

# **Thomas J. Goldsby, Ph.D.**

## ***Associate Professor of Supply Chain Management***

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Dr. Thomas J. Goldsby is Associate Professor of Supply Chain Management at the University of Kentucky. He has held previous faculty appointments at The Ohio State University and Iowa State University. Dr. Goldsby holds a B.S. in Business Administration from the University of Evansville, M.B.A. from the University of Kentucky, and Ph.D. in Marketing and Logistics from Michigan State University.

Prior to entering academe, Dr. Goldsby was a Logistics Analyst for the Valvoline Company. He previously worked for the Transportation Research Board of the National Academy of Sciences in Washington, D.C. and as a research fellow at the University of Kentucky Transportation Research Center. He has also served as a consultant to manufacturers, distributors, retailers, and logistics service providers.

Dr. Goldsby's research interests focus on logistics customer service and supply chain integration. He also has interest in the theory and practice of lean and agile supply chain strategies. He has published several articles in academic and professional journals and serves as a frequent speaker at academic conferences, executive education seminars, and professional meetings. He is co-author of *Lean Six Sigma Logistics: Strategic Development to Operational Success* (J. Ross Publishing, 2005), with translations in Chinese, Korean, and Russian. He is a research associate of the Global Supply Chain Forum at The Ohio State University. Dr. Goldsby is a recipient of the 2007 Bernard J. LaLonde Award for the best paper published each year in the *Journal of Business Logistics* and has twice received the Accenture Award for best paper published in the *International Journal of Logistics Management* (1998 and 2002). He has received recognitions for excellence in teaching at Iowa State University, The Ohio State University, and the University of Kentucky. He was recently recognized as one of the most productive researchers all-time in the field of Logistics Management.

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**OCCUPATION**

**Associate Professor of Supply Chain Management** July 2005 to present  
School of Management  
Gatton College of Business and Economics  
University of Kentucky  
Lexington, Kentucky (USA)

**EDUCATION**

**Ph.D. Business Administration** August 1998  
Major: Marketing Minor: Logistics  
Eli Broad Graduate School of Management  
Michigan State University  
East Lansing, Michigan (USA)

**Masters of Business Administration** December 1993  
Concentrations: Economics and Transportation  
University of Kentucky  
Lexington, Kentucky (USA)

**Bachelor of Business Administration** May 1992  
Concentrations: Economics and Finance  
University of Evansville  
Evansville, Indiana (USA)

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**PEER REVIEWED PUBLICATIONS**

Cahill, David, Thomas J. Goldsby, A. Michael Knemeyer, Carl Marcus Wallenburg (forthcoming, 2010), "Customer Loyalty in Logistics Outsourcing Relationships: An Examination of the Moderating Effect of Conflict Frequency," *Journal of Business Logistics*.

Badurdeen, Fazleena, I. S. Jawahir, Haritha Metta, Sonal Gupta, Deepak Iyengar, and Thomas J. Goldsby (forthcoming), "Extending Total Lifecycle Thinking to Sustainable Supply Chain Design," *International Journal of Product Lifecycle Management*.

Rao, Shashank, Thomas J. Goldsby, Stanley E. Griffis, and Deepak Iyengar (forthcoming, 2010), Electronic Logistics Service Quality (e-LSQ): Its Impact on the Customer's Purchase Satisfaction and Retention, *Journal of Business Logistics*.

Wallenburg, Carl Marcus, A. Michael Knemeyer, Thomas J. Goldsby, and David L. Cahill (forthcoming, 2009), "Developing a Scale for Proactive Improvement in Logistics Outsourcing Relationships," *International of Journal of Logistics Management*.

Li, Xun, Thomas J. Goldsby, and Clyde W. Holsapple (forthcoming, 2009), "Supply Chain Agility: Scale Development," *International of Journal of Logistics Management*, Vol. 20, No. 3.

Fugate, Brian, Elizabeth Davis-Sramek, and Thomas J. Goldsby (forthcoming, 2009), "Operational Collaboration Between Shippers and Carriers in the Transportation Industry," *International of Journal of Logistics Management*, Vol. 20, No. 3.

Rao, Shashank and Thomas J. Goldsby (2009), "Supply Chain Risks: A Review and Typology," *International of Journal of Logistics Management*, Vol. 20, No. a, pp. 97-123.

Rao, Shashank, Thomas J. Goldsby, and Deepak Iyengar (2009), "The Marketing and Logistics Efficacy of Online Retail Sales Channels," *International Journal of Physical Distribution & Logistics Management*, Vol. 39, No. 2, pp. 106-130.

Deepen, Jan, Thomas J. Goldsby, A. Michael Knemeyer, Carl Marcus Wallenburg (2008), "Beyond Expectations: An Examination of Logistics Outsourcing Goal Achievement and Goal Exceedance," *Journal of Business Logistics*, Vol. 29, No. 2, pp. 75-105.

Li, Xun, Chen Chung, Thomas J. Goldsby, and Clyde W. Holsapple (2008), "A Unified Model of Supply Chain Agility: The Work-Design Perspective," *International of Journal of Logistics Management*, Vol. 19, No. 3, pp. 408-435.

Griffis, Stanley, E., Thomas J. Goldsby, Martha C. Cooper, and David J. Closs (2007), "Aligning Logistics Performance Measures to the Measurement Needs of the Firm," *Journal of Business Logistics*, Vol. 28, No. 2, pp. 35-56.

Griffis, Stanley E. and Thomas J. Goldsby (2007), "Transportation Management Systems: An Exploration of Progress and Future Prospects," *Journal of Transportation Management*, Vol. 18, No. 1, pp. 18-32.

Goldsby, Thomas J., Stanley E. Griffis, and Anthony S. Roath (2006), "Modeling Lean, Agile, and Leagile Supply Chain Strategies," *Journal of Business Logistics*, Vol. 27, No. 1, pp. 57-80 [Recipient of the Bernard J. LaLonde Award for Best Paper of 2007].

