JOHN B. JENSEN, Ph.D.

Moore School of Business, University of South Carolina
Managing Director of the Center for Global Supply Chain and Process Management
Clinical Professor of Operations Management
jensen@moore.sc.edu (803) 777-6824

SUMMARY

With seven years of commercial operations analysis and manufacturing experience and twenty-two years of university research, teaching, and business consulting, I am in a position to combine practical understanding with rigorous methodology to make significant contributions to teaching, research and public service in the areas of supply chain management, production and service process management, and quality management.

PROFESSIONAL EXPERIENCE

Managing Director and Clinical Professor	Center for Global Supply Chain and Process Management Moore School of Business, University of South Carolina, 2009-present
Associate Professor	University of Southern Maine, School of Business, 2000 - 2009
Assistant Professor	University of Southern Maine, School of Business, 1994 -2000
Graduate Assistant	University of South Carolina, School of Business, 1990-1994
Research Assistant	Center for Business and Economic Research Center for Technology Transfer, University of Southern Maine, 1991
Computer Consultant	Unum Life Insurance Co., Portland, Maine, 1990
Graduate Assistant	University of Southern Maine, School of Business, 1987-1990
Manufacturing Supervisor	Fairchild Semiconductor, South Portland, Maine, 1984-1987
Computer Programmer	Greater Portland Council of Governments, Portland, Maine, 1981-1984

EDUCATION

Ph.D. - Production and Operations Management, University of South Carolina - 1994
Dissertation: "An Investigation of Environmental Factors Affecting Successful Implementation of Group Technology"

M.B.A., University of Southern Maine - 1990

B.S. - Business Administration, University of Southern Maine - 1983

TEACHING

Undergraduate Courses

School of Business - University of South Carolina

Statistics for Business and Economics (MGSC-291)
Operations Management (MGSC-395)
Business Process Management (MGSC-485)
Capstone Consulting Project (MGSC-497)
Management Science Honors Thesis (499B)

School of Business - University of Southern Maine

Operations Research / Management Science (BUS-370)
Production / Operations Management (BUS-375)
Cooperative Education (BUS-395)
Independent Study in Operations Analysis (BUS-491)

Graduate Courses

School of Business - University of South Carolina

Business Analysis, Design and Implementation (MGSC-893)
Capstone Consulting Project (MGSC-897)

School of Business - University of Southern Maine

Linear Algebra and Calculus for Business (MBA-603)
Operations Research / Management Science (MBA-670)
Business Systems Simulation (MBA-673)
Production / Operations Management (MBA-675)
Independent Study in Operations Analysis (MBA-691)
Cooperative Education (MBA-695)
The MBA Practicum (MBA-698)

School of Applied Science / School of Business - University of Southern Maine

Simulation and Optimization of Manufacturing Systems (MMM-640)

Teaching Awards

University of South Carolina, Darla Moore School of Business, Alfred G. Smith Award for Teaching Excellence, 2013

University of South Carolina, International MBA Program Outstanding Elective Professor, 2012 and 2013

University of South Carolina, Student Housing's Academic Program of the Year: "What is GSCOM" March, 2013

University of Southern Maine Faculty Senate Award for Excellence in Teaching, 2008

Outstanding Teacher Award - College of Business - University of Southern Maine, 2007
This award is presented "by Dean's List students, in appreciation for teaching valuable material exceptionally well in an environment of mutual respect and caring and for motivating students to strive for excellence".

Outstanding Graduate Student Teaching Award - College of Business - University of South Carolina, 1993 & 1994

Partnership in Teaching

The courses I teach regularly involve consulting projects within the business community.

Projects completed in conjunction with the Global Supply Chain and Process Management Center, University of South Carolina, 2009 - present

Avaya

- Developed a cross-docking strategy and management analytical model that determines the feasibility of cross-docking by SKU by customer. Solution was implemented into SAP, enabled for their Memphis warehouse, and integrated into their current Vendor Managed Inventory system.

- Development of a Distribution Requirements Planning System: to reduce the non-value added activities associated with routing products through the North American Distribution Center. Built models to both dynamically identify the optimal distribution channel and product mix (SKUs and quantity) to move products through the supply chain in the most efficient way.

- A Cost Model for Product Rationalization: Developed a strategic corporate process for product rationalization (optimizing product portfolio to maximize profitability and competitive advantage) that is both holistic and facilitated by a cost-based analytical tool.

- Developed a comprehensive logistics strategy for material flow from Memphis to Brazil, which optimized the total transportation and holding costs while maintaining the current service levels, and developed a platform for the analysis of the supply chain performance.

  Avaya is a leading global provider of next-generation business collaboration and communications solutions, providing unified communications, real-time video collaboration, contact center, networking and related services to companies of all sizes around the world.

Carolinas Healthcare System

- Redesigned the picking and slotting processes at Carolinas HealthCare System's central distribution center. Develop and implemented both an improved workflow strategy and an integrated slotting model for the efficient use of space and human resources with the central warehouse.

- Developed a quarantine system and accompanying system of visual communication for the reagent quality check test process with the firm's core laboratory to enable the efficient management of its core lab material inventory. Developed an inventory policy and storage requirements model to optimize order quantity, reorder point, and safety stocks of critical materials.

