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BIO

Research: Dr. Mollenkopf's primary research interests lie within the areas of integration and supply chain sustainability. A key focus over the years has been on returns management, which crosses into both streams of research. As a logistician, her primary publication efforts have targeted *Journal of Business Logistics* and *International Journal of Physical Distribution and Logistics Management* as these two outlets provide access to an international audience of logistics scholars. She has also targeted other top tier journals such as *Journal of Operations Management*, *Decision Sciences* and (currently) *Journal of Supply Chain Management*. Her research has been well received, and supported by over \$600,000 in grants.

Teaching and Mentoring: Dr. Mollenkopf has extensive teaching experience in terms of audiences and course content. She currently teaches undergraduate honors and capstone supply chain management courses, as well as a logistics Ph.D. seminar. Mentoring students has been an important focus throughout her career, having served on 11 Ph.D. dissertation committees (6 as chair), supervised 12 masters' theses, and 17 undergraduate research theses. Mentoring has also taken place through coaching undergraduate students for case competitions, during study abroad programs, and working with student organizations.

Leadership: Dr. Mollenkopf spent 9 years as Ph.D. Director of the Supply Chain Management (formerly Logistics) program at the University of Tennessee. During this time, she led the department through a major curriculum revision as the logistics program transitioned to a supply chain management focus. She is currently spearheading the NeXxus initiative at UTK with several colleagues, to address gender diversity with the SCM student body. She has recently become the faculty advisor for a new student club that provides networking, mentoring and professional development opportunities for women in the supply chain major. She has been a strong advocate for study abroad opportunities, spearheading a program in Australia. She developed the curriculum, established relationships with local firms and has successfully managed the program for 11 years.

Professional Service: Dr. Mollenkopf plays an active role in the logistics/supply chain discipline. She serves as an Associate Editor for *Journal of Business Logistics*, *Journal of Operations Management* and *International Journal of Physical Distribution and Logistics Management*, and on the editorial review board of *Journal of Supply Chain Management*. In addition, she has served an active role in the Council of Supply Chain Management Professionals (CSCMP), serving on both the Research Strategies Committee (RSC) and the Academic Strategies Committee (ASC). She is currently the Co-Chair of the ASC, and will assume the Chair position for the 2019-21 term.

Outreach and Global Impact: Throughout her career, Dr. Mollenkopf has purposefully cultivated and developed an international focus through her research with international colleagues, service as associate editor for prestigious international journals, teaching study abroad programs, as well as her many conferences, presentations and executive seminars to international audiences. This global presence positions her as an Ambassador for the University of Tennessee on the global stage.

ACADEMIC POSITIONS

- 2005 – Present **University of Tennessee**
Department of Marketing and Supply Chain Management
- McCormick Associate Professor of Logistics* 2010 – Present
Associate Professor 2008 – 2010
Assistant Professor 2005 – 2008
- 2002 – 2005 **Michigan State University**
Department of Marketing & Supply Chain Management
- Assistant Professor* 2002 – 2005
- 1994 – 2002 **Lincoln University**
Commerce Division, Canterbury, New Zealand
- Senior Lecturer in Marketing & Distribution* 1997 – 2002
Lecturer in Marketing & Distribution 1994 - 1997

EDUCATION

- 1995 Ph.D. in Marketing Channels and International Business
Drexel University, Philadelphia, PA
- 1983 Master in Business Administration, Logistics and Materials Management
Michigan State University, East Lansing, MI
- 1982 Bachelor of Science in Business Administration, Marketing and International Business
Bowling Green State University, Bowling Green, OH

Undergraduate studies also included a minor in French, including one academic year of humanities at the international institute, L'INSTITUT DE TOURAINE, in Tours, France. All courses were taught in French.

RESEARCH

Research Interests

Logistics and Supply Chain Integration
Returns Management and Closed Loop Supply Chains
Sustainable Supply Chain Management
Strategic Logistics/Supply Chain Management (general)

Publications: Journal Articles

1. Busse, C. and Mollenkopf, D.A. 2017. Under the Umbrella of Sustainable Supply Chain Management: Emergent Solutions to Real-world Problems, *International Journal of Physical Distribution & Logistics Management*, 47 (5), doi: 10.1108/IJPDLM-03-2017-0130. Guest editorial for special issue (editor review only).
2. Wang, Y., Hazen, B.T. and Mollenkopf, D.A. 2017. Consumer Value Considerations and Adoption of Remanufactured Products in Closed-loop Supply Chains. *Industrial Management & Data Systems*.
3. Hazen, Benjamin T., Mollenkopf, D.A. and Wang, Y. 2017. Remanufacturing for the Circular Economy: An examination of Consumer Switching Behaviour. *Business Strategy and the Environment*.
4. Stank, T.P., Pellathy, D., In, J., Mollenkopf, D.A. and Bell, J.E. 2017. New Frontiers in Logistics Research: Theorizing at the Middle Range. *Journal of Business Logistics*.
5. Stolze, H.J., Mollenkopf, D.A. and Flint, D.J. 2016. What's the Right Supply Chain for Your Shopper? Exploring the Shopper Service Ecosystem, *Journal of Business Logistics* 37(2), 185-197.
6. Kirchoff, J.F., Tate, W.L. and Mollenkopf, D.A. 2016. The Impact of Strategic Organizational Orientations on Green Supply Chain Management and Firm Performance. *International Journal of Physical Distribution and Logistics Management* 46(3) 269-292.
7. Rose, W., Mollenkopf, D.A., Autry, C.W., and Bell, J.E. 2016. Exploring Urban Institutional Pressures on Logistics Service Providers, *International Journal of Physical Distribution and Logistics Management* 46(2) 153-176.
8. Tate, W.L., Mollenkopf, D.A., Stank, T.P. and DeSilva, A. 2015. Integrating Supply and Demand. *Sloan Management Review*, 56(4), 15-18.
9. Frankel, R. and Mollenkopf, D.A. 2015. Cross-Functional Integration Revisited: Exploring the Conceptual Elephant *Journal of Business Logistics*, 36(1): 18-24. Guest editorial for Special Topic Forum on Cross-Functional Integration Revisited: Enhancing Rigor and Relevance. Guest editorial for special issue (editor review only).
10. Mollenkopf, D.A. 2014. What Does It Take to Get Published These Days? *International Journal of Physical Distribution and Logistics Management*. 44(3). Guest Editorial as a Senior Associate Editor (editor review only).
11. Bell, J.E., Mollenkopf, D.A. and Stolze, H.J. 2013. Natural Resource Scarcity and the Closed-Loop Supply Chain: A Resource-Advantage View, *International Journal of Physical Distribution and Logistics Management*. 43(5), 351 – 379. Shortlisted for Emerald Publishing Group's 2013 Social Impact Award.

