

Susan A. Slotnick

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Education

Ph.D. Carnegie Mellon University, 1994
Graduate School of Industrial Administration
Department of Manufacturing and Operations Systems
M.S. Carnegie Mellon University, 1990
Graduate School of Industrial Administration
Department of Manufacturing and Operations Systems
Ph.D. Columbia University, 1978
Department of Linguistics
With Distinction
M. Phil. Columbia University, 1975
Department of Linguistics
M.A. Columbia University, 1973
Department of Linguistics
A.B. Brandeis University, 1972
Magna cum laude

Professional Experience

Professor, Cleveland State University, 2013–present
Associate Professor, Cleveland State University, 2006–2013
Assistant Professor, Cleveland State University, 2003–2006
Assistant Professor, Arizona State University West, 1998–2003
Assistant Professor, SUNY at Stony Brook, 1993–1998
Research Assistant, Carnegie Mellon University, 1988–1992
Systems Programmer, Mellon Bank, 1986–1988
Programmer-Analyst, Internal Revenue Service, 1984–1985
Technical Writer, Electronic Data Systems, 1984
Mellon Postdoctoral Teaching Fellow, Cornell University, 1979–1981
Assistant Professor, The Ohio State University, 1978–1979

Research

Publications

Refereed journal articles

“The effect of supply chain disruption, quality: and knowledge transfer on firm strategy.” With Rebecca Clemons. *International Journal of Production Economics*, volume 178, (August 2016), pages 169-186.

“Supply Chain Disclosure and Ethical Sourcing.” With Jen-Yi Chen. *International Journal of Production Economics*, volume 161, (March 2015), pp. 17-30.

“Lead-Time Quotation When Customers are Sensitive to Reputation.” *International Journal of Production Research*, volume 52, number 3 (2014), pp. 713-726.

“Order Acceptance and Scheduling: A Taxonomy and Review.” *European Journal of Operational Research*, volume 212 (2011), pp. 1-11.

“Optimal and Heuristic Lead-time Quotation for an Integrated Steel Mill with a Minimum Batch Size.” *European Journal of Operational Research*, volume 210 (2011), pp. 527-536.

“Order Acceptance Using Genetic Algorithms.” With Walter O. Rom. *Computers and Operations Research*, volume 36, (2009), pp. 1758-1767,

“Order Acceptance with Weighted Tardiness.” With Thomas E. Morton. *Computers and Operations Research*, volume 34, number 10 (October 2007), pp. 3029-3042.

“Manufacturing Lead-Time Rules: Customer Retention Versus Tardiness Costs.” With Matthew J. Sobel. *European Journal of Operational Research*, volume 163, number 3 (June 2005), 825-856.

“Quality and Reputation: The Effects of Internal and External Factors Over Time.” With Kathy A. Paulson Gjerde. *International Journal of Production Economics*, volume 89, issue 1, (May 2004), pp. 1-20.

“New Product Innovation with Multiple Features and Technology Constraints.” With Kathy A. Paulson Gjerde and Matthew J. Sobel. *Management Science*, volume 48, number 10 (October 2002), 1268-1284.

- “Delivery Guarantees and the Interdependence of Marketing and Operations.” With Subimal Chatterjee and Matthew J. Sobel. *Production and Operations Management*, volume 11, number 3 (Fall 2002), pp. 393-410.
- “Multi-Period Job Selection: Planning Work Loads to Maximize Profit.” With Herbert F. Lewis. *Computers and Operations Research*, volume 28, number 8 (2002), pp. 1081-1098.
- “Using Linguistic Performance to Measure Problem-Solving.” With Ronald A. Davidson and David Waldman. *Accounting Education: An International Journal*, volume 9, number 1 (2000), pp. 53-66.
- “A Multidimensional Approach to Manufacturing Quality.” With Kathy A. Paulson Gjerde. *Computers and Industrial Engineering*, volume 32, number 4 (1997), pp. 879-889.
- “Selecting Jobs for a Heavily Loaded Shop With Lateness Penalties.” With Thomas E. Morton. *Computers and Operations Research*, volume 23, number 2 (1996), pp. 131-140.
- “Explaining Quantitative Scheduling Systems to Uninitiated Users.” With Johanna D. Moore. *Expert Systems and Applications*, volume 8, number 4 (1995), pp. 475-490.