Carolinas HealthCare System is a nonprofit hospital network, which operates hospitals, freestanding emergency departments, urgent care centers, and medical practices. The company employs approximately 60,000 people.

Coca-Cola Bottling Company Consolidated (CCBCC)

- Developed and implemented a new warehouse data tracking and reporting system. Standardized all data reporting system processes and designed an easily-maintained and understood performance communication board within 4 warehouses. Completed an employee survey and built a communications survey analysis platform.

- Improved the current state of the nested processes of demand planning, fulfillment planning, and production planning through documentation, development of standard operating procedures, visual control and Employee training documentation.

- Modeling Supply Chain Costs for Strategic SKU Planning: Developed a supply chain costing strategy and process that is both holistic and facilitated by a regression-based historical cost disaggregation platform and analytical tool.

- Merchandising Process Improvement: SKU proliferation and an increase in points of inspiration have provided a need for a well thought out, scientific approach to in-store merchandising. This project focuses improving current processes to achieve efficiency goals

- Designed and implemented a warehouse pick floors layout strategy with supporting analytical and simulation tools that optimize sku positions and travel lanes throughout each warehouse facility.

- Improved, using design for Six Sigma, the current warehouse inventory policies for CCBCC to lower inventory levels, lower variability of on hand inventory, and to maintain and/or improve service levels.

- Implemented pilot visual control and TPC across bottling line #3 at Charlotte NC bottling facility.

- Developed template warehouse cost-volume model that identified the decision points for warehouse expansion and warehouse automation.

  Coca-Cola Bottling Company Consolidated (CCBCC) has been a franchise Coca-Cola bottler for over 100 years. The company currently operates in a territory of 11 states and encompasses 47 distribution centers (DC). On average, they sell and distribute 150 million cases of soft drinks a year and are singularly responsible for 14% of the volume sold by franchise Coke bottlers.

Continental Tire

- Accurately mapped the current state of the truck planning and loading process at the Mount Vernon Illinois production warehouse and measured the truck utilization performance of this process. Then, analyzed the relationships between tire characteristics and loaded volume using these observations to identify process improvements for a redesigned planning and truck loading system.

- Developed a Linear Programming enabled production planning process for the Continental Tire Sumter facility in order to determine the timing and quantity of production reorders. The resulting model considers capacity and complexity constraints within the manufacturing facility.

- Development of a comprehensive strategy for material flow from European ports to US ports and DCs, which improves the total transportation and holding costs while maintaining current inventory levels. Developed a model for the on-going analysis of supply chain modal performance.

- Distribution Center Inventory Policy Optimization: Increase order fill rate by identifying the root causes of the low order fill rates and optimizing inventory levels at Regional Distribution Centers. This project will provide an overall inventory replenishment and shipping strategy assessment and facilitative analytical model.

Eaton Corporation

- Developed simulation-based methodology to optimize inventory allocation across multiple value chains.

- Implemented ARIMA-based spreadsheet models to better forecasting copper demand requirements. Developed an attribute-based demand forecasting system to estimate monthly demand for copper raw material – implemented across two plants.

- Implemented a materials synchronization process in a South Carolina plant to support supply chain coordination of open purchase orders.

  Eaton Corporation is a diversified power management company with 2009 sales of $11.9 billion. Eaton's electrical sector is a global technology leader in electrical components and systems for power quality, distribution and control.

E-Z-GO, A Textron Company

- Materials ž Receiving Process Improvement: This project evaluates and proposes substantial process improvements to the material receiving process. The project initially studied the root causes of COGI (Controlling Goods Issued) and AP (Accounts Payable) issues, then identified opportunities for improvement, and finally developed and piloted solutions for the process gaps.

- Executed a fabrication shop scheduling and shop floor execution process improvement project resulting in new weld cell layouts and better visual control of part flow resulting in less batch processing and better production scheduling adherence.

- Developed a process to optimize the Southeastern inbound spend through improved trailer cube utilization in order to reduce costs and maximize milk-run capabilities. Implemented new milk-run process within an Excel-based information system.

  E-Z-GO is a global leader in light transportation, headquartered in Augusta, GA. The firm builds dozens of unique vehicle models under the E-Z-GO, Cushman® and Bad Boy Buggies® brands. Its products range from the zero-emissions, street-legal E-Z-GO 2Five®, to the unique Bad Boy Buggies Ambush™ 4x4, with its independent gas and electric drivetrains.

Harvest Hope

- Operations Improvement and Logistics Optimization: The purpose of this project is to help HH Columbia (and by extension SC) operations improve their overall logistics and warehousing operations planning and execution. Developed more efficient transportation routes and schedules

for their statewide deliveries to Columbia, Greenville and Florence facilities. Also optimized their local Columbia routes for pickups from donor retailers. Finally, developed detailed data collection methods and models for more effective "donations receipts forecasting" to assist in planning food drives.

The mission of Harvest Hope Food Bank is to provide for the needs of hungry people by gathering and sharing quality food with dignity, compassion and education. Harvest Hope began in 1981 as the result of a shared vision of business leaders and the faith community who set out to provide for the hungry in Columbia. Since then Harvest Hope has increased its mission to feed the hungry across 20 counties of South Carolina.