12. Bell, J.E., Autry, C.W., Mollenkopf, D.A. and Thornton, L.M. 2012. A Natural Resource Scarcity Typology: Theoretical Foundations and Strategic Implications for Supply Chain Management, *Journal of Business Logistics*, 33(2), 158-166.
13. Mollenkopf, D.A., Frankel, R., and Russo, I. 2011. Creating Value through Returns Management: Exploring the Marketing-Operations Interface, *Journal of Operations Management*, 29(5), 391-403.
14. Mollenkopf, D.A., Stolze, H.J., Ueltschy, M, and Tate, W.L. 2010. Green, Lean and Global Supply Chains, *International Journal of Physical Distribution and Logistics Management*, 40(1/2), 14-41.
15. Guzman-Siller, C., Twede, D. and Mollenkopf, D.A. 2010. Differences in the Perceptions of Pallet Systems Between US and Canadian Grocery Retailers, *Journal of Food Distribution Research*. 41(3), November.
16. Jayaraman, V., Ross, A., Rodrigues, A. and Mollenkopf, D.A. 2010. Repositioning of Reusable Containers in a Global Sustainable Supply Chain Environment, *International Journal of Mathematics in Operational Research*, 2(2), 178-204.
17. Defee, C., Esper, T.L. and Mollenkopf, D.A. 2009. Leveraging Closed-loop Orientation and Leadership for Environmental Sustainability. *Supply Chain Management: An International Journal* 14(2), 87-98.
18. Moura, A.D., Martin, S. and Mollenkopf, D.A. 2009. Product Specification and Agribusiness Chain Coordination: Introducing the Coordination Differential Concept. *Agribusiness: An International Journal*, 25(1), Winter, 112-127.
19. Speier, C.B., Mollenkopf, D.A. and Stank, T.P. 2008. The Role of Information Integration in Facilitating 21st Century Supply Chains: A Theory-Based Perspective. *Transportation Journal*, 47(2), Spring, 21-38.
20. Hynes, N. and Mollenkopf, D.A., 2008. Capturing Strategic Alliance Outcomes: An Analysis of Motives, Objectives and Outcomes, *International Journal of Technology Management*, 43(1-3), 194-211.
21. Mollenkopf, D.A., Russo, I. and Frankel, R. 2007. The Returns Management Process in Supply Chain Strategy, *International Journal of Physical Distribution and Logistics Management*, 37(7), 568-592.
22. Mollenkopf, D.A., Rabinovich, E., Laseter, T.M. and Boyer, K.K. 2007. Managing Internet Product Returns: A Focus on Effective Service Management, *Decision Sciences Journal*, 38(2), 215-250. *Finalist for 2007 Best Paper Award*.
23. Twede, D., Mollenkopf, D.A. and Guzman-Siller, C. 2007. A Market-Driven Investigation of Pallet Trends in Grocery Chains, *Journal of Food Distribution Research*, 38(1), 161-169.
24. Raper, K., Jones, K., Whipple, J., Mollenkopf, D.A. and Peterson, H.C. 2007. Evaluating Food Industry Commodity Procurement Strategies, *Journal of Food Distribution Research*.
25. Hines, N. and Mollenkopf, D.A. 2006. Strategic Orientation and Performance in Dedicated Biotechnology Firms, *International Journal of Technology Marketing*, 1(3), 243-264.
26. Closs, D.J, Mollenkopf, D.A. and Keller S. 2005. Improving Chemical Industry Performance through Enhanced Railcar Utilization. *Supply Chain Management: An International Journal*, 10(3), 206-213.

27. Mollenkopf, D.A. and Dapiran, G.P. 2005. The Importance Of Developing Logistics Competencies: A Study Of Australian And New Zealand Firms, *International Journal of Logistics: Research and Applications*, 8(1), March, 1-14.
28. Mollenkopf, D.A. and Dapiran, G.P. 2005. World Class Logistics: Australia and New Zealand, *International Journal of Physical Distribution and Logistics Management*, 35(1), 63-74.
29. Mollenkopf, D.A., Closs, D.J., Twede, D., Lee, S. and Burgess, G. 2005. Assessing the Profitability of Reusable Packaging: A Relative Cost Approach, *The Journal of Business Logistics*, 26(1), 169-197.
30. Closs, D.J. and Mollenkopf, D.A. 2004. A Global Supply Chain Framework, *Industrial Marketing Management*, 33(1), 37-44.
31. Closs, D., Keller, S. and Mollenkopf D.A. 2003. Chemical Rail Transport: The Benefits of Reliability, *Transportation Journal*, 42(3), 17-30.
32. Moura, A.D., Mollenkopf, D.A. and Martin, S.K. 2003. Understanding the relationship between product specifications and coordination in agri-business supply chains: an examination of the New Zealand meat industry, *International Food and Agribusiness Management Review*, 5(2). 2003.
33. Koops, S., Mollenkopf, D.A. and Zwart A.C. 2002. Food Supply Chains: Are Efficiency and Responsiveness Mutually Exclusive? *Journal of Chain and Network Science*, 2(1), 7-18.
34. Mollenkopf, D.A., White, M. and Zwart, A. 2001. EDI Adoption in New Zealand Firms: Understanding Proactive vs Reactive Adoption, *Journal of Marketing Channels*, 8(1-2), 33-64.
35. Mollenkopf, D.A., Gibson, A. and Ozanne, L.K. 2000. The Integration of Marketing and Logistics Functions: An Empirical Examination of New Zealand Firms, *Journal of Business Logistics*, 21(2), 89-112.
36. Clemes, M., Mollenkopf, D.A. and Burn, D. 2000. An Investigation of Marketing Problems across Service Typologies, *Journal of Services Marketing*, 14(7), 573-594.
37. Mollenkopf, D.A. and Harrison, G. 2000. Service Diversification in the New Zealand Transport Industry, *Asia Pacific Journal of Transport*, 2(1/2), 1-15.
38. Rosenbloom, B. and Mollenkopf, D.A. 1993. Dominant Buyers: Are They Changing the Wholesaler-Distributor's Role in Marketing Channels? *Journal of Marketing Channels*, 3 (1), 73-90.

