

DR. CHON-HUAT GOH

INFORMATION

School of Business
Rutgers University at Camden
Camden, NJ 08102

Phone: (856) 225-6650
Fax: (856) 225-6231
e-mail: cgoh@camden.rutgers.edu

EDUCATION

Ph.D. (1991), The University of Texas at Austin, Texas.
Major Concentration: Operations Management,
Minor Concentration: Operations Research.

MBA (1988), The University of Texas at Austin, Texas.
Concentration: Finance and Accounting

B.Sc. (1983), Rhodes College (formerly Southwestern at Memphis), Memphis, Tennessee.

ACADEMIC/TEACHING EXPERIENCE

Associate Professor, School of Business, Rutgers University at Camden (Fall 1998-Present)
Visiting Associate Professor, Cox School of Business,
Southern Methodist University (Fall 1997-Spring 1998)

Assistant Professor, College of Business and Economics, University of Kentucky (1991-1997)

Instructor, College of Business and Economics, University of Kentucky (1990-1991)

Teaching Assistant, Graduate School of Business, University of Texas (1984-1990)

RECOGNITION RELATED TO TEACHING AND SCHOLARSHIP

University of Kentucky Chancellor's Award for Outstanding Teaching in the Non-Tenured Faculty Category, 1996. (Only two non-tenured professors receive this campus-wide award each year.)

University of Texas Outstanding Teaching Assistant for three semesters - Fall 1984, Spring 1985, and Spring 1986. (Only one Teaching Assistant is chosen from the Graduate School of Business at the University of Texas at Austin for this award each semester).

Sord Scholar (1985); Dean's Award (1985); Beta Gamma Sigma (1985); Phi Beta Kappa (1983); Omicron Delta Kappa Scholarship - 1982.

REFEREED JOURNAL PUBLICATIONS

1. "Two-Stage Perishable Inventory Models," with Betsy S. Greenberg and Hirofumi Matsuo, in *Management Science*, **39**, 5, 1993, 633-649.
2. "Perishable Inventory Systems with Batch Demands and Arrivals," with Betsy S. Greenberg and Hirofumi Matsuo, in *Operations Research Letters*, **13**, 1, 1993, 1-8.
3. "A Two-Stage Procedure for Designing a Group Technology System," with Chun-Hung Cheng and Anita Lee, in *International Journal of Operations and Production Management*, **15**, 6, 1995, 41-50.
4. "Local Procurement of Japanese Manufacturers in the U.S.: A Survey of Current Practice," with Takemi Kunisa and Anita Lee, in *OM Review*, **10**, 4, 1995, 37-49.
5. "A Revised Weighted Sum Decision Model for Robot Selection," with Chun-Hung Cheng and Yung-Chin Alex Tung, in *Computers and Industrial Engineering*, **30**, 2, 1996, 193-199.
6. "Solving the Generalized Machine Assignment Problem in Group Technology," with Chun-Hung Cheng and Anita Lee, in *Journal of the Operational Research Society*, **47**, 6, 1996, 794-802.
7. "Shadow Prices in Linear Programming: A Cost Behavior Complication," with Jean C. Cooper, in *Production and Inventory Management Journal*, **37**, 2, 1996, 11-14.
8. "An Empirical Assessment of Influences on POM Research," with CW Holsapple, LE Johnson, and JR Tanner, in *OMEGA*, **24**, 3, 1996, 337-345.
9. "A Hierarchical System of Performance Measures for Concurrent Engineering," with Bopana K. Ganapathy in *Concurrent Engineering: Research and Applications*, **5**, 2, 1997, 137-143.
10. "Evaluating and Classifying POM Journals," with Clyde W. Holsapple, Linda Ellis Johnson, and John R. Tanner in *Journal of Operations Management*, **15**, 1997, 123-138.
11. "Analytic Hierarchy Process for Robot Selection," in *Journal of Manufacturing Systems*, **16**, 5, 1997, 381-386.
12. "Solving the Partitioning Problem in Database Design," with Chun-Hung Cheng and Anita Lee-Post in *Journal of Database Management*, **10**, 1, Winter 1999, 36-38.
13. "Analysis of the Twisting Department at Superior Cable Corporation: A Case Study," with Jon C. Yingling and Rajive Ganguli in *European Journal of Operational Research*, **115**, 1, 1999, 19-35.
14. "Service Typologies: State of the Art Survey," with David P. Cook and Chen-Hua Chung in *Production and Operations Management*, **8**, 3, Fall 1999, 318-338.
15. "An Analysis of the Production Line versus the Case Manager Approach to Information Intensive Services," with Uday M. Apte and Cynthia M. Beath in *Decision Sciences*, **30**, 4, 1999, 1105-1129.
16. "Designing Group Technology Manufacturing Systems Using a Branch and Bound Approach," with Chun-Hung Cheng and Anita Lee-Post in *Computers and Industrial Engineering*, **40**, 2001, 117-131.