- Autry, Chad W., Stanley E. Griffis, Thomas J. Goldsby, and L. Michelle Bobbitt (2005), "Warehouse Management Systems: Resource Commitment, Capabilities, and Organizational Performance," *Journal of Business Logistics*, Vol. 26, No. 2, pp. 165-183.
- Griffis, Stanley E., Martha Cooper, Thomas J. Goldsby, and David J. Closs (2004), "Performance Measurement: Measure Selection Based upon Firm Goals and Information Reporting Needs," *Journal of Business Logistics*, Vol. 25, No. 2, pp. 95-118.
- Vickery, Shawnee K., Theodore P. Stank, Thomas J. Goldsby, Cornelia Droge and Robert E. Markland (2004), "The Performance Implications of Media Richness in a Business-to-Business Service Environment: Direct versus Indirect Effects," *Management Science*, Vol. 50, No. 8, pp. 1106-1119.
- Goldsby, Thomas J. and Sebastian Garcia-Dastugue (2003), "The Manufacturing Flow Management Process," *International Journal of Logistics Management*, Vol. 14, No. 2, pp. 33-52.
- Griffis, Stanley E., Thomas J. Goldsby, and Martha Cooper (2003), "Web-Based and Mail Surveys: A Comparison of Response, Data and Cost," *Journal of Business Logistics*, Vol. 24, No. 2, pp. 237-258.
- Pohlen, Terrance L. and Thomas J. Goldsby (2003), "VMI and SMI Programs: How Economic Value Added Can Help Sell the Change," *International Journal of Physical Distribution & Logistics Management*, Vol. 33, No. 7, pp. 565-581.
- Stank, Theodore P., Thomas J. Goldsby, Shawnee Vickery, and Katrina Savitskie (2003), "Logistics Service Performance: Estimating its Influence on Market Share," *Journal of Business Logistics*, Vol. 24, No. 1, pp. 27-55.
- Goldsby, Thomas J., and James A. Eckert (2003), "Electronic Transportation Marketplaces: A Transaction Cost Perspective," *Industrial Marketing Management*, Vol. 32, No. 3, pp. 187-198.
- Robert Frankel, Thomas J. Goldsby, and Judith Whipple (2002), "Grocery Industry Collaboration in the Wake of ECR," *International Journal of Logistics Management*, Vol. 13, No. 1, pp. 57-72 [Recipient of the Accenture Award for Outstanding Paper of 2002].
- Goldsby, Thomas J. and Douglas A. Boyd (2001), "WorldSpace's Satellite-Delivered Radio Service and the Market for Digital Receivers in the Middle East and Africa," *Journal of Radio Studies*, Volume 8, No. 1, pp. 29-53.
- Stank, Theodore P., Robert Frankel, David J. Frayer, Thomas J. Goldsby, Scott B. Keller, and Judith M. Whipple (2001), "Supply Chain Integration: Tales from the Trenches," *Supply Chain Management Review*, Vol. 5, No. 3, pp. 62-69.
- Goldsby, Thomas J. and Theodore P. Stank (2000), "World Class Logistics Performance and Environmentally Responsible Logistics Practices," *Journal of Business Logistics*, Vol. 21, No. 2, pp. 187-208.
- Goldsby, Thomas J. and David J. Closs (2000), "Using Activity-Based Costing to Reengineer the Reverse Logistics Channel," *International Journal of Physical Distribution & Logistics Management*, Vol. 30, No 6, pp. 500-514.

Stank, Theodore P. and Thomas J. Goldsby (2000), "A Framework for Transportation Decision-Making in an Integrated Supply Chain," *Supply Chain Management: An International Journal*, Vol. 5, No. 2, pp. 71-77.

Stank, Theodore P., Thomas J. Goldsby and Shawnee Vickery (1999), "The Effects of Service Provider Performance on Customer Satisfaction and Loyalty of Store Managers in the Fast Food Industry," *Journal of Operations Management*, Vol. 17, No. 2, pp. 429-447.

Closs, David J., Thomas J. Goldsby, Anthony Roath, James A. Eckert, and Stephen Swartz (1998), "An Empirical Comparison of Anticipatory and Response-Based Supply Chains," *International Journal of Logistics Management*, Vol. 9, No. 2, pp. 21-34 [Recipient of the Andersen Consulting Award for Outstanding Paper of 1998].

Stank, Theodore P. and Thomas J. Goldsby (1998), "Bridging the Gap Between Academic Responsibilities and Practical Application in Logistics," *Journal of Transportation Management*, Vol. 10, No. 1, pp. 1-9.

Closs, David J., Thomas J. Goldsby and Steven R. Clinton (1997), "Information Technology Influences on World Class Logistics Capability," *International Journal of Physical Distribution & Logistics Management*, Vol. 27, No. 1, pp. 4-17.

Eckert, James A. and Thomas J. Goldsby (1997), "Using the Elaboration Likelihood Model to Guide Customer Service-Based Segmentation," *International Journal of Physical Distribution & Logistics Management*, Vol. 27, No. 9, pp. 600-615.

## **WORK UNDER REVIEW**

Works currently under review at *Journal of Operations Management* (2 pieces under 1<sup>st</sup> review), *International Journal of Physical Distribution & Logistics Management* (1 piece under 1<sup>st</sup> review), several more approaching submission

## **PUBLISHED BOOKS**

Goldsby, Thomas and Robert Martichenko (2005), *Lean Six Sigma Logistics: Strategic Development to Operational Success*, J. Ross Publishing: Boca Raton, FL. [with translations in Chinese, Korean, and Russian]

## **BOOK CHAPTERS**

Goldsby, Thomas J. and Deepak Iyengar (forthcoming, 2009), "Quality Function Deployment," book chapter in *Six Sigma for Karma Capitalism* by Pradeep Deshpande.