PricewaterhouseCoopers

- Developed a new supplier screening & risk assessment process to identify suppliers with whom PwC can and may do business. Implemented new process as a component of the supplier approval process in tandem with the implementation of the new Source to Pay System.

- Developed a production planning process for the SDCs' processing of International Assignment Solutions (IAS) returns. This process focused on (1)accurately forecast workload demand by each month; (2) allocate frontload, tax preparation, and signing components among given resources across global locations; and (3) efficiently and effectively meet the tax filing deadlines for individual clients .

- Developed a cost optimizing task assignment model that focused on effective categorization of tasks, definition of appropriate worker profiles and a methodologically sound process to assign individual tasks to work groups.

  PwC is the leading provider of tax services worldwide both in terms of the size, scope of practice and reputation. The VBO performs back office operations for PwC managing tax accounting and reporting issues for individual corporate clients.

Michelin

- Constructed a robust, Solver-based tool to minimize transportation networks costs in an environment of consolidation. Used process simulation to provide insight into the effects of increased demand on individual plant processes, and strategies to mitigate potential bottlenecks.

- Analyzed the total cost performance of the current production-transportation network for Michelin-Snider Southeastern region, develop optimizing network transportation models, and recommended LP-based improvements to reduce the total network costs.

  Michelin USA is a business group of Michelin Worldwide. It is setting the benchmark across every tire and travel-related services market, while leading a global strategy to drive sustainable, profitable growth.

Nephron Pharmaceuticals Corporation

- Automated the firm's Batch Production Scheduling process by designing and implementing a Excel-based Master Production Scheduling and Materials Requirements Planning system.

Nephron Pharmaceuticals Corporation is a global leader in manufacturing generic respiratory medications. Products it produces are available to retail pharmacies, hospitals, home care companies, long term care facilities, mail order pharmacies, and other customers.

Trane Ingersoll-Rand

- Coil Cost Driver Analysis: The goals of this project are two-fold. 1) to evaluate if the current costing methodology, based on coil volume, accurately reflects labor content of individual coils. 2) determine if other coil attributes better explain variability in labor content, and model the effect of any opportunities.

- Focused on developing strategies to reduce supply chain costs and streamline in-bound logistics. Developed an in-bound freight milk-run tool to identify opportunities for cost effective consolidation of incoming shipments. Developed standard work for dock management.

- Designed a Brazing training estimation and scheduling process and implement the new process within an information system across 23 plants located across the globe.

- Implemented transition from ordering to vendor-managed sheet metal inventory pull system.

- Developed Excel-based SIOP tool capable of developing and assessing rolling time series forecasts and disaggregating forecasts into item planning data.

- Implemented optimized inventory policy models for kanban items and visual inventory control system.

- Implemented pull-based sheet metal ordering process with Jayco Inc.

- Developed simulation methodology to assist with "on time to request" planning and execution.

- Process analysis and reconfiguration of header cell layout and manpower allocation to support lean initiatives.

- Implementation of process simulation to aid in product scheduling and resource deployment.

  Trane, a business of Ingersoll Rand - the world leader in creating and sustaining safe, comfortable and energy efficient environments - improves the performance of homes and buildings around the world.

Hilex Poly.

- Implemented material shrink root cause analysis and mass balance control system.

  Hilex is an industry leading manufacturer of plastic bag and film products, focusing primarily on high density polyethylene (HDPE) film products and related services.

Kaiser Aluminum: Greenwood Forge Operations

- Completed a redesign of the Fluid Penetrant Inspection (FPI) process contributing to a 50% increase process output and a greater than 50% decrease work in process inventory. Implemented visual controls to sustain improvements on FPI line.

Kaiser Aluminum is a leading producer of fabricated aluminum products for aerospace/high strength, general engineering, automotive and custom industrial applications.

Projects completed in conjunction with the Center for Business and Economic Research, University of Southern Maine, 1994 - 2009

Hannaford Bros. Inc.

"Root Cause" analysis of lead time variability with supply chain partners, breakeven analysis for decision to adopt fuel cell technology in South Portland distribution center, bio-diesel cost benefit analysis, analysis of the impact of supply chain variability on inventory lead times, analysis of vendor compliance with advanced sipping notice requirements, vendor survey of barriers to supply chain collaboration. Hannaford is a part of the Brussels-based Delhaize Group (NYSE:DEG), a global food retailing leader with $17.3 billion in annual sales. They operate more than 160 supermarket stores in the northeastern United States and manage an industry-leading supply chain.

Fairchild Semiconductor

Simulation of call center labor scheduling methods. Fairchild Semiconductor is a leading global provider of semiconductor technology. Fairchild's high performance semiconductors optimize energy in applications such as power supplies, mobile, lighting, motor, computing, consumer and automotive applications.

Mercy Hospital

Evaluation of an RFID system to control medical equipment. Mercy Hospital is a non-profit community hospital, providing a broad range of inpatient and outpatient medical, surgical, and obstetrical services.

Thos. Moser Cabinetmakers

Simulation of chair cell operations, survey of employee satisfaction with team-based management of cells, review and analysis of inventory ordering procedures used by the MOSERform program. Employing over 100 cabinetmakers, Thos. Moser creates fine solid wood furniture for home, office and academic settings.