REFEREED JOURNAL PUBLICATIONS (Continued)

17. "Applying Lean Manufacturing Principles to Information Intensive Services," with Uday Apte in *International Journal of Service Technology and Management*, **5**, 5/6, 2004, 488-506.
18. "Data Auditing by Hierarchical Clustering", with Anita Lee-Post, Chunhung Cheng, in *International Journal of Applied Management and Technology*, **4**, 1, 2006, 153-163.

REFEREED PROCEEDINGS

1. "A Decision Support System for Robot Selection," with Alex Tung, in the *1992 Proceedings of Decision Science Institute*.
2. "Service Typologies: A State of the Art Survey," with David Cook and Chen-Hua Chung, in the *1995 Proceedings of Decision Science Institute*.
3. "Process-based Performance Measures for Concurrent Engineering," with Bopana Ganapathy, in the *1996 Proceedings of Decision Science Institute*.
4. "Analysis of the Bottleneck Operation of a Communications Cables Manufacturer: A Case Study," with Jon C. Yingling and Rajive Ganguli, in the *1997 Proceedings of Decision Science Institute*.
5. "Evaluating Design Decisions in Multi-site Service Facilities," in the *1998 Proceedings of Decision Science Institute*.
6. "Data Auditing using Genetic Algorithms," with Chun Hung Cheng, Anita Lee, and W. H. Lee in *2001 Proceedings of Decision Science Institute*.
7. "Supplier Selection by a Group of Decision Makers Using Analytical Hierarchy Process," in the *2005 IEEE International Proceedings on Service Operations and Logistics, and Informatics*.
8. "An Improved Approach for Assessing the Quality of Internet Survey Data", with Anita Lee-Post and Chun-hung Cheng in *2007 International Conference on Web Information Systems and Technologies*.

PAPER PRESENTATIONS AT PROFESSIONAL MEETINGS

- "A Two-Stage Perishable Inventory System," with Betsy Greenberg and Hirofumi Matsuo. Presented at ORSA/TIMS Joint National Meeting, New York City, New York, October 17, 1989.
- "Perishable Inventory Systems with Batch Demands and Arrivals," with Betsy Greenberg and Hirofumi Matsuo. Presented at ORSA/TIMS Joint National Meeting, Nashville, Tennessee, May 15, 1991.
- "Two-Stage Perishable Inventory Models," with Betsy Greenberg and Hirofumi Matsuo. Presented at ORSA/TIMS Joint National Meeting, Anaheim, California, November 4, 1991.
- "Combining Queues in the Design of Operations." Presented at the ORSA/TIMS Joint National Meeting in San Francisco, California, November 1-4, 1992.

PAPER PRESENTATIONS AT PROFESSIONAL MEETINGS (continued)

“An Evaluation of the Customer Service Department in a Mail Order Company,” with Gregory Lagana. Presented at the ORSA/TIMS Joint National Meeting in Phoenix, Arizona, November 3, 1993. Also served as the session chair.