Goldsby, Thomas J. and Sebastián Garcia-Dastugue (2008), "Lean Thinking and Supply Chain Management," book chapter in *Supply Chain Management: Processes, Partnerships, and Performance*, Supply Chain Management Institute: Sarasota, FL.

Goldsby, Thomas J. and Sebastián Garcia-Dastugue (2008, 2005, 2004), "The Manufacturing Flow Management Process," book chapter in *Supply Chain Management: Processes, Partnerships, and Performance*, Supply Chain Management Institute: Sarasota, FL.

Goldsby, Thomas J. and A. Michael Knemeyer (2007), "Contract Logistics in the North American Market," in *Handbuch Kontraktlogistik: Das Management Komplexer Logistikdienstleistungen (Handbook of Contract Logistics: The Management of Complex Logistics Services)*, Wiley-VCH Publishing.

Goldsby, Thomas J., Michael R. Crum, and Joel Sutherland (2006), "Transportation Management," in *Global Supply Chain Management*, Sage Publishing.

Sutherland, Joel, Thomas J. Goldsby, and Theodore P. Stank (2004), "Leveraging Collaborative Transportation Management (CTM) Principles to Achieve Superior Supply Chain Performance," in *Achieving Supply Chain Excellence through Technology*, Vol. 6, Montgomery Research: San Francisco, CA, pp. 192-196.

## RESEARCH MONOGRAPHS

Goldsby, Thomas J. (2000), *A Comparative Analysis of Agricultural Transportation and Logistics Systems in the United States and Argentina*, funded by a grant from Midwest Agribusiness Trade Research and Information Center (MATRIC) and published by the Center for Agriculture and Rural Development (CARD), Iowa State University.

Closs, David J., M. Bixby Cooper and Thomas J. Goldsby (1997), *Beverage Container Return Analysis*, an economic analysis prepared for the Michigan Beer & Wine Wholesalers Association, Michigan Grocers Association, and Michigan Soft Drink Association.

## PUBLISHED CASE STUDIES

Goldsby, Thomas J., Michael G. Goldsby, Robert Martichenko and Brent Buschur (2000), "Expendable versus Returnable Shipping Containers at Toyota Motor Manufacturing, Indiana," funded and published by the Council of Logistics Management.

## INVITED PUBLICATIONS

Goldsby, Thomas J. (2009), "Six Sigma and Cash Flow: What Every Operations Manager Should Know about the Drivers of Cash Flow," *SixSigmaIQ*, <http://www.sixsigmai.com/>.

Goldsby, Thomas J. (2009), "Weakened Links: Lean Times in the Auto Supply Chain," *BusinessLexington*, April 3, pp. 24-25.

Goldsby, Thomas J. (2008), "Lean Six Sigma Logistics: Surviving and Thriving in the Eye of the Storm," *Revista Logistec* (Chile), August-September.

Eitelwein, Oliver, Thomas J. Goldsby, Terrance L. Pohlen, and Carl Marcus Wallenburg (2008), "The Evolution in Supply Replenishment Models: New Opportunities to Create Value," *Supply Chain Management* magazine (Germany), August.

Goldsby, Thomas J. (2008), "Lean Six Sigma Logistics: A Solution in these Troubled Times?" *Enfasis Logistica* (Argentina), March.

Goldsby, Thomas J. (2006), "The Trials and Tribulations of Supply Chain Management Research," *Decision Line*, Decision Sciences Institute newsletter.

- Goldsby, Thomas J. (2004), "Getting Lean and Mean in Logistics," *CLM Comment*, quarterly publication of the Council of Logistics Management.
- Goldsby, Thomas J. and Theodore P. Stank (2004), *Collaborative Transportation Management*, CPFR white paper, Voluntary Interindustry Committee for Standards (VICS).
- Goldsby, Thomas J. (2004), Logistics and Supply Chain Management Education at The Ohio State University, *Distribution Business Management Journal*, Vol. 2 (Spring).
- Goldsby, Thomas J., Katrina Savitskie, Theodore P. Stank and Shawnee K. Vickery (2001), "Web-based Surveys," Reaching Potential Respondents On-Line," *Decision Line*, Decision Sciences Institute newsletter.
- Crum, Michael and Thomas J. Goldsby (2002, 2001, 2000), *Temperature-Controlled Logistics Report*, Annual Industry Report distributed by C.H. Robinson Worldwide, Inc.
- Goldsby, Thomas J. (2000), "Comparing Grain Transportation in the U.S. and Argentina," *Iowa Ag Review*, Center for Agricultural and Rural Development, Iowa State University.
- Goldsby, Thomas J. (1999), "Closing In on the True Costs of Service," *Transportation Trends*, Deloitte & Touche National Transportation Industry Practice, Volume 1, No. 2 (May).
- Goldsby, Thomas J. (1999), "Identifying Profitable Customers in a Competitive Market," *Transportation Trends*, Deloitte & Touche National Transportation Industry Practice, Volume 1, No. 1 (February).
- Closs, David J., Thomas J. Goldsby and Anthony S. Roath (1997), "Improve Supply Chain Management," *USA & Europe in Business 1997*, European Council of American Chambers of Commerce: London, 129-132.
- Closs, David J., M. Bixby Cooper, Steven R. Clinton and Thomas J. Goldsby (1997), "Les Nouvelles Dimensions World Class Logistics: Quels enseignements pour une Europe en Mutation," *Logistique et Management*, Volume 5, No. 2, pp. 35-43.
- Bowersox, Donald J., David J. Closs and Thomas J. Goldsby (1996), *Instructor's Manual to Accompany Logistical Management: The Integrated Supply Chain Process*, McGraw-Hill.

## **WORKING PAPERS**

Stank, Theodore P., Robert Frankel, David J. Frayer, Thomas J. Goldsby, Scott B. Keller, and Judith M. Whipple (2000), *Supply Chain Integration in the Food and Consumer Goods Industries*, Staff Paper 00-46, Michigan State University College of Agriculture.

