

## VITA

Don G. Wardell  
February 2024

### **BUSINESS:**

Department of Operations and Information Systems  
David Eccles School of Business  
University of Utah  
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Salt Lake City, UT 84112  
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Web: <https://eccles.utah.edu/team/don-wardell/>

### **HOME:**

2770 E. Glenn Abbey Way  
Sandy, UT 84093

### **PERSONAL:**

Born April 15, 1962  
Killeen, Texas

### **EDUCATION:**

Ph.D., Purdue University, August, 1990 (Management)  
MS, University of Utah, 1987 (Metallurgy)  
BS, University of Utah, 1985 (Metallurgical Engineering)

### **CONCENTRATION AREAS:**

Management Science: Applied Statistics major, Operations Management minor

### **TEACHING AND RESEARCH INTERESTS:**

Business Analytics, Service Operations Management, Quality Control and  
Management, Applied Probability and Statistics

### **ACADEMIC EXPERIENCE:**

Professor of Operations Management, David Eccles School of Business,  
University of Utah, January, 2009 – Present  
Chair, Department of Operations and Information Systems, David Eccles School  
of Business, University of Utah, January, 2009 – January, 2010; July 2011-  
June 2017  
Visiting Scholar, Universidad Politécnica de Valencia, Valencia, Spain, 2013  
Professor of Management, David Eccles School of Business, University of Utah,  
July, 2007 – January, 2009  
Chair, Department of Management, David Eccles School of Business, University  
of Utah, July, 2005 – February, 2009  
Associate Professor of Management, David Eccles School of Business, University  
of Utah, July, 1997 – June, 2007  
Visiting Associate Professor, INCAE, Alajuela, Costa Rica, 2000  
Assistant Professor of Management, David Eccles School of Business, University  
of Utah, February, 1995 - June, 1997

**ACADEMIC EXPERIENCE (continued):**

Visiting Assistant Professor of Management, David Eccles School of Business,  
University of Utah, July, 1992 - January, 1995  
Assistant Professor of Production and Operations Management, College of  
Business and Economics, University of Idaho, August, 1990 - June, 1992  
Graduate Instructor and Teaching Assistant, Graduate Research Assistant,  
Krannert School of Management, Purdue University, August, 1987 - August,  
1990  
Graduate Teaching Assistant and Lab Instructor, Department of Metallurgy,  
University of Utah, September, 1985 - December, 1986

**OTHER EXPERIENCE:**

Process Engineer, Control International, Inc., Salt Lake City, Utah,  
December, 1986 - August, 1987

**TRAINING AND CONSULTING:**

Executive Education, Healthcare Quality Management, Ensign Global College,  
Kpong, Ghana, 2022  
Consultant to Smart Bomb Interactive, Inc., 2014  
Consultant to Utah Transit Authority, 2004-2005  
Expert Witness, 2004, 2014  
Consultant to Aviacode, 2003  
Consultant to American Express Travelers Cheque Operations Center, 1997  
Invited Short Course Presenter for The Minerals, Metals and Materials Society  
(TMS) Annual Meeting, February - March, 1992. The course was entitled  
“Statistical and Dynamic Process Control for the Aluminum Industry”  
Lecturer on Statistical Process Control at the “Wood Products Academy on  
Quality Control” sponsored by the Forest Products Department at the  
University of Idaho, 1991

**ACADEMIC ACTIVITIES****PUBLICATIONS:**

Google Scholar Profile: <https://goo.gl/xQ7x8i>

1581 Total Citations, h-index 12

Refereed Publications:

Victorino, L., Verma R. and Wardell, D.G. (2013). “Script Usage in Standardized  
and Customized Service Encounters: Implications for Perceived Service  
Quality,” *Production and Operations Management*, 26, 3, 518–534.

Victorino, L., Verma R., Bonner B.L. and Wardell, D.G. (2012). “Can  
Customers’ Detect Script Usage in the Service Encounter? A Video  
Experimental Analysis,” *Journal of Service Research*, 15, 4, 390-400.