“Optimal Threshold Error for Distributed Interactive Simulations,” with James Otto. Presented at TIMS XXXIII International - Singapore, June 25-28, 1995.

“Service Typologies: State of the Art Survey,” with David Cook and Chen-Hua Chung. Presented at the 26th Annual Meeting of the *Decision Science Institute* in Boston, Massachusetts, November 20-22, 1995.

“Process-based Performance Measures for Concurrent Engineering,” with Bopana Ganapathy. Presented at the 27th Annual Meeting of the *Decision Science Institute in Orlando, Florida*, November 24-26, 1996.

“Analysis of the Bottleneck Operation of a Communications Cables Manufacturer: A Case Study,” with Jon C. Yingling and Rajive Ganguli. Presented at the 28th Annual Meeting of the *Decision Science Institute*, 1997.

“Lean Services,” with Uday M. Apte. Presented at *The Production and Operations Management Society Conference* in Sante Fe, New Mexico, March 28-31, 1998.

“Evaluating Design Decisions in Multi-site Service Facilities.” Presented at the 29th Annual Meeting of the *Decision Science Institute* in Las Vegas, Nevada, November 21-24, 1998.

“A Survey of Current Production Scheduling Practices in Wisconsin,” with Anita Lee-Post. Presented at the ORSA/TIMS Joint National Meeting in Philadelphia, Pennsylvania, November 7-10, 1999.

“Data Auditing using Genetic Algorithms,” with Chun Hung Cheng, Anita Lee, and W. H. Lee. Presented at the 32nd Annual Meeting of the *Decision Science Institute* in San Francisco, California, November 17-20, 2001.

“Link Restructuring through Web Log Mining,” with Anita Lee-Post. Presented at the ORSA/TIMS Joint National Meeting in San Jose, California, November 17-20, 2002.

"Applying Lean Manufacturing Principles to Information Intensive Services", with Uday Apte. Presented in the 2003 Annual Meeting of the Production and Operations Management Society (POMS) from April 4-7, 2003, in Savannah, Georgia, USA.

“Supplier Selection by a Group of Decision Makers Using Analytical Hierarchy Process.” Presented in the 2005 IEEE International Conference on Service Operations and Logistics, and Informatics, from August 10-12, 2005, in Beijing, China.

“An Improved Approach for Assessing the Quality of Internet Survey Data”, with Anita Lee-Post and Chun-hung Cheng in 2007 International Conference on Web Information Systems and Technologies.

WORK IN PROGRESS

“Empirical Study of Global Economic Uncertainty on Supply Chain,” with Chun-Hung Cheng.

“Analytical Model for Evaluation of Antiques,” with Chun-Hung Cheng.

“Optimal Control of Message Transmissions in Multi-service Networks”

“Scheduling Practices of Manufacturing Companies in Wisconsin,” with Anita Lee-Post.

“Design of Service Systems under Process Uncertainty”

EDITORIAL POSITION AND OTHER PROFESSIONAL ACTIVITIES

Member of Editorial Board of *Management* (1995-present).

Referee for *International Journal of Production Economics*, *Journal of Operations Management*, *European Journal of Operational Research*, *IEEE Transactions on Engineering Management*, *Production and Operations Management*, *OMEGA*, *Decision Support Systems*, *The Hawaii International Conference on System Sciences*, and *Society for Mining Metallurgy, and Exploration Inc.*

Member of the Institute for Operations Research and the Management Sciences (INFORMS), Production and Operations Management Society (POMS), and Decision Sciences Institute.

External reviewer for the Kentucky Science and Engineering Foundation Research and Development Excellence Program Proposals (2004).

RESEARCH FUNDING

Recipient of Ashland Oil Summer Research Grant, 1995 (\$6,500).

Recipient of Summer Faculty Research Fellowship, 1993 (\$2,400).

Obtained research funding (\$5,000) from Square D Company (1993). This research entails a simulation study and a strategic analysis of the manufacturing facility's revised layout.