Manuscripts Under Review

1. Castillo, V.E., Mollenkopf, D.A. and Bell, J.E. Supply Chain Integrity: A Key to Sustainable Supply Chain Management. Submitted to *Journal of Business Logistics*, February 2016. Invited for revision and 4th review, July 2017.
2. Stolze, H.J., Mollenkopf, D.A., Flint, D.J. and Thornton, L.M. Supply Chain and Marketing Integration: Tension at the Retail Frontline. Submitted to *Journal of Supply Chain Management*, February 6, 2017. Invited for 1st revision May, 2017.

3. Thornton, L.M., Esper, T.L. and Mollenkopf, D.A. The Political Micro-foundations of Supply Chain Relational Capital. Submitted to *Journal of Supply Chain Management*, June, 2017.
4. Pellathy, D.J., Mollenkopf, D.A, Stank, T.P., and Autry, C.W. Cross-functional Integration: Concept Clarification and Scale Development. Submitted to *Journal of Business Logistics*, June, 2017.

Manuscripts in Progress

1. Mollenkopf, D.A., Stolze, H.J. and Davis-Sramek, E. The Evolving Role of Logistics Service Providers in Creating Customer Value: A Resource Orchestration Perspective. Target: *Journal of Business Logistics*, July 2017.
2. Mollenkopf, D.A. and Busse, C. Under the Umbrella of Sustainable Supply Chain Management: A Research Framework. An invited paper to provoke new research directions, based on our recent guest editorship of a special issue. Target: *International Journal of Physical Distribution and Logistics Management*, July 2017.
3. Rose, W., Autry, C.W., Mollenkopf, D.A. and Williams, B. The Impact of Urban Characteristics on Logistics Strategy and Performance. Target: *Decision Sciences Journal*, Summer 2017.
4. Duan, Y., Aloysius, J. and Mollenkopf, D.A. Supply Chain Transparency: How You Say It Matters. Target: *Journal of Business Logistics* or *Decision Sciences Journal*, Summer 2017.
5. Mollenkopf, D.A., Stank, T.P., Pellathy, D.J. and In, J. Logistics Customer Service: A Middle-Range Approach. Target: Special Issue on Logistics and Customer Service at *International Journal of Physical Distribution and Logistics Management*, September 2017.
6. Mollenkopf, D.A., Frankel, R. and Russo, I. Integrating Product, Information and Financial Flows in the Returns Management Process. Target *Journal of Business Logistics*, Fall 2017.
7. Stolze, H.J., Cronin, J.J, Jr., Mollenkopf, D.A. and Thornton, L. Boundary Spanning Networks at the Retail Frontline: The Challenge of Demand and Supply Integration for Direct-Store-Delivery Employees. Target: *Journal of Retailing*, Winter 2017.

Research in Progress

Resource Scarcity and Returns Management

Co-researchers: John Bell, Hannah Stolze, Donna Davis

Natural resource scarcity issues have tremendous implications for supply chain managers. This project integrates the resource scarcity literature and the returns management returns management literatures to explore different returns and closed loop supply chain strategies in the face of scarcity. A multi-case-study approach is being undertaken to test research propositions developed in a previous *IJPDLM* manuscript, with data collection currently underway. Data analysis is underway, with manuscript development targeted for Fall 2017

Supply Chain Integrity and Transparency

Co-researchers: Vince Castillo, John Bell

The notion of integrity in the supply chain is emerging within the supply chain risk literature as well as within the sustainability/ethics literature. This research seeks to introduce and define the concept of supply chain integrity. An initial conceptual paper is under review, to be followed by further empirical work. Extension work to begin Fall 2017 will consider the link between transparency and integrity in effecting sustainable supply chain management.

Value Creation through Returns Management

Co-researchers: Robert Frankel, Ivan Russo

This ongoing project continues the stream of research on value creation through returns management. Whereas previous work focused on creation of customer value through effective returns management, current research is focusing on the process of value creation for firms. Several firms have been followed over the past ten years, and the longitudinal transition in recognition of firm value through returns managed is being investigated.

Research Grants (Over \$600,000 in grants received)

1. Co-Principal Investigator, "Supply Chain Transparency." U.S. Air Force Grant, 2016. \$30,000.
2. Co-Principal Investigator, "Closed-Loop Supply Chains and Natural Resource Scarcity." Global supply Chain institute Grant. 2014. \$15,000.
3. Co-Principal Investigator, "Resource Scarcity and Returns Management: Implications for the U.S. Air Force." U.S. Air Force Grant, 2012. \$50,000.
4. Co-Principal Investigator, "Lean, Green and Global: Balancing Lean and Environmentally sustainable supply Chain Strategies in a Global Context." U.S. Air Force Contract FA7014-06-D-0019 Task Order #0009, Subtask 1f. 2009 – 2010. \$403,683.
5. Co-Principal Investigator, "Environmental Customer Value of Logistics Services." BNSF Railway Research Funding. May – October, 2009. \$5,000.
6. Co-Principal Investigator, "Global Returns Management Project." Corporate Research Sponsorships. February 2007 – December 2008. \$15,000.
7. Principal Investigator, "Remanufacturing Processes." Corporate Research Sponsorship. 2007. \$5,000.
8. Co-Principal Investigator. Global Returns Management Research. College of Business Administration *Marvin W. and Jean P. Mills Faculty Excellence Award*. 2006. \$10,000.
9. Co-Principal Investigator, "A Market-Driven Investigation of Pallet Trends in Grocery Supply Chains." National Wooden Pallet and Container Association (NWPCA) Research Funding. \$40,000.
10. Co-Principal Investigator, "Managing Uncertain Supply: A Reverse Logistics Analysis," IBM Research Grant. \$22,000.

11. Co-Principal Investigator, "Ridesharing in New Zealand." A two-phase project supported by Government Executive Energy Efficiency and Conservation Authority (EECA), Lincoln University, and Mobil Oil Corporation of New Zealand. \$33,800 NZD.

