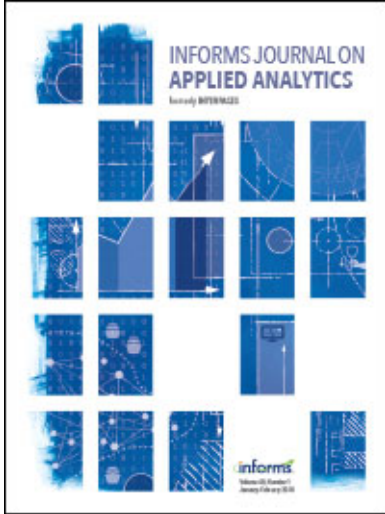




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Rod Case is director of product design at Canadian Pacific Railway (CPR). His team is responsible for constructing and implementing the integrated operating plan, which encompasses the block and train plans and train schedules. During his 14 years with the CPR he has worked on track maintenance, project engineering, labor relations, IT project management, process re-engineering, and operations planning. In 2001, he took a sabbatical to earn his master's in logistics from Cranfield U, working in Deutsche Bahn's planning group as part of his degree requirements.

Barrett Crane joined Hewlett-Packard in 1996 and leads HP's digital camera supply-chain development efforts. His special interest in identifying and creating common tools for HP business units to use to collaboratively design and analyze supply chains led to the deployment of the PowerChain tool within HP. Prior to this work, he managed the imaging components supply base on the development team for HP's first two internally developed digital cameras, the PhotoSmart 618 and 912. He earned his MS in management and MS in electrical engineering from the Massachusetts Institute of Technology and his BS in electrical engineering from George Washington U.

The late **John Fallis**, who was killed in a recent motor vehicle accident, had a distinguished 27-year career with Canadian Pacific Railway (CPR). He held positions as research/operations analyst, supervisor of the budgeting and information center, senior coordinator of planning and analysis, director of development, and assistant director of service design. John helped to develop CPR's integrated operating plan and its GENESIS plan, which revolutionized how CPR designs its operations. CPR spokesman Len Cocchichio said, "John was considered visionary when it came to

the scheduled railroad. He challenged his colleagues to experiment with new methodologies and novel ideas. He was famous for starting a conversation with, 'Let me just try this out on you.' He was the service design practitioner most often consulted at CPR by other railroads." He will be missed.

Edward G. Feitzinger is senior vice president of Menlo Worldwide Technologies. He joined the company in 2000 as vice president of technology and engineering for Menlo Logistics and was responsible for the strategy, development, and operations of Menlo's information technology (IT) infrastructure. He also assisted Menlo customers with logistics engineering and consulting services, and was responsible for Menlo's e-commerce strategy and execution. Before joining Menlo, he was global supply-chain manager for Hewlett-Packard (HP), and he worked at Intel, AT&T Network Systems (now Lucent) and Procter & Gamble in operations engineering positions. He has worked with leading academics, including Hau Lee of Stanford, to develop solutions for the computer industry's supply-chain problems. He serves on the board of Vector SCM, a joint venture between CNF and GM (General Motors) that serves as GM's lead logistics-service provider worldwide. He is also a member of the Council of Logistics Management. He is a native of Vestal, New York, and he holds bachelor's and master's degrees in industrial engineering from Lehigh U and Stanford.

Chyi-Fu Hong is director of Menlo Worldwide Technologies. He is responsible for developing and implementing optimization modeling technology for Menlo Worldwide Forwarding. Prior to assuming his current position, he was the engineering director and principal engineer for Vector SCM, a joint venture between CNF and General Motors (GM). Dr. Hong played a crucial role in initiating the project, developing strategies, and negotiating the agreement to win the business. He also built a global engineering department, a fourth-party logistics engineering and modeling group, to re-engineer the entire GM supply chain worldwide. He developed several major business cases with GM and delivered network model solutions to redesign GM's entire inbound materials network. He joined CNF in 1993 and held several technology development and management positions with various CNF subsidiaries. He worked with Menlo Worldwide Logistics on supply-chain optimization solutions for such customers as Phillip Morris, Estee Lauder, and the US Postal Service. He holds a PhD in industrial and systems engineering from the Georgia Institute of Technology. He and his wife, Sarah, have two children, Kendra 7 and Sandra 5.

Phil Ireland is assistant vice president for product design of the Canadian Pacific Railway (CPR) based in Calgary, Alberta, Canada. Phil joined Canadian Pacific in 1983 as a research engineer in Montreal and has held positions in mechanical services, internal audit/consulting services, marketing and sales, and transportation/field operations. He is responsible for ensuring that CPR's integrated operating plan meets customer needs, optimizing asset utilization and maximizing cash flow/profitability, and for leading product-design projects with other Class 1 railroads and for managing relationships with other railways. Phil holds a bachelor's of applied science in mechanical engineering from Queen's U (1983) and an MBA from McGill U (1989).

