

# CURRICULUM VITAE

## Lori S. Cook

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## EDUCATION

- Ph.D.** University of Louisville, Louisville, KY  
Industrial Engineering  
Dissertation: *Factor Screening Designs for Multiple Response Computer Simulation Models*
- University of Cincinnati, Cincinnati, OH  
Graduate studies in Industrial Engineering
- M.Eng.** University of Louisville, Louisville, KY  
Industrial Engineering  
Thesis: *A SIMAN Simulation of a Receiving and Distribution System Design*
- B.S.** University of Louisville, Louisville, KY  
Industrial Engineering
- University of Kentucky, Lexington, KY  
Undergraduate studies in Engineering

## EMPLOYMENT

- June 2006 - Present: **DePaul University**, Chicago, Illinois  
Associate Professor with Tenure, Department of Management
- September 1999 - 2006: **DePaul University**, Chicago, Illinois  
Assistant Professor, Department of Management
- September 1998 - September 1999: **DePaul University**, Chicago, Illinois  
Visiting Assistant Professor, Department of Management
- January 1993 - August 1998: **Southern Polytechnic State University**, Marietta, Georgia  
Associate Professor (granted tenure), Department of Industrial Engineering Technology  
Coordinator, Master of Science in Quality Assurance Program
- July 2004 - August 2004: **University of Louisville**, Louisville, Kentucky  
Visiting Assistant Professor, Department of Industrial Engineering
- July 1997 - August 1997: **Virginia Polytechnic Institute and State University**, Blacksburg, Virginia,  
Visiting Associate Professor, Department of Industrial and Systems Engineering
- May 1989 - August 1991: **Kentucky Fried Chicken Corporation**, Louisville, Kentucky  
Operations Engineer, Department of Research & Development
- January 1987 - May 1989: **ARMCO Eastern Steel Division**, Middletown, Ohio  
Industrial Engineer, Operations Analysis Department

## EDUCATIONAL ACTIVITIES

### **Courses Taught at DePaul University:**

- MGT 301 - Managerial Concepts and Practices II
- MGT 322 - Management and Measurement of Quality
- MGT 502 - Managing Operations for Competitive Advantage
- MGT 508 - Quality Management Systems

### **Courses Taught at Southern Polytechnic State University:**

- IET 101 - Industrial Engineering Technology Software (B.S.)
- IET 403 - Analysis of Technical Data (B.S.)
- IET 405 - Operations Research (B.S.)
- IET 424 - Engineering Economy (B.S.)
- QA 511 - Statistics for Quality Assurance (M.S.)
- QA 611 - Advanced Statistical Applications (M.S.)
- QA 703 - Quality Costs and Supplier Evaluations (M.S.)
- QA 715 - Quality Systems Simulation (M.S.)
- QA 735 - Graduate Quality Seminar (M.S.)

-Served on over **30** Master of Science in Quality Assurance (MSQA) project/thesis committees.

### **Courses Taught at Virginia Polytechnic Institute and State University:**

- ISE 3214 - Facility Planning and Material Handling (B.S.)
- ISE 3424 - Discrete Event Simulation (B.S.)

### **Courses Taught at University of Louisville:**

- IE 415 - Operations Research (B.S.)
- EM 515 - Operations Research I (M.S.)

### **University, College and Departmental Committees at DePaul University:**

#### ***University:***

- Faculty Council representative for the College of Commerce, elected for three-year term (Summer 2006-2009)
- Member of Committee on Committees, (2006-present)
- Faculty Council representative (alternate) for the College of Commerce, elected for one year term (Summer 2002-2003 & Summer 2005-2006).

