State of the Art in Transportation," presented at the monthly meeting of the National Institute of Government Purchasers, Las Cruces, New Mexico, December 10, 1992.

Consulting

Content Provider, Accenture Supply Chain Academy, December, 2009.
Presentation, International Council of Wheel and Castor Manufacturers, Material Handling Institute of America, September, 2008.
Advisory Services, Unified Grocers, 2007.
"The Southwest Gateway: Logistics on the Arizona/Mexico Border," Yuma Port Authority, 2007.
Advisory services, Innovative Brands, 2007.
The Outlook for Trucking for Bartram and Cochran, June, 2006.
Overview of Current Practices in Semiconductor Logistics for ON Semiconductor, November, 2000.
Consulting on internal transportation issues for Public Service Electricity and Gas, New Jersey, 1999.
Consulting on third party logistics for Levi Strauss and Company, 1998.
Consulting on supply chain issues in the electric utility industry with UMS Group, Parsippany, New Jersey, 1996.
Consulting on third party logistics partnership with MAMAN Logistics Division, Tel Aviv, Israel, 1996.
Editor, Andersen study on Mexican and Transborder Logistics for the Council of Logistics Management
Work with Excel Partners on reengineering Lotus procurement function, 1994.
Work with New Mexico Corporation Commission on tariff for New Mexico Water Haulers 1993.

Professional Service

Guest Editor, Discussion Forum for Journal of Supply Chain Management, June 2012.
Associate Editor, Journal of Business Logistics, 2011-
Associate Editor, Journal of Supply Chain Management, 2008-
Faculty Advisory Committee, North American Center for Transborder Studies, November, 2007 to present.
Session Leader, Annual Meeting, Council of Supply Chain Management Professionals, Denver, September, 2008.
Participant, Annual Doctoral Students Consortium, Council of Supply Chain Management Professionals, October, 2007.
Director, Annual Doctoral Students Consortium, Council of Logistics Management, Philadelphia, October, 2004.
Track Chair, National Conference, Council of Logistics Management, Chicago, October, 2003.
Facilitator, Warehouse Research Focus Group, Warehousing Education and Research Council, April 27, 2003.

Vice President, Education, Council of Logistics Management, Arizona Chapter, 2002-2003.

President, Council of Logistics Management, Arizona Chapter, 2000-2002.

Vice President, Programs, Council of Logistics Management, Arizona Chapter, 1998-1999.

Seminar Chair, "Choosing and Using Logistics Software," Council of Logistics Management, Arizona Chapter, April 2, 1998.

Board Member for Research, Warehousing Education and Research Council, 1996-1998.

President, Paso del Norte Chapter, Council of Logistics Management (El Paso), 1996-1997.

Topic Chair, Annual Conference, Warehousing Education and Research Council, San Francisco, May, 1996.

External Project Manager, Warehousing Education and Research Council, 1995-1996.

Co-program Chair, Council of Logistics Management, Paso del Norte Chapter, 1995.

Vice-President, Rio Grande Transportation Association, 1992-1993.

Moderator, 6015 ISTE Study Conference, June 16, 1993.

Reviewer, Journal of Operations Management, 2006.

Reviewer, Journal of Business Logistics, 2003, 2004, 2006.

Reviewer, International Journal of Physical Distribution and Logistics Management, 2004.

Reviewer, Transportation Research, Part E, 2003/2004.

Reviewer, The Journal of Supply Chain Management, 1999.

Reviewer, Interfaces, 1998.

Reviewer, Summer Educators' Conference, American Marketing Association, 1996.

Reviewer, Decision Sciences, 1995, 1997, 2001, 2002.

Reviewer, Logistics Issue, Journal of Marketing Theory and Practice, 1995.

Reviewer, Logistics/Distribution Track, Academy of Marketing Sciences Meeting, 1995.

Reviewer, Journal of the Transportation Research Forum, 1994.

Reviewer, Logistics and Transportation Review, 1994, 1995, 1998, 2002.

Reviewer, Educator's Conference, Council of Logistics Management Meeting, 1994-1996, 1999-2001.

Outside Reviewer, Production/Operations Management Track, Decision Sciences Conference, 1993.

Reviewer, Transportation Research Forum Paper Competition, 1993.

Outside Reviewer, Quality Track, Decision Sciences Conference, 1992.

University Service

Honors Adviser, Supply Chain Management, 9/2011-

Chairman, University Curriculum and Planning Committee, 9/2011-

Member, University Hearing Board, 2008-present

Member, Department Chair Search Committee, 2006.

Member and Chair, Advisory Committee to the Center for Learning and Teaching Excellence, 10/2005-1/2008

Faculty Director, Supply Chain Management Concentration, full time MBA Program, 1/1/2005-1/2008.

Member, Business Information Technology Strategic Oversight Committee, 2001-present

Member, Department Personnel Committee, 2001-2003, 2008-present.

Member, Department Chair Evaluation Committee, 2001.
Chair, Logistics Faculty Search Committee, 2000, 2001.
Member, MBA Department Program Committee, 2000-present.

Associations

Council of Supply Chain Management Professionals
INFORMS
Warehousing Education and Research Council

INDUSTRY EXPERIENCE:

1982-1988 Manager of Distribution Finance and Services, Ross
 Laboratories (Division of Abbott), Columbus, Ohio.

1979-1982 Assistant Vice-President, Systems and Planning,
 Commercial Lovelace Motor Freight, Columbus, Ohio.

1979 Operations Analyst, Preston Trucking Company, Preston,
 Maryland.

1978 Financial Analyst, Storage Technology Corporation,
 Louisville, Colorado.

1976-1978 Statistical Analyst, Colorado Department of Health,
 Denver, Colorado.

1973-1975 (Finally) Director of Corporate Planning, Gateway
 Transportation Co., Inc., LaCrosse, Wisconsin.

HONORS AND AWARDS

Outstanding Reviewer Award, *Interfaces*, 2013.

Associate Editor Appreciation Award, *Journal of Supply Chain Management*,
2012.

Visiting Honors Faculty Fellow, Barrett the Honors College, January-
December, 2012.

Invited Faculty Visitor, Wilfried Laurier University, April 29-30, 2011.

Visiting Scholar, MIT Center for Transportation and Logistics, February
to June, 2011.

2004 Decision Analysis Society Practice Award with Craig Kirkwood and
Matthew Slaven.

Academic Visitor, Thomas J. Watson Research Center, IBM Corp., June ,
2000.

Anbar Citation of Excellence for "Customer Service in the Distributor
Channel: Empirical Findings."

Visiting Research Professor, Copenhagen Business School, August, 1999.

E. Grosvenor Plowman Award for Best Paper, Transportation and Logistics Educators Conference, 1994.

Andersen Consulting Outstanding Paper Award, with Bernard J. La Londe, 1992.

Sheldon B. Ackerman Award for Outstanding Research Paper in Business Logistics, Ohio State University, 1992.

Phi Kappa Phi, The Ohio State University, 1991.

Doctoral Students Consortium, Decision Sciences Institute, 1990.