Research Awards

1. Shortlisted for Emerald Publishing Group's 2013 Social Impact Award, across all Emerald Publications. Bell, J.E.; Mollenkopf, D.A.; Stolze, H.J. 2013. Natural Resource Scarcity and the Closed-Loop Supply Chain: A Resource-Advantage View, *International Journal of Physical Distribution and Logistics Management*. 43(5), 351 – 379.
2. Best Paper Award, 2010, Australia and New Zealand Marketing Academy Conference. Frankel, R., Mollenkopf, D.A. and Russo, I. 2010. Effective Returns Management: Enhancing Retailer – Supplier Relationships, University of Canterbury, Christchurch, New Zealand, November 29 – December 1.
3. 2007 Best Paper Award Finalist. Mollenkopf, D.A.; Rabinovich, E.; Laseter, T.M.; Boyer, K.K. 2007. Managing Internet Product Returns: A Focus on Effective Service Management, *Decision Sciences Journal*, 38(2), 215-250.
4. 2007 Distinguished Paper Award, Services Management Track, Decision Sciences Institute 38th Annual Conference. Boyer, K. K., Mollenkopf, D.A., Rabinovich, E., and Strickler, G. R. Jr. 2007. Predicting Follow-up Purchases Based on Internet Product Returns. Phoenix, AZ. November.
5. Best Paper, 2002, 5th International Conference on Chain and Network Management in Agribusiness and the Food Industry, June 6-11, The Netherlands. Koops, S., Mollenkopf, D.A. and Zwart A.C., Food Supply Chains: Are Efficiency and Responsiveness Mutually Exclusive?

Book Chapters

1. Mollenkopf, D.A., Frankel, R. and Russo, I. 2016. Sell Right, Not More: Leveraging Internal Integration to Mitigate Product Returns, in Autry, C.W. and Moon, M. (editors), *Achieving Supply Chain Integration, Connecting the Supply Chain Inside and Out for Competitive Advantage*, Pearson Publishing, 177-202.
2. Mollenkopf, D.A., Stank, T.P. and Tate, W.L. 2016. Maximizing Organizational Value Creation Across the Great Divide, in Autry, C.W. and Moon, M. (editors), *Achieving Supply Chain Integration, Connecting the Supply Chain Inside and Out for Competitive Advantage*, Pearson Publishing, 47-78.
3. Mollenkopf, D.A. and Hickling, G. 2000. Global Music: An Application in Web-based Retailing. in *New Zealand Marketing Cases*, 4th edition, edited by Michael Clemes, Daphne Brasell Associates, Ltd., 115-123.
4. Mollenkopf, D.A. and Moore, V. 1998. The Current Status of Congruity Theory. Invited chapter in *The Elgar Companion to Consumer Research and Economic Psychology*, edited by Earl, P. and Kemp, S., Edward Elgar Publishing, Ltd., 92-99.
5. Mollenkopf, D.A. 1995. Snapple Beverage Company, a case study in *Marketing Channels: A Management View*, 5th ed., Bert Rosenbloom, Chicago: The Dryden Press.

6. Mollenkopf, D.A. 1991. Cuisinarts Inc. Developing and Changing Channel Strategy, a case study in *Marketing Channels: A Management View*, 4th ed., Bert Rosenbloom, Chicago: The Dryden Press, 591-593.

Monographs, Sponsored Reports and Managerial Publications

1. Mollenkopf, D.A. 2017. Making Returns Good for Business. Invited article for Inside Supply Management, a publication of the Institute for Supply Management. September.
2. Bell, J.E., Mollenkopf, D.A., Meline, J.S. and Burnette, M. 2016. Creating a Transparent Supply Chain: Best Practices. A White Paper published through the Global Supply Chain Institute. November.
3. Bell, J.E., Mollenkopf, D.A. and Castillo, V.E. 2016. Transparency and Sustainable Supply Chain Management in Department of Defense Procurement. Technical Report, Submitted to the United State Air Force, Air Force Institute of Technology, 14 September.
4. Mollenkopf, D.A. 2015. Transparency and Integrity: They're Prerequisites for Supply Chain Sustainability. Supply Chain Management Review, online access posted November 23, 2015. http://www.scmr.com/article/transparency_and_integrity_theyre_prerequisites_for_supply_chain_sustainabi
5. Mollenkopf, D.A. and Bell, J.E. 2014. Resources May Not Be Running Out...But that Doesn't Mean Business as Usual. Invited article for Supply Chain Management Review, Online version, 11 June.
6. Bell, J.E. and Mollenkopf, D.A. 2013. The Competitive Impact of Natural Resource Scarcity, CSCMP Hot Topics, Oak Brook, IL: Council of Supply Chain Management Professionals. ISBN: 978-9761747-1-4.
7. Bell, J.E. and Mollenkopf, D.A. 2012. Returns Management, Resource Scarcity, and Organizational Performance: Implications for the U.S. Air Force. Technical Report #FA8601-11-P-0439-2, Submitted to the United States Air Force, Air Force Institute of Technology, 29 February.
8. Mollenkopf, D.A. 2011. Demand and Supply Integration in the Closed Loop Supply Chain, Supply Chain Management Review. Available online May 9. http://www.scmr.com/article/demand_and_supply_integration_in_the_closed_loop_supply_chain/.
9. Mollenkopf, D.A. and Tate, W.L. 2011. Green and Lean Supply Chains, CSCMP Explores..., Volume 3, Spring, Oak Brook, IL: Council of Supply Chain Management Professionals.
10. Mollenkopf, D.A. and Tate, W.L. 2010. Green, Lean and Global Supply Chain Strategies-Final Report. U.S. Air Force Contract FA7014-06-D-0019 Task Order #0009.
11. Mollenkopf, D.A. and Tate, W.L. 2010. A Literature Review on the Integrated Life Cycle Management. U.S. Air Force Contract FA7014-06-D-0019 Task Order #0009.
12. Mollenkopf, D.A. 2010. A Primer on Effective Returns Management in an Integrated Supply Chain, Supply Chain Management Review. Available online October 29, http://scmr.com/article/effective_returns_management_in_an_integrated_supply_chain
13. Mollenkopf, D.A. and Tate, W.L. 2009. Green, Lean, and Global Supply Chains: A Literature Review. Submitted in partial fulfillment of US Air Force U.S. Air Force Contract

FA7014-06-D-0019 Task Order #0009-Subtask #1f, July 30.