- Ding, X., Hu, P.J., Verma, R. and D.G. Wardell (2010). "The Impact of Service System Design and Flow Experience on Customer Satisfaction in Online Financial Services," *Journal of Service Research*, 13, 1, 96-110.
- Tsai W., and Wardell, D.G. (2006), "Creating Individualized Data Sets for Student Exercises Using Microsoft Excel and Visual Basic," *INFORMS Transactions on Education*, 7, 1.
- Tsai, W. and Wardell, D.G. (2006). "An Interactive Excel VBA Example for Teaching Statistics Concepts," *INFORMS Transactions on Education*, 7, 1.
- Ding, X., Wardell, D. G. and Verma R. (2006). "An Assessment of Statistical Process Control-Based Approaches for Charting Student Evaluation Scores," *Decision Sciences Journal of Innovative Education*, 4, 2, 259-272.
- Chesteen, S., Helgheim, B., Randall, T. and Wardell, D.G. (2005). "Comparing quality of care in non-profit and for-profit nursing homes: A process perspective," *Journal of Operations Management*, 23, 2, 229-242.
- Pullman, M., Moore, W. and Wardell, D. G. (2002). "A Comparison of Quality Function Deployment and Conjoint Analysis In New Product Design," *Journal of Product Innovation Management*, 19, 5, 354-364.
- Wardell, D. G. (1997). "Small Sample Interval Estimation of Bernoulli and Poisson Parameters," *The American Statistician*, 51, 4, 321-325.
- Wardell, D. G. and M. R. Candia (1996). "Statistical Process Monitoring of Customer Satisfaction Survey Data," *Quality Management Journal*, 3, 4, 36-50.
- Wardell, D. G., H. Moskowitz and R.D. Plante (1994). "Run Length Distributions of Residual Control Charts for Autocorrelated Processes," *Journal of Quality Technology*, 26, 4, 308-317.
- Wardell, D. G., H. Moskowitz and R. D. Plante (1994). "Run Length Distributions of Special-Cause Control Charts for Correlated Processes," *Technometrics*, 36, 1, 3-17.
- Moskowitz, H., R. D. Plante and D. G. Wardell (1994). "Using Run Length Distributions of Statistical Process Control Charts to Detect False Alarms," *Production and Operations Management*, 3, 3, 217-239.
- Wardell, D. G., H. Moskowitz and R.D. Plante (1992). "Control Charts in the Presence of Data Correlation," *Management Science*, 38, 8, 1084-1105.

Other Publications in Refereed Journals:

Victorino, L., Verma, R. and D.G. Wardell (2008), "Service Scripting: A Customer's Perspective of Quality and Performance," *Cornell Center for Hospitality Research Managerial Report*, 8, 20, 4-13.

Wardell, D. G. (2001). "Reply" to Comment by R. L. Berger and B. W. Coutant, *The American Statistician*, 55, 1, 85.

Wardell, D. G., H. Moskowitz and R. D. Plante (1995). "Response" to Yashchin Letter to the Editor, *Technometrics*, 37, 1, 243-245.

Wardell, D. G., H. Moskowitz and R. D. Plante (1994). "Rejoinder to Discussions by Adams, Woodall and Superville, Fellner, and Lucas of 'Run Length Distributions of Special-Cause Control Charts for Correlated Processes'," *Technometrics*, 36, 1, 23-27.

Book Chapters:

Wardell, D.G. (2007). "Autocorrelated Data," in *Encyclopedia of Statistics in Quality and Reliability*, Ruggeri, F., Kennett, R. and Faltin, F.W. (eds). John Wiley and Sons Ltd., Chichester, UK, pp 145-150.

