

## **DOUGLAS M. LAMBERT**

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### **EDUCATION**

Doctor of Philosophy in Business Administration, The Ohio State University, 1975  
Major Field: Marketing Minor Field: Logistics Advisor: Bernard J. LaLonde

Master of Business Administration, Ivey Business School, Western University, 1971.

Honors B.A. in Business Administration, Ivey Business School, Western University, 1969.

### **ACADEMIC EXPERIENCE**

**July, 1996 – Present.** THE OHIO STATE UNIVERSITY, FISHER COLLEGE OF BUSINESS, Department of Marketing and Logistics. Raymond E. Mason Chair in Transportation and Logistics, and Director, The Global Supply Chain Forum. The Mission of the Forum is to provide the opportunity for leading practitioners and academics to pursue the critical issues related to achieving excellence in supply chain management. The Forum supports research and publications that focus on these issues. Membership in the Forum consists of senior executives from 12-15 firms recognized as leading edge. Balance is maintained in terms of the nature of the firms and the specific expertise of their representatives. Member firms contribute \$20,000 annually to support Forum activities.

**January, 1999 – June, 2004.** THE OHIO STATE UNIVERSITY, FISHER COLLEGE OF BUSINESS, Department of Marketing and Logistics and UNIVERSITY OF NORTH FLORIDA, COGGIN COLLEGE OF BUSINESS, Department of Management, Marketing and Logistics. Joint appointment as the Raymond E. Mason Chair of Transportation and Logistics, and Director of The Global Supply Chain Forum at The Ohio State University and the Prime F. Osborn III Eminent Scholar Chair in Transportation, Professor of Marketing and Logistics, and Director of The International Center for Competitive Excellence at the University of North Florida.

**August, 1991 - June, 1996.** UNIVERSITY OF NORTH FLORIDA, COLLEGE OF BUSINESS ADMINISTRATION, Department of Management, Marketing and Logistics. Prime F. Osborn III Eminent Scholar Chair in Transportation and Professor of Marketing and Logistics. Developed a logistics course for MBA's and undergraduates. April, 1992 - June, 1996. Director, The International Center for Competitive Excellence. Planning for the Center began in 1992 and it was formally approved by the Florida Board of Regents as one of the State University System's Centers and Institutes in August, 1993. Primary funding for the Center was provided by annual contributions of \$20,000 from each member firm. Member firms included AT&T, CSX, Goodyear Tire and Rubber Company, Johnson & Johnson, 3M, McDonald's, Texas Instruments, and Whirlpool.

**August, 1985 - August, 1991.** UNIVERSITY OF SOUTH FLORIDA, COLLEGE OF BUSINESS ADMINISTRATION, Department of Marketing. Professor of Marketing and Logistics. Taught courses in Marketing and Logistics. Developed a two course logistics sequence for MBA's and undergraduates. July, 1987 - August, 1991. Director, Center for Strategic Marketing and Logistics Management.

## **ACADEMIC EXPERIENCE (continued)**

**June, 1976 - August, 1985. MICHIGAN STATE UNIVERSITY, GRADUATE SCHOOL OF BUSINESS ADMINISTRATION**, Department of Marketing and Transportation. PepsiCo Professor (July, 1983 - August, 1985); Professor (July, 1982 - June, 1983); Associate Professor (July, 1979 - June, 1982); and, Assistant Professor (June, 1976 - June, 1979). Taught courses in Marketing, Marketing Channels, Marketing Cost/Revenue Analysis, Physical Distribution/Logistics, and capstone case courses in Marketing Management and Materials/Logistics Management. June, 1976 - August, 1977. Held a joint appointment with the Department of Accounting and Financial Administration and taught Management Accounting, Marketing Cost/Revenue Analysis and Marketing Management, all at the MBA. level.

**July, 1975 - June, 1976. WILFRID LAURIER UNIVERSITY, SCHOOL OF BUSINESS AND ECONOMICS**. Assistant Professor of Marketing and Logistics. Taught courses in Marketing Management and a new course in Marketing Logistics.

**September, 1973 - June, 1975. THE OHIO STATE UNIVERSITY, COLLEGE OF ADMINISTRATIVE SCIENCE**, Department of Marketing. Research Associate (half-time). Worked on a variety of research projects in the logistics area.

**May, 1969 - June, 1973. WESTERN UNIVERSITY, IVEY BUSINESS SCHOOL**. Lecturer in Financial Accounting, Management Accounting, and Data Analysis (July, 1971 - June, 1973). Also taught Management Accounting for the Canadian Institute of Management, January - April, 1973 and Cost Accounting and Management Control, and Case Analysis for The Society of Management Accountants of Canada, Registered Industrial Accountant Course, October, 1972 - April, 1973. Instructor (half-time) (July, 1970 - June, 1971). Course administrator for 10 sections of Introductory Accounting in which approximately 600 students were enrolled. Research Associate (May, 1969 - June, 1970). Wrote cases in Marketing.

## **HONORS, FELLOWSHIPS AND RECOGNITION**

Member of the program faculty and Visiting Professor, Kühne Logistics University, Hamburg, Germany, 2010 – present.

Visiting Professor, Cranfield School of Management, Cranfield University, Bedford, England, October, 2002 – present.

Raymond E. Mason Chair in Transportation and Logistics, The Ohio State University, July, 1996 – present.

One of three faculty from USA (with Ajay Kohi and Robert F. Lusch) invited to participate at the Otago Forum 3, Duneden, New Zealand, Dec 5 - 9, 2011.

The International Society of Logistics (SOLE), Armitage Medal, in recognition of outstanding contributions to logistics literature. The Society presents this award to honor individuals whose published books and technical papers have improved and increased the general body of logistics knowledge relevant to better understanding and development of the art and science of logistics, 2011.

Recognized as the second most frequently cited author for articles published between 1988 and 2004 in three top logistics journals: *The Journal of Business Logistics*, *The International Journal of Logistics Management* and *The International Journal of Physical Distribution and Logistics Management*. Reported in CSCMP's *Supply Chain Quarterly*, April, 2010.

Visiting Fellow at the Sydney Business School, Sydney, Australia, 2010.

The International Society of Logistics (SOLE), Eccles Medal, in recognition of outstanding achievements in the development of Logistics Education. Presented at SOLE 42<sup>nd</sup> Annual International Logistics Conference and Exposition held on August 23, 2007

## **HONORS, FELLOWSHIPS AND RECOGNITION (continued)**

Prime F. Osborn III Eminent Scholar Chair in Transportation and Logistics, University of North Florida, January, 1999 – June, 2004.