14. Mollenkopf, D.A., Tate, W.L. and Ecklund, D. 2009. Can you have a Lean-Green-Global Supply Chain? Industry Week, June 15, 2009, <http://www.industryweek.com/PrintArticle.aspx?ArticleID=19335&Page=2&SectionID=14>
15. Mollenkopf, D.A. 2008. It's Time to Rethink your Customer Returns, Industry Week, December 15, <http://www.industryweek.com/PrintArticle.aspx?ArticleID=17984>
16. Russo, I., Mollenkopf, D.A. and Frankel, R. 2008. Il Processo di Gestione dei Resi in Alcune Imprese Italiane, Logistica Management (Italy), September, 87-93.
17. Mollenkopf, D.A., Frankel, R. and Russo, I. 2008. Returns Management at ADP: A Research Report, submitted to sponsor of Global Returns Management Research project.
18. Mollenkopf, D.A., Frankel, R. and Russo, I. 2008. Returns Management at Sanford: A Research Report, submitted to sponsor of Global Returns Management Research project.
19. Mollenkopf, D.A. 2006. Environmental Sustainability: Examining the Case for Environmentally Sustainable Supply Chains, CSCMP Explores...Volume 3, Fall/Winter, Oak Brook, IL: Council of Supply Chain Management Professionals.
20. Twede, D., Mollenkopf, D.A. and Guzman-Siller, C. 2006. A Market Driven Investigation of Pallet Trends in Grocery Chains, Submitted to National Wooden Pallet & Container Association, April.
21. Mollenkopf, D.A. and Closs, D.J. 2005. The Hidden Value in Reverse Logistics, Supply Chain Management Review, 9(5), July/August, 34-43.
22. Boyer, K.K. and Mollenkopf, D.A. 2005. Returns Survey – Findings and Results for Office Depot. Submitted to sponsoring organization, December.
23. Mollenkopf, D.A. and Forman, H. 2005. The Role of IT in Supply Chain Integration, The 3PL Executive, Winter, 10-12.
24. Mollenkopf, D.A. and Forman, H. 2005. External Factors Key to Improving 3PL Service Performance, The 3PL Executive, Fall, 15-17, 26.
25. Mollenkopf, D.A. and Weathersby, H. (2004). Creating Value through Reverse Logistics, Logistics Quarterly, 9(3/4), 20-24.
26. Jones, K., Whipple, J. Raper, K. and Mollenkopf, D. 2004.A. Evaluating Food Commodity Procurement Strategies, Michigan State University Staff Paper 04-26.
27. Mollenkopf, D.A. and Closs, D.J. 2003. Managing Uncertain Supply: A Reverse Logistics Analysis. Research report presented to IBM, November.
28. Mollenkopf, D.A. and Dapiran, G.P. 1999. World Class Logistics: How Well do Australian/New Zealand Firms Perform? Results report to survey respondents. November.
29. Mollenkopf, D.A. and Ozanne, L.K. 1999. The Lincoln Connection: Understanding Carpool Behaviour, Part 2 of a 2-Part Study. Research report prepared for Energy Efficiency and Conservation Authority, April.
30. Mollenkopf, D.A., Ozanne, L.K. Harrison, G., and Ballantine, P. 1998. The Lincoln Connection: Usage Analysis and User Profile Part 1 of a 2-Part Study. Research report prepared for Energy Efficiency and Conservation Authority, August.

31. Harrison, G. and Mollenkopf, D.A. 1998. "Lincoln Connection Reference Manual." Prepared for the Energy Efficiency and Conservation Authority and Lincoln University, March.
32. Mollenkopf, D.A., Harrison, G., and Wood, K. 1997. The Lincoln Connection Feasibility Study. Research report prepared for Energy Efficiency and Conservation Authority, July.
33. Zwart, A., Mollenkopf, D.A. and Greer, G., 1997. Supply Chain Management in the Lamb Market: Implications for New Zealand Farmers and Processors. Prepared through the Agribusiness and Economics Research Unit at Lincoln University for AgResearch, December.

Conference Proceedings, Contributed Papers and Invited Presentations

1. Castillo, V.E., Mollenkopf, D.A. and Bell, J.E. 2017. A Typology of Crowdbased Logistics Business Models and Implications for Omnichannel Supply Chains. Accepted at the CSCMP Academic Research Symposium, to be held September in Atlanta, GA.
2. Stank, T.P., Pellathy, D., In, J. and Mollenkopf, D.A. 2017. A Mid-Range Theoretical Framework for Logistics Customer Service. Accepted at the CSCMP Academic Research Symposium, to be held September 2017 in Atlanta, GA.
3. Mollenkopf, D.A. 2017. The Evolving Role of Logistics Service Providers in Creating Customer Value: A Resource Orchestration Perspective. Research Colloquium, University of Oldenburg, Department of Business Administration, Economics and Law. May.
4. Castillo, V.E., Bell, J.E. and Mollenkopf, D.A. 2017. An Agile Systems Perspective of Omnichannel Fulfillment Using Crowdsourced Logistics. Western Decision Sciences Institute (WDSI). Annual Meeting, Vancouver, BC, Canada. April.
5. Bell, J.E., Castillo, V.E. and Mollenkopf, D.A. 2016. Transparency and Sustainable Supply Chain Management in Department of Defense Procurement. United States Air Force Institute of Technology, Dayton, OH. September.
6. Mollenkopf, D.A., Castillo, V.E. and Bell, J.B. 2015. Supply Chain Integrity: A Performance Based Approach to Corporate Social Responsibility. CSCMP Educators Conference, San Diego, CA, September.
7. Wang, Y., Mollenkopf, D.A. and Hazen, B. 2015. Evolving toward a Circular Economy: The Customer's Role. POMS Annual Meeting, Washington D.C., May 8-11.
8. Pellathy, D., Mollenkopf, D.A. and Esper, T. 2013. Supply Chain Orientation: A Dynamic Multi-level Process. 44th Decision Sciences Institute Annual Meeting, Baltimore, November.
9. Frankel, R., Mollenkopf, D.A. and Russo, R. 2013. Integrating Product, Information and Financial Flows in the Returns Management Process. Supply Chain Management Educator's Conference at CSCMP Annual Conference, Denver, CO. October 20.
10. Mollenkopf, D.A. and Stolze, H.J. 2013. Co-Creating Customer Value through Logistics Services. Supply Chain Management Educator's Conference at CSCMP Annual Conference, Denver, CO. October 20.
11. Mollenkopf, D.A., Frankel, R. and Russo, I.; Coleman, B.J.; Dapiran, G.P. 2013. What do We Really Know about What We Know? The Nature of Relationship Governance in the