Refereed Proceedings:

Wardell, D.G. (2022). "Algebraic Expressions for Range Control Chart Constants," *Proceedings of the Fiftieth Annual Meeting of the Western Decision Sciences Institute*,  
[http://wdsinet.org/Annual\\_Meetings/2022\\_Proceedings/papers/145..pdf](http://wdsinet.org/Annual_Meetings/2022_Proceedings/papers/145..pdf).

Tsai, W. and Wardell, D.G. (2006). "Enhancing Student Learning Of Simulation And Decision Theory With Microsoft Excel And Visual Basic," *Proceedings of the Thirty-Fifth Annual Meeting of the Western Decision Sciences Institute*, 242-244.

Goodale, J. C. and D. G. Wardell (2000). "Service level and routing in M/M/s systems," *Proceedings of the 2000 Annual Meeting of the Midwest Decision Sciences Institute*, 169-171.

Goodale, J. C. and D. G. Wardell (1997). "Expected Waiting Time in Service Operations: Accounting for State Completion Rates of Individuals," *Proceedings of the 1997 Decision Sciences Institute National Meeting*, Atlanta, GA: Decision Sciences, 1541-1543.

Wardell, D. G., M. E. Edwards, E. D. Edwards, L. G. Lewis, and M. P. Wardell (1997). "Information Technologies and Global Access," *Proceedings of the 1997 Annual Conference of the Global Awareness Society International*, Bloomsburg, PA: Global Awareness Society International, 372-379.

Refereed Proceedings (continued):

Wardell, D. G. and M. Candia (1994). "Using Control Charts to Monitor Customer Satisfaction Data," *Proceedings of the Decision Sciences Institute National Meeting*, Atlanta, GA: Decision Sciences, 1994, 2121-2123.

Wardell, D.G. (1992). "Satisfying the University's Customers Through Total Quality Management Instruction: A Case Study," *Developments in Business Simulation and Experiential Exercises*, Vol. 19 (Gosenpud, J.J. and Gold, S., eds.), The Proceedings of the 19th Annual Conference of the Association for Business Simulation and Experiential Learning.

Hales, L. B. and D. G. Wardell (1987). "Expert System Control of a Grinding Circuit," *The Mathematical Modeling of Materials Processing Operations*, (J. Szekely, L. B. Hales, H. Henein, N. Jarrett, K. Rajamani, and I. Samarsekera, eds.), The Metallurgical Society of AIME.

Herbst, J. A. and D. G. Wardell (1986). "On-Line Estimation of Ball and Liner Wear and the Possibility of Closed-Loop Media Charging," *Proceedings*, Third Asian Symposium on Grinding, Philippines, 19-25.

**SUBMITTED PAPERS, WORKING PAPERS AND PROJECTS UNDERWAY:**Working Papers

Victorino, L., Dixon, M., Wardell, D.G. and Verma, R., "Sequential Perspective to Service Scripting"

Wardell, D. G. "Rational Function Approximations for Range Control Chart Constants"

Schvaneveldt, S. and Wardell, D. G., "Two Things That Faculty Should (But Don't) Know About Statistical Process Control," Chicago, IL, November 2019.

**INVITED PRESENTATIONS AT SCHOLARLY MEETINGS:**

Panel Member, POMS Emerging Scholar Program, POMS Annual Meeting, Orlando, Florida, May 2023.

Doctoral Consortium Presenter, QUIS17: The 17th International Research Symposium on Service Excellence in Management, Valencia, Spain, 2022.

Workshop Presenter, "Data Mining Applied to Business," 1<sup>st</sup> International Workshop on Sustainable Operations on Tourism, Travel and Hospitality, Universidad Politécnic de Valencia, Valencia, Spain, March, 2013.

Guest Speaker, "Statistical Process Monitoring of Customer Satisfaction Survey Data," Workshop on Tourism & Creative Industry, Universidad Politécnic de Valencia, Valencia, Spain, July, 2013.

**INVITED PRESENTATIONS AT SCHOLARLY MEETINGS (continued):**

Workshop Presenter, "Using Excel Visual Basic for Applications in Teaching - An Introductory Workshop," with Weiyu Tsai, POM Annual Meeting, Dallas, Texas, 2007.

