

## **ELIZABETH ANDERSON FLETCHER**

290-E Melcher Hall  
C. T. Bauer College of Business  
University of Houston  
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Office: 713-743-5757  
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### **EDUCATION**

Doctor of Philosophy in Business Administration  
University of Houston, Houston, Texas  
Major: Operations Management  
Minor: Quantitative Management Science  
May 1992

Master of Business Administration  
University of Houston, Houston, Texas  
Concentration: Quantitative Management Science  
August 1986

Bachelor of Business Administration  
University of Houston, Houston, Texas  
Major: Finance  
May 1984

### **ACADEMIC EXPERIENCE**

Faculty Director of Bauer Honors, C. T. Bauer College of Business, University of Houston, September 2019 to present.

Associate Director, UH First Responder Program, Department of Psychology, College of Liberal Arts and Social Sciences, University of Houston, February 2022 to present.

Director of Accreditation, Hobby School of Public Affairs, University of Houston, September 2018 to present.

Associate Professor, Hobby School of Public Affairs, University of Houston, September 2015 to present.

Associate Professor, Supply Chain Management, Department of Decision and Information Sciences, C. T. Bauer College of Business, University of Houston, September 1998 to present.

Associate Vice Chancellor for Research and Technology Transfer, University of Houston System/Associate Vice President for Research and Technology Transfer, University of Houston, June 2010 to December 2011.

Associate Vice President for Research Operations, University of Houston, February 2008 to June 2010.

Associate Dean for Administration and Academic Affairs, C. T. Bauer College of Business, University of Houston, July 2001 to February 2008.

Assistant Professor, Department of Decision and Information Sciences, C. T. Bauer College of Business, University of Houston, September 1992 to August 1998.

Visiting Assistant Professor, Department of Decision and Information Sciences, C. T. Bauer College of Business, University of Houston, September 1991 to August 1992.

Instructor, The Madrid Business School, Summers 1990, 1991, and 1992.

Teaching Fellow, Department of Decision and Information Sciences, C. T. Bauer College of Business, University of Houston, August 1987 through August 1991.

#### **PUBLICATIONS—ACADEMIC**

Lebeaut, A., Zegel, M., Leonard, S. J., Healy, N. A., Anderson-Fletcher, E. A., & Vujanovic, A. A. (in press). COVID-19-related Medical Vulnerability and Mental Health Outcomes Among U.S. First Responders. *Journal of Occupational and Environmental Medicine*.

Anderson-Fletcher, E., Vera, D., & Abbott, J. (2017). How Mindful is Your Company? Lessons for Organizations from the Texas Health Presbyterian Hospital Ebola Crisis. *Organizational Dynamics*, 46, 4, 202-211.

Murray, M. J., Chin, W.W., & Anderson-Fletcher, E. (2013) Satisfaction with ERP Systems in Supply Chain Operations. in Abdi, H., Chin, W. W., Vinzi, V. E., Russolillo, G., & Trinchera, L. (Eds.), *New Perspectives in Partial Least Squares and Related Methods, Springer Proceedings in Mathematics & Statistics* (Book 56), Berlin: Springer-Verlag, 295-313.

Birx, D. L., Anderson-Fletcher, E., & Whitney, E. (2013). Growing an Emerging Research University. *The Journal of Research Administration*, 44, 1, 11-35.

Gardner, E. S. Jr., Anderson-Fletcher, E. A., & Wicks, A. M. (2001). Further Results on Focus Forecasting vs. Exponential Smoothing. *International Journal of Forecasting*, 17, 287-293.

Canel, C., & Anderson-Fletcher, E. A. (2001). Analysis of Service Quality at a Student Health Center. *International Journal of Health Care Quality Assurance*, 14, 6, 260-267.

Canel, C., Rosen, D., & Anderson-Fletcher, E. A. (2000). Just-in-Time is Not Just for Manufacturing: A Service Perspective. *Industrial Management and Data Systems*, 100, 2, 51-60.

Anderson, E. A., & Adams, D. A. (1997). Assessing the Effectiveness of a Quality Program: Lessons from Employees. *Production and Inventory Management Journal*, 38, 4, 1-6.

Gardner, E. S., & Anderson, E. A. (1997). Focus Forecasting Reconsidered. *International Journal of Forecasting*, 13, 501-508.

Anderson, E. A., & Zwelling, L. A. (1996). Strategic Service Quality Management for Health Care. *American Journal of Medical Quality*, 11, 1, 3-10.