## **REFEREED CONFERENCE PROCEEDINGS**

Rao, Shashank, Deepak Iyengar and Thomas J. Goldsby (2008), "Process Management in the Service Supply Chain: The Case of Outsourced Information Technology Services," *Proceedings of the CSCMP Educator's Conference*, Council of Supply Chain Management Professionals: Lombard, IL.

Goldsby, Thomas J. and Deepak Iyengar (2007), "Supply Chain Management Immersion: The MBA Experience at the University of Kentucky," *Proceedings of the CSCMP Educator's Conference*, Council of Supply Chain Management Professionals: Lombard, IL.

Rao, Shashank and Thomas J. Goldsby (2007), "Radio Frequency Identification: Looking to Process Improvement as a Source of Financial Return," *Proceedings of the CSCMP Educator's Conference*, Council of Supply Chain Management Professionals: Lombard, IL.

Goldsby, Michael G. and Thomas J. Goldsby (2003), "Bridging the Entrepreneurial Firm with its Environment through Supply Chain Management," *Annual Conference Proceedings of the Southern Management Association*.

Caltagirone, John A., Thomas J. Goldsby and Stanley Griffis (2002), "How Logistics Information Systems are Changing the Rules," *Annual Conference Proceedings*, Council of Logistics Management: Oak Brook, IL.

Goldsby, Thomas J. and Kevin Obert (2001), "Push vs. Pull: An Epic Battle?" *2001 APICS International Conference and Exposition: Exploring New Frontiers*.

Goldsby, Michael, Krishnan Ramaya and Thomas J. Goldsby (2000), "Towards an Understanding of Country Factors in the Formation of International Cooperative Arrangements in Logistics and Operations: An Empirical Examination," *Annual Conference Proceedings of the Southern Management Association*.

Bowersox, Donald J., David J. Closs, Thomas J. Goldsby and Theodore P. Stank (1998), "World Class Logistics: 1998 Study of North American Processes," *Annual Conference Proceedings*, Council of Logistics Management: Oak Brook, IL.

Closs, David J., M. Bixby Cooper, Thomas J. Goldsby and Steven R. Clinton (1997), "World Class Logistics: A Two Year Review," *Annual Conference Proceedings*, Council of Logistics Management: Oak Brook, IL.

Goldsby, Thomas J. (1997), "The Role of Convenience in Consumer Recycling: Implications on the Forward and Reverse Channels of Distribution," *Marketing and Public Policy Conference Proceedings*, Volume 7, Easwar Iyer and George Milne eds.

Goldsby, Thomas J. and Michael G. Goldsby (1997), "The Four P's of Green Marketing: A Critical Review of the Literature," *Academy of Marketing Science Conference Proceedings*, Volume 20, Elizabeth J. Wilson and Joseph F. Hair, Jr. eds.

## **KEYNOTE ADDRESSES**

"Logistics Outsourcing Performance: When 'Good' is Not Good Enough," International Logistic Summit in Mexico City, Mexico, 2009.

"Lean Six Sigma Logistics," Seminario de Logística Integral in Bogotá, Colombia, 2009.

"Lean Six Sigma Logistics," day-long seminar conducted in San Diego, CA, 2008, 2009.

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“Lean Six Sigma Logistics,” day-long seminar conducted in Montevideo, Uruguay, 2008.

“Lean Six Sigma Logistics,” day-long seminar conducted in Buenos Aires, Argentina, 2008.

“MegaTrends in Logistics and Supply Chain Management,” CSCMP Taiwan Conference, Taipei, Taiwan, 2007.

“Lean Six Sigma Logistics,” *WorldTrade* magazine webinar delivered to five continents, 2007.

“Lean Six Sigma Logistics,” Ontario Hospital Association, Toronto, Canada, 2007.

“Where Lean Begins, Agile Ends, and ‘Leagile’ Makes its Entrance,” AutoLogistics and SCM World, Bangkok, Thailand, 2006.

“Lean Six Sigma Logistics,” SCL Canada Conference, Toronto, Canada, 2006.

“Lean Six Sigma Logistics,” Air Force Institute of Technology, invited colloquium speaker; Wright-Patterson Air Force Base, Ohio, 2006.

“Where is the Logistics Service Provider Industry Going?” *Logistics Quarterly* North American Leadership in Logistics Symposium; Toronto, Canada, 2006.

“Lean Six Sigma Logistics,” Logistics and Transport Faire, Gothenburg, Sweden, 2006.

“Leading Vendors through Supply Chain Management,” Healthcare Employer Leadership Forum, 2007 in San Francisco and 2006 in Dallas.

“The Keys to Successful Logistics Outsourcing,” *Logistics Quarterly* Executive Exchange; Toronto, Canada, 2005.

“Embracing Technology as a Competitive Differentiator: Getting Smart,” TransCore Customer Conference, Tempe, Arizona, 2005.

“Customer Service and Supply Chain Management: Upstream Implications,” National Association of Purchasing Managers, Columbus Annual Symposium, Columbus, OH, 2005.

## **INVITED PRESENTATIONS**

With Dennis Chen and John Caltagirone, “A New Way to Look at Your Supply Chain and Its Performance,” Council of Supply Chain Management Professionals Annual Conference, Chicago, IL, 2009.

“A New Way to Look at Your Supply Chain and Its Performance,” Cincinnati Roundtable of the Council of Supply Chain Management Professionals, Cincinnati, OH, 2009.

With Xun Li and Clyde Holsapple, “Supply Chain Agility: Measurement Scale Development,” Academy of Management Annual Conference, Chicago, IL, 2009.

With C.M. Wallenburg, David Cahill, and A. Michael Knemeyer, “Logistics Outsourcing Performance and Loyalty Behavior: Comparisons Between Germany and the United States,” CSCMP Europe Research Seminar, Copenhagen, Denmark, 2009.