Council of Logistics Management, 1997 Founders Award for, "A Methodology for Measuring Vendor Performance," (co-authored with Thomas C. Harrington and Martin Christopher) *Journal of Business Logistics*, Vol. 12, No. 1 (1991) pp. 83-104. The Founders Award was given for articles written at least three years prior to receiving the award that "have made a profound impact on the theory and practice of logistics."

Prime F. Osborn III Eminent Scholar Chair in Transportation, University of North Florida, August, 1991 – June, 1996.

Selected as a member of Beta Gamma Sigma, 1993.

Award for the Best Paper (co-authored with Jay U. Sterling of the University of Alabama) published in the *International Journal of Physical Distribution and Materials Management* in 1989.

Award for Best Paper (co-authored with Jay U. Sterling of the University of Alabama), Marketing Education Track, 1989 AMA Summer Educators' Conference.

Selected as a member of the faculty for the American Marketing Association 1988 Faculty Consortium on Marketing Channels and Distribution.

Council of Logistics Management, 1986 Distinguished Service Award, "the highest honor that can be bestowed on an individual for achievement in the physical distribution/logistics industry."

E. Grosvenor Plowman Award for the best paper (co-authored with Jay U. Sterling of the University of Alabama) at the 1986 Transportation and Logistics Educators' Conference.

Selected as a Distinguished Research Professor, School of Business Administration, University of Vermont. Included a public lecture and seminars for faculty and students, September 25 and 26, 1986.

PepsiCo Professorship, Michigan State University, July, 1983 - August, 1985.

A.T. Kearney Doctoral Research Grant, Council of Logistics Management, formerly the National Council of Physical Distribution Management, 1975.

Canada Council Doctoral Fellowship, 1975.

The University of Western Ontario, Dean's Honor List, 1969.

## **RESEARCH FUNDING**

Supply Chain Management research funded by corporate contributions to The Global Supply Chain Forum. The research deals with the processes that comprise supply chain management and how they should be implemented within and across firms, supply chain mapping, supply chain metrics, conducting assessments of the supply chain management processes, and co-creation of value. Total funding has exceeded \$3 million. The research provides clarity to an area where much confusion exists, 1997 – present.

Customer Satisfaction Research funded by a leading business in the sporting goods industry, in the amount of \$120,000 plus expenses. Joint research project with Terrance L. Pohlen, University of North Florida, 2000 - 2001.

Value research funded by corporate contributions to The Global Supply Chain Forum (formerly The International Center for Competitive Excellence at the University of North Florida). The research evaluated alternative methods to measure the value that a firm provides to its customers and once determined how to sell that value. It also addressed the measurement of value received by the firm from its suppliers including third-party providers, 1996 - 1998.

## **RESEARCH FUNDING (continued)**

Fortune 500 firm, \$150,000 for Customer Satisfaction Research in the Health Care Industry. Joint research project with Margaret A. Emmelhainz, University of North Florida, 1996. Funding included an \$80,000 payment to the University of North Florida and \$20,000 to The Ohio State University plus out-of-pocket research related expenses.

Council of Logistics Management research project, "Logistics Implications of the North American Free Trade Agreement." Joint research project with Andersen Consulting and The International Center for Competitive Excellence at the University of North Florida, 1994 - 1995. Total project funding exceeded \$750,000.

Partnership research funded by corporate contributions to The International Center for Competitive Excellence. Eighteen relationships, identified as partnerships by Center members, were studied in-depth. Over 60 interviews ranging from one hour to four hours were conducted which resulted in more than 1500 pages of transcripts. Members received cases describing their partnerships. All relationships were evaluated using a model developed from the literature and the cases, 1993 - 1994. During 1995 - 1997, the partnership model was used by Center members to evaluate new relationships to determine if a partnership was appropriate and, if so, what type; to diagnose existing relationships to determine if the level of partnering was appropriate; to improve existing relationships; and, to develop a portfolio of relationships. This phase of the research consisted of documenting how the model was being used and making refinements to it. The partnership has been used to structure more than 100 relationships including the one between The Coca-Cola Company and Cargill Incorporated.

Fortune 500 firm, \$60,000 for Customer Satisfaction research in the Health Care Industry. Joint research project with Ronald J. Adams, University of North Florida, 1992 - 1993. Funding included a \$40,000 payment to the University of North Florida plus out-of-pocket research related expenses.

Regional LTL Motor Carrier, \$50,000 for research in the area of Service Quality, 1992. This is a follow-up to the research conducted in 1989 - 1990. Funding included a \$44,000 payment to the University of North Florida plus out-of-pocket research related expenses.

Fortune 500 firm, \$100,000 for Customer Satisfaction research in the Health Care Industry. Joint research project with Ronald J. Adams, University of North Florida, 1991 - 1992. Funding included a \$64,900 payment to the University of North Florida plus out-of-pocket research related expenses.

3M, \$225,000 to extend the Customer Satisfaction research into 1991 and expand the project to include two other divisions. Joint research project with James R. Stock, University of South Florida, 1991. Funding included a \$63,000 payment to the University of South Florida plus out-of-pocket research related expenses.

3M, \$148,000 for research in the area of Customer Satisfaction. Joint research project with Jay U. Sterling, University of Alabama and James R. Stock, University of South Florida, 1990. Funding included a \$60,500 payment to the University of South Florida plus out-of-pocket research related expenses.

Johnson & Johnson Medical, Inc., \$17,000 to implement the vendor performance evaluation system developed in 1989. Joint research project with Tom Harrington, University of South Florida, 1990. As a result of the project, component inventories were reduced from \$11.9 million to \$4.7 million in less than two years while sales increased significantly.

3M, \$65,000 for implementation of the business planning simulation model developed in 1989 and development of a PC version of the model for sales/product managers. Joint research project with Tom Harrington, University of South Florida and Jay Sterling, University of Alabama, 1990. Funding included a \$41,500 payment to the University of South Florida plus out-of-pocket research related expenses.

National Motor Carrier, \$60,000 for research in the area of third-party logistics services. Joint research project with James R. Stock, University of South Florida 1989 - 1990. Funding included a \$33,000 payment to the University of South Florida plus out-of-pocket research related expenses.

## **RESEARCH FUNDING (continued)**

Regional LTL Motor Carrier, \$50,000 for research in the area of service quality including an evaluation of SERVQUAL in a business-to-business environment. Joint research project with James R. Stock, University of South Florida, 1989 - 1990. Funding included a \$27,500 payment to the University of South Florida plus out-of-pocket expenses.