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Marc Meketon has over 23 years of industrial experience, with 12 in the transportation industry. He brings to the MultiModal team a detailed knowledge of the transportation industry, state-of-the-art skills in OR, and practical software engineering experience. He has directed software development projects in the areas of scheduling, passenger analysis, yield management, service design, crew requirements, locomotive requirements, and line-capacity modeling. His recent on-site project work includes work for Trenitalia (Rome), SEPTA, GO Transit, Norfolk Southern, CSX Transportation, India Railways, Spoornet (South Africa), and Deutsche Bahn (Frankfurt). He holds PhD and MS degrees in OR from Cornell and a BS in mathematics (with honors) from Villanova U.

Wayne New is president of New Healthcare Consulting, which provides services related to work process and operational improvement for health-care organizations. He has over 25 years of operational experience and has held executive positions in children's hospitals. He holds a degree in industrial management from Georgia Institute of Technology and a master's degree in health care administration from Georgia State U.

Avi Peretz was born in Hungary and immigrated to Israel in 1949. After six years in a kibbutz, he earned BSc and MSc degrees in chemical engineering from the Technion and a PhD from Stanford. He then worked at Mobil Oil's research lab in Princeton, New Jersey, and taught at Technion. In 1995, he became head of Bank Hapoalim's department of analytical development. He has published widely. Recently he built a home cinema and is enjoying rediscovering long-forgotten movies.

Hanna Pri-Zan is director of Bank Hapoalim's securities and financial assets division. Born in Jerusalem, she served in the Israeli army and earned a BA in economics and statistics and an MBA at Hebrew U. Since 1972, she has held a variety of positions at the bank. She serves as head of the trading commission of the Tel-Aviv Stock Exchange and is a member of its board of directors. She is also active in a number of volunteer and cultural organizations and is training as a master in the Reiki hands-on healing art.

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Jerry Trimarco is vice president of transportation for Menlo Worldwide Forwarding. He has overall responsibility for managing the day-to-day transportation operations for Menlo Worldwide Forwarding's dedicated and commercial air networks, its North American linehaul operations, its global sortation complex in Dayton, Ohio, and its seven regional sortation facilities. From 1997 to 2000, he was president of Emery Worldwide Airlines' postal operations, with responsibility for planning, implementing, and operating 10 priority mail processing centers under contract with the US Postal Service. He earned a bachelor's degree in business administration from St. John's U in New York. He lives in Springboro, Ohio with his wife, Jill, and their two children, Frederick 10 and Jordan 8.

Julie Unruh Rapp has worked for HP since 1989 and has had a varied career within the company. During her first years as a semiconductor process engineer in Loveland, Colorado, she was on the team that developed and fabricated the first integrated printhead for the HP inkjet business, a technology still used that merges an integrated circuit with the ink-firing mechanism. Since 1999, she has worked as a supply-chain development analyst and program manager for HP's inkjet supplies business. She created a robust businesswide supply-chain network council that is responsible for global projects that cross many organizational boundaries. She has also led manufacturing strategy development efforts and several global implementation programs that have improved supply-chain efficiency and capability. She earned her BS in chemical engineering with honors from Oregon State U.

Carl Van Dyke has over 22 years of experience and is an expert in the application of computers to transportation engineering and operations issues, with particular emphasis on railroad network modeling, service design, train scheduling, line-capacity analysis,

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Mark Wallace is president and CEO at Texas Children's Hospital. He has led major capital expenditure projects totaling over \$500 million and oversees an annual budget exceeding \$1 billion. Under his leadership, the hospital has achieved a high credit rating and an excellent reputation.

Keith A. Ware is chief OR analyst for UPS Airlines. He is a consultant to various OR projects and is developing a strategy for incorporating OR methods into UPS transportation and day-of-operations planning systems. He coordinated the joint research effort with MIT and guided the development of VOLCANO. He chairs the cargo study group within the airline group of the International Federation of Operational Research Societies.

Trace White joined Hewlett Packard in 1995 and has been responsible for identifying and implementing supply-chain solutions in diverse corners of the business. Within the integrated circuits business division, now an ASIC manufacturing component of Agilent and the inkjet supplies business, he was responsible for designing and developing network-management capabilities that include proprietary fab-scheduling interfaces, supplier managed inventory (SMI) tools and processes, and performance-management systems. He earned a BS in business administration from the U of Oregon, with a specific focus in operations management and decision sciences.

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