Anderson, E. A., & Zwelling, L. A. (1996). Measuring Service Quality in a Cancer Center. *International Journal of Health Care Quality Assurance*, 9, 7, 9-22.

Anderson, E. A., & Diaz, J. (1995). Using Process Control Chart Techniques to Analyze Crime Rates in Houston, Texas. *Journal of the Operational Research Society*, 47, 871-881.

Anderson, E. A. (1995). Judgmental and Statistical Methods of Peak Electric Load Management. *International Journal of Forecasting*, 11, 2, 295-305.

Anderson, E. A. (1995). Measuring Service Quality at a University Health Clinic. *International Journal of Health Care Quality Assurance*, 8, 2, 32-37.

Anderson, E. A. (1995). High Tech v. High Touch: A Case Study of TQM Implementation in Higher Education. *Managing Service Quality*, 5, 2, 48-56.

Anderson, E. A., & Ostrofsky, B. (1990). Enhancement of the Knowledge Acquisition Process in Designing Expert Systems. *The Annals of the Society of Logistic Engineers*, 2, 1, 71-82.

#### **PUBLICATIONS—OTHER**

Anderson-Fletcher, E. A., Buckman, J. M., Dill, J., Flynn, C., Geiselhart, S., Grant-Hall, R., Heitman, S., Kenny, P. J., Kerwood, S., Macdonald, M., Pelton, T., Straus, J. C., Wamsley, J., & Windisch, F. (2017). *Under the Helmet: Performing an Internal Size-up, A Proactive Approach to Ensuring Mental Wellness*, The Yellow Ribbon Report, Volunteer Combination Officers Section (VCOS)/International Association of Fire Chiefs (IAFC).

Anderson-Fletcher, E. A. (2005). Going From Zero to Sixty in Twelve Months: Implementing Assessment at the Bauer College of Business. *Assessment of Student Learning in Business Schools: Best Practices Each Step of the Way*, Association for Institutional Research, 1, 2, 64-83.

#### **UNPUBLISHED WHITE PAPERS**

Dill, J., Schimmelpfennig, M., & Anderson-Fletcher, E. (2022). Wounds of the Spirit: Moral Injury in Firefighters. Firefighter Behavioral Health Alliance White Paper Series No. 1.

Dilmore, G., Granato, J., Witt, A., Anderson-Fletcher, E., Duncavage, T., & Mayes, T. (2016). When Engineering Solutions to Coastal Surge and Flooding Are Not Sufficient to Meet the Threat. Hobby School of Public Affairs White Paper Series No. 9.

Anderson-Fletcher, E., Vera, D., & Abbott, J. (2015). The Texas Health Presbyterian Hospital Ebola Crisis: A Perfect Storm of Human Errors, Systems Failures, and Lack of Mindfulness. Hobby School of Public Affairs White Paper Series No. 1.

## REPORTS

Vujanovic, A. A., Leonard, S. J., Healy, N. A., McGrew, S. J., Woller, S. J., & Fletcher, E. A. (2023). *Final outcomes report: Impact of Hurricane Harvey on first responder behavioral health*. Report prepared for EM-Solutions and the Harris County Fire Marshal's Office.

Granato, J., Anderson-Fletcher, E., Antel, J., Buttorf, G., Engster, D., Foss, D., Pinto, P., Wang, C. H., Witt, A., & Wong, M. C. (2018). *The Opioid Epidemic in Texas: Current Policies and Possible Policy Reforms*. Report prepared for the Texas House Select Committee on Opioids and Substance Abuse.

## RESEARCH GRANTS/CONTRACTS

National Science Foundation, 12/15/22 – 11/30/2023, “NSF Convergence Accelerator Track J: Artificial-Intelligence-Based Decision Support for Equitable Food and Nutrition Security in the Houston Area,” Ioannis Kakadiaris (PI), Daniel Price (co-PI), Susie Gronseth (co-PI), Junfeng Jiao (co-PI), Norma Olvera (co-PI), Elizabeth Anderson-Fletcher (Senior Personnel), \$749,995.

National Science Foundation, 10/1/21 – 3/31/24, “SCC-CIVIC-FA Track B: Artificial-Intelligence-based Decision Support for Equitable and Resilient Food Distribution during Pandemics and Extreme Weather Events,” Ioannis Kakadiaris (UH, PI), Hiba Baroud (Vanderbilt, co-PI), Aron Laszka (UH, co-PI), Bruce Race (UH, co-PI), Casey Durand (UT Health, co-PI), Elizabeth Anderson-Fletcher (UH, Senior Personnel), Susie Gronseth (UH, Senior Personnel), Kenia Way (Houston Food Bank, Senior Personnel), \$1,199,994.