Panel Member, "Research Opportunities in Six Sigma Quality Improvement," Decision Sciences Institute Annual Meeting, San Francisco, CA, November 2005.

"Monitoring Autocorrelated Data: A Review," presented at the INFORMS Annual Meeting, Denver, CO, October, 2004.

"Comparing quality of care in non-profit and for-profit nursing homes: A process perspective," with S. Chesteen, B. Helgheim, and T. Randall, presented at the POM Annual Meeting, Cancún, Mexico, April, 2004.

Panel Organizer and Session Chair, "Current and Future Directions in Statistical Process Control," Decision Sciences Institute Annual Meeting, Washington, DC, November 2003.

Panel Member, "High Tech Services" Panel, POM Society Annual Meeting, San Francisco, California, April 2002.

"Rational Function Approximations to Range Control Chart Constants," INFORMS Israel 1998 Meeting, Tel Aviv, 1998.

"Analytical Expressions for the Distribution of the Range of Normal Observations," Annual INFORMS Meeting, Atlanta, Georgia, Nov. 1996.

"Run Length Distributions of Special-Cause Control Charts for Correlated Processes," presented at the *Technometrics* invited session of the ASQC/ASA Fall Technical Conference, Rochester, NY., Nov. 1993.

"Estimation of the Average Time of Process Mean Shifts in SPC," Annual ORSA/TIMS Meeting, Phoenix, AZ, Oct. 1993.

**OTHER PAPERS PRESENTED AT SCHOLARLY MEETINGS:**

"Sequential Perspective to Service Scripting," with L. Victorino, M. Dixon and R. Verma, presented at QUIS18 in Hanoi, Vietnam, Jun. 21, 2023.

"A Customer's Perspective to Scripting Alignment," with L. Victorino, M. Dixon and R. Verma, presented at the Decision Sciences Institute (DSI) Annual Meeting, New Orleans, LA, November 2019.

**OTHER PAPERS PRESENTED AT SCHOLARLY MEETINGS (continued):**

- “What Faculty Should (But Don’t) Know About Statistical Process Control,” with Shane Schvaneveldt, presented in the Data, Analytics, and Statistics Instruction Track of the Decision Sciences Institute Annual Meeting, Chicago, IL, November 2018.
- “The Sequence of Scripted Service Encounters,” with L. Victorino, M. Dixon and R. Verma, presented at the Decision Sciences Institute (DSI) Annual Meeting, Austin, TX, November 2016. (Subsequent versions were also presented by co-authors at the Production and Operations Management Society Meetings in Seattle, May 2017 and in Houston, May 2018 and the DSI Annual Meetings in Washington, DC, November 2017 and Chicago, 2018.)
- “Matching Service Scripting Levels to Process Type to Improve Service Quality,” with L. Victorino and R. Verma, presented at the Pan-Pacific Business Conference XXV, San José, Costa Rica, June, 2008.
- “Scheduling Multi-skill Call Center Employees,” with J. C. Goodale, presented at POM 2003, Savannah, GA, April, 2003.
- “Predicting Simulation Output for Staffing Nonhomogeneous Service Systems with Routing,” with J. C. Goodale (Presenter), presented at INFORMS, San Jose, CA, November, 2002.
- “Empirical Distributions of Interarrival Times and Service Times in Call Centers,” with J. C. Goodale and J. N. D. Gupta, presented at the POMS National Meeting, Orlando, Florida, April, 2001.
- “Analyzing Teaching Evaluation Scores for Continuous Improvement,” with R. Verma (presenter) and J. Belohlav, presented at the Decision Sciences Institute Annual Meeting, New Orleans, Louisiana, November 1999.
- “Alternatives and Improvements to Quality Function Deployment” with Madeleine Pullman (presenter) and William Moore, presented at the INFORMS Dallas National Meeting, Dallas, Texas, November 1997.
- “The Effect of Sampling Frequency on Charting Correlated Data,” presented at the INFORMS New Orleans Fall 1995 Meeting, New Orleans, Louisiana, November 1995.
- “Designing More Effective Range Control Charts Using Probability Limits,” presented at the 6th Annual Meeting of the Production and Operations Management Society in Pittsburgh, Pennsylvania, October 1995.

