

Curriculum Vitae  
**John Maleyeff, Ph.D.**

Lally School of Management & Technology  
Rensselaer Polytechnic Institute  
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**EDUCATION**

- Ph.D., Industrial Engineering & Operations Research, University of Massachusetts, 1982.
- M.S., Industrial Engineering & Operations Research, University of Massachusetts, 1979.
- B.A., Mathematics, East Stroudsburg State College (Pennsylvania), 1976.

**WORK EXPERIENCE**

- Area Coordinator (Chair), Lally School of Management & Technology; *Rensselaer Polytechnic Institute*, Hartford, CT (2007-present).
- Clinical Professor, Lally School of Management & Technology; *Rensselaer Polytechnic Institute*, Hartford, CT (1999-present). Associate Professor, 1999-2005. Affiliated Associate Professor, Decision Sciences & Engineering Systems.
- Independent Consultant (1996-present).
- Associate Professor, Industrial & Manufacturing Engineering, *Western New England College*, Springfield, MA (1987-1997). Assistant Professor, 1987-1991; Awarded Tenure in 1992.
- Visiting Quality Consultant, *LEGO Engineering A/S*, Billund, Denmark (1994-1995 during sabbatical leave).
- Member of the Technical Staff, *RCA David Sarnoff Research Center*, Princeton, NJ (1984-1987).
- Senior Operations Research Analyst, *RCA Business Systems & Analysis Group*, Princeton, NJ (1981-1984).
- Operations Research Analyst, *U.S. Army Natick Research and Development Command*, Natick, MA (1978-1981, part time).
- Teaching Assistant, Department of Industrial Engineering & Operations Research, University of Massachusetts, Amherst, MA (1976-1978).

**GRANTS**

- Research Stipend, IBM Center for the Business of Government, \$20,000, 2006.
- Co-Principle Investigator, National Science Foundation Equipment Grant, Grant No. DUE-9451342, \$58,250, 1995.
- Co-Principle Investigator, Brown and Sharpe Metrology Grant, \$10,000, 1994.
- Principle Investigator, National Science Foundation Young Engineering Scholars Program, Grant No. RCD-9055174, \$111,000, 1992.

- Co-Principle Investigator, Summer Research Grant, Western New England College, Springfield, MA, 1992, \$1,000.
- Principle Investigator, Summer Research Grant, Western New England College, Springfield, MA, 1989, \$1,000.

## HONORS & AWARDS

- Awarded, The Connecticut Quality Council Outstanding Service Award, October 11, 2005.
- Finalist, NEDSI Best Paper Award for paper entitled "Improving Operations Management Education by Focusing on Services," 2005.
- Received, Emerald Highly Commended Paper Award for article entitled "Benchmarking Performance Indices: Pitfalls and Solutions," 2003.
- Finalist, Western New England College Excellence in Teaching Award, 1997.
- Awarded, Dow Outstanding New Faculty Award for the Northeast Region of ASEE, 1991.
- Subject for feature appearing in the *London Times* Educational Supplement (March 27, 1992) regarding pre-college science educational programs.
- Received, Certificate of Recognition, IIE District 1, 1991.
- Member, Tau Beta Pi (Engineering Honor Society).
- Member, Sigma Zeta (National Science and Mathematics Honor Society).
- Awarded, Outstanding Mathematics Senior, East Stroudsburg State College, 1976.

## REFEREED PUBLICATIONS

1. "Exploration of Internal Service Systems using Lean Principles," *Management Decision*, Volume 44, Number 5, 2006, pp. 674-689.
2. "The Integration of Lean Management and Six Sigma" (with E.D. Arnheiter), *The TQM Magazine*, Volume 17, Number 1, 2005, pp. 5-18.
3. "Goal Setting with Six Sigma Mean Shift Determination" (with D.E. Krayenvenger), *Aircraft Engineering & Aerospace Technology*, Volume 76, Number 6, 2004, pp. 577-583.
4. "Probability Modeling Applied to CAD Systems for Mammography" (with L. Newell and F.C. Kaminsky), *The International Journal of Health Care Quality Assurance*, Volume 17, No. 3, 2004, pp. 175-184.
5. "Minimum Cost 100% Inspection Systems with Inspection Error" (with F.C. Kaminsky and J.P. Farris), *Quality Engineering*, Volume 15, No. 4, 2003, pp. 557-563.
6. "Benchmarking Performance Indices: Pitfalls and Solutions," *Benchmarking: An International Journal*, Volume 10, No. 1, 2003, pp. 9-28.
7. "Internet Education: Potential Problems and Solutions" (with Preeti Sharma), *The International Journal of Educational Management*, Volume 17, No. 1, 2003, pp. 19-25.
8. "Lean Management of Environmental Consulting" (with Daniel R. Ball), *Journal of Management in Engineering*, Volume 19, No. 1, 2003, pp. 17-24.
9. "Six Sigma and Introductory Statistics Education" (with F.C. Kaminsky), *Education + Training*, Volume 44, No. 2, 2002, pp. 82-89.

