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Fred Janssen studied applied mathematics at the Eindhoven U of Technology and graduated in 1993; he majored in decision analysis and stochastics. He earned a PhD in 1998 from the Catholic U in Brabant. Since 1998, he has worked as a logistics advisor at the Centre for Quantitative Methods at Philips Electronics.

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Bob Kraas is a managing director at Waste Management, Inc. He directs the design, development, and implementation of information technology initiatives to support operations improvement. Key initiatives include managing fleet maintenance, route optimization, and the recycling supply chain. He has 25 years of experience in information technology and finance. Before joining WM in 2000, he managed the development and implementation of technology programs for such customers as the federal governments of Canada and the US, and the First Union Bank. He began his career with Xerox Corporation as a region controller from 1985 through 1988. He holds an MBA in international finance from the U of Chicago and a BA in economics from Duke U.

Benoit Lacroix earned a BIng degree in physics engineering from École Polytechnique de Montréal in 1983, and an MSc degree in theoretical physics from McGill U in Montréal in 1986. He worked at CAE Electronics in Montréal for nine years in the commercial-flight-simulator industry. He joined Ad Opt in 1994 as project manager for the first implementation of the preferential bidding system (PBS). He is now director of product management for the Altitude division of Ad Opt. He is a musician playing guitar in a rock-and-roll band—no second career in sight but serious fun.

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Edmond Leung is the general manager of operations development at the Hongkong International Terminals (HIT), a member of the Hutchison Port Holdings Group. With diversified experience in the transportation industry, he plays a key role in HIT's operations and terminal design, planning, and development. He holds various advanced degrees, charter and diplomas ranging from logistics to finance. Prior to joining HIT, he held senior management positions in several international logistics companies. He has also served on the executive committee of the Hong Kong Air Cargo Terminals (HACTL).

Jiyin Liu earned a BEng in industrial automation and an MSc in systems engineering from the Northeast U of Technology and a PhD in manufacturing engineering and operations management from the U of Nottingham. His research interests are operations planning and scheduling in production and logistics systems. In the last several years, he has worked with colleagues at the Hong Kong U of Science and Technology (HKUST) on modeling and solving practical operations problems for the Hong Kong transportation logistics industry. His work with colleagues at Northeast U on production planning and scheduling problems for the iron and steel industry won two awards from Chinese government ministries.

Yong Liu is an algorithm design engineer at SmartOps Corporation, working on the design and development of inventory optimization and production planning solutions. Before he joined SmartOps, he earned a PhD in systems engineering from Boston U in 2002. His research interests include analysis and optimization of manufacturing and communication systems, supply-chain management, pricing, and revenue management. He earned his BE and ME degrees from Xi'an Jiaotong U in China.

Richard Madrid followed a tour in the US Marines by earning a BS in mathematics (with a computer science option) and an MS in mathematics (numerical analysis) from the U of Texas at Arlington in 1991 and 1994, respectively. He joined Flexjet in 1996 and implemented the first aircraft optimization system for the company. He was the team leader in developing the second-generation aircraft-scheduling system and has written numerous decision-support applications and systems enhancements to facilitate aircraft and crew scheduling. He enjoys teaching undergraduate courses at UT Arlington where he has been a mathematics lecturer for nearly 10 years. His hobbies include photography and outdoor activities with his children.

Sean Marshall is a project manager in John Deere's Commercial and Consumer Equipment Division. Since joining Deere in 2001, he has helped design an inventory-optimization tool for Deere dealers and warehouses, developed econometric market-size-forecasting models, and assessed the feasibility of employing weather forecasts to improve the effectiveness of the division's advertising and incentive activities. Prior to joining Deere, he was a captain in the US Army and served seven years in various technical and leadership roles. He holds a degree in environmental engineering from West Point and an MBA from Duke U.

Theresa Metty is senior vice president and chief procurement officer of Motorola. Previously, she was senior vice president and general manager of the supply chain for Motorola's Personal Communications Sector. Prior to joining Motorola in 2000, she was vice president of global procurement for IBM. Prior to joining IBM, she spent over 20 years as a leader at the Associated Spring Division of Barnes Group, Inc., in various procurement and operations management positions. She is on the boards of directors of the Institute for Supply Management, the National Minority Supplier Development Council, and the Women's Business Enterprise National Council. She also is a member of the purchasing council of the Manufacturers Alliance for Productivity and Innovation.