- Reverse Supply Chain. Academy of Marketing Science World Marketing Congress, Melbourne, Australia, July.
12. Stolze, H.J., Mollenkopf, D.A. and Flint, D.J. 2013. Cross-functional Integration at the Frontline of the Retail Channel. Academy of Marketing Science World Marketing Congress, Melbourne, Australia, July.
 13. Mollenkopf, D.A. and Bell, J.E. 2012. Closing the Loop: Responses to Natural Resource Scarcity in Your Supply Chain. University of Tennessee Supply Chain Forum, November.
 14. Mollenkopf, D.A. and Bell, J.E. 2012. Natural Resource Scarcity and the Closed-Loop Supply Chain. University of Tennessee Howard Baker Jr. Center for Public Policy, Interdisciplinary Discussion Forum for Energy and the Environment, October 4.
 15. Stolze, H.J., Mollenkopf, D.A., Griffis, S. and Autry, C. 2011. Development and Validation of a Relational Supply Chain Capital Measurement Scale. Council of Supply Chain Management Professionals Educators Conference. Philadelphia, PA, October.
 16. Stolze, H.J., Mollenkopf, D.A. and Flint, D.J. 2010. Environmental Innovation and Co-creation of Value. Australia and New Zealand Marketing Academy Conference 2010. University of Canterbury, Christchurch, New Zealand, November 29 – December 1.
 17. Frankel, R., Mollenkopf, D.A. and Russo, I. 2010. Effective Returns Management: Enhancing Retailer – Supplier Relationships. Australia and New Zealand Marketing Academy Conference 2010. *Received Track Best Paper award*. University of Canterbury, Christchurch, New Zealand, November 29 – December 1.
 18. Mollenkopf, D.A. 2010. Greening the Supply Chain Curriculum, presented at Tennessee State University Supply Chain Summit, Nashville, TN, October 13-14.
 19. Dapiran, G.P. and Mollenkopf, D.A. 2010. Aligning Supplier-Retailer-3PL Product Return Processes: a Triadic Case Study. 8th International Meeting on Logistics Research, Bordeaux Management School, France, September.
 20. Stolze, H.J., Mollenkopf, D.A. and Flint, D.J. 2010. Environmental CSR as a Core Competence of the Firm. AMA Summer Educators Conference, Boston MA. August.
 21. Mollenkopf, D.A. 2010. The Challenge of Lean and Green Supply Chains: Creating Lean Efficiency and Environmental Effectiveness with Excellence, presented at 2010 Army National Guard Logistics Conference, Louisville, KY, May.
 22. Ueltschy, M., Stolze, H.J., Mollenkopf, D.A. and Tate, W. 2009. The Interface of Green, Lean and Global Supply Chain Strategies. Midwest Decision Sciences Institute, Oxford, OH, April.
 23. Mollenkopf, D.A. 2009. Making the Business Case for Environmentally Responsible Supply Chains, presented at the Green Supply Chain Forum, Florida International University, February.
 24. Mollenkopf, D.A., Frankel, R. and Russo, I. 2009. The Challenge of Functional Integration and the Returns Management Process: An International Perspective. Academy of Marketing Science World Marketing Congress, Oslo, Norway, July.
 25. Guzman-Siller, C., Twede, D., Mollenkopf, D.A. and Cooper, M.B. 2009. Perception of the Value of Grocery Pallet Systems: The US Retailer's Point of View. 24rd International Association of Packaging Research Institutes (IAPRI) Symposium, Clemson, SC, May.

26. Mollenkopf, D.A. 2008. Making the Business Case for Environmentally Responsible Supply Chains. Green Supply Chain Forum, Florida International University, February 7.
27. Mollenkopf, D.A. 2007. Developing an Environmentally Sustainable Supply Chain: A Focus on Eco-Efficiency. Sustainability: Creating Green Supply Chains Track at the annual Council of Supply Chain Management Professionals Conference. Philadelphia, PA. October.
28. Mollenkopf, D.A. 2007. Environmental Sustainability: Examining the Case for Environmentally-Sustainable Supply Chains. Neely School of Business Executive Forum, October.
29. Boyer, K.K., Mollenkopf, D.A., Rabinovich, E. and Strickler, G.R. Jr. 2007. Predicting Follow-up Purchases Based on Internet Product Returns. Decision Sciences Institute 38th Annual Conference, Phoenix, AZ. November. *Received 2007 Distinguished Paper Award for the Services Management Track.*
30. Guzman-Siller, C., Twede, D. and Mollenkopf, D.A. 2007. The Packaging/Logistics Interface in US Grocery Distribution: The Packaging Disconnect. 23rd International Association of Packaging Research Institutes Symposium, Windsor, UK, September.
31. Dapiran, G.P. and Mollenkopf, D.A. 2007. Closed Loop Supply Chains: A Retailer's Perspective. 12th Annual International Symposium on Logistics, Budapest, Hungary, July.
32. Russo, I., Mollenkopf, D.A. and Frankel, R. 2007. Returns Management as a Supply Chain Process: A Look at Marketing/Logistics Integration in Italian Firms. Academy of Marketing Science, World Marketing Congress, Verona, Italy, July.
33. Tate, W.L., Ellram, L., Mollenkopf, D.A. and Petersen, K. 2007. The Impact of Supply Management on Environmental Performance Outcomes. 18th Annual Teaching/Research Symposium on Purchasing. March.
34. Mollenkopf, D.A. and Dapiran, G.P. 2006. Creating Value through Closed-Loop Supply Chains. Workshop presented to ICDPA, Melbourne, Australia, December 4.
35. Omar, A. and Mollenkopf, D.A. 2006. Logistics Complexities and Risks in the Global Supply Chain: Extending the TCO Research Agenda. Council of Supply Chain Management Professionals Educator's Conference, San Antonio, TX, October.
36. Omar, A. and Mollenkopf, D.A. 2006. Logistics Complexities and Risks in the Global Supply Chain: Extending the TCO Framework. 11th International Symposium on Logistics, Beijing, China, July 9-11.
37. Mollenkopf, D.A., Rabinovich, E., Laseter, T. and Boyer, K.K. 2006. Managing Internet Product Returns: A Focus on Effective Service Management, 17th Annual Conference of Production Operations Management Society (POMS), Boston, MA. 28 April- 1 May.
38. Prud'homme, A.M. and Mollenkopf, D.A. 2006. Creating Value in Closed Loop Supply Chains: Drivers and Operational Requirements, 17th Annual Conference of Production Operations Management Society (POMS), Boston, MA. 28 April 1 May.
39. Boyer, K.K. and Mollenkopf, D.A. 2005. Returns Processing: The Achilles Heel of Electronic Commerce, Decision Sciences Institute Annual Conference, San Francisco, 19-21 November.