10. "A Guide to Using Performance Measurement Systems for Continuous Improvement," (with F.C. Kaminsky, A. Jubinville, and C.A. Fenn), *Journal for Healthcare Quality*, Volume 23, No. 4, July/August 2001, pp. 33-37.
11. "Analysis of Hospital Mortality for Continuous Improvement," (with F.C. Kaminsky, E. Schwartz, G. Bombardier, and C.A. Fenn), *Journal of Healthcare Risk Management*, Volume 21, No. 2, Spring 2001, pp. 23-31.
12. "Using SPC to Analyze Measurements in a Healthcare Organization" (with F.C. Kaminsky and D.L. Mullins), *Journal of Healthcare Risk Management*, Winter 1997.
13. "Using SPC to Analyze Quality Indicators in a Healthcare Organization" (with F.C. Kaminsky, E. Purinton, S. Providence, and M. Waryasz), *Journal of Healthcare Risk Management*, Fall 1997.
14. "Pre-Control or X-Bar Charts: An Economic Evaluation Using Alternative Cost Models" (with D.A. Lewis), *International Journal of Production Research*, Volume 31, No. 2, January 1993, pp. 471-482.
15. "Production Planning and Master Scheduling with Spreadsheets" (with S. Hong), *Production and Inventory Management*, Volume 28, No. 1, First Quarter 1987, pp. 46-54.

#### **REFEREED CONFERENCE PROCEEDINGS**

1. "Process Improvement in the Public Sector: Success Factors," *Proceedings of the 2007 Northeast Decision Sciences Conference*, March 28-30, Baltimore, MD.
2. "Improving Operations Management Education by Focusing on Services," *Proceedings of the 2005 Northeast Decision Sciences Conference*, March 30-April 1, Philadelphia, PA.
3. "Push-Pull Inventory Management at a Consumer Products Manufacturer," *Proceedings of the 2004 Northeast Decision Sciences Conference*, March 24-26, Atlantic City, NJ, pp. 273-275.
4. "High Reliability Neural Networks Structure with Application to Spacecraft ASMS Tone Detection," (with K. Rahnamai, P. Arabshahi, and Tsun-Yee Yan), *Proceedings of the IFSA/NAFIPS International Conference*, Vancouver, July 2001.
5. "Videotape/Simulation Case Studies for SQC Training," *Proceedings of the 45th Annual Quality Congress*, Milwaukee, Wisconsin, May 1991, pp. 580-584.

#### **NONREFEREED PUBLICATIONS**

1. "Improving Service Delivery in Government with Lean Six Sigma," IBM Center for The Business of Government, 2007.
2. "The Integration of Lean Management and Six Sigma" (with E.D. Arnheiter), Reading 16 in *Crafting and Executing Strategy* (15<sup>th</sup> Edition) by Arthur A. Thompson, Jr., A.J. Strickland III, and John E. Gamble, McGraw-Hill Irwin, 2007 (reprint of article originally appearing in *The TQM Magazine*, Volume 17, Number 1, 2005, pp. 5-18).
3. "Probability Modeling of CAD Systems for Mammography" (with F.C. Kaminsky), Chapter 26 in *Recent Advances in Breast Imaging, Mammography, and Computer-Aided Diagnosis of Breast Cancer*, edited by Jasjit S. Suri and Rangaraj M. Rangayyan, SPIE Press, 2006.
4. "Report from the Field: An Exploratory Analysis of Service Systems using Lean Principles," *Rensselaer Journal of Management and Technology*, Volume 1, No. 2, June 2005, pp. 6-12.
5. "Benchmarking Performance Indices: Pitfalls and Solutions," Chapter 23 in *W. Edwards Deming: Critical Evaluations in Business and Management* by John C. Wood and Michael C. Wood, Routledge Division of Taylor & Francis Group, New York, USA, 2004.

6. "Plotting Your Course: Using Control Charts to Interpret Customer Satisfaction Data" (with F.C. Kaminsky), *Customer Relationship Management*, Vol. VIII, No. 6, December 2003, pp. 26-31.
7. "Design af en 'Lean Six Sigma' Organisation," (with E.D. Arnheiter), *DFK Kvalitetsnyt* (Danish Society for Quality) Newsletter, April 2, 2001.
8. "Performance Benchmarking at Laralex Hospital," (with F.C. Kaminsky), *Creative Teaching: ACT-4*, pp. 93-110 (2001).
9. "Improving Quality Through Operator Certification Systems" (with S.E. Webster and C. Buldrini), *IIE Solutions*, Volume 30, No. 4, April 1998, pp. 18-22.
10. "Proper Use of Capability Indices", *Machine Design*, March 20, 1997.
11. "Industrial-Academic Partnerships: A Foundation for the Future" (with E.W. Haffner), *Industrial Engineering*, Volume 27, No. 3, March 1995, pp. 16-18.
12. "The Fundamental Concepts of Statistical Quality Control," *Industrial Engineering*, Volume 26, No. 12, December 1994, pp. 24-25.
13. "Making the Right Decision" (with S.E. Webster), *Quality*, February 1994, pp. 65-68.
14. "Here's How to Introduce IE to the Pre-College Student-It Works, But It's Not Easy," *Industrial Engineering*, Volume 23, No. 1, January 1991, pp. 40-43.
15. "An Interactive PC-Based Make-Buy Decision Support System" (with S.R. Miller), *RCA Engineer*, Volume 31, No. 4, July/August 1986, pp. 42-47.