Dynachem Division of Morton International, \$168,000 for research to "Establish Profitable Customer Service/Distribution Strategies." Joint research project with Jay U. Sterling, University of Alabama and James R. Stock, University of South Florida, 1989. Funding included a \$62,000 payment to the University of South Florida plus out-of-pocket research related expenses.

Johnson & Johnson Medical, Inc., \$50,000 for research to develop a vendor evaluation and performance measurement system. Joint research project with Tom Harrington, University of South Florida and Martin Christopher, Cranfield School of Management, U.K., 1989. Funding included a \$45,000 payment to the University of South Florida plus out-of-pocket research related expenses.

3M, \$85,000 for development of a Simulation Model capable of measuring the profit impact of alternative policies and structures. Joint research project with Tom Harrington, University of South Florida and Jay Sterling, University of Alabama, 1989. Funding included a \$55,000 payment to the University of South Florida plus out-of-pocket research related expenses.

Cincinnati Bell Telephone, \$60,000 to fund research in the area of inventory management. Joint research project with Tom Harrington, University of South Florida, 1988 - 1989. Funding included a \$35,000 payment to the University of South Florida and all out-of-pocket research related expenses.

Bristol-Myers Company, \$35,000 for "A Feasibility Study for Establishing Profitable Customer Service Levels." Joint research project with Michael Levy, University of Miami, 1988.

3M, \$75,000 for research on the "Analysis of Logistics Costs, Customer Service Performance Levels and Data Base Requirements." Joint research project with Jay U. Sterling, University of Alabama, 1988 - 1989. Funding included a donation to the University of South Florida plus all out-of-pocket research related expenses.

Borg-Warner Chemicals, \$80,000 for research to "Develop and Implement Profitable Marketing Strategies" as well as investigate of the role of salespeople as a source of market information, 1987 - 1988. Funding included a \$30,000 donation to the University of South Florida plus all out-of-pocket research related expenses.

AT&T, Advanced Decision Support Systems, \$70,000 to study the role of information technology in the achievement of corporate strategies. Joint research project with Jay U. Sterling, University of Alabama, 1986.

Taco Bell Corporation, \$20,000 to research "The Multi-Dimensionality and Consequences of Channel Member Satisfaction" in a franchise system, 1984 - 1985.

Honeywell, Incorporated, \$30,000 to support research in the area of strategic planning, 1984.

Big Eight Accounting Firm, \$45,000 to study the decision process used to purchase consulting services, 1984.

Honeywell, Incorporated, a \$5,000 donation to the Department of Marketing and Transportation Administration, Michigan State University, to support research in distribution management, 1984.

Herman Miller, Inc., \$70,000 for research to "Establish Profitable Customer Service Levels and Marketing Strategies in a Channel of Distribution," 1983 - 1985. Funding included a \$25,000 donation to the Department of Marketing and Transportation, Michigan State University plus all out-of-pocket research related expenses.

Procter and Gamble Research Fund, Department of Marketing and Transportation Administration, Michigan State University, \$3,000 to study "The Design, Management and Control of Marketing Channels," 1983

## **RESEARCH FUNDING (continued)**

The National Association of Accountants and The Society of Management Accountants of Canada, \$25,650 to study "The Product Abandonment Decision," 1981 - 1984.

Herman Miller, Inc., \$5,000 for basic research on "The Development of Distribution Costs," Summer, 1981. This research developed into a \$50,000 project which provided funding for a doctoral student through June, 1983. Benefits to the company included annual operating cost savings in excess of \$5.0 million.

American Telephone and Telegraph Company, \$7,000 for research to develop a methodology for establishing profitable customer service levels, 1981.

G.D. Searle, Will Ross Division, \$16,500 to support doctoral research on distribution accounting, 1980.

All University Research Support, Michigan State University, 1977, 1978, 1979, 1980 and 1981.

National Council of Physical Distribution Management, \$500 to support research on distribution accounting, 1977.

The National Association of Accountants and The Society of Management Accountants of Canada, \$17,500 to study "The Distribution Channels Decision," 1976 - 1977.

## **PUBLICATIONS**

### **BOOKS**

Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, pp. 463. Third Edition, *Supply Chain Management: Processes, Partnerships, Performance*, Sarasota, Florida: Supply Chain Management Institute, 2008, pp. 431. Chinese Edition published in 2012 by Publishing House of Electronics Industry (Pearson). Second Edition, *Supply Chain Management: Processes, Partnerships, Performance*, Sarasota, Florida: Supply Chain Management Institute, 2006, pp. 344. Chinese language edition published in 2007 by Peking University Press. First Edition, *Supply Chain Management: Processes, Partnerships, Performance*, Sarasota, FL: Supply Chain Management Institute, 2004, pp. 233.

Douglas M. Lambert, A. Michael Knemeyer, and John T. Gardner, *Building High Performance Business Relationships*, Sarasota, FL: Supply Chain Management Institute, 2010, pp. 256.

David B. Grant, Douglas M. Lambert, James R. Stock and Lisa M. Ellram, *Fundamentals of Logistics Management*, European Edition, McGraw-Hill Higher Education Company, 2005, pp. 512.

James R. Stock and Douglas M. Lambert, *Strategic Logistics Management*, Fourth Edition, (New York, McGraw-Hill, 2001), 872 pp. Russian language edition, New York, NY: McGraw-Hill Education Company, 2005. Chinese language edition, 2003 by McGraw-Hill Education and China Financial and Economic Publishing House. Douglas M. Lambert and James R. Stock, *Strategic Logistics Management*, Third Edition, (Homewood, Illinois: Richard D. Irwin, Inc., 1993), 862 pp. Douglas M. Lambert, James R. Stock, and Jose Vantine, *Strategic Logistics Management*, First Portuguese Edition, (Homewood, Illinois: Richard D. Irwin, Inc., 1999), 862 pp. Second Edition, *Strategic Logistics Management*, (Homewood, Illinois: Richard D. Irwin, Inc., 1987), 826 pp. First Edition, *Strategic Physical Distribution Management*, (Homewood, Illinois: Richard D. Irwin, 1982), 584 pp. Comprehensive instructor's manual, 546 pp.

Douglas M. Lambert, James R. Stock and Lisa M. Ellram, *Fundamentals of Logistics Management*, (Burr Ridge, Illinois: Irwin-McGraw Hill, 1998), 612 pp. Chinese language edition jointly published by McGraw-Hill Education (Asia) Company and Publishing House of Electronic Industries, 2003. Czech version, *Logistika*, Computer Press, Praha, 2000.

## **PUBLICATIONS (continued)**

### **BOOKS (continued)**

David G. Waller, Robert L. D'Avanzo and Douglas M. Lambert, *Supply Chain Directions for a New North America*, (Oak Brook, Illinois: Council of Logistics Management, 1995), 256 pp.