40. Mollenkopf, D.A. and Stenger, A. 2005. Implementing Information Technology in the Classroom: An Action Research Approach. Council of Supply Chain Management Professionals Educator's Conference, San Diego, CA, October.
41. Patterson, A., Martin, S. and Mollenkopf, D.A. 2005. Niche Agribusiness Supply Chains and the Channel Coordinator's Role in their Creation and Management, New Zealand Agricultural and Resource Economics Society, Nelson, New Zealand, August.
42. Rodrigues, A. and Mollenkopf, D.A. 2005. Synchronizing Demand and Supply: Managing the Return and repositioning of Shipping Containers, 16th Annual Conference of Production Operations Management Society (POMS), Chicago, IL. 29 April-2 May.
43. Moura, A.D., Martin, S., and Mollenkopf, D.A. 2004. A influencia das especificacoes de produto na coordenacao de cadeias de carne da Nova Zelandia. In Figueiredo, A.M.R. (Editor). XLII Congresso da Sociedade Brasileira de Economia e Sociologia Rural, Cuiaba-MT, 25-28 July. Cuiaba-MT: Sober.
44. Mollenkopf, D.A. 2004. Creating Satisfied Customers through Reverse Logistics. Western Michigan Roundtable Council of Logistics Management. Grand Rapids, MI, September.
45. Mollenkopf, D.A. and Closs, D.J. 2004. Creating Satisfied Customers through Reverse Logistics, Midwest Marketing Conference, Michigan State University, June.
46. Moura, A.D., Martin, S.K., Mollenkopf, D.A. and Tristão, I.A. 2003. A Relação Entre A Demanda Por Alimentos Com Características Específicas E A Adoção Da Estratégia De Gestão De Cadeias De Suprimento: O Caso Do Agronegócio Da Carne Na Nova Zelândia. (The Relationship Between Product Specs and The Implementation Of SCM Strategy: The Case Of The New Zealand Meat Industry), In: 55^a Annual Meeting of the SBPC (Brazilian Society for the Development of Science), Recife, PE, Brazil.
47. Mollenkopf, D.A. and Dapiran, G.P. 2002. Logistics Strategy in Australia and New Zealand: a Survey. 7th International Symposium on Logistics, Melbourne, Australia, July.
48. Mollenkopf, D.A., Ozanne, L.K. and Lamb, C. 2001. An Exploratory Look at New Zealand Consumers' Perceptions of Food Risks. ANZMAC 2001 Conference, Auckland, New Zealand, December.
49. Ozanne, L.K. and Mollenkopf, D.A. 2001. Another Look at Carpooling: Using a Theoretical Framework to Understand Consumers' Intentions to Carpool, Marketing and Public Policy Conference. Washington, D.C., May.
50. Hynes, N. and Mollenkopf, D.A. 2001. Choosing Strategic Alliance Partners: Similarity Leads to Success? 30th European Marketing Academy Conference (EMAC), Bergen, Norway, 8-11 May.
51. Savitskie, K., Closs, D.J., Dapiran, G.P. and Mollenkopf, D.A. 2000. World Class Supply Chain Management: A North America and Australia/New Zealand Comparison, 2000 Academy of International Business Conference, Phoenix, Arizona, August.
52. Dias de Moura, A., Martin, S. and Mollenkopf, D.A. 2000. The Role of Inter-firm Relationships in the Management of Product Specifications in Agribusiness Supply Chains: A Framework for Analysis. Annual Conference of the New Zealand Agricultural and Resource Economics Society, Blenheim, New Zealand, June.
53. Zwart, A. and Mollenkopf, D.A. 2000. Consumers' Assessment of Risk in Food Consumption and Implications for Supply Chain Strategies. 4th International Conference

on Chain Management in Agribusiness and the Food Industry, Wageningen, The Netherlands, May.

54. Mollenkopf, D.A. and Dapiran, G.P. 2000. World Class Logistics: How Well do Australian/New Zealand Firms Perform? Presented to Logistics Institute of New Zealand monthly meetings, Wellington, February; Auckland, March; Christchurch, March.
55. Ozanne, L.K. and Mollenkopf, D.A. 1999. Understanding Consumer intentions to Carpool: A Test of Alternative Models, Australia/New Zealand Marketing Academy Conference 1999, Sydney Australia, November.
56. Dean, D., Mollenkopf, D.A. and Ballard, A. 1999. Export Channel Integration among New Zealand Firms: Measuring the Integration Construct, Australia/New Zealand Marketing Academy Conference, Sydney Australia, November.
57. Mollenkopf, D.A. 1999. Supply Chain Management: Is It Really Strategic? presented at Supply Chain Management Strategies: Capturing and Creating Value in Your Business, a seminar presented to Christchurch executives. 22 June, Christchurch Convention Centre. Seminar sponsored by Lincoln University (Centre for Supply Chain Management and Transportation Research) and KPMG Consulting.
58. Mollenkopf, D.A. and Dapiran, G.P. 1999. Best Practice Logistics: How Well do Australian/New Zealand Firms Perform? Council of Logistics Management Annual Conference, Toronto, Canada, November.
59. Hynes, N. and Mollenkopf, D.A. 1998. Strategic Alliance Formation: Developing a Framework for Research. Australia/New Zealand Marketing Academy Conference November.
60. Mollenkopf, D.A. and Harrison, G. 1998. The Lincoln Connection Rideshare Launch, an invited presentation made to the Honourable Jenny Shipley, New Zealand Prime Minister, Lincoln, New Zealand, April.
61. Mollenkopf, D.A. 1997. Developing a Research Agenda in Transport, Logistics and Distribution for the New Zealand Transport Sector, Third Transport Outlook Forum, sponsored by the Chartered Institute of Transport, Christchurch, New Zealand, June.
62. White, M.R. and Mollenkopf, D.A. 1996. An Investigation into Inter-Organisational Information Technology: A Study of EDI Adoption in Marketing Channels. Australia/New Zealand Academy of Management Annual Conference (ANZAM'96), University of Wollongong, Wollongong, N.S.W., Australia, December.
63. Pay, C., Zwart, A. and Mollenkopf, D.A. 1996. Competitive Strategy, Purchasing Arrangement and Branding Linkages in Fresh Produce Retailing, Australia/New Zealand Marketing Educator's Conference, University of Auckland, New Zealand, November.
64. Harrison, G., Mollenkopf, D.A. and Bigsby, H., 1996. Logistics Research and Relevance to the Forest Processing Industry, presented to the Forest and Forest Products Research Organisation Wood Technology Board, Rotorua, New Zealand, April.
65. Koops, S., Zwart, A. and Mollenkopf, D.A. 1995. Marketing Channel Structures: Applying the Transaction Cost Approach to Supplier Selection in the HRI Trade, New Zealand Marketing Educator's Conference, Victoria University, Wellington, New Zealand, November.