#### **CONFERENCE PRESENTATIONS & NONREFEREED PROCEEDINGS**

1. "What exactly is an MBA?" Hispanic Leadership Forum, East Hartford, CT, September 26, 2008.
2. Understanding the special nature of services to create ultimate value: Exploring the discipline of "Service Science," MBA Modernization Program, Lally School of Management & Technology, Rensselaer Polytechnic Institute, Hartford, CT, May 20, 2008.
3. "Process Improvement in Government," ASQ Government Division Forum, Houston, TX, May 8, 2008.
4. "Applying Lean Where You Least Expect It," Leadership Seminar Series, Rensselaer Lally School of Management & Technology, May 16, 2007.
5. "Applying Lean to Services," Pratt & Whitney 'Lunch and Learn' Seminar series, East Hartford, CT, May 3, 2007.
6. "Lean Six Sigma in Government – Success Factors and Recommendations," American Society for Quality Government Division Webinar, March 1, 2007.
7. "Lean/Six Sigma: Implementation in the Public Sector," invited paper presented at the 2006 Quality Symposium, Connecticut Quality Council, Hartford, CT, October 4, 2006.
8. "The Integration of Six Sigma and Lean in Organizations," CQC Concepts and Applications Workshop, May 17, 2006.
9. "Operational Innovation at Progressive" (with D. Fernandez), invited paper presented at the 2005 Quality Symposium, Connecticut Quality Council, Hartford, CT, October 11, 2005.

10. "Applying Lean Where You Least Expect It: Marketing, R&D, and Administrative Services," Leadership Seminar Series, Rensselaer Lally School of Management & Technology, June 15-16, 2005.
11. "Alleviating Congestion in Health Care Systems," invited presentation to the CLS/CNE (Clinical Laboratory Society of Central New England) conference, Providence, RI, May 12, 2005.
12. "Healthcare Performance Management: Pitfalls and Solutions," invited presentation to the Yale Medical School, Department of Pathology, New Haven, CT, November 8, 2004.
13. "Lean Approaches to Service System Improvement," invited paper presented at the 2004 Quality Symposium, Connecticut Quality Council, Hartford, CT, October 27, 2004.
14. "The Effect of Outsourcing in Connecticut," panel discussion moderator, Manufacturing Competitiveness Exchange, April 16, 2004.
15. "Healthcare Performance Management: Pitfalls and Solutions," invited paper presented at the 2003 Quality Symposium, Connecticut Quality Council, Hartford, CT, October 28, 2003.
16. "Data Analysis-Are You Adding Value to Your Organization?" Presentation given at the 2001 SOCAP (Society of Consumer Affairs Professionals in Business) Symposium, Boston, Massachusetts, April 24, 2001.
17. "Case Study: Performance Benchmarking at Laralex Hospital," (with F.C. Kaminsky), presented at the World Academy for Case Method Research and Case Method Application (WACRA) Annual Conference in Budapest, Hungary, 2-5 July 2000.
18. "Process-Oriented Statistics," (with F.C. Kaminsky), presented at the Making Statistics More Effective in Schools of Business (MSMEBS) Conference, Syracuse University, June 2000.
19. "Analyzing Consumer Data for Impact," (with F.C. Kaminsky), presented to the 2000 SOCAP (Society of Consumer Affairs Professionals) Symposium in Baltimore, Maryland, May 1, 2000.
20. "Development of an Interdisciplinary Senior Laboratory Exercise" (with K. Rahnamai and J.P. Farris), *Proceedings of the International Conference on Engineering Education (ICEE-97)*, Chicago, August 1997.
21. "Statistical Process Control to Monitor Cervical Cytological/Histological Discrepancies for Quality Assurance" (with F.C. Kaminsky, M. Bur, and R.A. Goulart), Poster Session, *86th Annual Meeting of the United States and Canadian Academy of Pathology*, Orlando, March 1997.
22. "Implementation of an Integrated Manufacturing & Controls Laboratory" (with J.P. Farris, K. Rahnamai, and L.S. Spangler), Poster Session, ASEE National Meeting, Washington, DC, June 1996.
23. "Statistical Quality Control: Games People Play" (with F.C. Kaminsky), presented to the ASQ Western Massachusetts Chapter, Chicopee, Massachusetts, May 1996.
24. "Development of an Integrated Manufacturing & Controls Laboratory" (with K. Rahnamai, J.P. Farris, and L.S. Spangler), *Proceedings of the International Conference on Education in Manufacturing*, San Diego, California, March 1996.
25. "A Hands-On Approach to Understanding Concepts in Statistical Quality Control," presented to the IIE Worcester Chapter, Worcester, Massachusetts, March 1996.
26. "Integrated Product Development: The Devil is in the Details," presented to the Pioneer Valley Manufacturers Forum, Springfield, Massachusetts, November 1995.