Donald J. Bowersox, M. Bixby Cooper, Douglas M. Lambert, and Donald A. Taylor, *Management in Marketing Channels*, (New York: McGraw-Hill Book Company, 1980), 390 pp. Indonesian language edition, *Jalur-Jalur Pemasaran*, (Jakarta: Penerbit PT Elex Media Komputindo, 1992), 475 pp.

### **RESEARCH REPORTS**

Joseph Fiksel, Douglas M. Lambert and Les B. Artman, *Forging New Links: Enhancing Supply Chain Value Through Environmental Excellence*, (Washington, DC: Global Environmental Management Initiative, 2004), 50 pp.

Douglas M. Lambert, *The Product Abandonment Decision*, (New York: The National Association of Accountants, and Hamilton, Ontario: The Society of Management Accountants of Canada, 1985), 181 pp.

Douglas M. Lambert, *The Distribution Channels Decision*, (New York: The National Association of Accountants, and Hamilton, Ontario: The Society of Management Accountants of Canada, 1978), 197 pp.

Douglas M. Lambert, *The Development of an Inventory Costing Methodology: A Study of the Costs Associated With Holding Inventory*, (Chicago, Illinois: National Council of Physical Distribution Management, 1976), 189 pp.

### **BOOK CHAPTERS**

Douglas M. Lambert, "Supply Chain Management," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 1, pp. 1-22.

Douglas M. Lambert, "The Customer Relationship Management Process," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014," Chapter 2, pp. 23-52.

Douglas M. Lambert, "The Supplier Relationship Management Process," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 3, pp. 53-70.

A. Michael, Knemeyer, Douglas M. Lambert and Sebastián J. García-Dastugue, "The Customer Service Management Process," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 4, pp. 71-88.

Keely L. Croxton, Douglas M. Lambert, Dale S. Rogers , and Sebastián J. García-Dastugue, "The Demand Management Process," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 5, pp. 89-106.

Dale S. Rogers, Douglas M. Lambert and A. Michael Knemeyer, "The Product Development and Commercialization Process," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 8, pp. 145-160.

## **PUBLICATIONS (continued)**

### **BOOK CHAPTERS (continued)**

Dale S. Rogers, Douglas M. Lambert, Keely L. Croxton and Sebastián J. García-Dastugue, "The Returns Management Process," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 9, pp. 161-180.

Douglas M. Lambert and Sebastián J. García-Dastugue, "Conducting Assessments of the Supply Chain Management Processes," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 10, pp. 181-198.

Douglas M. Lambert, A. Michael Knemeyer and, Sebastián J. García-Dastugue "Mapping for Supply Chain Management," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 11, pp. 199-220.

Douglas M. Lambert, Rudolph Leuschner and Dale S. Rogers, "Implementing and Sustaining the Supply Chain Management Processes," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 13, pp. 239-256.

Douglas M. Lambert and Terrance L. Pohlen, "Supply Chain Metrics," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 14, pp. 257-274.

Douglas M. Lambert, A. Michael Knemeyer and John T. Gardner, "Developing and Implementing Partnerships in the Supply Chain," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 14, pp. 275-304.

Douglas M. Lambert "The Collaboration Framework" in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 16, pp. 305-316.

Matias G. Enz and Douglas M. Lambert, "Improving Performance Through Value Co-Creation with Key Customers and Suppliers", in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 17, pp. 317-336.

Douglas M. Lambert, A. Michael Knemeyer, Keely L. Croxton, and Sebastián García-Dastugue, "Supply Chain Management: The Next Steps," in Douglas M. Lambert, Editor, *Supply Chain Management: Processes, Partnerships, Performance*, Fourth Edition, Ponte Vedra Beach, FL: Supply Chain Management Institute, 2014, Chapter 18, pp. 337-354.

Douglas M. Lambert, "Supply Chain Management: Processes, Partnerships, Performance," in Robert Schönberger and Ralf Elbert (Hrsg.), *Dimensionen der Logistik*, Gabler Verlag, Springer Fachmedien Wiesbaden GmbH, 2010, pp. 555-572.

Douglas M. Lambert, Chapter 23, "Supply Chain Management", in Adedeji B. Badiru and Marlin U. Thomas, eds., *Handbook of Military Industrial Engineering*, Boca Raton, FL: CRC Press, Taylor and Francis Group, 2009, pp. 23-1 to 23-22. In 2010, the *Handbook of Military Industrial Engineering* was selected for the IIE/Joint Publishers Book-of-the-Year Award.



## **PUBLICATIONS (continued)**

### **BOOK CHAPTERS (continued)**

Douglas M. Lambert and A. Michael Knemeyer, "Measuring Performance: The Supply Chain Management Perspective," in Andy Neely, Editor, *Business Performance Measurement*, Second Edition, Cambridge University Press, 2007, pp. 82-112.

Douglas M. Lambert and Sebastián J. García-Dastugue, "Cross-Functional Processes for the Implementation of Service-Dominant Logic," in Robert F. Lusch and Stephen L. Vargo, eds., *The Service-Dominant Logic of Marketing: Dialog, Debate and Directions*, M.E. Sharpe Publishers, 2006, pp. 150-165.

Douglas M. Lambert, "The Supply Chain Management and Logistics Controversy," in A.M. Brewer, K. Button, and D.A. Hensher, eds., *Handbook of Logistics and Supply-Chain Management*, Oxford: Pergamon Press, 2001, pp. 99-126.

Douglas M. Lambert and Edward Sicienski, "Supply Chain Management," in Gavriel Salvendy, editor, *Handbook of Industrial Engineering*, Third Edition, New York: John Wiley & Sons, 2001, pp. 2210-2140.  
Douglas M. Lambert, "Customer Service Management," in James A. Tompkins and Jerry D. Smith, eds., *The Warehouse Management Handbook*, Second Edition, (Raleigh, NC: Tompkins Press, 1998), pp. 183-227.

Douglas M. Lambert, "Logistics Cost, Productivity and Performance Analysis," in William C. Copacino and James F. Robeson, eds., *The Logistics Handbook*, (New York: The Free Press, 1994), pp. 260-302.

Douglas M. Lambert, "Customer Service Strategy and Management," in William C. Copacino and James F. Robeson, eds., *The Logistics Handbook*, (New York: The Free Press, 1994), pp. 76-115.