Refereed conference proceedings

- “Lead-time Estimation for an Integrated Steel Mill.” In Proceedings of 2007 International Conference on Manufacturing & Service Operations Management. Beijing, China. June 2007.
- “A Multiperiod Model of the Production of Quality.” With Kathy A. Paulson Gjerde. In *Proceedings of the Third Manufacturing and Service Operations Management Conference*. Seattle, Washington. June 1998. 30-35.
- “The Production of Quality in a Traditional vs. TQM Manufacturing Facility.” With Kathy A. Paulson Gjerde. In *Proceedings of the Second Manufacturing and Service Operations Management Conference*. Hanover, New Hampshire. June 1996. 323-328.
- “Tradeoffs Between Performance and Delivery Dimensions of Quality.” With Kathy A. Paulson Gjerde. In *Proceedings of the First Regional Symposium on Manufacturing, Science and Technology*. State University of New York at Stony Brook, 1995. 146-151.

Other conference proceedings

“FURNEX: Modeling Scheduling on the Factory Floor.” Susan A. Slotnick, Jerrold H. May and Thomas E. Morton. In *Proceedings of the Intelligent Scheduling Systems Symposium*, San Francisco, CA, 1992. 275-286.

“MULTEX: The Short-Term Expert Scheduling Subsystem.” Susan A. Slotnick. In *Proceedings of the Northeast Decision Sciences Institute Annual Conference*. Pittsburgh, PA, 1991. 375-377.

Conference presentations

“Incentives for Fair Labor Practices in a Supply Chain.” With Matthew J. Sobel. INFORMS Annual Meeting, Nashville, TN. November 2016.

“Supply Chain Disclosure and Ethical Sourcing.” With Jen-Yi Chen (Presenter). POMS Annual Conference, Washington, DC. April 2015.

“Supply Chain Disclosure and Ethical Sourcing.” With Jen-Yi Chen. INFORMS Annual Meeting, San Francisco, CA. November 2014.

“Supply chain disruption and quality: Factors that affect firm strategy.” With Rebecca Clemons (Presenter). DSI Annual Meeting, Decision Sciences Institute, Tampa, FL, November 2014.

“Supply Chain Disruption and Quality.” With Rebecca Clemons. INFORMS Annual Meeting, Minneapolis, MN. October 2013.

“Lead-Time Quotation When Customers are Sensitive to Reputation.” INFORMS Annual Meeting, Phoenix, AZ. October 2012.

“Lead-Time Quotation and Reputation in a Stochastic Setting.” INFORMS Annual Meeting, Charlotte NC. November 2011.

“Order Acceptance and Scheduling: A Taxonomy and Review.” INFORMS Annual Meeting, Austin TX. November 2010.

“Lead-Time Quotation for an Integrated Steel Mill.” INFORMS Annual Meeting, San Diego, CA. October 2009.

“Order Acceptance Using Genetic Algorithms” With Walter O. Rom. INFORMS Annual Meeting, Washington, D.C.. October 2008.

“Lead-time Estimation for an Integrated Steel Mill.” MSOM Annual Meeting, Beijing, China. June 2007.

- “Lead-Time Estimation with Minimum Batch Sizes.” Susan A. Slotnick. INFORMS Annual Meeting, Pittsburgh, PA. November 2006.
- “Optimal and Heuristic Methods for Job Acceptance with Weighted Tardiness.” With Thomas E. Morton. INFORMS Annual Meeting, San Francisco, CA. November 2005.
- “Job Selection with Weighted Tardiness.” With Thomas E. Morton. INFORMS Annual Meeting, Atlanta, GA. October 2003.
- “Quality and Reputation.” With Kathy A. Paulson Gjerde. INFORMS Annual Meeting, San Jose, CA. November 2002.
- “Should Product Innovation Be Radical? A Computational Study.” With Kathy A. Paulson Gjerde and Matthew J. Sobel. INFORMS Annual Meeting, Miami, FL. November 2001.
- “Lead-time Rules in Distributed Manufacturing Systems.” With Matthew J. Sobel. INFORMS Spring 2000 Meeting, Salt Lake City, UT. May 2000.
- “Job Selection for Workload Planning.” With Herbert F. Lewis. INFORMS Fall 1999 Meeting, Philadelphia, PA. November 1999.
- “Coordinating Lead-time and Dispatching Decisions in a Make-to-Order Facility.” With Matthew J. Sobel. Invited Paper, Session on Modeling, Validation and Optimization in Supply Chains. Industrial Engineering Research Conference, Phoenix, AZ, May 1999.
- “Determining Quality Levels Over Time: Effects of Inventory and Reputation.” With Kathy A. Paulson Gjerde. INFORMS Spring 1999 Meeting, Cincinnati, OH. May 1999.
- “Quality Tradeoffs Between Customers and Firms.” With Subimal Chatterjee and Kathy A. Paulson Gjerde. INFORMS Fall 1998 Meeting, Seattle, WA. November 1998.
- “A Multiperiod Model of the Production of Quality.” With Kathy A. Paulson Gjerde. Manufacturing and Service Operations Management Conference. Seattle, Washington. June 1998.
- “Radical Vs. Incremental Innovations: Bundling Features as Technology Advances.” With Kathy A. Paulson Gjerde and Matthew J. Sobel. INFORMS Fall 1997 Meeting, Dallas, TX.
- “A Multiperiod Model of Job Selection.” With Herbert F. Lewis. INFORMS Fall 1997 Meeting, Dallas, TX.