Handy Boat Service

Simulation of worker deployment strategies during haul-out season. Handy Boat comprises a fully equipped marine complex including a repair and fabrication facility, a brokerage department, moorings for 300 vessels, a 5500 square foot sail loft, and chandlery.

CLYNK

Analysis of hiring and training practices. A new Maine company aiming to create an efficient returnable bottle recycling path from customers to distributers; currently trying to build a culture that promotes customer service and employee involvement.

Wright Express

Flow mapping of the process used to produce customer-requested data reports. Wright Express is a leading provider of payment processing and information management services to the U.S. commercial and government vehicle fleet industry.

Correct Building Products

Analysis of machine downtime--developed a primer on the balanced scorecard methodology for management. This firm manufactures CorrectDeck, a composite decking material made from 60% recycled hardwood sawdust and 40% polypropylene.

OPM Inc.

Simulation of machine scheduling given sequence-dependent setups. OPM provides precision machining products and services to the cell phone and power transmission industries.

Summary of Student Evaluations of Teaching - available upon request

RESEARCH

Published Articles

Refereed

Ahire, S., Malhotra, M., & Jensen J. "Carton Mix Optimization for Walmart.com Distribution Centers". Interfaces. Vol. 45 (2015) pp 1-14.

Jensen, J., Ahire, S. & Malhotra, M. "Trane/Ingersoll Rand Combines Lean and Operations Research Tools to Redesign Feeder Manufacturing Operations". Interfaces. Vol. 43 (2013) pp 325-340.

Kohli, A. & Jensen, J. "Assessing Effectiveness of Supply Chain Collaboration: An Empirical Study", Supply Chain Forum. Vol. 11 No. 2 (2010) pp 2-16.

Jensen, J. & Kher, H. "Understanding the Impact of Variability: A Tool to Build Student Intuition", Decision Sciences Journal of Innovative Education. July 2009.

Manning, W. & Jensen, J. "Evaluating the shop-wide performance effect of pooling synergy with analytical models", European Journal of Operational Research. 175(2006) pp. 1009-1020.

Jensen, J. & Andrews, B. "Beyond Gender: A Logistic Ordinal Regression Model for Earnings Differences", Competition Forum. Volume 4(2) 2006. pp. 371-380.

Suleiman, J. & Jensen, J. "The Analytical Competitiveness of Undergraduate Business Programs: Are We All Near the Same Starting Point", Competition Forum, Volume 4(2) 2006. pp. 528-536. Republished in the Journal of Global Competitiveness .

Madden, P., Andrews, B., Jensen, J. & Hillard, M. "High Performance Work Practices: A Missed Opportunity for Improving Organizational Effectiveness in Micro Businesses" Business Journal for Entrepreneurs, September 2005.

Jensen, J. & Artz, N. "Using Quality Management Tools to Enhance Feedback from Student Evaluations" Decision Science Journal of Innovative Education. Volume 3 No 1. January 2005. pp. 47-70.

Kannan, V. & Jensen, J. "Learning and Labor Assignment in a Dual Resource Constrained Cellular Shop", International Journal of Production Research. Volume 42, number 7. April 2004. pp. 1455-1470.

Kher, H. & Jensen, J. "Shop Performance Implications of Using Cells, Partial Cells and Remainder Cells", Decision Science, Volume 33, No 2, Spring 2002, pp. 161-190. *Winner of the Stan Hardy Award for the best paper in Operations Management published in the Journal of Operations Management or Decision Science for 2002.*

Yegorova, I., Andrews, B., Jensen, J., Smoluk, B., & Walczak, S. " A Successful Neural Network-Based Methodology for Predicting Small Business Loan Default", The Credit and Financial Management Review, Volume 7, No 4, 2001. pp. 31-42.

Jensen, J., "The Impact of Resource Flexibility and Staffing Decisions on Cellular and Departmental Shop Performance", European Journal of Operational Research, Volume 127, 2000, pp. 279-296.

Yegorova, I., Andrews, B., Jensen, J., & Smoluk, B., "A Successful Loan Default Prediction Model for Small Business", The Credit and Financial Management Review, Volume 6, No 4, 2000, pp. 53-61.

Jensen, J., Malhotra, M. & Philipoom, P. "Family Based Scheduling of Shops with Functional Layouts", International Journal of Production Research, Volume 36, No.10, 1998, pp. 2687-2700.

Jensen, J. & Markland, R., "Improving the Application of Quality Conformance Tools in Service Firms," Journal of Services Marketing, Volume 10, No.1, 1996, pp. 35-55. *Winner of the MCB University Press Award for Excellence: Most Outstanding Paper Published in the 1996 volume of The Journal of Services Marketing*.

Jensen, J., Malhotra, M. & Philipoom, P. "Machine Dedication and Process Flexibility in a Group Technology Environment", Journal of Operations Management, Volume 14, 1996, pp. 19-39.

Jensen, J., Philipoom, P. & Malhotra, M., "Evaluation of Scheduling Rules with Commensurate Customer Priorities In Job Shops", Journal of Operations Management, Volume 13, 1995, pp. 213-228.

Malhotra, M., Jensen, J. & Philipoom, P., "Management of Vital Customer Priorities in Job Shop Manufacturing Environments", Decision Science, Volume 25, No.5/6 (September-December), 1994, pp. 711-736.