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With Clyde Holsapple, David Marshall, and Milton Shen, "Implications of Occupational Characteristics for Supply Chain Professionals on Curriculum Design," The 20th Annual Meeting of the Production and Operations Management Society, Orlando, FL, 2009.

"Lean Six Sigma Logistics," Air Force Institute of Technology, 2009.

"Lean Six Sigma Logistics," Fisher College of Business, The Ohio State University, 2009.

"What Makes for a High-Performance Supply Chain?" Supply Chain Leaders in Action, DBM Conference, Amelia Island, FL, 2009.

"Lean Six Sigma Logistics," Army National Guard Logistics Management Seminar and Expo, Keystone, CO, 2009.

With David A. Marshall and Deepak Iyengar, "A Simulation Analysis Investigating the Effect of CPFR and VMI on Demand Amplification," Decision Sciences Institute Annual Meeting, Baltimore, MD, 2008.

With Xun Li and Clyde W. Holsapple, "A Unified Model of Supply Chain Agility: The Work-Design Perspective," Decision Sciences Institute Annual Meeting, Baltimore, MD, 2008.

With Shashank Rao and Deepak Iyengar, "Does Outsourcing Improve Productivity? The Case of Outsourced Logistics Services," Decision Sciences Institute Annual Meeting, Baltimore, MD, 2008.

With Shashank Rao, "Process Preponderance in Service Supply Chains: A Field Study," Decision Sciences Institute Annual Meeting, Baltimore, MD, 2008.

With Xun Li and Clyde W. Holsapple, "Collaborative Decision Making in Modern Supply Chains," Decision Sciences Institute Annual Meeting, Baltimore, MD, 2008.

With Shashank Rao and Deepak Iyengar, "Process Management in the Service Supply Chain: The Case of Outsourced Information Technology Services," Educator's Conference, Council of Supply Chain Management Professionals, Denver, CO, 2008.

"Are All Suppliers Created Equal? Selective Supplier Engagement," National Association of Purchasing Managers, Lexington chapter, Lexington, KY, 2008.

With John Caltagirone and Xun Li, "World-Class Supply Chains: What Makes for a Great Supply Chain Company?" Council of Operations Executives, Chicago, IL, 2008.

"The State of Lean Thinking and Practice in the USA," 2<sup>nd</sup> Annual Conference on Lean Manufacturing in Italy, Lean Excellence Centre, Politecnico di Milano, Italy, 2008.

"VMI and Next-Generation Replenishment Models," School of Management, Politecnico di Milano, Italy, 2008.

"Lean Planning in the Supply Chain," Fisher College of Business, The Ohio State University, 2008.

With David A. Marshall and Deepak Iyengar, "Effect of CPFR and VMI on Demand Amplification," The 19th Annual Meeting of the Production and Operations Management Society, LaJolla, CA, 2008.

With Shashank Rao and Deepak Iyengar, "An Empirical Investigation on the Evolution of Quality using the Global Supply Chain Forum Framework." The 19th Annual Meeting of the Production and Operations Management Society, LaJolla, CA, 2008.

"Lean Six Sigma Logistics," Logistics and Supply Chain World, San Juan, Puerto Rico, 2008.

With Daniel Strike, "Planning for the Lean Supply Chain," Council of Supply Chain Management Professionals Annual Conference, Philadelphia, PA, 2007.

With Kevin von Grabe, "Lean Labor," Council of Supply Chain Management Professionals Annual Conference, Philadelphia, PA, 2007.

With Deepak Iyengar, "Supply Chain Management Immersion: The MBA Experience at the University of Kentucky," Educators' Conference, Council of Supply Chain Management Professionals Annual Conference, Philadelphia, PA, 2007.

With Shashank Rao, "Radio Frequency Identification: Looking to Process Improvement as a Source of Financial Return," Educators' Conference, Council of Supply Chain Management Professionals Annual Conference, Philadelphia, PA, 2007.

"Lean Logistics and Supply Chain Management," CSCMP Taiwan Conference, Taipei, Taiwan, 2007.

"To Be Lean, Agile or Both?" Supply Chain Design Conference at Indiana University, Bloomington, IN, 2007.

With David Menachof, "Supply Chain Finance," Supply Chain Leaders in Action, Orlando, FL, 2007.

With Deepak Iyengar, "Examining Supply Chain Dynamics: Market Orientation vs. Vertical Integration," Decision Sciences Institute Annual Conference, San Antonio, TX, 2006.

"Lean Logistics and Supply Chain Management," Lean Management Conference, Arlington, VA, 2006.

With Robert O. Martichenko, "The Base6: Successfully Implementing the Lean Supply Chain," Council of Supply Chain Management Professionals Annual Conference, San Antonio, TX, 2006.

"Fixing an Underperforming Supply Chain," Global Automotive Conference, Lexington, KY, 2006.

With Deepak Iyengar and Haihao Jin, "The Relationship between Supply Chain Configuration and Coordination," 17th Annual Conference of the Production & Operations Management Society, Boston, 2006.

"Lean Six Sigma Logistics," Texas Christian University Supply Chain Conference, 2006.

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With Robert O. Martichenko, "Lean Six Sigma Supply Chain Management," Council of Supply Chain Management Professionals Annual Conference, San Diego, 2005.

With A. Michael Knemeyer, "Logistics Outsourcing and Customer Loyalty: Findings from Germany and the USA," Center for International Business Education and Research (CIBER), The Ohio State University, 2005.

"Lean Logistics and Supply Chain Management," Lean Management Conference, Productivity, Inc., Las Vegas, NV, 2005.

With David Cahill, Jan Deepen, A. Michael Knemeyer, and Carl Marcus Wallenburg, "Antecedents and Consequences of Customer Loyalty in Outsourced Logistics Relationships," Department of Marketing and Logistics, Ohio State University; Columbus, OH, 2005.