27. "Utilizing Industrial Problems in Laboratory, Classroom, and Capstone Design Courses" (with E.W. Haffner), presented at the ASEE New England Section Spring Meeting, University of Connecticut, April 23, 1995.
28. "The LEGO Legend and Engineering Practice in Europe," presented to the Engineering Society of Western Massachusetts, West Springfield, Massachusetts, October 1995.
29. "Measurements & Beyond: Bringing Together Metrology and Engineering Education" (with J.P. Farris and E.W. Haffner), presented at the Brown & Sharpe Metrology Conference, North Kingston, Rhode Island, September 1995.
30. "Utilizing Industrial Problems in Laboratory, Classroom, and Capstone Design Courses" (with E.W. Haffner), presented at the ASEE New England Section Meeting, University of Massachusetts, Amherst, April 1995.
31. "Concurrent Engineering: Perspectives from the USA," presented at the Seminar Concerning Concurrent Engineering, LEGO Engineering A/S, Billund, Denmark, September 1994.
32. "SQC Education: Keys to Success," presented to the ASQ Western Massachusetts Chapter, Chicopee, Massachusetts, March 1994.
33. "Teaching Statistical Process Control: Who, What, Where and How," presented to the ASA Regional Conference, Smith College, Northampton, Massachusetts, March 1993.
34. "Pre-College Science Education," presented at the Springfield (Massachusetts) Science Museum conference on science education, April 12, 1992.
35. "Motivating Junior High School Students in Math & Science" (with C.E. Work and W. Bihonegne), presented to the ASEE New England Section Fall Meeting, New Haven, Connecticut, October 1991.
36. "Statistics in Manufacturing," presented to the IIE Springfield Chapter, West Springfield, Massachusetts, November 1989.
37. "PLVS: A Tool for Incorporating Design into the Statistical Education of Engineers," *Proceedings of the 1989 Frontiers in Education Conference*, Binghamton, New York, October 1989, pp. 217-220.
38. "Master Planning with Spreadsheets" (with S. Hong), presented at the ORSA/TIMS Conference, Boston, Massachusetts, May 1985.
39. "A Microcomputer Application for Production Planning" (with S. Hong), presented at the RCA Business Systems Conference, Princeton, New Jersey, June 1984.
40. "The Cylix Acquisition," presented at the RCA Business Systems Conference, Princeton, New Jersey, November 1982.
41. "An Algorithm for Scheduling Job-Shops with Duplicate Machines and Concurrent Operations" (with R.D. Davis), presented at the ORSA/TIMS Conference, San Diego, California, October 1982.
42. "Production Planning in a Three-Echelon, Perishable Commodity System" (with R.D. Davis), presented at the TIMS/ORSA Conference, Washington, DC, May 1980.
43. "Analysis of a Perishable, Multi-Item, Multi-Echelon Inventory System" (with R.D. Davis), presented at the TIMS/ORSA Conference, Los Angeles, California, November 1978.

## **TECHNICAL REPORTS, BOOK REVIEWS, OTHER**

1. Book Review: Quantitative Models for Performance Evaluation and Benchmarking, by Joe Zhu, *Benchmarking: An International Journal*, Volume 12, Number 2, 2005, pp. 180-182.
2. "Connecticut's Testing Methods Won't Improve Schools," (with F.C. Kaminsky), Guest Editorial, *Hartford Courant*, Hartford, CT, Oct 24, 2000.
3. "Integrated Product Development for Analysis & Control of Purchased Goods" (with B. Nielsen and K.M. Katholm). LEGO Engineering A/S, Billund, Denmark, June 1995.
4. "Prepack Design & Packing: Guidelines for Accomplishing MANOS Quality Goals," LEGO Engineering A/S, Billund, Denmark, June 1995.
5. "Young Engineers Scholars Program," final report to the National Science Foundation, Grant No. RCD-9055174, August, 1993.
6. "IHVT Scheduling Algorithm," report to the SRI David Sarnoff Research and Development Center, Princeton, New Jersey, June 1990.
7. "Simulation and Queuing Analysis of an ITPS Manufacturing System," RCA Technical Report PRRL-86-EM-021, June 1986.
8. "Cost Analysis of Alternative Composite Disc Production Processes" (with R.R. Lamonte), RCA David Sarnoff Research Center Report RDR-84-16, October 1984.
9. "Development and Implementation of Order and Inventory Policies for Balk Raw Ingredients and Launch Control Facilities-USAF Foil Pack Systems" (with R.D. Davis and D.A. Lewis), report to the OR/SA Office of the U.S. Army Natick Research and Development Command, 1982.
10. "Implementation of Production and Inventory Policies for the USAF Foil Pack System" (with R.D. Davis and D.A. Lewis), report to the OR/SA Office of the U.S. Army Natick Research and Development Command, March 1981.

## **PROFESSIONAL MEMBERSHIPS & SERVICE**

- Member, Decision Sciences Institute (DSI).
- Member, American Society for Quality (ASQ).
- Member, Springfield (Massachusetts) Science Museum Advisory Committee.
- Peer Reviewer, Decision Sciences Institute, WACRA International Conferences, IEEE Transactions on Systems, Man, and Cybernetics, ASME Transactions.
- Faculty Advisor, IIE Student Chapter, Western New England College, 1987-1994.
- University Liaison, IIE Region I, 1989-1994.
- Faculty Advisor, ASQ Student Chapter, Western New England College, 1987-1994.
- Member, Board of Directors, IIE Springfield Chapter, 1988-1994.
- Faculty Advisor, APICS Student Chapter, Western New England College, 1987-1994.
- Judge, ACM computer contests, 1988-1992.
- Coordinator for Western Massachusetts, Statistics Education for Engineers Network, 1989-1991.
- Founded, University chapter of The Institute of Industrial Engineers at Western New England College, effective February 18, 1988.

