

VITA

Don G. Wardell
November 2019

BUSINESS:

Department of Operations and Information Systems
David Eccles School of Business
University of Utah
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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:

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>
1254 Total Citations

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.

Refereed Publications (continued):

- 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:

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.

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.

Refereed Proceedings (continued):

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

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

INVITED PRESENTATIONS AT SCHOLARLY MEETINGS:

Workshop Presenter, "Data Mining Applied to Business," 1st 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.

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.

INVITED PRESENTATIONS AT SCHOLARLY MEETINGS (continued):

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:

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

“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.

OTHER PAPERS PRESENTED AT SCHOLARLY MEETINGS (continued):

- “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.
- “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.

OTHER PAPERS PRESENTED AT SCHOLARLY MEETINGS (continued):

“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

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

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, 31st Anniversary Edition, 1998

Recipient of the Marvin J. Ashton Award for Excellence in Undergraduate Teaching, David Eccles School of Business, University of Utah, 1997

HONORS (continued):

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)

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 (course co-designer)
Management Science
Operations Management for Honors
Preparation for Business Studies (Honors Program)
Production and Operations Management
Quality Control

Undergraduate Level (continued)

Quality Management (course co-designer)

Quantitative Methods in Business

Non-degree Executive Education Short Courses

Six Sigma Expert Training

PROFESSIONAL SOCIETIES:

American Society for Quality

PROFESSIONAL SOCIETIES (continued):

American Statistical Association

Decision Sciences Institute

Production and Operations Management Society

Institute for Operations Research and the Management Sciences

PROFESSIONAL ACTIVITIES:

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

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

PROFESSIONAL ACTIVITIES (continued):

Referee for the following journals:

Annals of Statistics
Communications in Statistics
Decision Sciences
European Journal of Operational Research
IIE Transactions
INFORMS Transactions on Education
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
Omega
Operations Research (2001 Meritorious Service Award recipient)
Production and Operations Management
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, 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

Assurance of Learning Faculty Lead, David Eccles School of Business,
 University of Utah, 2015 – Present

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

DEPARTMENT AND COLLEGE ACTIVITIES (continued):

- Member of the David Eccles School of Business Retention, Promotion and Tenure Committee, 1997 – 1999, 2004-2005, 2010-2012, 2019
- 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
- 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, 2013-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

UNIVERSITY AND SYSTEM OF HIGHER EDUCATION ACTIVITIES (continued):

- 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.
- 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

OTHER SERVICE:

- 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 5th 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:

- 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.