Philipoom, P., Malhotra, M., & Jensen, J., "An Evaluation of Capacity Sensitive Order Review and Release Procedures in Job Shops", Decision Science, Volume 24, No.6 (November/December), 1993, pp. 1109-1133.

Non-refereed

Andrews, B., Jensen, J., & Gowen, T., "A Technology Assessment of Maine's Metals, Electronics, and Instrumentation Industries (Part III): Does Technology Affect Performance?" Maine Business Indicators, Winter, 1998.

Jensen, J., Andrews, B. & Lynott, T., "A Technology Assessment of Maine's Metals, Electronics, and Instrumentation Industries: Part II. Is Maine Losing Ground?," Maine Business Indicators, Spring, 1997.

Andrews, B., Jensen, J., & Lynott, T., "A Technology Assessment of Maine's Metals, Electronics, and Instrumentation Industries", Maine Business Indicators, Winter, 1997.

Andrews, B., Jensen, J., & Lynott, T., "A Technology Assessment of Maine's Metals, Electronics, and Instrumentation Industries", Study published by The Center for Technology Transfer (CTT) and funded by the Maine Science and Technology Foundation, 1996.

Consulting Project Reports

Consulting project reports described in "Service" contributions section

Manuscripts in Process and Under Review

Ahire, S. & Jensen, J. "Snider Tire Optimizes Customers-Stores-Plants Transportation Network". Target Journal: Interfaces. Under second review.

Jensen, J., Ahire, S. & Malhotra, M. "Introducing Variability into Value Stream Mapping". Target Journal: Decision Sciences.

Presentations and Conference Proceedings

Malhotra, V., Jensen, J. & Ahire, S. "Nurse Station Assessment and Design". presented at the Decision Sciences Annual Conference, 2013.

Jensen, J. & Ahire, S. "Teaching Process Improvement with Simple Analytical Models" presented at the USC/Syracuse: Supply Chain, Operations and Process Excellence Symposium, 2013.

Ahire, S. & Jensen, J. "Educating tomorrow's managers: a model for industry and academic programmatic collaboration" presented at the POMS Annual Conference, 2013.

Ahire, S. & Jensen, J. "Process Improvement Advanced Operations Research Competencies" presented at the USC/Syracuse: Supply Chain, Operations and Process Excellence Symposium, 2012.

Jensen, J. "MyOMLab Training" presented to the Operations Management faculty at Ohio State University, 2012.

Krajewski, L., Malhotra, M. & Jensen, J. "Innovative Ways to Engage Students in Your Introductory OM Course Using Technology" Proceedings of The Annual Meeting of the Decision Sciences Institute, 2011.

Ahire, S., Jensen, J. & Malhotra, M. "Enhancing Lean Six-Sigma project success through the use of advanced analytic tools" presented at the USC Engaged Scholarship Symposium: Obstacles to Lean Implementations, 2011.

Kher, H. & Jensen, J. "Performance Implications of Worker Interaction in Flow Cells" Proceedings of the National Decision Sciences Institute (research abstract), November, 2007.

Kannan, V. & Jensen, J. "Learning and Labor Assignment in a Dual Resource Constrained Cellular Shop With Heterogeneous Labor Resources", Proceedings of the National Decision Sciences Institute, November, 2003.

Manning, W. & Jensen, J. "Evaluating the Shop-wide Effect of Machine Dedication and Pooling Synergy", Proceedings of The Annual Meeting of the Decision Sciences Institute, 2002.

Jensen, J & Kher, H. "How Robust are Cellular Layouts to Changes in Customer Priorities?", The Proceedings of the Annual Meeting of the North East Decision Sciences Institute, pg 260-262, March 2002. (refereed). Presented by J.Jensen

Yegorova, I., Andrews, B., Jensen, J., Smoluk, B. & Walczak, S. "A Successful Neural Network-based Model for Prediction of Small Business Loan Default", The Proceedings of the Annual Meeting of the North East Decision Sciences Institute, pg 106-108, March 2002. (refereed). Presented by J.Jensen

Kher, H. & Jensen, J., "Performance Improvement and Process Focus: A Case for Hybrid Cellular Manufacturing", Proceedings of the Annual Meeting of The European Operations Management Association, Bath England, June 2001, pg 947-956. (refereed). Presented by J. Jensen.

Manning, W. & Jensen, J. "Process Variability: Symptoms, Diagnosis & Remedies", Proceedings of the Annual Meeting of the Northeast Decision Sciences Institute, Pittsburg, PA, April 2001, pg247-249. (refereed)

Jensen, J. & Kannan, V. "Labor Scheduling in Manufacturing Cells: The Impact to Learning and Staffing Levels", Proceedings of the 2001 Annual Meeting of the Western Decision Sciences Institute, Vancouver BC, April 2001. (refereed) Presented by V. Kannan.

Yegorova, I., Andrews, B., Jensen, J., & Smoluk, B., "A Methodology for Constructing Credit-Scoring Models for Small Businesses". Proceedings of the 2001 Annual Meeting of the Western Decision Sciences Institute, Vancouver BC, April 2001. (refereed) Presented by I. Yegorova.

Yegorova, I., Andrews, B., Jensen, J., & Smoluk, B., " A Successful Loan Default Prediction Model for Small Business", Proceedings of the Eastern Finance Association, April 2001. (refereed) Presented by B. Smoluk.