Douglas M. Lambert and Jay U. Sterling, "Customer Service," in James A. Tompkins and Dale Harmelink, eds., *The Distribution Management Handbook*, (New York: McGraw-Hill, Inc., 1994), pp. 3-1 and 3-42.

Douglas M. Lambert, "Distribution Cost, Productivity, and Performance Analysis," in James F. Robeson and Robert G. House, eds., *The Distribution Handbook*, (New York: The Free Press, 1985), pp. 275-318.

James R. Stock and Douglas M. Lambert, "International Distribution Systems - A Comparative Approach," in Erdner Kaynak and Ronald Savitt, eds., *Comparative Marketing Systems*, (New York: Praeger Publishers, 1984), pp. 183-199.

### **MONOGRAPHS**

John T. Gardner, Douglas M. Lambert, and Margaret A. Emmelhainz, *Partnership Facilitator's Guide: Developing and Implementing Successful Partnerships in the Supply Chain*, The Global Supply Chain Forum, The Ohio State University, and The International Center for Competitive Excellence, University of North Florida, 1999, 228 pp.

Douglas M. Lambert and Gregory J. Peek, "Intermodalism: Energy Consumption, Cost and Service Implications," in *A Collection of Monographs on Intermodal Transportation and It's Effect on Energy*, Volume II, The College of Charleston, Intermodal Transportation Program and the United States Department of Energy, June, 1993, 186 pp.

Douglas M. Lambert, *Physical Distribution: A Profit Opportunity for Printers, Publishers and Their Customers*, Book Industry Study Group, Inc., SPECIAL REPORTS, Vol. 1, No. 1 (New York: R.R. Bowker Company, 1982)

## **PUBLICATIONS (continued)**

### **REFEREED JOURNAL ARTICLES**

Rudolf Leuschner and Douglas M. Lambert, "Establishing Logistics Service Level Strategies", *Journal of Business Logistics*, forthcoming.

Douglas M. Lambert and Matias G. Enz, "We Must Find the Courage to Change," *Journal of Business Logistics*, Vol.36, No. 1 (2015), pp. 9-17.

Matias G. Enz and Douglas M. Lambert, "Measuring the Financial Benefits of Cross-Functional Integration Influences Management's Behavior," *Journal of Business Logistics*, Vol.36, No. 1 (2015), pp. 25-48.

Douglas M. Lambert and Matias G. Enz, "Managing and Measuring Value Co-creation in Business-to-Business Relationships," *Journal of Marketing Management*, Vol. 28, Issue 13-14 (2012), pp. 1588-1625.

Rudolf Leuschner, Douglas M. Lambert and A. Michael Knemeyer, "Logistics Performance, Customer Satisfaction and Share of Business: A Comparison of Primary and Secondary Suppliers," *Journal of Business Logistics*, Vol. 33, No. 3 (2012), pp. 210-226.

Lambert, Douglas M. and Matthew A. Schwieterman, "Supplier Relationship Management as a Macro Business Process," *Supply Chain Management: An International Journal*, Vol. 17, No. 3 (2012), pp. 337 - 352.

Matias G. Enz and Douglas M. Lambert, "Using cross-functional, cross-firm teams to co-create value: The role of financial measures," *Industrial Marketing Management*, Vol. 41, No. 3 (2012), pp. 495–507.

Javalgi, R. G., Deligonul, S., Ghosh, A. K., Lambert, D. M., Cavusgil, S. T. , " Foreign Market Entry Mode Behavior as a Gateway to Further Entries: The NAFTA Experience," *International Business Review*, Vol. 19, Issue 3 (2010), pp. 209-222.

Douglas M. Lambert, "Customer Relationship Management as a Business Process," *Journal of Business and Industrial Marketing*, Vol. 25, Issue 1 (2010), pp. 4-17.

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### **BOOK REVIEWS**

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### **INDUSTRY RECOGNITION - INTERVIEWS**

Douglas M. Lambert, "The Real Meaning of Supply Chain Management," *SupplyChainBrain*, December 2009, pp. 14. Article summary of video interview conducted by *SupplyChainBrain*, at the 2009 CSCMP Annual Conference, on Sept 21, 2009. Video published on *SupplyChainBrain* website, December 2009 – December 2010.

Douglas M. Lambert featured in "The Rainmakers: 14 That Stand Out From the Crowd," *DC Velocity*, Vol. 7, No. 7 (2009), pp. 40-42.

Douglas M. Lambert, "A Global View of Supply Chain Management," *University of Auckland Business Review*, Vol. 10, No. 2 (2008), pp. 30-35.

John Kerr, "Master Teacher on a Mission: Douglas M. Lambert," *Supply Chain Management Review*, Vol.10, No. 6 (2006), pp. 16-17.

### **PROFESSIONAL AND TRADE PUBLICATIONS**

Douglas M. Lambert and Matias G. Enz, "Co-creating Value: The next level in customer-supplier relationships," *CSCMP's Supply Chain Quarterly*, Vol. 9, No. 3 (2015), pp. 22-28.

Douglas M. Lambert, "Which Customers Are Most Profitable?," *CSCMP's Supply Chain Quarterly*, Vol. 2, No. 4 (2008), pp. 38-50.

Douglas M. Lambert, "The Eight Essential Supply Chain Management Processes," *Supply Chain Management Review*, Vol. 8, No. 6 (2004), pp. 18-26.