**OTHER PAPERS PRESENTED AT SCHOLARLY MEETINGS (continued):**

“A Simple Spreadsheet-based Method for Finding Control Chart Probability Limits,” presented at the 10th Annual Making Statistics More Effective in Schools of Business Conference, Sacramento, California, June 1995.

“Statistical Process Control of Customer Survey Data,” presented at the 4th Annual Meeting of the Production and Operations Management Society in Boston, Massachusetts, October 1993.

“Modeling Process Variation in SPC Environments,” presented at the 3rd Annual Meeting of the Production and Operations Management Society in Orlando, Florida, October 1992.

“Statistical Process Control of Correlated Discrete Manufacturing Processes” presented at the 2nd Annual Meeting of the Production and Operations Management Society in New York, NY, November 1991.

“Use of Run Length Distributions to Design More Discriminating Statistical Process Control Charts,” presented at the ORSA/TIMS Joint National Meeting in Anaheim, CA, November 1991.

“The Use of Run Length Distributions of Statistical Process Control Charts to Detect False Alarms,” presented at the ORSA/TIMS Joint National Meeting, Philadelphia, PA, October 1990.

“Run Length Distributions for Special-Cause Control Charts for Correlated Processes,” presented at the TIMS/ORSA Joint National Meeting, Las Vegas, NV, May 1990.

“Control Charts in the Presence of Data Correlation,” presented at the ORSA/TIMS Joint National Meeting, New York, NY, October 1989.

**HONORS:**

Francis A. Madsen Scholar, David Eccles School of Business, University of Utah, 2014-Present

Nominated by the University of Utah for the Robert Foster Cherry Award for Great Teaching at Baylor University, 2022

Recipient of the University of Utah Calvin S. & Jeneal N. Hatch Prize In Teaching, 2020

David Eccles School of Business Professional Service Award, 2018-2019

Recipient of the 2015 Production and Operations Management Society’s College of Service Operations Most Influential Paper Award for the paper, “Script Usage in Standardized and Customized Service Encounters: Implications for Perceived Service Quality,” co-authored with Liana Victorino and Rohit Verma.

Recipient of the Brady Superior Teaching Award, David Eccles School of Business, University of Utah, 2015



**HONORS (continued):**

Recipient of the Masters Teaching Excellence Award, David Eccles School of Business, University of Utah, 2012  
Recipient of the Associated Students of the University of Utah (ASUU) Student Choice Award, 2012  
David Eccles Faculty Scholar, David Eccles School of Business, University of Utah, 2008-2014  
Recipient of the University of Utah Distinguished University Teaching Award, 2007  
Recipient of the Center for Disability Services Teaching Award, University of Utah, 2007  
Recipient of the Masters Teaching Excellence Award, David Eccles School of Business, University of Utah, 2006  
Participant in the Faculty Leadership Seminar, University of Utah, 2003-2004  
Recipient of the Masters Teaching Excellence Award, David Eccles School of Business, University of Utah, 2002  
Recipient of the Best Paper Award of the 2000 Midwest Decision Sciences Institute Meeting, Chicago IL for "Service Level and Routing in M/M/s Systems," co-authored with John C. Goodale.  
Recipient of the Brady Superior Teaching Award, David Eccles School of Business, University of Utah, 1999  
Selected as an Outstanding Man of America, 31<sup>st</sup> Anniversary Edition, 1998  
Recipient of the Marvin J. Ashton Award for Excellence in Undergraduate Teaching, David Eccles School of Business, University of Utah, 1997  
Runner-up, Marvin J. Ashton Award for Excellence in Undergraduate Teaching, David Eccles School of Business, University of Utah, 1996  
Presenter of the *Technometrics* invited paper of the ASQC/ASA Fall Technical Conference, Rochester, NY., Nov. 1993  
Winner, Dissertation competition, Production and Operations Management Society, New York, NY, 1991  
Honorable Mention, Dissertation competition, Decision Sciences Institute (one of three finalists), Miami Beach, FL, 1991  
Ameritech Foundation Dissertation Fellowship Recipient, 1989-1990  
David Ross Thesis Grant Recipient, 1989-1990  
Participant, ORSA Doctoral Consortium, Denver, 1988  
Purdue University Fellowship, 1987-1988 and 1988-1989  
BS conferred magna cum laude  
Society of Mining Engineers (Mineral Processing Division) Scholarship, 1985