Kannan, V. & Jensen, J. "Labor Flexibility in a Dual Resource Constrained Cellular Shop with Learning", Proceedings of the 2000 Annual Meeting of the Southeast Decision Sciences Institute, Wilmington, NC, (refereed) Presented by V. Kannan.

Knutsen, D., Greenleaf, G., Carpentier, J., Andrews, B., and Jensen, J., "The Use of Simulation to Improve Distribution Center Scheduling and Staffing Decisions at Hannaford Brothers'", Proceedings of the 1999 Annual Meeting of the Decision Sciences Institute, New Orleans, LA, pg 1292. (refereed) Presented by J. Jensen.

Jensen, J., "Using Resource Flexibility to Improve Flow Shop Performance", Proceedings of the Sixth International Workshop On Project Management and Scheduling, Istanbul Turkey, July, 1998, pg 226-229. (refereed) Presented by J. Jensen.

Greenleaf, G., Mumm, R., Gilvey,T., Andrews, B., & Jensen, J."The Role of Simulation in Making Expansion Decisions at a Hannaford Brothers' Distribution Center", Proceedings of the Annual Northeast DSI Meeting, Boston MA, March, 1998, pg 282-284. (refereed) Presented by J. Jensen.

Jensen, J., & Malhotra, M. "Flexibility versus Efficiency: Tradeoffs in a Group Technology Shop with Labor and Machine Constraints", Proceedings of the 27th Annual National DSI Meeting, San Diego CA, November, 1997, pg 1144-1146. (refereed) Presented by J. Jensen.

Jensen, J., & Malhotra, M. "Group Technology Layout and Shop Floor Control Decision Frameworks", Proceedings of the 26th Annual National DSI Meeting, Orlando FL, November, 1996, pg 1285-1287. (refereed) Presented by J. Jensen.

Artz N. & Jensen J., "Using Customer Evaluation to Assess Changes in Service Performance", Presentation at the Annual National INFORMS Meeting, Atlanta GA, November 1996. (presented by J. Jensen)

Jensen, J., Malhotra, M. & Philipoom, P. "Family Based Scheduling of Job Shops", Proceedings of the 25th Annual National DSI Meeting, Boston MA, November, 1995, pg 1251-1253. (refereed) Presented by J. Jensen.

Jensen, J., Philipoom, P., & Malhotra, M., "Commensurate Customer Priorities and Scheduling Rules in Job Shops", Proceedings of the 25th Annual National DSI Meeting, Honolulu, Hawaii, November, 1994, pg 1710-1712. (refereed) Presented by J. Jensen.

Jensen, J., "The Measurement of Quality in Service Firms", Proceedings of the 23rd Annual Southeast DSI Meeting, Chattanooga TN, February, 1993, pg 312-314. (refereed) Presented by J. Jensen. *Awarded second place in best student paper track.*

Malhotra, M., Jensen, J. & Philipoom, P., "The Coordination of Non-commensurable Customer Priorities in Job Shops", Proceedings of the 24th Annual National DSI Meeting, Washington DC, November, 1993, pg 1423-1425. (refereed) Presented by J. Jensen.

Philipoom, P., Malhotra, M. & Jensen J., "Capacity Oriented Order Review and Release Procedures in Job Shops", Proceedings of the 24th Annual National DSI Meeting, Washington DC, November, 1993, pg 1369-1371. (refereed) Presented by J. Jensen.

Markland R. & Jensen J., "Quality Perception Control Charts: A Service Firm Application", *4th Annual National POMS Meeting*, Boston MA, October 1993. Presented by R. Markland.

Markland R. & Jensen J., "Improving Quality Monitoring in Service Firms", *36th Annual National Joint ORSA/TIMS Meeting*, Phoenix AR, November 1993. Presented by R. Markland.

Texts and Teaching Guides

Refreshed 20% of problems and developed forecasting and humanitarian logistics cases for text: Operations Management: Processes and Supply Chains - 10th Edition - Krajewski/Ritzman/Malhotra, Pearson Publishing, 2011.

Jensen, J., Instructor's Solution Manual to Accompany Operations Management: Processes and Supply Chains - 10th Edition - Krajewski/Ritzman/Malhotra, Pearson Publishing, 2011.

Jensen, J., Student Notes to Accompany Operations Management: Processes and Supply Chains - 10th Edition - Krajewski/Ritzman/Malhotra, Pearson Publishing, 2011.

Jensen, J., Instructor's Resource Manual to Accompany Operations Management: Processes and Supply Chains - 10th Edition - Krajewski/Ritzman/Malhotra, Pearson Publishing, 2011.

MBA-675 semester project "Supply Chain Management: An Investigation of Collaboration in the Grocery Industry", published by the Grocery Manufacturers of America. http//www.gmabrands.com/publications

Jensen, J., & Erdem, S., Test Bank to Accompany Contemporary Management Science with Spreadsheets, South-Western College Publishing, 1998.

Jensen, J. "A Guide To Business Decision-Making Using Visual SLAM II and AweSim" unpublished manuscript, 1998.

Jensen, J., Instructor's Manual to Accompany Operations Management: Concepts in Manufacturing and Services, International Thomson Publishing, 1997.