## **MANAGEMENT CONSULTING CLIENTS**

- MassMutual Financial Group, Springfield, MA
- Holyoke Medical Center, Holyoke, MA
- LEGO Systems, Inc., Enfield, CT
- MassMutual Financial Group, Springfield, MA
- Baystate Medical Center, Springfield, MA
- FLEXcon, Spencer, MA.
- Playtex Products, Inc., Allendale, NJ
- Loctite Corporation, Rocky Hill, CT
- Coherent DEOS, Bloomfield, CT.
- Kaman Aerospace, Bloomfield, CT
- Yale-New Haven Medical Center, New Haven, CT
- JDS Uniphase, Bloomfield, CT, Annandale, NJ & West Trenton, NJ
- Subaru of America, Cherry Hill, NJ
- Smith & Wesson, Springfield, MA
- U.S. Tsubaki, Holyoke, MA
- LEGO A/S, Billund, Denmark
- Tambrands, Inc., Palmer, MA
- Franklin Medical Center, Greenfield, MA
- SRI David Sarnoff Research Center, Princeton, NJ
- International Fuel Cells, South Windsor, CT
- SpecTran Fiber Optics, Avon, CT
- Helle Associates, West Boylston, MA
- Marc Edward LLC, Kempton, PA
- Reckitt Benckiser Inc., Wayne, NJ

## **ACADEMIC POSITIONS & COMMITTEES**

- Member, Executive Committee, Lally School of Management & Technology, 2008-present.
- Chair, Faculty Search Committee, Lally School of Management, Hartford campus, Rensselaer Polytechnic Institute, 2007-present.
- Member, International Scholars Program Curriculum Development Committee, 2007-present.
- Member, Clinical Task Force, Rensselaer Polytechnic Institute, 2007-present.
- Member, AACSB Committee, Lally School, 2007-present.
- Member, EMBA Curriculum Development Committee, 2007.
- Member, Search Committee, Assistant Librarian, Hartford campus, Rensselaer Polytechnic Institute, 2007.
- Academic Coordinator, Industrial Process Management cohort program, Hartford campus, Rensselaer Polytechnic Institute, 2006-2007.
- Director, Center for Lean Studies, Rensselaer Polytechnic Institute, 2005-2007.
- Faculty Advisor, Follow-On MBA Program, Lally School of Management, Hartford campus, Rensselaer Polytechnic Institute, 2005-2006.
- Director, Systems Engineering Leadership Fellows Program, Department of Engineering and Science, Hartford campus, Rensselaer Polytechnic Institute, 2005-2006.

- Faculty Advisor, Weekend MBA Program, Lally School of Management, Hartford campus, Rensselaer Polytechnic Institute, 2005-2006.
- Coordinator of Dual Degree Programs, Lally School of Management, Hartford campus, Rensselaer Polytechnic Institute, 2004-2007.
- Grade Dispute Committee, Rensselaer Polytechnic Institute, Hartford campus, 2004-present.
- Coordinator of Academic Advising, Lally School of Management, Hartford campus, Rensselaer Polytechnic Institute, 2000-2002.
- Curriculum Committee, Lally School of Management, Hartford campus, Rensselaer Polytechnic Institute, 1999-2000.
- Faculty Senate Election Committee, Hartford Campus, Rensselaer Polytechnic Institute, 2002-2004 (Chair).
- Faculty Senate, Western New England College, 1988-1990, 1992-1994 (Secretary, 1992-1993).
- Coordinator of Industrial-Based Senior Design Projects, Department of Industrial & Manufacturing Engineering, 1987-1996.
- Faculty Welfare Committee, Western New England College, 1994-1996.
- Peer Review Committee, School of Engineering, Western New England College, 1992-1993, 1995-1996.
- Director, Middle School Science & Engineering Educational Programs, Western New England College, 1989-1993.
- Undergraduate Curriculum Committee, School of Engineering, Western New England, 1988-1989, 1994-1996.
- College-Wide Curriculum Committee, Western New England College, 1993-1994 (Chair).
- Faculty Search Committee, School of Engineering, Western New England College, 1996.
- Graduate Council, Western New England College, 1989-1993.
- Registration & Advising Committee, Western New England College, 1991-1992.
- ENGR 105/210 Course Development Committee, School of Engineering, Western New England College, 1989-1991.
- Engineering-Mathematics Liaison Committee, Western New England College, 1988-1991.
- Planning Committee, Western New England College, 1991-1992.
- Faculty Affairs Committee, Western New England College, 1989-1990 (Chair).
- Scholarship & Research Committee, Western New England College, 1989-1990.
- Instructor, Minorities in Engineering Program (MEP), RCA Corporation, 1985-1987.