Michigan Rural EMS Network, Research Contract, 1/2023-5/2023, “Behavioral Health among Rural First Responders,” Sam Leonard (PI), Anka Vujanovic (Collaborator), Elizabeth Anderson-Fletcher (Collaborator), \$5,000 (direct costs).

EM-Solutions/Harris County Fire Marshal's Office, Research Contract, 9/2021- 3/2023, “Impact of Hurricane Harvey on First Responder Behavioral Health,” Anka Vujanovic (PI), Elizabeth Anderson-Fletcher (Collaborator), \$357,720.

National Science Foundation, 1/15/21 – 6/30/21, “SCC-CIVIC-PG Track A: Equitable Food-Security: Disaster-resilient Supply Chains for Pandemics and Extreme Weather Events,” Ioannis Kakadiaris (UH, PI), Hiba Baroud (Vanderbilt, co-PI), Aron Laszka (UH, co-PI), Bruce Race (UH, co-PI), Daphne Hernandez (UT Health, co-PI), Elizabeth Anderson-

Fletcher (UH, Senior Personnel), Susie Gronseth (UH, Senior Personnel), Kenia Way (Houston Food Bank, Senior Personnel), \$49,994.

Office of the Governor, Public Safety Office, State of Texas, Criminal Justice Division, First Responder Mental Health Program, 10/1/20 – 9/30/21, “First Responder Mental Health and Wellness,” Harris County Emergency Services District #13/Cypress Creek Fire Department, Elizabeth Anderson-Fletcher (ESD#13/CCFD, Project Director), Jason Corthell (ESD#13/CCFD, co-Investigator); federal funding authorized under the Victims of Crime Act of 1984 (VOCA) for development of behavioral health program, evidence-based education, and training, \$244,081.56.

Principal Investigator, Interdisciplinary Research Grant, Hobby Center for Public Policy, University of Houston, 2016, “Antecedents, Moderators, and Outcomes of Firefighter Stress,” Richard DeFrank (UH), Co-Investigator, \$25,000.

Principal Investigator, Research Initiation Grant, University of Houston, 1993, “The Development of Computer-based Expert Systems for Electric Utility Peak-shaving Decision Making,” \$6,270.

### **WORK IN PROGRESS**

Lebeaut, A., Zegel, M., Healy, N. A., Anderson-Fletcher, E. A., & Vujanovic, A. A., *Mindfulness, Resilience, and Wellness*. In Buser, S., (co-editor), *First Responder Mental Health: A Clinician's Guide*, Springer

Zvolensky, M. (MPI), Vujanovic, A. (MPI), Gallagher, M. (Co-I), Kauffman, B. (Co-I), Cheney, M. (Co-I), & Anderson-Fletcher, E. (Co-I), “Personalized Feedback Intervention for Hazardous Drinking and PTSD Symptoms among Firefighters,” resubmitted to The National Institute of Alcohol Abuse and Alcoholism, National Institutes of Health, November 2022.

Anderson-Fletcher, E. A., Woller, S. J., Lebeaut, A., & Vujanovic, A. A., “ADHD Symptom Severity, PTSD, Depression, and Suicide Risk Among Firefighters.”

Kakadiaris, I. A., Anderson-Fletcher, E. A., & Vujanovic, A. A., “Developing a Web-Based Serious Game as a Screening Tool for Suicide Surveillance and Prevention in Firefighters.”

### **PRESENTATIONS AND PROCEEDINGS**

“Mental Wellness in First Responder Organizations,” with Jason Corthell, Cypress Creek Fire Department/Harris County ESD 13, Lone Star College-Cy Fair EMT and Paramedic classes, January 27, 2023 and February 24, 2023.

“Implementing Mental Wellness in Your Organization,” with Jason Corthell, Cypress Creek Fire Department/Harris County ESD 13, Texas A&M Engineering Extension Service (TEEX) Leadership Development Symposium, Frisco, Texas, January 9, 2023.