**HONOR SOCIETIES:**

Phi Beta Kappa, Omega Rho, Tau Beta Pi, Phi Kappa Phi, Phi Eta Sigma

**COURSES TAUGHT:**Ph.D. Level

Advanced Regression  
Experimental Design (readings course)  
Multivariate Statistical Process Control (readings course)

**COURSES TAUGHT (continued):**Executive MBA Level

Business Statistics

MBA Level

Advanced Statistical Process Control

Analytical Decision Models (online)

Data Analysis and Decision Making (face-to-face and online)

Decision Theory

Modelos Operacionales (Operations Models)--Taught in Spanish at INCAE

Practical Management Science

Problem Solving (course co-designer)

Quantitative Methods (readings course)

Quality Management

Visual Basic for Applications (course co-designer)

Undergraduate Level

Business Statistics I

Business Statistics II

Foundations of Business Statistics (for Business Minors)

Frameworks for Business Problems II (course co-designer)

Management Science

Operations Management for Honors

Preparation for Business Studies (Honors Program)

Production and Operations Management

Quality Control

Quality Management (course co-designer)

Quantitative Methods in Business

Non-degree Executive Education Short Courses

Six Sigma Expert Training

**PROFESSIONAL SOCIETIES:**

Council for Supply Chain Management Professionals

Decision Sciences Institute

Production and Operations Management Society

Institute for Operations Research and the Management Sciences

**PROFESSIONAL ACTIVITIES:**

Guest Editor for a Special Issue on Statistical Process Control and Applications,  
*Mathematics*, 2022-2023.

Board Member of the Local (Salt Lake) Chapter of the Council of Supply Chain  
Management Professionals, 2018-present

Reviewer, POMS College of Service Operations Management 2024 Best Student  
Paper Competition, 2022-Present

Member, The Most Influential Service Operations Paper Award Committee,  
Production and Operations Management Service Operations College, 2018

Session Chair and Organizer, "The Sequence of Scripting," 2017 Decision  
Science Institute's Annual Meeting, Washington, DC, November 2017

**PROFESSIONAL ACTIVITIES (continued):**

Editorial Review Board Member for *IIE Transactions on Quality and Reliability*,  
1999 – 2005

Editorial Review Board Member for *Production and Operations Management*,  
1993 – 2010

Department Editor for the *POMS Chronicle*, 2003 – 2010

“Quality” Track Chair, 2006 Decision Science Institute’s Annual Meeting,  
November, 2006.

“Quality” Track Chair, 2005 Production and Operations Management Society’s  
Annual Meeting, Chicago, IL, April-May, 2005.

Associate Editor for *Technometrics*, 1998 – 2004

Member of the Production and Operations Management Society’s Library  
Promotion Committee, 2006 - Present

Session Organizer for the 2003 DSI Annual Meeting, Washington DC, Nov. 2003

Session Organizer for the IMS/ASA Spring Research Conference, Roanoke, VA,  
June 18-20, 2001

Program Chair for the Spring 2000 INFORMS Meeting in Salt Lake City, 1998 -  
2000

Associate Editor for Special Issue on Total Quality Management, *Production and  
Operations Management*, Vol. 3, No. 3, 1994.