## **UNDERGRADUATE COURSES TAUGHT**

- ENGR 100: College Success Skills, Western New England College.
- ENGR 210: Microcomputer Applications, Western New England College.
- ENGR 212: Probability & Statistics, Western New England College.
- IE 315: Engineering Statistics & Quality Control, Western New England College.
- IE 318: IE Design Lab I, Western New England College.
- IE 326: Production & Inventory Control, Western New England College.

- IE 328 IE Design Lab II, Western New England College.
- IE 420: Operations Research I, Western New England College.
- IE 421: Operations Research II, Western New England College.
- IE 425: Quality Engineering, Western New England College.
- IE 426: Production Design, Western New England College.
- IE 428: IE Design Lab III, Western New England College.
- IE 434: Computer Simulation & Design, Western New England College.
- IE 439: Senior Project Preparation, Western New England College.

### **GRADUATE COURSES TAUGHT**

- EMBA-6962: Decision Sciences in Operations Management (Executive MBA Program).
- MGMT-6050: Creating and Managing Enterprises II, Rensselaer Polytechnic Institute (International Scholars Program, Shanghai, China).
- MGMT 6100: Statistics and Operations Management I, Rensselaer Polytechnic Institute (Distance Education).
- MGMT 6450: Manufacturing Systems Management, Rensselaer Polytechnic Institute.
- MGMT 6470: Management of Quality, Processes & Reliability, Rensselaer Polytechnic Institute.
- MGMT 6480: Service Operations Management, Rensselaer Polytechnic Institute.
- MGMT 6960: Innovation in Services, Rensselaer Polytechnic Institute.
- MGMT 6960: Lean Strategies for Manufacturing & Service, Rensselaer Polytechnic Institute.
- MGMT 6960: Design for Quality and Reliability, Rensselaer Polytechnic Institute.
- DSES-6020: Design of Experiments, Rensselaer Polytechnic Institute.
- DSES 6110: Applied Statistics, Rensselaer Polytechnic Institute.
- DSES 6170: Management of Quality, Processes, and Reliability, Rensselaer Polytechnic Institute.
- DSES-6230: Quality Control and Reliability, Rensselaer Polytechnic Institute.
- EMGT 615: Statistical Methods for Quality Assurance, Western New England College.
- EMGT 643: Advanced Topics in Quality Assurance, Western New England College.

### **PROFESSIONAL WORKSHOPS TAUGHT**

- Lean Management for Service Improvement, Connecticut Quality Council, Hartford CT.
- Applied Statistics using Excel and MINITAB, Connecticut Quality Council, Hartford CT.
- Healthcare Quality Analysis, Connecticut Quality Council, Hartford CT.
- SPC: New Improved and Relevant Quality Assurance, Connecticut Quality Council, Hartford CT.
- Supply Chain Management, LEGO Systems, Enfield CT.
- Customer Satisfaction Analysis, Reckitt Benckiser, Wayne NJ.

- Quality & Reliability Engineering, International Fuel Cells division of UTC, Windsor CT.
- DOE (Design of Experiments), Connecticut Quality Council, Hartford CT.
- SPC (Statistical Process Control) & DOE (Design of Experiments), JDS Uniphase, Bloomfield CT.
- Practical Reliability Engineering, Connecticut Quality Council, Hartford CT.
- Statistical Methods in Healthcare, Holyoke Hospital, Holyoke MA.
- Taguchi Methods, LEGO A/S, Billund Denmark.
- Customer Satisfaction Analysis, Subaru of America, Cherry Hill, NJ.
- Customer Satisfaction Analysis, Connecticut Quality Council, Hartford CT.
- SPC (Statistical Process Control), Kaman Aerospace, Bloomfield CT.
- Data-driven Decision Making, Playtex Products, Dover DE.
- Design of Experiments, Tambrands, Palmer MA.
- Leading Edge Training, Henkel Loctite Corporation, Rocky Hill CT
- SPC (Statistical Process Control), Smith & Wesson. Springfield MA.
- SPC (Statistical Process Control), SpecTran, Bloomfield, CT.
- SPC (Statistical Process Control), U.S. Tsubaki, Holyoke, MA.

#### **MASTERS PROJECTS/THESES SUPERVISED (& SPONSORING ORGANIZATION)**

- Andrew Crouch, Implementing Statistical Process Control to Evaluate the Performance of a Construction Engineering Department, Electric Boat Corporation, 2006.
- Robert L. Hazard, Jr., Predicting Assembly Quality to Specifications using Mechanical Tolerance Analysis Methodologies for One-Dimensional Representations, Pratt & Whitney, 2006.
- Jessica Reichard, Applied Regression Analysis: Studying the Mechanical Drawing and Checking Process at UTC Fuel Cells, 2005.
- Sandra Skarda Piñero, Film Cooled Airfoil Probabilistic Airflow Analysis, Pratt & Whitney, 2005.
- Shawn Collins, Application of Principle Components Analysis to Engineering Design Execution Tracking, International Fuel Cells, 2004.
- Laura Newell, Mathematical Models for Evaluating Overall System Sensitivity, Specificity, and Cost for Mammography Systems With and Without Computer Aided Detection, 2002
- Daren Krayenvenger, Capability Analysis for Laser Drilled Gas Turbine Engine Airfoils, Pratt & Whitney, 2002
- Daniel Ball, Application of Lean Management to an Environmental Consulting Company, 2001.
- Pamela Pyzocha, ERP and Lean Manufacturing: Can They Co-Exist in a Manufacturing Environment?, Pratt & Whitney, 2001
- Robert Trembicki, Lean Engineering, 2001
- Robert Quick, An Assessment of Customer Service, Pratt & Whitney, 2001
- Phoebe Wiekrykas, ACE Implementation: A Case Study, 2001
- Nicholas Lavieri, Development of Lean Manufacturing Cells in Bearing Manufacturing, Kamatics Aerospace, Bloomfield, MA, 2000.