“COVID-19-related medical vulnerability and mental health outcomes among U.S. first responders,” with A. Lebeaut, M. Zegel, S. J. Leonard, N. A. Healy, and A. A. Vujanovic,

in Lebeaut, A. and Zegel, M. (Chairs). *Helping the frontline: Addressing first responder needs and behavioral health outcomes*, 56<sup>th</sup> annual meeting of the Association for Behavioral and Cognitive Therapies, New York, NY, November 17-20, 2022.

“Resilience and distress tolerance among firefighters: Associations with anxiety and depression symptoms,” with M. Zegel, A. Lebeaut, S. J. McGrew, and A.A. Vujanovic, in A. Lebeaut and M. Zegel (Chairs). *Helping the frontline: Addressing first responder needs and behavioral health outcomes*, 56<sup>th</sup> annual meeting of the Association for Behavioral and Cognitive Therapies, New York, NY, November 17-20, 2022.

“Disaster Psychology,” Harris County Community Emergency Response Team (CERT) Basic Training, with Vince Kimble, Cypress Creek Fire Department, July 21, 2022.

“Firefighter Mental Wellness Programs,” The Mikey G. and Mikey D. Show (Mike Gagliano and Mike Dugan), *Fire Engineering*, with Jason Corthell, Cypress Creek Fire Department, June 1, 2022.

“Taking Care of Our Own: Emotional Health and Wellness,” The Honors College Grand Challenge Talk Series, November 10, 2020.

“Emergency Preparedness in Fire/EMS: Emotional Health and Wellness,” Houston Early Research Experience (HERE), The Honors College, August 10, 2020.

“Firefighter Emotional Wellness,” with Jason Corthell, Cypress Creek Fire Department/ESD 13, March 5, 2020.

“Not Just Another Suicide Prevention Training: Practical Approaches for Firefighters,” with Jason Corthell, Fraternal Order of Leatherheads Society (FOOLS) International, The Woodlands Fire Department Emergency Training Center, Conroe, Texas, December 19, 2019.

“Humor as Resilience: The Role of Coping Humor in the Association Between Posttraumatic Stress and Suicidality in Firefighters,” with Lia J. Smith, Jana K. Tran, and Anka A. Vujanovic, poster presented at the 35<sup>th</sup> annual convention of the International Society for Traumatic Stress Studies, Boston, MA, November 14-15, 2019.

“The Role of the Fire Department in Flood Operations,” Houston Early Research Experience (HERE), Honors College, May 21, 2019.

“Behavioral Wellness: Awareness Level Training,” Volunteer and Combination Officers Section (VCOS)/International Association of Fire Chiefs (IAFC) Yellow Ribbon Report-based training, presented with Skip Straus at Spring Fire Department October 9, 2018; Ponderosa Fire Department August 27, 2018.

“Sustaining Human Capital in the Emergency Response Supply Chain: Firefighter Health and Safety,” Houston Early Research Experience (HERE), Honors College, May 18, 2018.

“Beyond the Yellow Ribbon Report: the Next Steps,” with John Buckman, Pat Kenny, and Skip Straus, presented at the Volunteer and Combination Officers Section (VCOS)/International Association of Fire Chiefs (IAFC) Symposium in the Sun, November 11, 2017.

“Beyond the Yellow Ribbon Report: Focus Group on Curriculum Development,” with John Buckman, Pat Kenny, and Skip Straus, presented and facilitated at the Volunteer and Combination Officers Section (VCOS)/International Association of Fire Chiefs (IAFC) Symposium in the Sun, November 10, 2017.

“Saving Houston’s Heroes: Firefighter Stress and Behavioral Health Research,” Houston Early Research Experience (HERE), Honors College, May 17, 2017.

“Behavioral Health in the Fire Service: Suicide Awareness,” Officer Training, Cypress Creek Volunteer Fire Department, April 24, 27, 28, 2017.

“Behavioral Health in the Fire Service: Stress,” Cypress Creek Volunteer Fire Department, March 21, 2017.

“Behavioral Health in the Fire Service: a Suicide Mayday,” with David Roark, Cypress Creek Volunteer Fire Department, October 25, 2016.

“The Texas Health Presbyterian Hospital Ebola Crisis: a Mindfulness Perspective,” with Dusya Vera and JeAnna Abbott, Academy of Management Conference, Anaheim, CA, August 7, 2016.

“The Texas Health Presbyterian Hospital Ebola Crisis: a Perfect Storm of Human Error, Systems Failures, and Lack of Mindfulness,” Associate Deans of Research and Center Directors, July 8, 2016.