Institutional Studies and Reports

Accreditation and Assessment of Learning Reports described in "Service" contributions section

SERVICE

Activities in Service to the University of South Carolina – The Moore School of Business

Managing Director of the Center for Global Supply Chain and Process Management (GSCPM) 2009-present

Responsibilities include:

- Managing four client projects per year
- Coordinating students for consistent protocols and information dissemination across projects
- Coordinating internship and placement activities for graduate and undergraduate students with the students and Office of Career Management
- Planning for strategic and tactical initiatives
- Business development

- Supporting Center Director and Associate Director with administrative, marketing, and budgeting as requested

Office of Career Management Advisory Board - Member 2009-present

Assembled from faculty and staff within the School, this board advises the OCM Director on strategic and operational planning matters.

Search Committee for Clinical Faculty Member – Chair 2011-2015

AMBA program committee – Member 2011-present

Supply Chain Student Organization – Faculty Advisor 2010-2014

Undergraduate Program Faculty Committee – Member 2011-2012

Key-Client Committee- Member 2010-2011

Assembled from faculty and staff within the School, this committee provides strategic and operational direction to Moore School outreach efforts.

Search Committee for Corporate Solutions Executive Director – Member 2011

Activities in Service to the University of Southern Maine - School of Business

Assurance of Learning Coordinator 2007 - 2009

Lead the School in the design, implementation, and continuous improvement of a comprehensive assurance of learning program.

Assurance of learning reports written:

Assurance of Learning at the School of Business: A Process and Procedures Manual
Assessment of Learning Plans (for academic years 2006-2007, 2007-2008, and 2008-2009)
AOL Data Summary and Outcomes (for academic years 2006-2007, 2007-2008 and 2008-2009) (On file in the School of Business)

Currently writing the 5-year Assurance of Learning Report to AACSB International

Research Associate – Maine Center for Business and Economic Research (MCBER) 1995 - 2009

The goal of this center is "To provide high-quality applied research and technical assistance services to Maine's private and public sector organizations through the combined expertise of faculty, staff, and students from the School of Business, the Muskie School of Public Service, and other colleges and schools at the University of Southern Maine."

MCEBR consulting project descriptions:

UNUM 2007 - 2009

This ongoing project partners CBER researchers and UNUM actuaries to develop logistical regression models that predict pending claim movement to other claim states (such as not paid due to recovery or returned to work). Unum Group is the leader in income protection. The company's subsidiaries offer comprehensive insurance solutions to help protect against the financial effects of accident, illness or death.

Hannaford Bros, Inc. 2006 - 2009

This ongoing project involves working with Hannaford Bros. Distribution management to build a model to help effectively allocate trucking resources. The goals of this project is first to categorize factors that contribute to an unusually easy or difficult unloading experience. The second goal is to construct a shipment allocation model that comprehends more than just weekly volume.

The Corporate Library 2006 - 2009

This ongoing project aims to assist management with advanced statistical analysis of corporate governance data. The Corporate Library is the leading independent source for U.S. corporate governance, executive compensation, and director network information and analysis.

The Maine Small Business Development Centers 2001 - 2002

Assisted with a program evaluation of Maine's Business Assistance Service Delivery System by designing (with input from the Kauffman Center for Entrepreneurial Leadership) and analyzing a survey completed by Maine's 145 small business service providers. The final report to the Department of Economic and Community Development and the Governor was submitted in June 2002.

Northern Maine Development Commission, Mid-State Economic Development Corporation, The Department of Economic and Community Development, & the Economic Development Administration 1999 - 2001

Participated with several researchers to conduct an analysis of the Maine labor market. Work centered around building and executing a statewide employer survey and a statewide employee survey.

Reports, listed below, were generated for each labor region in the State.

Colgan, S., Andrews, B., Bradshaw-Lynn, D., Jensen, J., and Hillard, M., "A Profile of the Workforce in Augusta","A Profile of the Workforce in Lewiston-Auburn", "A Profile of the Workforce in Somerset County","A Profile of the Workforce in The Bangor Region","A Profile of the Workforce in North Central Maine", "A Profile of the Workforce in Northern Aroostook". Labor force studies published by The Center for Business and Economic Research (CBER) and funded by The Department of Economic and Community Development (DECD).

HealthWatch Technologies, LLC 1998 - 1999

Statistical consulting project focused on developing tools to detect provider fraud in Medicare and Medicaid programs. Founded in 1998, this firm works with healthcare payers to improve payment accuracy, recover overpayments, prevent waste and fraud and enhance overall data management.

IDEXX Corporation 1999 - 2000

Completed a prototype inventory management information system that uses forecasted demand data and management-defined service levels to trigger raw material purchases and plan production. IDEXX Laboratories, Inc. is a worldwide leader in the development and commercialization of innovative technology-based products and services for veterinary, food and water applications.

Center for Technology Transfer, Maine Metal Products Association & Maine Science and Technology Foundation 1996 - 1998

Developed, executed and analyzed process technology survey of Maine's metal and instrumentation industry.

Report published by The Center for Technology Transfer (CTT) and funded by the Maine Science and Technology Foundation:

Andrews, B., Jensen, J., & Lynott, T., "A Technology Assessment of Maine's Metals, Electronics, and Instrumentation Industries", 1998.