## **PUBLICATIONS (continued)**

### **PROFESSIONAL AND TRADE PUBLICATIONS (continued)**

- Joseph Fiksel, Douglas M. Lambert, Les B. Artman, John A. Harris and Hugh M. Share, "Environmental Excellence: The New Supply Chain Edge," *Supply Chain Management Review*, Vol. 8, No. 5 (2004), pp. 50-57.
- Douglas M. Lambert, "Supply Chain Management: What Does It Involve?," *Supply Chain & Logistics Journal*, Vol. 4, Issue 4 (2001), pp. 23-26.
- Douglas M. Lambert, "Using Customer Service to Increase Market Share and Profitability," *The Channel of Communication*, (Summer, 1987), pp. 7-10.
- Jay U. Sterling and Douglas M. Lambert, "Cutting PD Costs - A Strategic Approach," *Canadian Transportation and Distribution Management*, (April, 1985), pp. 55-56.
- Douglas M. Lambert and Jay U. Sterling, "Calculating Inventory Carrying Costs," *Production & Inventory Management Review*, (July, 1984), pp. 45, 48 and 50
- Douglas M. Lambert and Jay U. Sterling, "Measuring Purchasing Performance," *Production & Inventory Management Review*, (June 1984), pp. 48, 52, 53 and 70.
- Douglas M. Lambert, "Integrating Book Distribution Activities," *Publishers Weekly*, November 12, 1982, pp. 22-23.
- Douglas M. Lambert and Robert H. Quinn, "Survey Finds Slow Shift to Integrated Distribution," *Canadian Transportation and Distribution Management*, (September, 1980), pp. 41-45.
- Bernard J. LaLonde, Douglas M. Lambert and James R. Stock, "The P.D. Executive: An Emerging Professional," *Presidential Issue, Handling and Shipping Management*, (September, 1979), pp. 62-75.
- Douglas M. Lambert and Robert H. Quinn, "Survey Reveals Changes in PD Manager's Role," *Canadian Transportation and Distribution Management*, (September, 1979), pp. 41-48.
- Douglas M. Lambert and Max D. Stewart, "Survey Reveals Distribution Data Base," *Canadian Transportation and Distribution Management*, (February, 1979), pp. 45-48.
- Douglas M. Lambert and Max D. Stewart, "Survey Reveals Computer Uses in Physical Distribution," *Canadian Transportation and Distribution Management*, (January, 1979), pp. 35-38.
- Douglas M. Lambert and Mark L. Bennion, Jr., "Role Changes Predicted as PD Managers Enter the Future," *Presidents' Issue, Canadian Transportation and Distribution Management*, (November, 1977), pp. 55-70.
- Douglas M. Lambert, "Changing Career Patterns Put Focus on Management Skills," *Canadian Transportation and Distribution Management*, (March, 1977), pp. 40-46.
- Douglas M. Lambert, "Changing Career Patterns Move PD Executives To The Top," *Canadian Transportation and Distribution Management*, (February, 1977), pp. 34-38.
- Bernard J. LaLonde and Douglas M. Lambert, "The PD Executive Profile," *Transportation and Distribution Management*, (May/June, 1976), pp. 37-49.
- Bernard J. LaLonde and Douglas M. Lambert, "Research: The PD Manager, 1972-1975," *Transportation and Distribution Management*, (March/April, 1976), pp. 33-36.
- Bernard J. LaLonde and Douglas M. Lambert, "Profile '75 - An Industry Perspective," *Warehousing Review*, (May/June, 1975), pp. 2-14.
- Douglas M. Lambert and Bernard J. LaLonde, "The Economics of Using a Frozen Food Distributor," *Frozen Food Factbook*, National Frozen Food Association, 1974, pp. 55-63.

## **PUBLICATIONS (continued)**

### **WORKING PAPERS**

Douglas M. Lambert, James R. Stock and Robert H. Quinn, "The Corporate Energy Policy: A Case for Planning," Research Paper Series, Wilfrid Laurier University, 1980.

Bernard J. LaLonde and Douglas M. Lambert, "A Methodology for Calculating the Costs Associated With Holding Inventory," A Working Paper published by the Division of Research, The Ohio State University, March, 1975.

### **CASES**

Cases by D. M. Lambert and published by the Ivey Business School, Western University (1969-1972).

#### **(I) Marketing (1969-1970)**

Brazil Flour Ltd.  
Atlas Steel Ltd.\*#  
Canada Packers Ltd.\*#  
McCaskill, Brown & Dobson Ltd.\*  
Howmet Canada Ltd.  
Spar Aerospace Ltd.  
Crestway Electronics Ltd.  
Pop Shoppes of Canada Ltd. (A)\*  
Pop Shoppes of Canada Ltd. (B)\*  
Pop Shoppes of Canada Ltd. (C)\*

#### **(II) Financial Accounting (1971-1972)**

Abbott Foundries Ltd.  
Gulf Oil Ltd. and Home Oil Co. Ltd.  
Toronto Star Ltd.  
Audit Committees - In the Letter or the Spirit?  
Pacific Western Airlines Ltd.  
Union Gas and Consumers' Gas  
Shell Canada Ltd.  
Trizec Corporation Ltd.  
Glamour Fashions Ltd.

#### **(III) Management Information Systems (1970-1971)**

Crestway Electronics Ltd.

\*Included in *Canadian Problems in Marketing*, third edition, McGraw-Hill Ryerson Limited, 1972.

#Included in Douglas J. Dalrymple and Leonard J. Parsons, *Marketing Management*, second edition, John Wiley and Sons, 1980.

## **PUBLICATIONS (continued)**

### **CASES (continued)**

Cases by D. M. Lambert (1975-1992).

(IV) **Logistics Management**

Giles Laboratories (with Bernard LaLonde and Albert Ladores) (revised 1986, 1992 and 2001)\*\*  
Ferle Foods, Inc. (written in 1980, revised 1986 and 1992)\*

(V) **Marketing Channels**

W.T. Grant Limited\*\*\*##  
Riverview Distributing Company (A)\*\*\*  
Riverview Distributing Company (B)\*\*/\*\*  
Associated Carpet Manufacturers\*\*\*

\*Included in *Strategic Physical Distribution Management*, Richard D. Irwin, 1982; *Strategic Logistics Management*, second edition, Richard D. Irwin, 1987; *Strategic Logistics Management*, third edition, Richard D. Irwin, 1993; *Strategic Logistics Management*, fourth edition, McGraw-Hill Irwin, 2001.

\*\*Included in *Strategic Physical Distribution Management*, Richard D. Irwin, 1982; *Strategic Logistics Management*, 2<sup>nd</sup> edition, Richard D. Irwin, 1987; and, *Strategic Logistics Management*, 3<sup>rd</sup> edition, Richard D. Irwin, 1993.

\*\*\*Included in *Management In Marketing Channels*, McGraw-Hill, 1980.

##Included in Robert F. Lusch, *Management of Retail Enterprises*, Kent Publishing Company.

## **PROFESSIONAL ASSOCIATIONS**

Academy of Marketing Science; Council of Supply Chain Management Professionals; and Institute of Management Accountants

## **PROFESSIONAL SERVICE**

### **REFEREED JOURNALS**

Member of Editorial Review Board, *International Journal of Logistics Management*, 2007 – present; *International Journal of Physical Distribution and Logistics Management*, 1990 - present; *Journal of Business Logistics*, 1985 – present; *Supply Chain Practice*, 2005 – present.

Founding co-editor, with Martin Christopher of the Cranfield School of Management, U.K., *The International Journal of Logistics Management*, 1989 – 2007.

North American Editor, *International Journal of Physical Distribution and Materials Management*, 1982 - 1989.

Member of Editorial Review Board, *Strategy and Executive Action*, 1982 – 1986; *Journal of Marketing Channels*, 1990 - 1996; and *Marketing Education Review*, 1990 – 1996.