#### ***College of Commerce:***

- Member of Faculty Advisory Committee (Fall 2007- present)
- Member of Innovation Committee (Fall 2006-2008)
- Member of Dean Search Committee (Fall 2005-2006)
- Member of Technology Policy Committee (2003-2005)
- Served as Undergraduate Advisor for Incoming Freshman (Summer 2004, Summer 2006, Summer 2007, Summer 2008)
- Member of Grade Challenge Committee (2000-2003)
- Served on a cross-functional task force responsible for designing an MBA concentration dealing with Enterprise Resource Planning (1999-2000)

#### ***Management Department:***

- Chair of Management Department Retention, Promotion & Tenure Committee (2008-present)
- Member of Management Department Promotion & Tenure Task Force (2007-2008)
- Member of Management Department Curriculum Committee (2006-2007)
- Member of Teaching and Technology Committee (2003-2006)
- Member of Personnel Committee, elected for two-year term (2001-2003)
- Appointed by the Dean to the Management Department Chair Search Committee (Fall 2002-2003)
- Member of Operations Management Faculty Search Committee (2002-2004)

- Member of Technology Team (Fall 2001-2003)
- Member of Continuous Improvement Team (2000-2001)
- Member of departmental committee for organizing and conducting service project (1999-2000)

## INDUSTRIAL/MANAGEMENT CONSULTING AND TRAINING ACTIVITIES

**January 1994 - Present:** Developed and conducted short courses and training programs for technicians, engineers and managers, including the following topics:

- Basic Mathematics
- Design of Experiments
- Introductory and Advanced Statistics
- Performance Excellence
- Production and Inventory Control
- Business Process Design
- Gage Repeatability & Reproducibility Studies
- Just-in-Time Concepts
- Process Management
- Total Quality Management

**January 1994 - Present:** Provided industrial engineering, quality, and management support through project-oriented work and training for the following companies and organizations:

- American Society of Quality, Southeastern Chapter
- Cabot Corporation (GA)
- Ciba Vision Corporation (GA)
- Dittler Brothers (GA)
- Lanier Worldwide (GA)
- Lincoln Foundation (IL)
- Management Development Center (IL)
- Peachtree Doors & Windows (GA)
- Standard Products (GA)
- ZF Industries (GA)
- Bandag Inc. (GA)
- Center for Quality Excellence (GA)
- Delta Dental of IL (IL)
- Georgia Oglethorpe Award Process, Inc.
- Lexington Components (GA)
- Lockheed Aeronautical Systems(GA)
- Oglethorpe Power Corporation (GA)
- Scientific Atlanta (GA)
- Tascor (GA)

## PUBLICATIONS

Olson, J.R, Belohlav, J.A., Cook,L.S and Hays, J.M, "Examining Quality Improvement Programs: The Case of Minnesota Hospitals." *Health Services Research*, Volume 43, Issue 5, 2008, pp 1787-1806.

Sengupta, K., Heiser, D. and Cook, L., "Manufacturing and Service Supply Chain Performance: A Comparative Analysis." *The Journal of Supply Chain Management*, Volume 42 (4), 2006 pp. 4-15.

Cook, L.S. and Olson, J., "The Sky's the Limit: An Activity for Teaching Project Management." *Journal of Management Education*, June 2006, 30, pp 404-420.

Reinhardt G., and Cook, L.S., "Is this a Game or a Learning Moment?" *Decision Sciences Journal of Innovative Education*, Volume 4, Issue 2, 2006, pp 301-304.

Cook, L.S. and Belohlav, J.A., "To Be or Not To Be - That is the Question...The Case for Serving as a Quality Award Examiner." *POMS Chronicle*, Volume 12, No 1, 2005, pp.7-9.

Belohlav, J.A., Cook, L.S. and Heiser, D., "Using the Malcolm Baldrige National Quality Award in Teaching: One Criteria, Several Perspectives." *Decision Sciences Journal of Innovative Education*, Volume 2, Issue 2, July 2004, pp. 153-176.

Cook, L.S. and Gargeya, V., "What is the True Meaning of POM Education: One Perspective." *POMS Chronicle*, Volume 11, No 1, 2004, pp.6-7.

Cook, L.S., Bowen, D.E., Chase, R.E., Dasu, S., Stewart, D.M. and Tansik D.A., "Human Issues in Service Design." *Journal of Operations Management*, Volume 20, Issue 2, April 2002, pp. 159-174.

Cook, L.S. and Verma, R., "Exploring the Linkages between Quality System, Service Quality and Performance Excellence: Service Providers Perspectives." *Quality Management Journal*, Volume 9, No. 2, April 2002, pp. 44-56.