Reviewer for the Decision, Risk and Management Science Program of the  
National Science Foundation

Reviewer for the U.S. Civilian Research and Development Foundation for the  
Independent States of the Former Soviet Union (CRDF)

Reviewer of Statistics Textbooks for Prentice Hall, John Wiley & Sons, Inc. and  
W.W. Norton and Company

Referee for the following journals:

*Annals of Statistics*

*Communications in Statistics*

*Decision Sciences*

*European Journal of Operational Research*

*IIE Transactions*

*INFORMS Transactions on Education*

*Ingeniería e Investigación Journal*

*International Journal of Operations and Quantitative Management*

*International Journal of Production Research*

*Journal of Operations Management*

*Journal of the Operational Research Society*

*Journal of Quality Technology*

*Journal of Statistical Computation and Simulation*

*Management Science*

*Marketing Science*

*Naval Research Logistics*

*Neurourology and Urodynamics online*

*Omega*

*Operations Research* (2001 Meritorious Service Award recipient)

*Processes*

**PROFESSIONAL ACTIVITIES (continued):**

*Production and Operations Management*  
*Quality Management Journal*  
*Service Science*  
*Statistical Papers*  
*Statistics and Computing*  
*Technometrics*

Reviewer and Session Moderator for the American Society for Quality Control's Annual Quality Congress, 1993-1994  
 Reviewer for the Quality and Productivity and POM tracks of the Decision Sciences Institute Annual Meetings, 1992-2004  
 Discussant at the Annual Meeting of the Decision Sciences Institute, 1994  
 Discussant at the Annual Meeting of the Western Region of the Decision Sciences Institute, 1991  
 Reviewer for the Idaho State Board of Education FY 1999 Specific Research Grant Program

**DEPARTMENT AND COLLEGE ACTIVITIES:**

Chair, OIS Department Retention, Promotion and Tenure Committee, 2023-2024  
 Member, Working Group on Student Climate, 2023-2024  
 Assurance of Learning Faculty Lead, David Eccles School of Business, University of Utah, 2015 – 2023  
 Member, Ad-hoc Committee to Redesign Business Scholars, 2020  
 Chair, Design Team for Freshman Frameworks for Business Problems Course Sequence, 2018  
 Chair, Design Team for Undergraduate Integrated Core, 2019  
 Faculty President, David Eccles School of Business, University of Utah, July 2018 – June 2019  
 Director, Full-Time MBA Program, David Eccles School of Business, University of Utah, August 2009 – June 2011  
 Member of the David Eccles School of Business College Council, 2010-2012, 2018-2019  
 Member of the David Eccles School of Business Retention, Promotion and Tenure Committee, 1997 – 1999, 2004-2005, 2010-2012, 2019, 2023-2024  
 Member of the David Eccles School of Business Masters Program Committee, University of Utah, 1992 – 2003, 2009-2011, 2017-2019  
 Member of the Executive Education Faculty Committee, 2005-present  
 Member of the David Eccles School of Business IT Steering Committee, 2006-2008  
 Member of the ad-hoc committee to create a policy on promotion guidelines for auxiliary faculty, 2004-2005  
 Member of the David Eccles School of Business Teaching Award Committee, 1998-1999, 2003-2004 (Chair in 2004)  
 Chair of the David Eccles School of Business Masters Program Committee, University of Utah, 1997 - 1999

**DEPARTMENT AND COLLEGE ACTIVITIES (continued):**

- Coordinator of the David Eccles School of Business Teaching and Technology Programs, 1998 - 1999
- Member of the David Eccles School of Business Management of Technology Executive Committee, 1997 - 1999
- Ph.D. thesis committee member, David Eccles School of Business, University of Utah, 1993 - present
- Chair of the task force on quality management, Department of Management, University of Utah, 1992 - 1994
- Member of the College of Business and Economics Library Committee, University of Idaho, 1991 -1992