“Heat, Humidity, and H<sub>2</sub>O: the Perfect Storm for Zika, Heat Exhaustion, and Stress in Houston,” Houston Early Research Experience (HERE), Honors College, May 19, 2016.

“Customer Service in the Line of Fire,” presented to UH College of Pharmacy staff, July 11, 2014

“Satisfaction with ERP Systems in Supply Chain Operations,” with Michael Murray and Wynne Chin, presented at the International Conference on Partial Least Squares and Related Methods, Houston, Texas, May 19-22, 2012.

“Leadership: Lessons Learned from being Thrown in the Fire,” American Business Women’s Association San Jacinto Chapter, Houston, Texas, May 20, 2012.

“UH Research,” various presentations to constituents of the Division of Research, 2008-2011.

“The Assessment End Game: a Gedankenexperiment,” with David Martin, presented at the AACSB Assessment Conference, December 5, 2008.

“Building an Administrative Infrastructure for Assessment and Accreditation,” with Todd Chaykosky and Miguel Ramos, presented at the Texas A&M University Assessment Conference, February 19, 2008.

“Gedankenexperiment: Designing an Assurance of Learning System without Constraints,” presented at the AACSB Associate Deans Conference, December 14, 2007.

“Assessment in Practice: Building Blocks for Development and Implementation of a Successful Assessment Process,” with David G. Martin and Karen Tarnoff, invited panel, presented at the 2007 Annual Meeting, Decision Sciences Institute, November 17-20, 2007.

“Leadership?,” presented at the American Woman’s Society of Certified Public Accountants’ First Annual Leadership Conference, October 20, 2007.

“Service Quality—the Big Picture,” presented to the UH Human Resources Department, November 9, 2006.

“Assessment: an Implementation Strategy from the Trenches,” presented at the AACSB Continuous Improvement Conference, October 2, 2005.

“A Review of the Medical Errors Research Agenda,” with Ravi S. Behara, and John Valentine, published in the *Proceedings* and presented at the 2001 Annual Meeting, Decision Sciences Institute, November 18-20, 2001.

“Health Care Management: Challenges of Course Development and Teaching,” published in the *Proceedings* and presented at the 1998 Annual Meeting, Decision Sciences Institute, November 22-24, 1998.

“Evaluating Quality in Service Organizations,” presented at the American Women’s Society of Certified Public Accountants Houston Chapter’s September 1998 meeting.

“Evaluating Quality in Service Organizations,” presented at the American Production and Inventory Control Society Houston Chapter’s April 1998 meeting.

“Strategic Quality Management: Manufacturing and Service,” with Sukran Kadipasoglu, published in the *Proceedings* and presented at the 1997 Annual Meeting, Decision Sciences Institute, November 23-25, 1997.

“Teaching Health Care Operations: Merging Business and Medicine,” published in the *Proceedings* and presented at the 1997 Annual Meeting, Decision Sciences Institute, November 23-25, 1997.



“Quality Management Initiatives and Business Outcomes: The Roles of TQM, Re-engineering, ISO 9000, and Baldrige Activities in Firms,” with Basheer M. Khumawala and Abeezer S. Tyebji, published in the *Proceedings* and presented at the 1996 Annual Meeting, Decision Sciences Institute, November 24-26, 1996.

“Evaluating Quality in Fire Service Organizations,” presented at the Southwest Division of the International Association of Fire Chiefs Annual Conference, May 21, 1996.

“Using Control Charts to Measure Service Quality at the University of Texas M. D. Anderson Cancer Center,” with Leonard A. Zwelling, published in the *Proceedings* and presented at the 1995 Annual Meeting, Decision Sciences Institute, November 20-22, 1995.

“Manufacturing vs. Service Concentration in World Economies: A Cyclical Phenomenon,” with Antonio Rios, published in the *Proceedings* and presented at the 1994 Annual Meeting, Decision Sciences Institute, November 20-22, 1994.

“Measuring Service Quality at a University Academic Advising Office,” with Frank Kelley, published in the *Proceedings* and presented at the 1994 Annual Meeting, Decision Sciences Institute, November 20-22, 1994.

“Scheduling Competing Events on a Scarce Resource: A Unique Way to Allocate Student Practice Times on a University Pipe Organ,” published in the *Proceedings* and presented at the 1989 Annual Meeting, Decision Sciences Institute, November 20-22, 1989.