## **CURRENT RESEARCH:**

Cook, L.S., Heiser, D. and Sengupta, K., "The Effect of Organizational Attributes on Supply Chain Practice and Priorities." *International Journal of Operations And Production Management*. **Status:** Manuscript under revision

Joint research with James Belohlav and David Drehmer, "Organizational Values: The Critical Link to Performance Excellence," **Status:** Manuscript in progress

## **PROFESSIONAL ACTIVITIES**

### **Conference Proceedings Papers and Presentations:**

Berry, T, L. Cook , N. Hill and K Stevens, "An Exploratory Analysis of Students' Use of the Textbook." Proceedings of the Joint Conference Financial Education Association (FEA) and Academy of Business Education (ABE), Hilton Head, SC, Vol 9, Sept. 2008.

Belohlav, J, L.S. Cook and D.E. Drehmer, "All Organizational Programs Are Created Equal." Midwest Business Administration Association Conference, Chicago, IL, March 2007.

Thompson, K., L.S. Cook and N. Mathys, "Learning from a Baldrige Winner in Education." Proceedings of Midwest Academy of Management, Minneapolis, MN, April 2004.

Belohlav, J., L.S. Cook, and D. Heiser, "Using the Malcolm Baldrige National Quality Award in Teaching: One Criteria, Several Perspectives." Proceedings of the Decision Sciences Institutes Annual Meeting, Washington DC, November 2003.

Cook, L.S. and D. Heiser, "Pushing the Boundaries: Redefining Operations Management Curriculum." Proceedings of the Decision Sciences Institutes Annual Meeting, San Francisco, November 2001.

Cook, L.S. and R. Verma, "Exploring the Linkages Between Quality System, Service Quality and Performance Excellence: Service Providers Perspectives." Proceedings of the Academy of Management, Washington DC, August 2001.

Thompson, K., L.S. Cook and N. Mathys, "The Baldrige Criteria Applied to the Design & Delivery of Management Courses." Proceedings of Midwest Academy of Management, Toledo, OH, April 2001.

Aft, L. and L.S. Cook, "MSQA On-line: An Initial Assessment," Proceedings 1998 National American Society for Engineering Education Conference, Seattle, WA, June 1998.

Aft, L. and L.S. Cook, "MSQA On-line: An Initial Assessment." Proceedings 1998 American Society for Engineering Education, Southeastern Section Meeting, Orlando, FL, April 1998.

Aft, L. and L.S. Cook, "Merging Academic and Business Requirements Into A Graduate Degree In Quality," Proceedings 1997 American Society for Engineering Education, Southeastern Section Meeting, Atlanta, GA, April 1997.

Biles,W.E., G.E. Evans, Y. Khaskina, and L.S. Cook, "A Best-of-k Approach to Simulation Optimization with Complex Search," Proceedings of the Second International Workshop on

Mathematical Methods and Stochastic Simulation and Experimental Design, St. Petersburg Russia, June 1996.

Biles, W.E and L.S. Cook, "A Factor Screening Methodology for Multiple Simulation Response Studies," Proceedings of the First Annual International Workshop on Mathematical Methods and Tools In Computer Simulation, St. Petersburg Russia, May 1994.

Cook, L.S., "Applying Factor Screening Methodologies in Simulation Modeling," Proceedings of the 1993 Winter Simulation Conference, pp. 1376-1377, 1993.

Cook, L.S., "Factor Screening of Multiple Responses," Proceedings of the 1992 Winter Simulation Conference, pp. 174-180, 1992.

### **Conference Presentation (no proceedings paper):**

Conference presentation with James Belohlav, John Olson and David Drehmer, "High Performance Quality: A Comparison of Minnesota Hospitals & Award Winning Hospitals " Decision Sciences Institutes Annual Meeting, Baltimore, MD, November 2008.

Invited presentation and panelist member, "Service Innovation –The Performance Excellence Conundrum," Decision Sciences Institutes Annual Meeting, Phoenix, AZ, November 2007.