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Tom Moore is a manager of Motorola's global e-sourcing programs, developing and implementing electronic solutions and business processes. He led the development of Motorola's contract information system, which has saved the firm more than \$1 billion since 1995. He also worked on selecting and implementing Motorola's Internet negotiations tool. Prior to joining Motorola in 1991, he worked for Navistar International in various program management and development roles. He earned a BS in information systems and an MBA in operations management from DePaul U in Chicago.

Thomas Morris is a program manager with Motorola's advanced procurement technology team. He has held various positions within Motorola, including project manager of the Motorola corporate Internet negotiations team and e-business project manager for supply management in the Motorola Semiconductor Product Sector. Prior to joining Motorola in 1998, he held design-engineering and engineering-management positions with Reliant Energy. He has a BS in mechanical engineering from the U of Houston and an MBA from the U of Texas with a concentration in operations management and finance.

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Robert Pruneau earned a BEng degree in electrical engineering from the Royal Military College of Canada (RMC, Kingston) in 1977. After completing four years as an officer of aerospace engineering in the Canadian Department of National Defence, he completed an MBA in operations management at HEC Montréal in 1983. He has been working at Bombardier for over 20 years in various divisions. In 1998, he moved to the operations side of Flexjet as director of business analysis and six sigma. He was responsible for launching the implementation of six-sigma process improvement throughout Flexjet and building, from the ground up, a metrics and analysis department, which evolved into a full-fledged OR department by 1999. His greatest achievement at Flexjet has been leading the system optimization project. Since November 2003, he has been manager of flight operations performance for the product demonstration department of Bombardier's business aircraft division. His hobbies include tennis and golf.

Olga Raskina is optimization engineer at Emptoris, working on large-scale auction optimization. She came to Emptoris after earning an MS and a PhD in OR at Columbia U. Her thesis work was titled "Scalable optimization for multi-period optical network capacity expansion with elastic demand" and "Asymptotic analysis of the flow deviation method for the maximum concurrent flow problem." She earned a BS cum laude in applied mathematics and computer science from Moscow State U. Before coming to Emptoris, she worked as a consultant at Bell Labs Mathematical Science Research Center.

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Surya Sahoo is president and CEO of the Institute of Information Technology, Inc. He holds an MS and a PhD in civil engineering from the U of Memphis and a BS in chemical engineering from the Regional Engineering College, Rourkela, India. He has over 16 years of OR and GIS related work experience, including positions at FedEx and ESRI, Inc. He is currently providing consulting services to Waste Management for their enterprise routing, tracking, and dispatching solutions. He and his wife, Kabita, have two sons, Amlan and Ishan.

Quentin Samelson has held various materials management and strategic sourcing positions with Motorola Corporation. He joined the company as materials manager at Motorola's facility in Seguin, Texas, moved to Northbrook, Illinois as the Automotive and Industrial Electronic Group's sourcing manager for North America, leading the implementation of Oracle ERP, and then focused on supply-chain management. At Motorola's personal communications sector, he directs the supplier e-commerce strategy. He also works on corporate programs that support sourcing objectives for the entire company. Prior to Motorola, he worked for Zenith Electronics Corporation and Xetel Corporation. He earned a BS in electrical engineering from the U of Illinois at Champaign-Urbana, and an MBA from the U of Chicago. He also attended the Technische Universität München (Technical U of Munich), studying electrical engineering.

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Ron Sorensen has worked for Motorola for over 23 years in various engineering, manufacturing, business, and sourcing positions. He started as an electrical engineer, developing products used in two-way radios and cell phones before

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Elan Yaniv is a project manager within Deere's C&CE division. He works on projects to optimize inventory and reduce product complexity at John Deere's commercial product factory in Augusta, Georgia. While in the order-fulfillment department, he was responsible for piloting the use of SmartOps at 25 dealers to calculate weekly inventory levels. He has an MBA from Duke U, a BS from Virginia Tech in computer engineering, and an MS in electrical engineering also from Virginia Tech.