- “Response Times for Service Industries: Setting Due-Dates and Job Sequences in a Dynamic Environment.” With Subimal Chatterjee. Eighth Annual Meeting of the Production and Operations Management Society, Miami Beach, FL. April 1997.
- “The Production of Quality in a Traditional vs. TQM Manufacturing Facility.” With Kathy A. Paulson Gjerde. Second Manufacturing and Service Operations Management Conference. Hanover, New Hampshire. June 1996.
- “Managing Flexible Response-Time Guarantees.” With Subimal Chatterjee. INFORMS Spring 1996 Meeting, Washington, D.C.
- “The Adoption of TQM: Quantifying Tradeoffs Between Performance and Timeliness.” With Kathy A. Paulson Gjerde. INFORMS Spring 1996 Meeting, Washington, D.C.
- “Tradeoffs Between Performance and Delivery Dimensions of Quality.” With Kathy A. Paulson Gjerde. First Regional Symposium on Manufacturing, Science and Technology. State University of New York at Stony Brook, 1995.
- “Job Selection for a Heavily Loaded Shop with Tardiness Penalties.” With Thomas E. Morton. INFORMS Fall 1995 Meeting, New Orleans, LA.
- “Explaining Quantitative Scheduling Systems to Uninitiated Users.” With Johanna D. Moore. ORSA/TIMS Joint National Meeting, Phoenix, AZ, November 1993.
- “Explaining a Quantitative Scheduling System.” With Johanna D. Moore and Thomas E. Morton. ORSA/TIMS Joint National Meeting, San Francisco, CA, November 1992.
- “An Explanation Facility for a Hybrid Scheduling System.” With Jerrold H. May and Johanna D. Moore. ORSA/TIMS Joint National Meeting, Anaheim, CA, November 1991.
- “A Rule-Based System for Factory-Floor Scheduling.” With Jerrold H. May and Thomas E. Morton. ORSA/TIMS Joint National Meeting, Philadelphia, PA, October 1990.
- “A Prototype Expert System for Shop Floor Management.” With Rahul De, Jerrold H. May, Thomas E. Morton and Luis J. Vargas. TIMS/ORSA Joint National Meeting, Las Vegas, NV, May 1990.
- “AI/OR Scheduling Prototype Project for the Westinghouse Nuclear Fuel Tube Shop.” With Sunder Kekre, Jerrold H. May, Thomas E. Morton and Luis J. Vargas. TIMS/ORSA Joint National Meeting, Las Vegas, NV, May 1990.

Grants

Applied Business Scholar. College of Business, Cleveland State University.
Awarded Spring 2005, for Spring 2006.

Start-Up Grant. Cleveland State University. August 2003–June 2005.
\$3,000.

Study of Retail Replenishment and Logistics. PETsMART. With Mohan
Gopalakrishnan. May 2002–May 2003. \$29,369.

Design and Development of an M.B.A. Course in Service Operations. ASU
West Instructional Development and Support Grant. May 2002–May
2003. \$5,000.

Quantitative Modeling of Quality Management. ASU West Scholarship,
Research and Creativity Award. January–June 1999. \$5,500.