Ad hoc reviewer, *BuR - Business Research Journal*, 2012; *Journal of Marketing*, 1996; *Journal of the Academy of Marketing Science*, 1991 – 1994; *Business*, 1988; *International Journal of Retailing*, 1986; *Journal of Marketing Research*, 1985; and *Management Science*, 1983.

### **NATIONAL ORGANIZATIONS**

Track Chairperson, 41<sup>st</sup> Annual Academy of Marketing Science Conference, New Orleans, LA, May 16 – 19, 2012.

Symposium Organizer, 7<sup>th</sup> Annual Logistics Doctoral Symposium, Columbus, OH, March 29 – 31, 2012.

Chairperson, Annual Council of Logistics Management's Doctoral Symposium, New Orleans, LA, September 22-23, 2000.

## **PROFESSIONAL SERVICE (continued)**

### **NATIONAL ORGANIZATIONS (continued)**

Track Chairperson, Marketing Channels and Logistics, Academy of Marketing Science, Annual Conference, 1993.

Professional Development Chairperson and member of the Executive Committee, Council of Logistics Management, 1988 – 1989.

Research Committee Chairperson and member of the Executive Committee, Council of Logistics Management, 1987 – 1988.

Program Chairman for the Annual Conference of the Council of Logistics Management (formerly the National Council of Physical Distribution Management) in 1985 and 1980.

Reviewer for AMA Educators' Conference, 1991, 1990, 1989, 1988, 1986, 1985 and 1984.

Session Chairperson for AMA Educators' Conference, 1990 and 1986.

Discussant for AMA Educators' Conference, 1985 and 1984.

Reviewer for the AMA Winter Educator's Conference, 1991.

Session Chairperson for AMA Winter Educator's Conference, 1991.

Reviewer for The Academy of Marketing Science Annual Conference, 1991.

Reviewer for the Doctoral Dissertation Contest, Academy of Marketing Science, 1992 and 1991.

Tract Chairman for Annual Council of Logistics Management (formerly NCPDM) Conference in 1997, 1994, 1991, 1983, 1979 and 1976.

Chairman of the Selection Committee for the Council of Logistics Management Distinguished Service Award, 1989 and 1981.

Reviewer for Transportation and Logistics Educators' Conference, 1992, 1987, 1983, 1981, 1979, 1978 and 1977.

Discussant for Society of Franchising Annual Conference, 1989.

### **DOCTORAL DISSERTATION COMMITTEES**

#### **The Ohio State University**

Dissertation Chairman for Rudolf Leuschner (completed in 2010)

“The Impact of Product, Price, Promotion and Place/Logistics on Customer Satisfaction and Share of Business: A Multi-Industry Analysis”

Dissertation Chairman for Matias Enz (completed in 2009)

“Co-Creation of Value: Managing Cross-Functional Interactions in Buyer-Supplier Relationships”

Dissertation Chairman for Ping Wang (completed in 2007)

“Managing Suppliers Beyond Tier 1: An Exploration of Motivations and Strategies for a Normative Model”

Dissertation Chairman for Cuneyt Eroglu (completed in 2006)

“An Investigation of Accuracy, Learning and Biases in Judgemental Adjustments of Statistical Forecasts”

.

## **PROFESSIONAL SERVICE (continued)**

### **DOCTORAL DISSERTATION COMMITTEES (continued)**

#### **The Ohio State University (continued)**

Dissertation Chairman for Sebastián García-Dastugue (completed in 2003)  
"Dynamic Time-Based Postponement: Conceptual Development and Empirical Test". This dissertation was selected for "Third Annual SCMRC Dissertation Proposal Award", Sam M. Walton College of Business, University of Arkansas

#### **Bosphorus University, Istanbul**

Renan Burduroglu  
"Measuring Value to the Customer in Terms of Shareholder Value."

#### **University of Alabama**

Jule Gassenheimer (completed in 1988)  
"The Role of Power and Satisfaction in Developing Extended Relationships in a Marketing Channel: An Empirical Study." This dissertation was selected for the CLM's 1987 A.T. Kearney Award.

#### **Michigan State University**

William Wellington (completed in 1989)  
"Market Segmentation by Channel Member Order Placement Behavior: A Multi-Echelon Industrial Market Segmentation Approach."

Dissertation Chairman for M. Christine Lewis (completed in 1987)  
"Channel Member Satisfaction, Performance and Dependence: An Empirical Investigation."

Dissertation Chairman for Jay U. Sterling (completed in 1985)  
"Integrating Customer Service and Marketing Strategies in a Channel of Distribution: An Empirical Study."

Dissertation Chairman for Howard M. Armitage (completed in 1982)  
"Toward an Improved Distribution Accounting Information System Through an Entity Relationship Data Modeling Approach." This dissertation was selected for the NCPDM's 1979 A.T. Kearney Award.

Mark Bennion (completed in 1980)  
"An Investigation of the Reaction of Industrial Buyers to Customer Service Failures."

David Closs (completed in 1979)  
"Simulated Product Sales Forecasting: Mathematical Model, Computer Implementation and Validation."

### **UNIVERSITY COMMITTEES**

#### **The Ohio State University**

Logistics Faculty Search Committee, Fisher College of Business, 1998 – present.

Executive Education Committee, Fisher College of Business, 1996 – present.

Chairperson, Logistics Programs Committee, Department of Marketing and Logistics, 1996 – present.

Endowed Appointments Committee, Fisher College of Business, 1997 – 2010.

Chairperson, Logistics Executive Education Committee, Department of Marketing and Logistics, 1996 – 2012.



## **PROFESSIONAL SERVICE (continued)**

### **DOCTORAL DISSERTATION COMMITTEES (continued)**

#### **University of North Florida**

Logistics Faculty Search Committee, Coggin College of Business, 2001 and 2003.  
Chair, Logistics Faculty Search Committee, College of Business Administration, 1999.  
Marketing Faculty Search Committee, College of Business Administration, 1994.  
Dean Search Committee, College of Business Administration, 1993 – 1994; and,  
MBA Curriculum Task Force, 1992 - 1994.

#### **University of South Florida**

Chair Search Committee, Department of Marketing, 1991.  
Promotion and Tenure Committee, College of Business Administration, 1989 – 1991.  
Research and Publications Committee, College of Business Administration, 1989 – 1991.  
Faculty Council, College of Business Administration, 1988 – 1990.  
Search Committee for a Director for the School of Accountancy, 1988 - 1989.  
Chairperson, Doctoral Program Committee, College of Business Administration, 1985 – 1988.  
Chairperson, Chair Search Committee, Department of Marketing, 1985 – 1986; and,  
Marketing Department, Doctoral Program Committee, 1985 - 1991.