COURSES TAUGHT

International Executive Education:

Production/Operations Management and Multi-Objective Decision Making (Summer, 1996 in Universitas Padjadjaran, Bandung, Indonesia).

Production and Operations Management and Multi-Objective Decision Making for the Hospital Industry (Summer, 1996 in Cipto Mangunkusumo Hospital, Jakarta, Indonesia).

School of Business, Rutgers University at Camden (Fall 1998-Present)

MAN 519 – Graduate course in Service Operations

MAN 670 – Graduate course in Supply Chain Management

MAN 504 – Graduate course in Management Science

MAN 513 – Graduate course in Production and Operations Management

MAN 321 – Undergraduate course in Management Science

MAN 312 – Undergraduate course in Operations Management

COURSES TAUGHT (Continued)

Cox School of Business, Southern Methodist University (Fall 1997-Spring 1998)

MIS 6387 – MBA course in Lean Operations

MIS 2306 – Undergraduate course in Operations Management

College of Business and Economics, University of Kentucky (1991-1997)

DIS 780 - Ph.D. course in Service Operations,

DIS 752 - Ph.D. course in Scheduling,

DIS 751 - Ph.D. course in Management Science,

DIS 651 - MBA core course in Quantitative Methods,

DIS 650 - MBA core course in Statistics,

DIS 450 - Undergraduate course in Service Operations, and

DIS 300 - Undergraduate course in Operations Management.

Graduate School of Business, University of Texas (1984-1990)

MAN 335 - Undergraduate course in Operations Management.

Teaching Assistant: BA380N - MBA course in Operations Management.

BA380M - MBA course in Management Science.

MASTERS THESIS AND Ph.D. DISSERTATION COMMITTEES

Member of Masters Thesis Committee of Robert A. Bohanan (1997). Title: Multiobjective Optimization of Production Scheduling Using Genetic Algorithms.

Member of the Ph.D. Dissertation Committees of:

Dr. Jiunn-Min Lee, 1993 (Title: Batching Multiple Different Products on Parallel Heterogenous Machines),

Dr. Magesh Ranganathan, 1995 (Title: Performance Evaluation of Tool Sharing Policies in Automated Manufacturing Systems),

Dr. Thomas G. Groleau, 1995 (Title: Applicability of FMS and GT under Varying Batch Size and Product Variety),

Dr. Larry Weinstein, 1996 (Title: Decision Support for the Integration of Maintenance Activities with Front End Production Planning Activities), and

Dr. David Cook, 1997 (Title: An Empirical Investigation Toward the Development of a Service-Based Quality Taxonomy.)

COLLEGE COMMITTEES

Member of Undergraduate Studies Committee (1992-3)

Humana Visiting Scholar Committee (1993-5)

Scholarship and Award Committee (1995-6)

MBA Strategic Planning Committee (1995-6).

Member of Appointments Committee (1998-2000)

Member of Cooperation and Collegiality Committee (1998-2000)

Member of Teaching Committee (1999-2000)

Chair, Instructional Resources and Responsibilities Committee (Fall, 2001)

Member of Instructional Resources and Responsibilities Committee (Spring, 2002)

COLLEGE COMMITTEES (Continued)

Member of OM/MIS search committee (Fall 2004)

Member of FASIP Committee (Fall 2004, Spring 2007, Spring 2008)

Member of Curriculum Content and Evaluation Committee (Fall 2002-Spring, 2006)

Co-Chair, Instructional Resources and Responsibilities Committee (Fall, 2003-Spring, 2006)

Member of Undergraduate Task Force (Spring, 2006-Spring, 2008)

Coordinator of Management Area (Spring and Fall, 2006)

STUDENT ORGANIZATIONS

Faculty Advisor of Malaysian Students Organization at the University of Kentucky (1991-1997).

Faculty Advisor of Management Society at Rutgers University (1999-2001).

Faculty Advisor of Taiwanese Students Organization at Rutgers University (1999-2007).

Faculty Advisor of International Students Organization at Rutgers University (Fall 2004-2006).