Invited presentation for Outstanding Teaching Brief with Gilles Reinhardt, "Is This a Game or a Learning Moment?," Decision Sciences Institutes Annual Meeting, Phoenix, AZ, November 2007.

Conference presentation with James Belohlav and David Drehmer, "Extending the cumulative capability model" Decision Sciences Institutes Annual Meeting, Phoenix, AZ, November 2007.

Conference presentation, "High Performance Quality Management Systems: The Performance Excellence Conundrum", Decision Sciences Institutes Annual Meeting, San Antonio, TX, November 2006.

Conference presentation, "Reflections on Teaching: What are your Guiding Principles?", Decision Sciences Institutes Annual Meeting, San Antonio, TX, November 2006.

Conference presentation with James Belohlav and David Drehmer, "High Performance Culture: Opportunity or Delusion?" Decision Sciences Institutes Annual Meeting, San Antonio, TX, November 2006.

Conference presentation with James Belohlav, "The Link between Core Values and Performance Excellence" Decision Sciences Institutes Annual Meeting, San Francisco, CA, November 2005.

Invited speaker, "The Performance Excellence Conundrum: A Critical Assessment of Six Sigma, Baldrige and ISO." American Society of Quality Control Southeastern Quality Conference, Atlanta, GA, October 2005.

Invited participant with Mark Davis, Larry Menor and Rohit Verma, "Workshop - Use of Technology in the OM Classroom" Production and Operations Management Society Annual Meeting, Chicago, IL, April 2005.

Conference presentation with John Olson, "Experiential Learning in an Operations Management Course: Lessons Learned" Production and Operations Management Society Annual Meeting, Chicago, IL, April 2005.

Conference presentation with Daniel Heiser, Gerry Asae and Charles Peterson, "An Exploratory Study of Project Management Practices" Production and Operations Management Society Annual Meeting, Chicago, IL, April 2005.

Conference presentation with Daniel Heiser, Gerry Asae and Charles Peterson, "Product and Process Design: Success or Failure" Production and Operations Management Society Annual Meeting, Chicago, IL, April 2005.

Conference presentation with James Belohlav, "The Integrating Link to Performance Excellence: Core Values" Decision Sciences Institutes Annual Meeting, Boston, MA, November 2004.

Conference presentation with Gilles Reinhardt, "Who Wants to Have a Millionaire Review Session: Assessing Student Learning Made Fun" Decision Sciences Institutes Annual Meeting, Boston, MA, November 2004.

Conference presentation with John Olson, "Experiential Learning in an Operations Management Course: Lessons Learned" Decision Sciences Institutes Annual Meeting, Boston, MA, November 2004.

Conference presentation with Daniel Heiser, "Quality Control and Improvement: A Comparison of Academic and Industry Priorities" Decision Sciences Institutes Annual Meeting, Boston, MA, November 2004.

Conference presentation with Daniel Heiser, "Project Management: A Comparison of Academic and Industry Priorities" Decision Sciences Institutes Annual Meeting, Boston, MA, November 2004.

Conference presentation with Daniel Heiser and John Olson, "Supply Chain Partners: Myth or Reality?" Decision Sciences Institutes Annual Meeting, Washington DC, November 2003.

Conference presentation with John Olson, "Build It and They Will Learn: Creating an Experiential Learning Activity in an Operations Management Course" Decision Sciences Institutes Annual Meeting, Washington DC, November 2003.

Conference presentation with Daniel Heiser, "The Effect of Managerial Priorities on Supply Chain Performance." Decision Sciences Institutes Annual Meeting, San Diego, November 2002.

Conference presentation, "Measurement of Service Quality in the Retail Banking Industry." Decision Sciences Institutes Annual Meeting, San Diego, CA, November 2002.

Conference presentation with Daniel Heiser, "Supply Chain Management: A Comparison of Academic and Industry Priorities." Production and Operations Management Society Annual Meeting, San Francisco, April 2002.

Conference presentation with Jill Kickul, "Exceeding Their Expectations: Accounting for the Customers Psychological Contract." Decision Sciences Institutes Annual Meeting, San Francisco, November 2001.