With Robert Martichenko, "Looking for Answers: Deploying People and Technology to Find Them," Council of Logistics Management Annual Conference, Philadelphia, 2004.

"Supply Chain Management as a Source of Innovation and Value Creation", Ball State University College of Business, Muncie, IN, 2004.

"Lean and Agile Supply Chains: An "Either/Or" Proposition?" Distribution Business Management Association, Chicago, 2004.

With John A. Caltagirone and Robert Martichenko, "Supply Chain Management: Where is it Headed?" panel session at Distribution Business Management Association, Chicago, 2004.

With Michael G. Goldsby, "Using Supply Chain Management to Bridge the Entrepreneurial Firm with its Environment," Southern Management Association Conference, Tampa, 2003.

With Brad Barnett and Scott Saunders, "The Demand Management and Manufacturing Flow Management Processes," Council of Logistics Management Annual Conference, Chicago, 2003.

With Andrew Douma, "The ABC's of Lean: An Introduction to Lean Principles and Lean Logistics," Council of Logistics Management Annual Conference, Chicago, 2003.

"Lean and Agile Supply Chains: An "Either/Or" Proposition?" UPS Center for Worldwide Supply Chain Management, University of Louisville; Louisville, KY, 2003.

"Lean and Agile Supply Chain Strategies," Department of Marketing and Supply Chain Management, The University of Oklahoma; Norman, OK, 2003.

"Simulating the Supply Chain for Dramatic Improvements," Annual Conference of the Distribution Business Management Association, Las Vegas, 2003.

"Information Technologies at Work in Logistics and the Supply Chain," Cincinnati Roundtable of the Council of Logistics Management, Cincinnati, 2003.

"Moving Forward with Supply Chain Management" Import/Export Conference of Central Ohio; Dublin, Ohio, 2002.

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With C. Jason Bullock, "Returnable Packaging: A Must But at What Cost?" Council of Logistics Management Annual Conference, San Francisco, 2002.

With Anthony S. Roath, "Push vs. Pull: A Lean Simulation," Council of Logistics Management Annual Conference, San Francisco, 2002.

With John Caltagirone and Stanley Griffis, "How Logistics Information Systems are Changing the Rules," Council of Logistics Management Annual Conference, San Francisco, 2002.

With John Caltagirone, "e-Logistics: Warehousing of the Future," presented at the Warehouse of the Future Conference, Distribution Business Management Association, Orlando, 2002.

"Measuring the Impact of Logistics and Supply Chain Innovations," Warehouse of the Future Conference, Distribution Business Management Association, Orlando, 2002.

"Supply Chain Management: The Next 18 Months," Chicago Roundtable of the Council of Logistics Management, Chicago, 2002.

"Customer Service that Customers Value," Cincinnati Roundtable of the Council of Logistics Management, Cincinnati, 2001.

With Kevin Obert, "Push vs. Pull: An Epic Battle?" *2001 APICS International Conference and Exposition*, San Antonio, 2001.

"Customer Service that Customers Value," Warehouse of the Future Conference, Distribution Business Management Association, Atlanta, 2001.

With Michael G. Goldsby, "Towards an Understanding of Country Factors in the Formation of International Cooperative Arrangements in Logistics and Operations: An Empirical Examination," Southern Management Association Conference, Orlando, 2000.

With David Frayer and Robb Frankel, "Leveraging Cross-Organizational Alliances to Support Supply Chain Integration," Council of Logistics Management Annual Conference, New Orleans, 2000.

"ABC 101: Activity-Based Costing for Transportation and Logistics," Iowa Motor Truck Association Annual Meeting, Des Moines, IA, 2000.

"Leveraging Logistics to Create Value in the Food Supply Chain," 2000 Canadian Association of Logistics Management Logistics Research Forum, Toronto, 2000.

With David Frayer, Theodore P. Stank, and Judith Whipple, "Leverage Effective Alliances in the New Supply Chain Framework," Efficient Consumer Response 2000 Conference, Atlanta, 2000.

With Robb Frankel, David Frayer, Judy Whipple, "World Class Logistics: Creating Value in the Food Supply Chain," Council of Logistics Management Annual Conference, Toronto, 1999.

"Creative Integration: Turning Vision into Reality," Conference on Innovative Technologies in Warehousing and Distribution, Distribution Business Management Association, Orlando, 1999.

"World Class Logistics: A Survey of Best Practices," Canadian Association of Logistics Management's Logistics Research Forum, Toronto, 1999.

"World Class Logistics: 1998 Study of North American Processes," St. Louis Roundtable of the Council of Logistics Management, St. Louis, 1998.

With Donald J. Bowersox, David J. Closs and Theodore P. Stank, "World Class Logistics: 1998 Study of North American Processes," Council of Logistics Management Annual Conference, Anaheim, 1998.

"Reverse Logistics: An Overview," Central Michigan Roundtable of the Council of Logistics Management, Bay City, MI, 1997.

With David J. Closs and M. Bixby Cooper, "World Class Logistics: A Two-Year Review," Council of Logistics Management Annual Conference, Chicago, 1997.

With Michael G. Goldsby, "The Four P's of Green Marketing: A Critical Review of the Literature," Academy of Marketing Science Conference, Miami, 1997.

"The Role of Convenience in Consumer Recycling: Implications on the Forward and Reverse Channels of Distribution," Marketing & Public Policy Conference, Boston, 1997.

## **RESEARCH GRANTS FUNDED**

Investigator, "Risk Assessment for Next Generation Supply Chain Readiness (RANGeR)", Air Force Research Laboratory, Phase I" (2008-2009), Air Force Research Laboratory (USAF Research Laboratory Contract through South Carolina Research Authority (SCRA)), \$255,000.