Hannaford Bros. Inc. 1996 - 1999

Constructed process simulation analysis of selection and order construction process used within one of the firm's distribution warehouses. Model was subsequently used to make capital-budget and short-term resource allocation decisions.

Center for Real Estate Research, University of Southern Maine &
New Hampshire Housing Finance Authority 1995 - 1996
Assisted in preparation and analysis of low income housing needs in New Hampshire.

Dean's Leadership Council - Member 1999 - 2009
Assembled from faculty and staff in leadership roles within the School, this council advises the Dean on strategic and operational planning matters.

Undergraduate Curriculum Committee - Member 2007 - 2009
This committee is responsible for academic administration of the Undergraduate curriculum in the School of Business.

Graduate Curriculum Committee - Member 2007 - 2009
This faculty committee is responsible for academic administration of the MBA and MSA curriculum in the School of Business

Graduate Faculty - Member 1994 - 2009
This faculty body is responsible for academic administration of the Master in Business Administration program.

Business / ASET Merger Study Committee - Member 2007 - 2008
This group was formed from the leadership councils of the two schools and charged with conducting a rigorous cost benefit evaluation of merging the schools under one administrative head.

AACSB Accreditation Coordinator 2003 - 2007
Assisted the Dean with accreditation planning, data collection and maintaining compliance with current AACSB standards.
Accreditation reports written:
Accreditation Progress Report for the School of Business (for academic years 2003-2004, 2004-2005, and 2005-2006)
Five-year interim reaccreditation report to AACSB. Submitted to the AACSB in February, 2005. This report was subsequently accepted by AACSB and our accreditation was reaffirmed for five-years. Trifts, J., Gutmann, J. and Jensen, J. (On-file in the School of Business)

Faculty Mentor
Dr. Amarpreet Kohli 2006 - present
Mr. Joel Beck 2005 - present
Dr. Susan Chinn 2001 - 2007

Co-Director of the Master of Business Administration Program
Chair of The Master of Business Administration Faculty 1998 - 2001
This faculty body is responsible for academic administration of the Master degree program in Business Administration.

Manager - MBA Program Curriculum 2004 - 2005

Accreditation Readiness Team - Member 1999 - 2003

Dean Search Committee - Member 2001 - 2002

MBA Admissions Committee - Member 1994 - 2002

Information Systems and Technology Faculty Search Committee(s) 1997 & 2002

President - USM Chapter of the Beta Gamma Sigma Honor Society 1999 - 2001

Libra Professor Planning Committee - Member 1997 - 2001

Executive Forum Planning Committee - Member 2000 - 2001

Chair - SB Working Paper Forum 1996 - 1999

Panel Moderator - SB Executive Forum 1997

Activities in Service to the University of Southern Maine

NEASC accreditation sub-committee on Assessment of Student Learning – Member 2008 - 2009

Provost's Council on Assessment - Member 2008 - 2009

Board of Advisors - School of Applied Science: Engineering programs - Member 2006 - 2009

At the request of the President and Provost, developed a white paper exploring the similarities and differences among student course evaluation instruments. 2007

Center for Teaching Advisory Board - Member 1999 - 2003

Master in Manufacturing Systems Faculty, School of Applied Science - Member 1994 - 2000
This faculty body is responsible for academic administration of the Master in Manufacturing Systems program.

USM's Graduate Council - Member 1998 - 2001

Panel Member - Honors Program public speaking exercise 1997 - 1999

University Scheduling Task Force - Member 1999

Activities in Service to the Profession

Publications Sub-committee Chair for Decision Sciences Institute 2010
Implement the first-term review of the Editor of The Decision Sciences Journal of Innovative Education.

Associate Editor for Decision Science Journal of Innovative Education 2008-Present

Manuscript reviews for:
The Journal of Operations Management
International Journal of Production Research
Decision Science Journal
Decision Science Journal of Innovative Education
International Journal of Production Economics

Reviewer for 4th edition of Operations Management by Reid and Sanders 2008

Reviewer for The Handbook of Technology Management, John Wiley & Sons 2008

Submission reviews to the proceedings of the:
Annual Meeting of the National Decision Sciences Institute
Annual Meeting of the North East Decision Sciences Institute

Regularly serve as session chair and discussant at the Annual Meetings of the National Decision Sciences Institute and the Annual Meetings of the North East Decision Sciences Institute.

National Programs and Meetings Committee of the Decision Sciences Institute - Member 2000

Board of Directors - Downeast Chapter of the American Production and Inventory Control Society - University Liaison 1995 - 2000

Board of Directors of Norris Inc. - Member 2006 - 2009
Norris Inc is Northern New England's leading system integrator providing engineering, consultation, inspection and maintenance for life safety, alarm and communication systems for the healthcare, education, government, industrial and commercial markets.

Service-based Training and Seminars

AACSB Learning Goals and Learning Assessment Seminar - San Diego, CA - attended May 2007

AACSB Learning Goals and Learning Assessment Seminar - Dallas TX - attended January 2004

AACSB Outcome Assessment Seminar - Clearwater Beach, FL - attended March 1999
Improving Teaching Effectiveness Workshop sponsored by the College of Business Administration - Georgia State University - attended June 1998

AACSB Continuous Improvement Symposium - Philadelphia - attended 1995