#### **DOCTORAL STUDENT COMMITTEES—CHAIR**

Angela Wicks (Operations Management), 2001-2005, Dissertation: “The Development and Evaluation of a Patient Satisfaction Model for Health Service Organizations”

#### **DOCTORAL STUDENT COMMITTEES—MEMBER**

Reza Vaezi (Management Information Systems), 2012

John Visich (Operations Management), 2000-2002

Faiza Zalila (Operations Management), 2000-2002

Salima Delhoum (Industrial Engineering), 1999

Staci Smith (Statistics and Operations Research), 1998

Karl Kampschroeder (Marketing), 1997

Brad Silver (Operations Management), 1995-1996

Andrew Tiger (Industrial Engineering), 1994-1995

Zell Cantrell (Operations Management), 1994-1995

Ray Forsthoffer (Operations Management), 1993-1995

#### **UNDERGRADUATE HONORS THESIS COMMITTEES—CHAIR**

Giancarlo Vertti, “Firefighter Moral Injury and the Over-masculinization of Heroism,” Health and Human Performance, Spring 2023 to Fall 2023.

Sangeetha Ranadeeve, “Using Twitter Data to Examine Compassion Fatigue in Frontline Healthcare Workers Before and After the Onset of the COVID-19 Pandemic,” Supply Chain Management, Fall 2020 to Spring 2021; Outstanding Thesis Award, June 2021.

Salman Farooqui, “An Improvement Framework for the Pharmaceutical Value Chain: Using Lean Methodologies to Create a Patient-centered Supply Chain,” Supply Chain Management, Fall 2020 to Spring 2021.

Hadiqa Memon, “Analyzing Centralized vs. Decentralized Drug Delivery Methods to Improve Healthcare Quality,” Departments of Finance and Biology, Fall 2017 to Spring 2018.

Mariah Wills, “Personality Hardiness, Resilience, and Compassion Fatigue in Traumatic Brain Injury Rehabilitation Health Care Workers,” Department of Management, Fall 2015 to Spring 2016; Outstanding Thesis Award, May 2016.

#### **UNDERGRADUATE HONORS THESIS COMMITTEES—READER**

Jack Reader, “Commodity Price Influence in Energy M&A,” Department of Finance, Fall 2015 to Fall 2016.

Sheryl Herin-Devereaux, “Making Sense of the Middle Income and Income Inequality Dispute,” Department of Political Science, Fall 2013 to Spring 2014.

#### **OTHER UNDERGRADUATE MENTORED RESEARCH**

Skylar Achez, “Addressing the Healthcare Supply Chain Crisis Amidst the Coronavirus Outbreak,” independent study, SCM 4398, Fall 2021.

Salman Iqbal, “Drug Discovery and the Upstream Pharmaceutical Supply Chain,” Summer Undergraduate Research Fellowship (SURF), Summer 2021.

Ruben Distinguin, “A Supply Chain Perspective of the U.S. Opioid Crisis,” independent study, SCM 4398, Spring 2020.

Sangeetha Ranadeeve, “Using Supply Chain Management Principles to Improve the Post-Traumatic Stress Disorder Treatment Process at the VA Hospital,” Summer Undergraduate Research Fellowship (SURF), Summer 2019.

Salmon Farooqui, “Using Supply Chain Management Principles to Improve the Organ Donation Process,” Summer Undergraduate Research Fellowship (SURF), Summer 2018; the Provost highlighted this project in her opening remarks at Undergraduate Research Day, October 18, 2018; he was also asked to present his poster at the Board of Regents meeting, November 15, 2018.

Kyle Horn, “Supply Chain Management in Disaster Response: Lessons from Zika,” Provost’s Undergraduate Research Scholarship (PURS), Fall 2016.

Hadiqa Memon, “*Primum non nocere: Applying Business Principles to Analyze Medical Errors*,” Summer Undergraduate Research Fellowship (SURF), Summer 2016.

Asit Shah, “Optimizing Humanitarian Supply Chains to End Infectious Disease Epidemics,” Provost’s Undergraduate Research Scholarship (PURS), Spring 2016.

Dami Kehinde, “The African Health Care System,” independent study, SCM 4398, Fall 2015.

William Solomon, “Teacher Bonuses and Standardized Test Scores,” Summer Undergraduate Research Fellowship (SURF), Summer 2015.

Priyanka Savant, “The Impact of Healthcare Information Technology on Reducing Medical Errors and Improving Patient Safety,” independent study, Summer 2015.

Mark Wedemeyer, “Mental Health in First Responders: Suicide in the Fire Service,” independent study, SCM 4398, Spring 2015.