- Zvi Rozen, A Process for Developing a Model to Measure Quality and Productivity in an Engineering Organization, Kollmorgen Corp, Northampton, MA, 1992.

### **SENIOR DESIGN PROJECTS SUPERVISED (& SPONSORING ORGANIZATION)**

- Arda Akoglu, Development of Quality Control Procedures for Chain Plates, U.S. Tsubaki, Holyoke, MA, 1996.
- Adam Jeskey, Real Time Process Monitoring of an Injection Molding Machine, Research with feedback from LEGO Systems, Inc., Enfield, CT, 1996.
- Mark MacInnis, Development of Weight Control Policies that Conform to Prepack Design and Packaging Procedures, LEGO Systems, Inc., Enfield, CT, 1996.
- Erik Curtis, Analysis and Redesign of Plastics Testing Systems, Engineered Polymers Industries, West Springfield, MA, 1994.
- Ahmet Giray Ertas, Downtime and Scrap Reduction in the DDC Production Cells, Jacobs Vehicle Equipment Company, Bloomfield, CT, 1994.
- Angel Rivera, Design of Production and Process Procedures for the Air Bearing Department, Hamilton Standard, Windsor Locks, CT, 1994.
- Donald Jensen, Aluminum Wire Bond Pull Strength Improvement, United Technologies Research Laboratory, East Hartford, CT, 1993.
- William Grimm, Design of a "Process Loss" Productivity Measure, Berkshire Industries, Westfield, MA, 1993.
- John DeLand, The Optimization of a Heat Treatment Process to Improve Chain Pin Quality, U.S. Tsubaki, Holyoke, MA, 1993.
- Stephen Paul, Redesign of an Inventory Control System using Bar Codes, U.S. Tsubaki, Holyoke, MA, 1993.
- Kevin Richards, Investigation of Process Parameters for the Continuous Bulk Solvent Process, BASF, Holyoke, MA, 1993.
- Jeffrey Richards, Analysis and Redesign of the Pistol Test Procedure, Smith and Wesson, Springfield, MA, 1993.
- Eric Lucas, Optimization of Process Parameters for the 9524 Natural Resin, Mobile Chemical, Holyoke, MA, 1992.
- Tracy Devlin, Redesign of the Customer Order Flow at GGT, Gerber Garment Technologies, South Windsor, CT, 1992.
- Gretchen Braun, Application of Six-Sigma Methodology to a New Tape Product, Digital Equipment, Springfield, MA, 1992.
- Joseph Bourbonnais, The Design of Safety Procedures for a Machine Shop, Millitech, South Deerfield, MA, 1991.
- Chester Burton, Evaluation of Tool Wear for 100 and 120 Type Chains, Acme Chain Company, Holyoke, MA, 1991.
- Robert Buzga, Redesign of Inventory Management Procedures for Felt Rolls, Commonwealth Felt, Northampton, MA, 1991.
- George Fedor, Conformal Coat Area Simulation, Hamilton Standard, Windsor Locks, CT, 1991.
- Anthony Montella, Inspection Capability Study for Toxicity Laboratories, Milton Bradley, East Longmeadow, MA, 1991.

