



Interfaces

Publication details, including instructions for authors and subscription information:
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To cite this article:

(2003) Contributors. Interfaces 33(6):117-118. <https://doi.org/10.1287/inte.33.6.117.25190>

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Contributors

Randy Drake, executive vice president of McGriff Treading Co., heads retreading operations and travels extensively throughout the world for procurement and new business development. He is an avid golfer and a very seasoned angler.

Bernd Engels was a research assistant at the Institute for Industrial Production and the French-German Institute for Environmental Research, U of Karlsruhe, Germany. He works for the the Saarstahl AG in Völklingen, Germany.

Moritz Fleischmann teaches decision and information sciences at the Rotterdam School of Management/FBK, Erasmus University Rotterdam. He earned his PhD from the same school in 2000. He spent a year as visiting faculty at the Tuck School of Business. Closed-loop supply chains are a main focus of his research, and he is an active member of REVLOG, the European research network on reverse logistics. He has also investigated multichannel distribution systems and the coordination of operations management and pricing decisions.

Ben Gräve is the global executive of after sales service logistics for IBM. He has also held various positions in development, manufacturing engineering, and materials management in The Netherlands, the US, and the UK. He led a major re-engineering effort in Europe resulting in a fully integrated pan-European forward and reverse service logistics business model. Currently he is leading the transformation of the various geographies into an e-business on demand global operating model. He is also board member of various logistics institutes where industries and universities meet to address strategic issues.

V. Daniel R. Guide Jr. joined the faculty of the department of supply chain and information systems, Smeal College of Business Administration, Pennsylvania State University in the fall of 2002. He was a visiting research scholar at INSEAD from 2001 to 2003. His research focuses on the development and control of closed-loop supply chains, time-based models for commercial product returns, remanufacturing, and industrial ecology. In his spare time, he enjoys hiking with his three sons and wife and searching for the perfect beer.

Terry P. Harrison serves as editor in chief of *Interfaces* and is a professor of supply chain and information systems at Penn State's Smeal College of Business. His avocation is outdoor activities: hunting, hiking, skiing, camping, and traveling, along with his involvement in a variety of Christian ministries. He enjoys these adventures with his wife of 26 years and three sons.

Sunder Kekre teaches manufacturing and operations and directs the Center for E-Business Innovation at Carnegie Mellon U. He has conducted field studies with Caterpillar, IBM, Ford, GM, and Heinz to examine the interface between operations and such areas as marketing, accounting, information systems, and engineering design. His research focuses on technology, strategy, and processes.

Anthony N. Kontaratos studied electrical engineering at MIT, Caltech, and the National Technical U of Athens and worked in US academia, industry, and government as a professor, principal

investigator, systems engineer, manager, and executive. He contributed to seven US programs, including the Manned Spaceflight Program, the National Extraterrestrial Life Search Program, the National Underwater Habitation Program, the National Highway Traffic Safety Program, the National Cancer Treatment Program, the National MHD Energy Program, and the National AIDS Program. In 1976, he was appointed professor of management at the U of Patras, Greece. He served from 1990 to 1992 as CEO of the Evangelismos Hospital, from 1992 to 1998 as general manager of the Onassis Cardiosurgery Hospital, and from 1998 to 2001 as General Manager of the Red Cross Hospital, all in Athens.

David M. Miller teaches MS and is Reese Phiifer Faculty Fellow of Manufacturing Management at the U of Alabama. He is also the founding director of the Alabama Productivity Center. He earned his PhD from Georgia Tech. Prior to joining the university, he was corporate productivity director for the Ethyl Corporation and on the faculty of Georgia Tech, Louisiana State, and Virginia Polytechnic Institute.

Uday S. Rao teaches operations management at the U of Cincinnati. His research and consulting concern quantitative models for decision making under uncertainty. He earned his PhD from Cornell U.

Otto Rentz directs the Institute for Industrial Production and the French-German Institute for Environmental Research, U of Karlsruhe, Germany.

Charles P. Schmidt teaches MS at the U of Alabama. He earned his PhD from the U of Chicago. His research interests are stochastic inventory models and supply-chain management. He is the coauthor of two textbooks in MS and is certified in production and inventory management (CPIM).