Conference presentation with Jill Kickul and Rohit Verma, "Validating the Linkages Between Quality System, Service Quality and Performance Excellence: A Test of An Integrated Model." Decision Sciences Institutes Annual Meeting, San Francisco, November 2001.

Conference presentation with Rohit Verma, "Exploring The Linkages Between Quality Culture and Performance Excellence." Production and Operations Management Society Annual Meeting, Orlando, FL, April 2001.

Workshop/panel member with James Belohlav, Daniel Heiser and Rohit Verma, "Enhancing Management Courses by Utilizing the Baldrige Criteria for Performance Excellence." Midwest Business Administration Association Conference, Chicago, IL, March 2001.

Panel member with David Bowen, Richard Chase, Doug Stewart and David Tansik, "New Issues and Opportunities in Service Design Research – Human Issues in Service Designs." Decision Sciences Institutes Annual Meeting, Orlando, November 2000.

Workshop/panel member with James Belohlav, Daniel Heiser and Rohit Verma, "Using the Malcolm Baldrige National Quality Award Criteria in the Classroom." Decision Sciences Institutes Annual Meeting, Orlando, November 2000.

Conference presentation with Rohit Verma, "Quality Culture, Strategic Consensus and Performance in Service Organizations." AMA/INFORMS Frontiers In Services Conference, Nashville, September 2000.

Conference presentation with Daniel Heiser, "Perceived Product Quality: A Conceptual Model." Production and Operations Management Society Annual Meeting, San Antonio, Texas, April 2000.

Conference presentation, "Merging Academic and Business Requirements Into A Graduate Degree In Quality." 1998 Georgia Oglethorpe Annual Conference, Pine Mountain, GA, March 1998.

Invited speaker, "Reengineering Industrial Engineering Education." Ergonomics and Work Measurement Division Conference, West Lafayette, IN, October 1996.

Invited speaker, "Master of Science in Quality Assurance at SPSU: A New Approach to Teaching Quality." American Society for Quality Control Student Chapter, Marietta, GA, November 1995.

Invited speaker, "Using Simulation Modeling to Enhance Quality: A Tutorial." American Society of Quality Control Southeastern Quality Conference, Atlanta, GA, October 1995.

Invited speaker, "Master of Science in Quality Assurance at SPSU: A New Approach to Teaching Quality." American Society for Quality Control, North Georgia Senior Chapter, March 1995.

Invited speaker, "Simulation Applications at Kentucky Fried Chicken." Pritsker Corporation Users Conference, Indianapolis, IN, May 1990.

Conference presentation, "Simulation Applications at Kentucky Fried Chicken." Manufacturing International '90, Atlanta, GA, March 1990.

## **GRANTS:**

- Awarded \$10,000 Competitive Summer Research Grant for "The Quest for the Organizational Holy Grail: A Critical Examination of Organizational Programs " with James Belohlav, 2008.

- Awarded \$15,000 Competitive Summer Research Grant for "Health Care Management: A Crisis in the Making?" with James Belohlav, 2007.

- Awarded \$15,000 Competitive Summer Research Grant for "High Performance Culture: Opportunity or Delusion?" with James Belohlav, 2006.

- Awarded DePaul University Undergraduate Research Assistant Grant for Fall (2006) "An Exploratory Analysis of Core Values and Performance Excellence".

-Awarded \$3000 Competitive Research Grant for “Organizational Values: The Critical Link to Performance Excellence,” with James Belohlav, 2004-2005.

-Awarded Paid Research Leave, “Organizational Values: The Critical Link to Performance Excellence,” Fall (2004).

- Awarded DePaul University Undergraduate Research Assistant Grant for Spring (2004), Winter (2005), Spring (2005), Summer (2005) and Fall (2005) “Core Values: The Integrating Link to Performance Excellence.”

- Awarded \$3000 Quality of Instruction Council Grant for “Pushing the Boundaries: Redefining Operations Management Curriculum,” with Daniel Heiser, 2000-2001.

- Awarded \$2500 Competitive Research Grant for “Quality Culture, Strategic Consensus and Performance in the Banking Industry,” with Rohit Verma, 2000-2001.