Investigator , "Model Based Enterprise – Predictive Process Models for Sustainable Supply Chain Operation" (2008-2009), ARMY Space and Missile Defense Command (DoD/US Army Contract through Advanced Technology Institute (ATI)), \$375,000.

Investigator, "Facilitating Agility in Network Organizations: Managing Network Inertia via Entrepreneurial Work-Design," funded by the Office of the Assistant Secretary of Defense for Networks and Information Integration, through its Command & Control Research Program and the Center for Edge Power at the Naval Postgraduate School, 2007-2008.

Co-Principal Investigator, International Logistics Outsourcing Relationships, Global Competency Award, Center for International Business Education and Research (CIBER) at The Ohio State University, Summer 2005, approved for \$6,000.

Principal Investigator, Lean and Agile Supply Chain Strategies, Fisher College of Business Dean's Summer Research Fellowship, approved for 1/9 salary (summer support).

Principal Investigator, Simulating Lean Principles in a Supply Chain Context, Fisher College of Business small research grant, approved for \$2,000.

Co-Principal Investigator, Temperature-Controlled Logistics Annual Report, funded by C.H. Robinson, four-year agreement approved for \$150,000.

Co-Principal Investigator, "Comparative Marketing Analysis of U.S. and Argentinian Agricultural Products," funded by Midwest Agribusiness Trade Research and Information Center, Iowa State University, approved for \$30,000.

Principal Investigator, "Expendable versus Returnable Shipping Containers at Toyota Motor Manufacturing, Indiana," funded/published by the Council of Logistics Management, \$3,000.

## **WORK IN PROGRESS**

Thomas J. Goldsby, Stanley E. Griffis, Anthony S. Roath; topic: Simulating lean and agile supply chain strategies; multiple pieces to be submitted to *Journal of Operations Management*, *Journal of Business Logistics*.

Multiple research papers with Michael Knemeyer, Carl Marcus Wallenburg, David Cahill, and Jan Deepen; examining logistics outsourcing in the U.S. and Germany.

## **RESEARCH INTERESTS**

Logistics strategy, customer service, supply chain integration, lean and agile supply chains

## **PROFESSIONAL EXPERIENCE**

Research Associate, Global Supply Chain Forum, The Ohio State University, Columbus, OH; 2000 – present

Strategic Advisor; LeanCor LLC, Florence, KY; 2005 – present

Visiting Professor, Politecnico di Milano, International Masters in Industrial Management, Como, Italy; May – July 2008.

Assistant Professor of Marketing and Logistics, The Ohio State University  
Columbus, OH; 2000-2005

Assistant Professor of Transportation and Logistics, Iowa State University,  
Ames, IA; 1998-2000

Graduate Research and Teaching Assistant, Michigan State University,  
East Lansing, MI; 1994-1998

Logistics Analyst, The Valvoline Company, Corporate Headquarters,  
Lexington, KY; 1993 - 1994.

Program Assistant, Cooperative Research Division, Transportation Research Board,  
National Academy of Sciences, Washington, D.C.; 1993.

Research Fellow, University of Kentucky Transportation Research Center,  
Lexington, KY; 1992 - 1993.

Consultant to Deere & Company, The Coca-Cola Company, The Scotts Company, Mid-Ohio Sportscar School, Defense Logistics Agency, Ohio Mulch and Supply, FST Logistics, UPS Worldwide Logistics, Serv-Air, Inc., Michigan Beer & Wine Wholesalers Association, Michigan Grocers Association, and Michigan Soft Drink Association. Engaged in sponsored research activities with C.H. Robinson Worldwide, Deloitte & Touche Consulting, Exel Logistics, and CapGemini Consulting.

Served as faculty sponsor and facilitator for dozens of student projects with large, medium and small enterprises in the areas of transportation and logistics, marketing, and supply chain management.

## **TEACHING EXPERIENCE**

I have taught a variety of business courses at Michigan State University, Iowa State University, The Ohio State University, University of Kentucky, and Politecnico di Milano (Italy), including (in order from most recent): Supply Chain Strategy, Fundamentals of Supply Chain Management (MBA and Undergraduate), Logistics Management (MBA and Undergraduate), Principles of Transportation, Doctoral Seminar in Logistics Research, Logistics Decision Making, Introduction to Business Logistics, Materials and Logistics Management Strategy, Transportation and Distribution Management, Management of Logistics Operations, Logistical Management, Managerial Marketing, and Business Statistics.

## **EXECUTIVE EDUCATION TEACHING**

I have conducted seminars on the topics of supply chain management, transportation management, lean logistics, logistics performance measurement, logistics outsourcing, and procurement for the following organizations: Accenture Consulting, Coca-Cola, Colgate-Palmolive, EDM, Eni S.p.A., Genentech, Hitachi Automotive, Honda of America Manufacturing, the Institute of Scrap Recycling Industries, Iowa Motor Truck Association, Johnson & Johnson Healthcare Services, Kaiser Aluminum, Korea Chamber of Commerce, Maersk Logistics, Masterfoods USA, National Association of Wholesalers, The Scotts Company, Snap-on Inc., Supply Chain Management Systems (sub-Saharan Africa), TransCore, United Air Cargo, University of Kentucky Medical Center, U.S. Air Force (Air Mobility Command), and U.S. Army. I have conducted multi-day workshops for Air Mobility Command at bases around the world and for Supply Chain Management Systems in Botswana. Day-long seminars have been conducted throughout North America and South America.

I have served on the faculty for several open enrollment seminars at the University of Kentucky, The Ohio State University, Saint Louis University, University of North Florida, CustomsSynergy, Productivity, Inc., and Productivity de México since 2000.

## **PRIMARY TEACHING INTERESTS**

Supply Chain Management, Logistics Strategy, and Transportation Management

## **DISSERTATION COMMITTEES**

Xun Li (Kentucky, 2009), Title: *Entrepreneurial Work Design in Supply Chain Systems*, Co-chair with Clyde W. Holsapple.