Marcus Schröter studied economics at the U of Bremen. Since 1998, he has been a research assistant at the Institute for Economics and Business Administration. His interests are strategic planning of closed-loop supply chains, supply-chain management, and use of system dynamics in production management.

Frank Schultmann teaches at the Institute for Industrial Production and the French-German Institute for Environmental Research, U of Karlsruhe, Germany. He heads two interdisciplinary research groups: Industrial Production and Logistics Management; and Building, Economics, and Environment.

Thomas Spengler studied industrial engineering and management science in Karlsruhe and was a research assistant and head of the working group for recycling management at the Institute for Industrial Production and the French-German Institute for Environmental Research at the Karlsruhe U of Technology from 1989 to 1998. He finished his PhD in 1994. Since 1998, he has been head of the department of production management at the Braunschweig U of Technology. He is interested in production planning and control, substance flow management, modeling and simulation of production systems, and closed-loop supply-chain management.

Jayashankar M. Swaminathan is Benjamin Cone Research Professor and chair of the operations technology and innovation management area at the Kenan-Flagler Business School at the U of North Carolina at Chapel Hill. His research interests are supply-chain management, managing product variety, and electronic commerce. He earned graduate degrees in industrial administration at Carnegie Mellon and a bachelor's degree in computer science and engineering at the Indian Institute of Technology, Delhi.

Theodosios P. Tassios is a professor in the department of civil engineering at the National Technical U of Athens, Greece. He is Dr.h.c. at three other universities and has served as president of international scientific associations and as consultant in the United Nations system. He has published widely.

Stavros Theofanides teaches applied economics at Panteion U of Social and Political Sciences (Greece). He earned his advanced studies diploma and PhD at the U of Manchester (1964) in economics. He holds a post-doctoral diploma in economic development (World Bank, 1967). He has published widely. He has served on the boards of directors of many Greek private and public organizations and as a consultant for many firms on issues related to decision making and strategies for growth and competitiveness. He is the innovator of the multiple national identity single currency implemented in the case of the euro (*The Times*, August 20, 1973).

Jo A. E. van Nunen is chairman of the department of decision and information sciences of the Rotterdam School of Management of the Erasmus University. He is also program leader of the research program on logistics and information systems, a joint program with the Technical U Delft. His research focuses on closed-loop supply chains and ICT applications in logistics. Many of the research projects he works on are collaborations with private companies and governmental organizations. Logistic organizations in the Port of Rotterdam inspire much of this research.

Luk N. Van Wassenhove is the Henry Ford Chaired Professor

of Manufacturing at INSEAD and previously served as dean for research and development. He is also the former director of CIMSO, a research center for integrated manufacturing and service operations that specializes, among other topics, in closed-loop supply chains. He regularly publishes in academic and managerial journals and consults with major global companies. His recent research and teaching interests are e-supply-chain management, industrial excellence, continual improvement, learning and knowledge management, and product recovery.

Prashant Yadav is a PhD candidate in MS at the U of Alabama. He has an undergraduate degree in chemical engineering from the Indian Institute of Technology, Roorkee and an MBA from the FORE School of Management, New Delhi. He is a strategic modeler for Health Products Research, a pharmaceutical consulting firm in New Jersey.

Stelios H. Zanakis teaches decision science and information systems at Florida International U. His research concerns multicriteria decision aids (mostly in financial engineering), knowledge discovery in databases, and statistical applications. His latest coedited book is *Decision Making: Recent Developments and Worldwide Applications* (Kluwer 2000). He has conducted many executive and management training seminars abroad and consulted for the City of Miami, Ryder, Key Pharmaceutical, Union Carbide, the West Virginia Department of Highways, the Charleston Area Medical Center, the Hemispheric Center for Environmental Technology, and the US Academy for Educational Development. He earned his PhD in management science, MS in statistics, and MBA, all at Pennsylvania State U, and a BS in mechanical and electrical engineering at the National Technical U of Athens, Greece.

Jun Zhang teaches at the A. B. Freeman School of Business at Tulane U. He earned his graduate degrees in industrial administration at Carnegie Mellon U and his bachelor's degree in applied mathematics at Shanghai Jiao Tong U.