- Awarded DePaul University Undergraduate Research Assistant Grant for Summer (2000), Fall (2000), Winter (2001), Spring (2001) and Summer (2001) for “Strategic Analysis of Quality Culture.”

### **Professional Awards and Honors:**

- Quality of Instruction Council Excellence in Teaching Award, DePaul University, Spring 2005
- “Management Departmental Teaching Award”, DePaul University, Spring 2003
- “Outstanding Young Engineer Award,” JB Speed Scientific School, University of Louisville, 1993
- Tau Beta Pi Honorary Society
- Alpha Pi Mu Honorary Society

### **Professional Service Activities:**

- Board of Examiners & Senior Examiner, Illinois Lincoln Award for Excellence, 2000-2008
- Member of Editorial Board, *Quality Management Journal*, 2007-present
- Co-Associate Editor for POM Education, *POMS Chronicle*, 2003-2007
- Reviewer, *Quality Management Journal*, 2007 -present
- Reviewer, *International Journal of Production & Operations Management*, 2007
- Reviewer (ad hoc), *Journal of Operations Management*, 2004
- Reviewer, Decision Science Conference, 2002, 2003 & 2004
- Reviewer, Academy of Management Conference, OM Division, 2001 & 2002
- Reviewer (ad hoc), *Production and Operations Management Journal*, 2000
- Reviewer, American Society for Engineering Education Southeastern Regional Conference, 1997&1998
- Volunteer, Georgia Oglethorpe Quality Award, 1997
- Reviewer, American Society for Quality Control Research Proposals, 1995 & 1996

## **Conference Sessions Organized and/or Chaired:**

### ***Organizing Committees:***

- Member of Innovation Education Award Committee, 2008 Decision Sciences Institutes Annual Meeting, Baltimore, MD.
- Member of Innovation Education Award Committee, 2007 Decision Sciences Institutes Annual Meeting, Phoenix, AZ.
- Member of Innovation Education Award Committee, 2006 Decision Sciences Institutes Annual Meeting, San Antonio, TX.
- Planning committee, 2003 Decision Sciences Institutes Annual Meeting, Washington DC.
- Co-coordinator of the Mini-Conference on "Technology in the Classroom", 2003 Decision Sciences Institutes Annual Meeting, Washington DC.
- Member of Conference Organizing Committee and Session Chairman, American Society of Quality Southeastern Quality Conference, Atlanta, GA, October 1997.
- Member of Conference Organizing Committee and Session Chairman, American Society of Quality Southeastern Quality Conference, Atlanta, GA, October 1996.

### ***Session Chairman:***

- Decision Sciences Institutes Annual Meeting, San Antonio, TX, November 2006
- Decision Sciences Institutes Annual Meeting, Boston, MA, November 2004
- Decision Sciences Institutes Annual Meeting, Washington DC, November 2003
- Production and Operations Management Society Annual Meeting, Chicago, IL, April 2005
- Production and Operations Management Society Annual Meeting, Orlando, FL, April 2001
- AMA/INFORMS Frontiers In Services Conference, Nashville, TN, October 2000
- IIE Society for Work Science Conference, Atlanta, GA, October 1997
- American Society of Quality Southeastern Quality Conference, Atlanta, GA, October 1995
- Institute of Industrial Engineering Work Measurements Conference, Atlanta, GA, November 1994
- 1993 Winter Simulation Conference, Los Angeles, CA, December 1993

## **Professional Affiliations:**

- American Society of Quality (ASQ)- ASQ Certified Quality Engineer, 1998, 2002, 2005
- Decision Science Institute (DSI)
- Production & Operations Management Society (POMS)

## **Community Volunteer Activities:**

- Board member, Girls on the Run, Chicago Inc., 2000-2002
- Coach, Girls on the Run, Chicago area programs, 1999-2002
- Board member, 3762 Fremont Condominium Association, 2000-2003
- Volunteer, Children's Memorial Hospital, 2001
- Volunteer, Neighborhood Boys and Girls Club (Chicago), 1999-2000
- Volunteer, Christmas in April, Inc., 1999-2000