**UNIVERSITY AND SYSTEM OF HIGHER EDUCATION ACTIVITIES:**

- Member of the General Education Curriculum Council Executive Committee, 2023-present
- Member of the General Education Curriculum Council, 2013-present
- Member of the University Studies Committee, 2022-present
- Member of the University Teaching Committee, 2009-2012
- Member of the Quantitative Reasoning and Intensive Requirements Committee, University of Utah, 2002-2012
- Member of the Financial Aid and Scholarship Committee, 2004-2011
- Member of the University Statistics Committee, University of Utah, 1997- present
- Member of the Student Computing Advisory Committee, 2004-2005
- Chair of the Personnel and Elections Committee, University of Utah , 2003-2004
- Chair of the University Statistics Committee, University of Utah, 2002- 2004
- Member of the University Senate, University of Utah, July 2001-2004
- Member of the Personnel and Elections Committee, University of Utah, 2001-2004
- Master of Statistics Project Advisor, University of Utah, 1993-2010
- Chair of the Bookstore Advisory and Review Committee, University of Utah, 1999
- Member of the Bookstore Advisory and Review Committee, University of Utah, 1997 – 1999
- Member of the Quantitative Reasoning Requirement Committee, University of Utah, 1997-1999
- Member of the Quantitative Intensive Requirement Committee, University of Utah, 1997-1999
- Member of the Utah State Deans' Committee for Coordinating Business Statistics Courses, 1998
- Member of the Utah System of Higher Education School-to-Careers Articulation Subcommittee, 1996-1997
- Ad-hoc member of the University Statistics Committee, University of Utah, 1992-1997
- Member of Interdisciplinary Undergraduate Mathematics Initiative Team to revise the College Algebra requirement to better meet the needs of business and the social sciences, 1994-1995.
- Reviewer for the University Research Committee, 1994.

**OTHER SERVICE:**

Member of thesis committees in the Statistics Department and the Forest Product Department at the University of Idaho, 1991-1992  
Mentor in the Northwest Regional Center for Math and Science Summer Program held at the University of Idaho, July, 1991

Consultant to the Office of the Legislative Auditor General, State of Utah, 2007  
Consultant to the Family History Department, The Church of Jesus Christ of Latter-Day Saints, 2003-2004

Tutor for the Housing Authority of the County of Salt Lake, 1998 - 1999

Member of the Brookwood Elementary School Community Group, 1997

Coach for a Brookwood Elementary 5<sup>th</sup> Grade Future Problem Solving Team, 1997

Utah Quality Award Examiner, 1995 Utah Quality Award (Educational Division) Criteria Committee member, 1994-1995

Volunteer at the Salt Lake City Homeless Shelter School ("School with no name")

**GRANTS AND AWARDS:**

"A Customer's Perspective to Scripting Alignment," University of Utah David Eccles School of Business Funding Incentive Seed Grant, 2020

University of Utah David Eccles School of Business Faculty Development Grants, 1996-1999, 2001, 2003-2005

University of Utah Technology Assisted Curriculum Center Fellowship Grant to develop an online course, 2001, \$2,500.

Educational Technology & Distance Education Starter Grant, University of Utah Faculty Assistance Program, 1996, \$3985.

"Designing More Effective Range Control Charts Using Probability Limits." University of Utah David Eccles School of Business Faculty Development Grant, 1995, \$7,000.

"A Decision Theoretic Approach to Statistical Process Control." University of Utah David Eccles School of Business Faculty Development Grant, June - Dec. 1994, \$10,000.

"Economic Design of Control Charts Using Run Length Distributions." College of Business Summer Grant, University of Idaho, June 1991 - Dec. 1991, \$4000.

"The Application of Statistical Process Control Techniques to the Woods Product Industry in Northern Idaho to Reduce Variation." University of Idaho Seed Grant, July 1991 - June 1992, \$6000.