- Brigitte Rivard, Capacity and Part Tracking Analysis to Improve Shop Floor Techniques, Millitech, South Deerfield, MA, 1991.
- Tiffany Trotter, Design of SPC Procedures for Melt Flow Monitoring, Mobile Chemical, Holyoke, MA, 1991.
- Elizabeth Edwards, Determination of Delay Factors for a Packaging Line, Lego Systems, Enfield, CT, 1990.
- Rajiv Kaushal, Design of Calibration Procedures that Conform to MIL-Q9858A, Smith and Wesson, Springfield, MA, 1990.
- Steven Jensen, Flat Mail Sorter Simulation, U.S. Post Office Bulk Mail Center, Springfield, MA, 1990.
- Gary Vestuti, The Design, Implementation, and Training of Statistical Process Control Methods, Acme Chain Company, Holyoke, MA, 1990.
- Scott Blackburn, Process Shop Upgrade, Kaman Aerospace Corporation, Bloomfield, CT, 1990.
- David J. Baird, Design of a Simulation Model to Analyze an AGV-Based Material Handling System, Lego Systems, Enfield, CT, 1989.
- Carolyn H. Charette, Optimization of Measurement System Performance, Smith and Wesson, Springfield, MA, 1989.
- David M. Dillon, Design of a Simulation Model to Analyze a Packaging Work Cell, Lego Systems, Enfield, CT, 1989.
- Dewey M. Kolvek, Production and Inventory Control in the Box Making Department, Easco Hand Tools, East Windsor, CT, 1989.
- Michael J. Mikaelian, Design of an Assembly Workstation for Operation in a Just-in-Time Environment, Easco Hand Tools, Springfield, MA, 1989.
- Timothy J. Ouimette, Statistical Process Control for NF-Series Nozzles, Bete Fog Nozzle, Greenfield, MA, 1989.
- Jack M. Ubertalli, Correlation Study to Determine the Relationship Between Saw Blade Measurements and Performance, American Saw and Manufacturing, East Longmeadow, MA, 1989.
- Richard L. Boucher, Design and Implementation of Quality Control Procedures for National Metal Industries, National Metal Industries, West Springfield, MA, 1988.
- Jeffrey J. Kazeroid, Design and Investigation of an Inspection Support System Based on CAPCON Rejects for Automatic Pre-Pack Line Elements, Lego Systems, Enfield, CT, 1988.
- Hyung Kim, Design of an Inventory Control System, Longmeadow School System, Longmeadow, MA, 1988.
- Leon Mack, Facility Improvement Feasibility Study, Doane and Williams, Chicopee, MA, 1988.
- Richard Parente, Process Capability Analysis and Design of Quality Control Procedures for a Machining Workcenter, Easco Hand Tools, Inc., Springfield, MA, 1988.
- Christian Randhahn, Use of a Computer Model for Short Term Staffing of a 24 Hour Quality Control Department by Using a Standard Database, Forecasting, and Linear Programming, James River Graphics, South Hadley, MA, 1988.
- Ronald E. Sawicki, Design of Models for Production Lot Size and Sub-Assembly Inventory Policies for a Make-to-Order Environment, Bete Fog Nozzle, Greenfield, MA, 1988.

## **MAJOR CONFERENCES ATTENDED**

- ASQ International Conference, Houston, TX, May, 2008.
- Second International Conference on Six Sigma, Glasgow, UK, June 2006.
- Northeast Decision Sciences Conference, Philadelphia, PA, March 2005.
- Decision Sciences Institute Annual Meeting, Boston, MA, November 2004.
- Northeast Decision Sciences Conference, Atlantic City, NJ, March 2004.
- SOCAP International Symposium, Boston, MA, April 2001.
- WACRA International Conference, Budapest, Hungary, July 2000.
- Making Statistics More Effective in Schools of Business (MSMEBS) Conference, Syracuse University, June 2000.
- SOCAP International Symposium, Baltimore, MD, May 2000.
- International Conference on Engineering Education (ICEE-97), Chicago, August 1997.
- ASEE National Conference, Washington, D.C., June 1996.
- International Conference on Education in Manufacturing (sponsored by SME), San Diego, CA, March 1996.
- Quality Engineering, National Conference sponsored by ASQ, IIE, and the NSF, University of Arizona, January, 1993.
- IIE National Conference, Chicago, 5/92.
- ASQC National Conference, Milwaukee, WI, May 20-22, 1991.
- ASEE Annual Conference, New Orleans, LA, June 17-19, 1991.
- Frontiers in Education Conference, Binghamton, NY, October 15-17, 1989
- IIE Spring National Conference, Toronto, Canada, May 15-17, 1989
- Conference on Statistics in Engineering Education, Leesburg, Virginia, May 31 June 2, 1989
- ASEE Regional Conference, University of Hartford, October 14, 1988
- ASEE 1988 Annual Conference at the University of Portland (Oregon), June 19-23, 1988.
- ORSA/TIMS Conference, Boston, MA, May 1985.
- ORSA/TIMS Conference, San Diego, CA, October 1982.
- ORSA/TIMS Conference, Toronto, Canada, October 1981.
- ORSA/TIMS Conference, Washington, DC, October 1980.
- ORSA/TIMS Conference, Los Angeles, CA, November 1978.

## **COMPUTER SOFTWARE PROFICIENCY**

- MS-Word, MS-Excel, MS-Access, MS-PowerPoint, MS-Outlook, MS-Explorer
- MINITAB, MS-Visio, MS-Project, SIMAN

## **OTHER EDUCATIONAL PROGRAMS ATTENDED**

- Program Apollo, Troy, NY, May, 2008.
- Case Study Forum, Rensselaer Polytechnic Institute, Hartford, CT, October 2003.
- Harvard Business School 2-Day Workshop on Case Method Teaching, Cambridge, MA, March 2000
- Plastics Processing 3-Day Workshop, Monsanto, Indian Orchard, MA, July 1994.
- Neural Network Seminar, Monsanto Plastics Division, Indian Orchard, MA, August 1994.
- The New Economics, by W. Edwards Deming, UMass Distinguished lecture Series, April 1992.
- Single Minute Exchange of Die (SMED), by Dr. Shigeo Shingo, University of Massachusetts, May 1989
- Television Engineering Fundamentals, RCA David Sarnoff Research Center continuing education course, 1986.
- Fundamentals of Engineering, RCA David Sarnoff Research Center continuing education course, 1985.
- Telecommunications and the Computer, RCA David Sarnoff Research Center continuing education course, 1984.
- Effective Business Communications, RCA Management Training Program, December 1983.