#### **Michigan State University**

Doctoral Program Policy Committee, Department of Marketing and Transportation, 1984 - 1985.  
Doctoral Admissions Committee, Department of Marketing and Transportation, 1983 - 1985.  
Faculty Search Committee, Department of Marketing and Transportation, 1980.  
Marketing and Transportation Department Advisory Committee, 1977 - 1980; and,  
Academic Council, 1977.

#### **Wilfrid Laurier University**

Senate Appointments Committee, 1975-1976.  
Faculty Promotion and Tenure Committee, 1975-1976.  
Executive Development Programs Committee, 1975-1976.

## **EXECUTIVE DEVELOPMENT EXPERIENCE**

Developed a week-long Supply Chain Management seminar which in has been offered 18 times in the USA (2006-2015); 11 times in England (2006-2014); three times in New Zealand (2007, 2008, 2010); five times in Germany (2011, 2012, 2013, 2014, 2015); once in Australia (2007) and once in China (2007).

Developed a week-long Supply Chain Management program, Center for International Business Education Research (CIBER), EMBA Leadership and Logistics, Ohio. Study, Kühne Logistics University, Hamburg, Germany (2013 - 27 attendees), (2014 - 23 attendees), and (2015 – 22 attendees) .

Developed two Logistics and Supply Chain Management seminars for Maersk Logistics, which are part of their management training program and have been offered over 30 times in England and the USA (2004, 2005, 2006, 2007).

Developed a customized two-week Supply Chain Management seminar for Coca-Cola North America which was offered to Coke's management team seven times in 2004 and 2005.

## **PROFESSIONAL SERVICE (continued)**

### **EXECUTIVE DEVELOPMENT EXPERIENCE (continued)**

Developed a customized two-week Logistics and Supply Chain Management seminar for the U.S. Army which was offered five times in 2004, 2005 and 2006.

Developed the annual Logistics Management Program (LPM) which was offered for the first time June 9-13, 1997, in Columbus, Ohio. The LPM was offered from 1997 to 2005.

Developed a series of executive development seminars cosponsored by the Council of Logistics Management. Attendees were from North America, South America, Asia and Europe. This seminar series began with four two-day programs in 1986 and continued through 2004.

Served as a faculty member for more than 500 executive development programs at:

Air Force Institute of Technology (AFIT); Boston University; Columbia Business School; Copenhagen Business School; The Cranfield School of Management (U.K.); Florida State University; Institut Supérieur de Logistique Industrielle, Groupe Ecole Supérieure de Commerce de Bordeaux; Kühne Logistics University; London Business School; Massachusetts Institute of Technology; Michigan State University; Northwestern University; The Ohio State University; Pontificia Universidad Católica de Chile; Royal Melbourne Institute of Technology (Australia); South China University; Sidney Business School (Australia); The University of Tennessee; University of Auckland Business School; Instituto de Altos Estudios Empresariales, Universidad Austral (Argentina); Universidad Carlos III De Madrid (Spain); Universidad de San Andrés (Argentina); University of South Florida; University of Waterloo (Canada); University of Wisconsin; The Waterloo Management Education Centre (Canada); Wilfrid Laurier University (Canada); and, for such organizations as: Advanced Micro Devices; American Telephone and Telegraph; American Warehousemen's Association; Ameritech Services; ARCOR (Argentina), Arthur Andersen; Bristol-Myers Company; Callaway Golf Company; Canadian Association of Logistics Management; Canadian Institute of Management; China Productivity Center; Clark Equipment Company; The Coca-Cola Company; Council of Supply Chain Management Professionals; Digital Equipment Corporation; E.I. duPont de Nemours & Company; Federal Express; Fletcher Challenge Limited (New Zealand); General Mills, Inc.; Gerber Products Company; Goodyear Tire & Rubber Company; IBM Corporation; James Hardie (New Zealand); Japan Logistics Management Association; Johnson & Johnson; Kimberly-Clark Corporation; KPMG; 3M; Maersk; Mayne Nickless Limited (Australia); Molinos Rio de la Plata (Argentina); National Association of Accountants; Nestle' (Argentina); Pacific Dunlop Ltd. (Australia); The Pillsbury Company; PPG Industries; The Queen's Flowers; Ryder Truck Rental, Inc.; Sainsbury's (UK); Schweppes Limited (U.K.); Sealed Air Corporation; G.D. Searle & Company; Shell Oil Company; S.C. Johnson; Smalley Transportation Company; The Society of Management Accountants of Canada; Southcorp (Australia); Standard Register; Techint (Argentina); Telefonica; Telstra (Australia); Union Carbide Corporation; The Upjohn Company; Vantine & Asociados (Sao Paulo, Brazil); and, Xerox Corporation.

### **PRESENTATIONS TO PROFESSIONAL ASSOCIATIONS**

More than 100 presentations given to professional associations such as: Academy of Marketing Science, American Marketing Association, American Production and Inventory Control Society, BVL (Germany), Canadian Association of Supply Chain and Logistics Management, Centro Espanol de Logistica (Spain), China Productivity Center, The Conference Board of Canada, Council of Supply Chain Management Professionals; Dansk Indkobs-og Logistikforum (Denmark), Delta Nu Alpha, Grocery Manufacturers of America, Hydraulic Institute; Japan Management Association, Logistics Management Association (Australia), National Association of Accountants, The National Association of Chain Drug Stores, National Defense Transportation Association, National Private Truck Council; The National Wholesale Druggists' Association, SMART Conference (Australia), Supply Chain Leaders in Action (SCLA), The Pharmaceutical Manufacturers Association, and The Society of the Plastics Industry.

**PROFESSIONAL SERVICE (continued)**

**CONSULTING EXPERIENCE**

Served as a consultant to a number of corporations including: ALCAN Food Packaging Americas; Arthur Andersen & Co.; AT&T; AT&T Bell Laboratories; Clark Equipment Company; The Dial Corporation; E.I. du Pont de Nemours & Company; General Mills, Inc.; GlobalFoundries; Herman Miller, Inc.; H.J. Heinz Company; Honeywell, Inc.; ITT; Johnson & Johnson; KMG Chemicals, Inc.; Lam Research Corporation; Libby, McNeill and Libby; 3M; O2 (UK); Peat Marwick, Mitchell & Company; The Pillsbury Company; The Quaker Oats Company; The Ralston Purina Company; Ryder Distribution Resources; Sainsbury's (UK); SAJAC Company, Inc.; Schweppes Limited (U.K.); Shell Oil Company; Sensis; and, South Central Bell.

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