Shashank Rao (Kentucky, 2009), Title: *Supply Chain Risk Management: A Multi-Perspective Approach*, Chair.

Haihao Jin (Kentucky, 2008), Title: *Collaborative Decision Making in Modern Supply Chains - An Exploratory Field Study of Means, Technologies, and Outcomes*, Co-chair with Clyde W. Holsapple.

Sebastián García-Dastugue (Ohio State, 2003), Title: *Dynamic Time-Based Postponement* [Recipient, 2002 University of Arkansas Dissertation Proposal Award].

Stanley E. Griffis (Ohio State, 2001), Title: *Matching Logistics Performance Measures to Measurement Needs* [Recipient, 2001 University of Arkansas Dissertation Proposal Award].

## CONSULTING AND INDUSTRY RESEARCH

I have led or participated in projects with many corporations, large and small, including: Deere & Company, The Coca-Cola Company, 3M, Lexmark International, The Scotts Company, and Hewlett-Packard, among others. In addition, since arriving at the University of Kentucky in 2005, I have served as a faculty advisor for student projects completed for dozens of companies, including (with number of projects listed): Lexmark (8 projects), Humana (4), United Technologies (4), Valvoline (4), Brown-Forman (4), O'Charley's Restaurants (3), Ryder Systems (3), Tempur-Pedic (3), Vascor (3), Alltech (2), Brunswick Boat Group (1), Kyocera (1), LeanCor (1), Papa John's (1), and Sylvania (1), among others.

## HONORS AND AWARDS

- MBA Teacher of the Year (class of 2007-2008); Gatton College of Business & Economics, University of Kentucky
- Coach of winning student team, 2009 Supply Chain Challenge at Michigan State University (undergraduate simulation competition)
- Recipient of the Bernard J. LaLonde Best Paper of 2007 in the *Journal of Business Logistics*, with Stanley E. Griffis and Anthony S. Roath
- Recipient of the Accenture Award for Outstanding Paper of 2002 in the *International Journal of Logistics Management*, with Robert Frankel and Judith Whipple
- Recipient of Andersen Consulting Award for Outstanding Paper of 1998 in the *International Journal of Logistics Management*, with David J. Closs, Anthony S. Roath, James A. Eckert and Stephen Swartz
- Undergraduate Program Teaching Award, awarded by the Undergraduate Business Student Forum at The Ohio State University, February 2004
- Nominated for College of Business' Undergraduate Teaching Award, Iowa State University, 1999-2000
- Nominated (with Michael R. Crum) for College of Business' "Business Impact Award," Iowa State University, 1998-1999 and 1999-2000
- Nominated for "Outstanding Faculty Member of the Year," Iowa State University, 1999
- Recipient, "Teacher of the Month Award," November/December 1999, Business Council, Iowa State University College of Business
- Stank, Goldsby and Vickery (1999) article published in the *Journal of Operations Management* included in the *Handbook of Operations Management Scales*, edited by Roth and Schroeder, 2000

- Member of the Global Logistics Research Team at Michigan State University, recipients of the Richard J. Lewis Quality of Excellence Award, 1996
- Departmental teaching commendations, Michigan State University, 1995 – 1998.

## PROFESSIONAL AND SERVICE ACTIVITIES

- Editorial Review Board for the following journals:
  - *International Journal of Logistics Management*
  - *International Journal of Physical Distribution and Logistics Management*
  - *International Journal of Logistics Economics and Globalization*
- Advisory Board member, *Logistics Quarterly* magazine
- Reviewer for the following journals:
  - *Decision Sciences*
  - *Journal of Business Logistics*
  - *Journal of Operations Management*
- Ad hoc reviewer for the following journals:
  - *International Journal of Production Economics*
  - *Global Journal of Flexible Systems Management*,
  - *Greener Management International*
  - *International Journal of Logistics*
  - *Supply Chain Management: An International Journal*
- Reviewer for the following conferences and competitions: Council of Supply Chain Management Professionals Educators' Conference (track chair, 2006), Academy of Marketing Science conference, University of Arkansas Supply Chain Management Research Center Dissertation Proposal Competition, Decision Sciences Institute.
- Board of Directors, Distribution Business Management Association, Supply Chain Leaders in Action, 2009 – 2014 term.
- Examiner, Certification in Transportation and Logistics; American Society for Transportation and Logistics.
- Member, Research Strategies Committee, Council of Supply Chain Management Professionals; serving 2007 – present.
- Managing Editor, *Global Perspectives*, Quarterly CSCMP publication.
- Member, Program Committee, Council of Supply Chain Management Professionals; serving 2003 – 2008.
- Member, Collaborative Planning, Forecasting, and Replenishment (Voluntary Interindustry Commerce Standards) subcommittee on Collaborative Transportation Management.
- Program Facilitator and Track Chair, Distribution Business Management Association Conference; 2001 – 2009.
- International Graduate Logistics Case Competition, program coordinator, 2002 – 2006.
- Case author and judge, National Logistics Case Competition, Chicago, 2001.
- University of Kentucky service includes University Faculty Senate (2006-2008), Undergraduate Program Revision Committee (2005-2007), University Facilities Committee, MBA Policy Committee, Gatton College Global Scholars Honor Committee, Lean Research Advisory Committee.
- Faculty Advisor to the (MBA) Operations and Logistics Management Association (OLMA) at Ohio State University, 2000 to 2005.
- Chair, Marketing Committee, Greater Columbus Inland Port (2000-2003)
- Faculty Advisor to Iowa State TransLog Club, 1998 – 2000.

- Product performance tester, Nike Running

## **PROFESSIONAL AFFILIATIONS**

American Society of Transportation and Logistics (AST&L)  
Council of Supply Chain Management Professionals (CSCMP)

## **PERSONAL**

Resides in Lexington, Kentucky  
Married with two children, and one dog  
Avid runner and marathoner, with marathon best of 2:32