Modeling the Production of Quality. Grant Number SBR 96-17632.
Decision, Risk, and Management Science Program. National Science
Foundation. With Subimal Chatterjee and Kathy A. Paulson Gjerde.
February 1997–January 1998. \$58,722.

Explanation of Quantitative Systems: A General Approach to Providing
Justifications to Non-Technical Users. Grant Number IRI-9595486.
Interactive Systems Program). National Science Foundation. May
1995–April 1996. \$18,000.

Automated Dispatch System for Gas Customer Service. LILCO. With
Abhijit Deshmukh, Eugene Feinberg, Thomas Robertazzi and Darko
Skorin-Kapov. Approved, January 1995. \$250,000.

Teaching

At Cleveland State University:

Graduate courses

Scheduling (OSM 802), Fall 2005; (OSM 810), Spring 2011, Spring 2015.

Service Operations Management (OSM 621/721), Spring 2005, Spring
2008, Fall 2013 (online).

Operations Management (OSM 511), Spring 2004, Spring 2005, Fall 2006,
Fall 2006, Spring 2007, Fall 2007, Spring 2008.

Operations Management (OSM 511, online), Fall 2008, Spring 2009, Fall
2010, Spring 2011, Fall 2011, Spring 2012, Fall 2012, Spring 2013, Fall
2013, Spring 2014, Fall 2014, Spring 2015, Fall 2015, Fall 2016.

Operations Strategy (OSM 519), Fall 2004, Fall 2005, Fall 2007, Spring 2009, Fall 2010, Spring 2012.

Current Problems (OSM 896), Spring 2005, Spring 2006, Summer 2006, Fall 2007, Spring 2012.

Doctoral thesis supervision

Stephen Yaczola, Capacity Management and Variability in a Service Supply Chain, 2015-present.

R. Clemons, Supply chain disruption and quality, 2012-2014.

S. Menon, Order acceptance to increase shop-floor profitability, 2009-2014.

Undergraduate courses

Introduction to Operations Management (OSM 311), Fall 2003, Spring 2004, Fall 2004, Spring 2005, Spring 2007.

Introduction to Operations Management (OSM 311, online), Spring 2013, Spring 2014, Fall 2014, Fall 2015, Spring 2016, Fall 2016, Spring 2017.

Operations Strategy (OSM 419), Fall 2004, Fall 2005, Fall 2007, Spring 2009, Fall 2010, Spring 2012.

Service Operations Management (OSM 421), Fall 2006, Fall 2008, Spring 2011. item Service Operations Management (OSM 421, online), Fall 2014.

At ASU West:

Graduate courses

Service Operations. Spring 2003.

Operations Management, Fall 1998–Spring 2003.

Directed Research:

Group Project (6 students). “Inventory and Replenishment Study in a Retail Supply Chain.”

Individual project. “Quality Implementation: A Literature Review.”

Individual project. “Mine Training Program Analysis at the Stillwater Mining Company”.

Undergraduate courses

Operations Management. Spring 1999, Spring 2001, Spring 2002.

At SUNY Stony Brook:

Graduate courses

Operations Management. Fall 1994–Spring 1998.

Operations Management, Executive Program. Fall 1995, 1997.

Expert Systems in Management. Fall 1996, 1997.

Management Science, Executive Program. Spring 1997, 1998.

Workshop in Management. Fall 1996.

Expert Systems. Department of Computer Science. Spring 1994.

Undergraduate courses

Management Information Systems. Fall 1994, Spring 1995.

Business Applications of Expert Systems. Spring 1994, Spring 1995.

Supervised 7 Undergraduate Internships.

Undergraduate Teaching Practicum. Fall 1994, Spring 1995. Supervised 4
Undergraduate Teaching Assistants in connection with MIS course.

Service

Department Service

Chair of Search Committee for Visiting Lecturer, Fall 2016–Spring 2017

Peer Teaching Reviews, Spring 2015–present

Chair of Search Committee for Assistant/Associate Professor, Fall
2013–Spring 2014

Department Undergraduate Coordinator, Fall 2010–Spring 2013.

Department DBA Coordinator, Spring 2004–Spring 2009.

Chair of Search Committee for Visiting Assistant Professor,
Spring–Summer 2005

Faculty Representative to OSM Advisory Board, Spring 2004–present

Member of the OSM Curriculum Committee, Fall 2003–present

Chair of Search Committee for Visiting and Term Assistant Professors,
Fall 2003–Spring 2004

College Service

Member, Dean Search Committee, Spring 2016–Spring 2017.