Adam McBride, “Analyzing the Impact of a Lean Mindset on Future Performance Metrics,” Provost’s Undergraduate Research Scholarship (PURS), Fall 2014.

### **SCHOLARLY HONORS AND AWARDS**

Society of Fellows of the Honors College, inducted February 5, 2016.

C. T. Bauer College of Business Executive MBA Faculty Fellow, 2002-2003.

C. T. Bauer College of Business Executive MBA Alumni Distinguished Faculty Award, 2001.

University of Houston College of Business Administration Melcher Faculty Service Fellow, 2000.

University of Houston College of Business Administration Melcher Faculty Research Fellow, 1999.

University of Houston College of Business Administration Melcher Faculty Service Fellow, 1998.

University of Houston College of Business Administration Melcher Award for Teaching Excellence by a Doctoral Candidate, 1991.

Society of Logistics Engineers, Logistics Education Foundation Scholarship Award, September 1989.

## **REVIEWING ACTIVITIES**

*Journal of Humanitarian Logistics and Supply Chain Management*  
*Management Science*

*International Journal of Forecasting*

*Journal of Operations Management*

*European Journal of Operational Research*

*International Journal for Quality in Health Care*

*Socio-Economic Planning Sciences: The International Journal of Public Sector Decision Making*

AACSB Assessment Conference, 2011 and 2012

Decision Sciences Institute 1995, 1996, 1997, 1998 Annual Meetings

Academy of Management National Conference, 1996

Academy of Business Administration National Conference, 1996

## **TEACHING ACTIVITIES**

*Undergraduate Courses:*

SCM 3301H: Supply Chain Management (Honors)

SCM 3301: Supply Chain Management (Mass Section)

SCM 4301: Logistics Management

SCM 4397: Supply Chain and Logistics Management

DISC 3301: Production and Operations Management

DISC 4363: Service Operations Management

DISC 4365: Production and Logistics Operations Analysis

DISC 4366: Manufacturing and Distribution Management

DISC 4397: Health Care Operations Management

*Graduate Courses—Master's Level:*

DISC 6301: Production and Operations Management (including Executive MBA)

DISC 7361: Service Operations Management

DISC 7365: Manufacturing and Distribution Technology

DISC 7366: Distribution Problems and Logistics

DISC 7397: Health Care Operations Management

*Graduate Courses—Doctoral Level:*

DISC 8397: Doctoral Seminar in Operations Management

*Executive Education and Seminars*

“Taking Care of Our Own: Changing the Culture to Reduce Stress in the Workplace,”  
International Executive Education Training Program, Susanne M. Glasscock School of  
Continuing Studies, Rice University, September 17, 2018.

“Taking Care of Our Own,” Women in Leadership Conference: Bring Your Whole Self to Work, January 27, 2017 and January 19, 2018.

“Applied Assessment Seminar: Student Learning as a Way of Life,” AACSB, March 2006 to June 2013, with David G. Martin, Dean, College of Business, St. John Fisher University.

“Executive MBA Math Review,” 1990 to 2007 annually; 2012.

“Analytical Foundations: Review of Quantitative Methods,” 1998-2001, annually.

“Managing Production and Operations,” Center for Executive Development and Center for Global Manufacturing, 1991-1997.

“Managing Health Care Operations,” Center for Executive Development, January 1997.

### *New Course Development*

DISC 4363/7361 Service Operations Management—developed and first offered in 1991 with substantial revisions in 1993, 1995, 1997, and 2002. The course explores the operating characteristics unique to service organizations, which present different challenges than those typically found in manufacturing. The course has been structured according to a seminar format, using journal articles, Harvard Business School cases, and guest speakers from private and public sector service organizations. The students work in groups on projects to gain hands-on experience in analyzing problems of particular service organizations.

DISC 4397/7397 Health Care Operations Management—developed in 1997 and first offered in Spring 1998. Topics such as quality, reengineering, inventory management, resource allocation, and personnel scheduling have become critical in the highly-competitive health care arena, particularly in the wake of federal attempts at health care reform. The course presents qualitative concepts and quantitative tools, balancing theory and practice. Students are required to complete a group research project at a health care institution.

### **SELECTED UNIVERSITY, PROFESSIONAL, AND COMMUNITY SERVICE**

Firefighter, Cypress Creek Fire Department/Harris County ESD 13, September 2011 to present; Captain, May 2022 to present; Chaplain, June 2021 to present; Health and Safety Officer, Associate Director of Mental Wellness, May 2019 to present.

