

Don G. Wardell
Biographical Sketch
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Dr. Don G. Wardell is the Francis A. Madsen Scholar and Professor of Operations and Information Systems at the University of Utah's David Eccles School of Business (DESB). He served for several years as the Chair of the OIS Department and before that the Management Department.

He received BS (1985) and MS (1987) degrees from the University of Utah in Metallurgical Engineering, and a Ph.D. (1990) degree from Purdue University's Krannert Graduate School of Management in Management Science.

Dr. Wardell has taught at both the undergraduate and graduate levels, teaching classes in statistics, problem solving, Six Sigma, quality control and management, statistical process control, data analysis and decision making, management science, service operations management and production and operations management. He was honored with the University of Utah's Distinguished University Teaching Award in 2007. From the David Eccles School of Business he has received the Masters Teaching Excellence Award in 2002, 2006 and 2012, the Brady Superior Teaching Award in 1999 and 2015, and the Marvin J. Ashton Award for Excellence in Undergraduate Teaching in 1997. He has also taught classes in Spanish while he worked as a Visiting Associate Professor at INCAE in Costa Rica and has been a visiting Professor at the Unviersidad Politécnica de Valencia in Valencia, Spain.

His research interests are mainly in the area of quality management, and especially statistical process control. He has also done recent work in service operations management. He has published articles in *The American Statistician*, *Decision Sciences Journal of Innovative Education*, *INFORMS Transactions on Education*, *Journal of Operations Management*, *Journal of Product Innovation Management*, *Journal of Quality Technology*, *Journal of Service Research*, *Management Science*, *Production and Operations Management*, *Quality Management Journal* and *Technometrics*.

Dr. Wardell has served as an associate editor for *Technometrics*, is a member of the editorial review boards of *Production and Operations Management* and *IIE Transactions on Quality and Reliability* and has reviewed articles for numerous journals. He also has served on numerous committees to oversee curriculum and student programs at the David Eccles School of Business and University of Utah. For example, he was an integral player (and even leader) in the design of the Operations and Supply Chain undergraduate major, the Master of Science of Business Analytics, the Master of Science of Information Systems and the revised integrated undergraduate curriculum launched in 2019. He is also a major contributor to the University of Utah's rethinking of general education.

Professor Wardell has worked as a process engineer for Control International, Inc., has taught short courses to industrial groups on quality control and Six Sigma, and has consulted with American Express Travelers Cheque Operations Center, Aviacode, Utah Transit Authority and the Church of Jesus Christ of Latter-Day Saints Family History Department. He has also worked as an expert witness for two court cases. He is a member of the American Society for Quality, the American Statistical Association, the Decision Sciences Institute, the Production and Operations Management Society, and the Institute for Operations Research and the Management Sciences, as well as belonging to Phi Beta Kappa, Omega Rho, and Tau Beta Pi Honor Societies.