College Peer Review Committee, Spring 2013–Spring 2017.

Chair, College Peer Review Committee, Spring 2014–Spring 2017.

Faculty Steering and Long-Range Planning Committee, Fall 2015–Spring
2016.

Chair, Search Committee for Monte Ahuja Endowed Chair in Global
Business, 2012–2013

Member, Ad Hoc Task Force on M.B.A. Curriculum, Spring 2011–Spring
2012

Chair, College Undergraduate Committee, Fall 2010–Spring 2013.

College Faculty Affairs Committee, Fall 2010–Spring 2013

Chair, College DBA Committee, Fall 2006–Spring 2009

College DBA Committee, Spring 2004–Spring 2009

College Undergraduate Curriculum Committee, Fall 2004–Spring 2013

University Service

Treasurer, CSU AAUP Chapter, Fall 2016–present.

Vice President, CSU AAUP Chapter, Fall 2014–Summer 2016.

Treasurer, CSU AAUP Chapter, Fall 2010–Fall 2014.

Chair, CSU AAUP Bargaining Council, 2009–2011, 2013–2015,
2017–present

Secretary, CSU AAUP Chapter, Summer 2008–Fall 2010.

University Professional Leave Committee, Spring 2008–present

University Sick Leave Bank Committee, Spring 2008–present

Member, CSU AAUP Bargaining Council, 2006

Editorial and Reviews

Editorial Board, Journal of Engineering and Technology Management, 1998-2009

Ad hoc reviewer for *Annals of OR*, *Discrete Optimization*, *Omega*, *Production Planning Handbook (Kluwer)*, *European Journal of Operations Research*, *European Journal of Industrial Engineering*, *INFORMS Journal on Computing*, *Operations Research*, *Computers and Operations Research*, *International Journal of Production Economics*, *International Journal of Production Research*, *International Journal of Industrial and Systems Engineering*, *IEEE Transactions on Engineering Management*, *Production and Operations Management*, *Journal of Economics and Business*, *Mathematical and Computer Modeling*, POM/MS/OR/MIS Tracks of Decision Sciences Institute Annual Meeting, *Journal of Scheduling*, *Computers and Industrial Engineering*, *International Journal of Operations and Quantitative Management*, *International Journal of Flexible Manufacturing Systems*, *Naval Research Logistics*, *OR Spectrum*, *Intelligent Scheduling Systems*, D.E. Brown and W.T. Scherer, editors. Boston: Kluwer Academic Publishers.

Member of Programming Committee for the First Annual Kent State Green Supply Chain Management Symposium, 2010

Member of Panel Review Committee for National Science Foundation Grants, 1996.

Service in professional organizations

Chaired contributed session on Supply Chain Management, INFORMS Annual Meeting, San Francisco, CA., November 2014.

Chaired contributed session on Production and Scheduling, INFORMS Annual Meeting, Austin, TX., November 2010.

Chaired contributed session on Production and Scheduling, INFORMS Annual Meeting, San Diego, CA., October 2009.

Chaired contributed session on Production Scheduling, INFORMS Fall 2003 Meeting, Atlanta, GA.

Chaired contributed session on Quality in Marketing, INFORMS Fall 2002 Meeting, San Jose, CA.

Chaired contributed session on Business Applications, INFORMS Fall 2001 Meeting, Miami, FL.

Organized sponsored session on Ensuring Quality in the Supply Chain,
INFORMS Fall 2000 Meeting, San Antonio, TX.

Organized sponsored session on Quantitative Models of Quality, at
INFORMS Spring 1999 Meeting, Cincinnati, OH.

Organized sponsored session on Quantitative Approaches to Quality, at
INFORMS Fall 1998 Meeting, Seattle, WA.

Organized sponsored session on Manufacturing Marketing Interfaces at
INFORMS Fall 1997 Meeting, Dallas, TX.

Professional affiliations

Institute for Operations Research and Management Sciences (INFORMS)

Manufacturing and Service Operations Society

Academic awards

Carnegie Mellon University William Larimer Mellon Fellowship

Cornell University Mellon Postdoctoral Teaching Fellow

Columbia University Dissertation designated as Distinguished
Ph.D. Examinations with Distinction
President's Fellow, Columbia University
Atran Scholar, Columbia University