Board of Directors, Emergency Chaplain Group/Emergency Ministries, October 2014 to December 2020; President, January 2018 to December 2020; Interim CEO, July 2018 to February 2019; Secretary, 2016 to 2018; Strategic Planning Chair, 2015.

DISC Faculty Search Committee, August 2020 to present.

Chair, Hobby School of Public Affairs MPA Transition Team, August 2021 to present.

Hobby School of Public Affairs Faculty Recruiting Committee, August 2020 to August 2022.

Hobby School of Public Affairs Dean Search Committee, August 2019 to January 2020.

Advisory Committee for Vladimir Ivkovic's Mentored Research Scientist Development Award: "Validating Multimodality Brain and Psychophysiological Monitoring for Assessment and Prediction of Post-Traumatic Stress in First Responders," 2018 to present.

Chair, Master of Public Policy Assurance of Learning and Assessment Program, Hobby School of Public Affairs, January 2018 to present.

University of Houston Medical Education Committee (Learning Environment and Faculty Subcommittee), October 2017 to December 2019.

Faculty Research Fellow, Hobby School of Public Affairs, January 2011 to present.

Moderator, "Efficiency vs. Quality in Emergencies: Disaster and Recovery," Healthcare Symposium, Business Healthcare Alliance, October 26, 2018; panelists: Chief Brian Bayani, Chaplain Paul Tabor.

Volunteer and Combination Officers Section (VCOS)/International Association of Fire Chiefs (IAFC) Mental Wellness Curriculum Development Task Force, July 2017 to December 2018.

Chair, Teaching Effectiveness Task Force, C. T. Bauer College of Business, Spring 2018.

Volunteer and Combination Officers Section (VCOS)/International Association of Fire Chiefs (IAFC) Yellow Ribbon Report Development Team, October 2016-July 2017.

City of Houston, Mayor Sylvester Turner's Transition Team, January-March, 2016.

Participant, Ernst & Young Foundation's 8th Annual Campus Diversity and Inclusiveness Roundtable, January 6-7, 2016, New York City.

Grading Task Force, C. T. Bauer College of Business, 2016.

Working Families Initiative Task Force, C. T. Bauer College of Business, 2015-2016.

UH Campus Emergency Response Team (UH CERT), Department of Public Safety, University of Houston, Harris County Emergency Management Bureau, Spring 2013 to present.

Staff Development Task Force, Subcommittee of Strategic Planning Committee, C. T. Bauer College of Business, 2014.

Board Member, Houston Advanced Research Center (HARC), June 2010 to December 2011.

UH Radiation Safety Committee (required member to make quorum), June 2010 to December 2011.

UH Conflict of Interest Committee, 2008 to 2011.

UH Environmental Risk Management Committee, 2008 to 2011.

UH Facilities Master Planning Committee, Capital Renewal and Deferred Maintenance Committee, Facilities Executive Committee, Construction and Financial Planning Committee, 2008 to 2011.

UH SACS QEP Assessment Task Force, 2006 to 2011.

Board Member, Gulf Coast Veterinary Foundation, 2003-2005.

Proceedings Editor, Decision Sciences Institute 6<sup>th</sup> Annual International Conference, Chihuahua, Mexico, July 2001.

Network Advisory Committee, Mental Health and Mental Retardation Authority of Harris County, 2000-2001.

College of Business Administration Dean Search Committee, Fall 1998 to Spring 2001.

College of Business Administration Health Care Executive MBA Task Force, Fall 1999 to Fall 2000.

Faculty Senator from the College of Business Administration, January 1998 to July 2001.

Chair, Faculty Senate Faculty Affairs Committee, 2001.

Judge, *2000 Houston Torch Awards for Excellence*, 2000.

Faculty Senate Faculty Affairs Committee, 1999, 2000.

Faculty Senate Educational Policies and Student Affairs Committee, 1998.

University of Houston Division of Health Sciences and Health Professions Committee, task force initiated by Executive Vice President for Academic Affairs and Provost to study the feasibility of developing a Division of Health Sciences and Health Professions in partnership with the Texas Medical Center, Spring 1997 to Fall 1999.

College of Business Administration Academic Honesty Committee, September 1995 to August 1998.

Judge, *Houston Awards for Quality*, 1995 to 1998.

Judge, *Arthur Andersen Enterprise Awards for Best Practice*, 1996.