TEACHING

Teaching Awards

1. 2008 Recipient of Allen H. Keally Outstanding Teacher Award, College of Business Administration
2. 2007 Finalist for Allen H. Keally Outstanding Teacher Award, College of Business Administration

Panel Discussions, Special Sessions and Presentations on Teaching/Mentoring

1. Panelist, CSCMP Bowersox Doctoral Symposium “The Next Phase of Your Career” (special session targeting senior assistant and newly designated Associate Professors), Atlanta, GA, 2017.
2. Panelist, CSCMP Bowersox Doctoral Symposium “How to Conduct a Good Review”, Orlando, FL, 2016.
3. Panelist, 11th Annual Logistics Doctoral Symposium, “Research Methods and Pedagogy: Empirical Research Methods”, Michigan State University, East Lansing, MI, 2016.
4. Faculty Roundtable Discussant, 10th Annual Logistics Doctoral Symposium, Arizona State University, Tempe, AZ, 2015.
5. Panelist, 10th Annual Logistics Doctoral Symposium, “Meet the Editors” (representing International Journal of Physical Distribution and Logistics Management as Senior Associate Editor), 2014.
6. Presenter, Business Education for Talented Students (BETS) program participants – “What is Supply Chain Management, University of Tennessee, 2014.
7. Panelist, 9th Annual Logistics Doctoral Symposium, “The Job Search Process,” and Faculty Roundtable Discussant, University of Arkansas, Fayetteville, AR, 2013.
8. Panelist, 8th Annual Logistics Doctoral Symposium, “The Tenure Clock is Ticking....”, The Ohio State University, Columbus, OH, 2012.
9. Panelist, CSCMP Doctoral Symposium, San Diego, CA, 2010
10. Panelist, 5th Annual Logistics Doctoral Symposium, “The Job Search Process and Strategies for Success,” Michigan State University, East Lansing, MI, 2009.
11. Faculty Advisor for Global Supply Chain Competition-sponsored by University of Maryland and Delft University of Technology, 2007.

Significant Contributions to the Ph.D. Program in Supply Chain Management at UTK

- Helped lead a substantial re-design of the Ph.D. Programs in Supply Chain Management and Marketing, Spring 2017.
- Ph.D. Director of Logistics/Supply Chain Management Program, 2007 – 2016 (see details under Leadership Section)

- Led curriculum development when we evolved from a Logistics Ph.D. Program to a Supply Chain Management Ph.D. Program, 2013.

Graduate Courses Taught

- Evolution of Logistics Thought & Theory (Ph.D. seminar, Tennessee)
- Evolution of Supply Chain Thought (Ph.D. seminar, Tennessee)
- Distribution Channel Theory (Ph.D. seminar, New Zealand)
- Integrated Logistics Management (MBA, Tennessee)
- Introductory Supply Chain Management (MBA, Tennessee)

Ph.D. Dissertation Chair

1. Co-Chair, Castillo, Vince; An Inquiry into Supply Chain Strategy Implications of the Sharing Economy for Last Mile Logistics. University of Tennessee, 2018.
2. Co-chair, Stolze, Hannah; A Social Network Perspective of Demand and Supply Integration, University of Tennessee, 2012.
3. Chair, Kirchoff, Jon; A Resource-based Perspective on Green Supply Chain Management and Firm Performance. University of Tennessee, 2011.
4. Chair, Koops, R.J.Sven; The Impact of Resources and Supply Chain Relationships on Product-Mix, Process and Relationship Changes in the Agricultural Food Industry. Lincoln University, 2004.
5. Co-chair, De Moura, Altair Dias, The Co-ordination of Agribusiness Chains: a Supply Chain Management Approach, Lincoln University, 2002.
6. Chair, Hynes, Niki; Strategic Orientation, Strategic Alliances and Business Performance in Technology Based Firms. Lincoln University, 2000.

Ph.D. Dissertation Committees

1. Pellathy, Daniel; Getting to Cross-Functional Integration: An Investigation of Critical Antecedents. University of Tennessee, 2016.
2. Rose, William; A Contingent Systems View of Urban Logistics. University of Tennessee 2015.
3. Thornton, LaDonna; Good Partners or Good Politicians: An Exploration of Politics in Supply Chain Relationships. University of Tennessee, 2013.
4. McMillan, Heather; Examining the Relationship Between Work/Life Conflict And Life Satisfaction In Executives: The Role Of Problem-Focused Coping Techniques. University of Tennessee, Department of Management, 2011.
5. Guzman-Siller, Cristina; Analysis of Factors that Affect the Propensity of the US Grocery Industry to Adopt a Common Pallet Pool System: A Comparison of the US and the Canadian Systems. Michigan State University School of Packaging, 2009.

Masters Research Supervision

1. Co-Supervisor. Patterson, Alastair; Niche Agribusiness Supply Chains and the Channel Coordinator's Role in their Creation and Management. MCM, Lincoln University, 2005.
2. Committee Member. Jones, Kraig; An Evaluation of Food Commodity Procurement Strategies: Insights from Case Studies. M.Sc., Department of Agricultural Economics, Michigan State University, 2003.
3. Supervisor. Scholten, Ellen; An Empirical Investigation of Logistics and Accounting Integration in New Zealand Firms. MCM, Lincoln University, 2000.
4. Supervisor. Gibson, Antony; An Investigation of the Marketing and Logistics Interface in New Zealand Firms. MCM, Lincoln University, 1999.
5. Co-Supervisor. Ballard, Aaron; Influences on the Level of Export Channel Integration: A Transaction Cost Analysis. MCM, Lincoln University, 1999.
6. Co-Supervisor. Arcila, Enrique; Distribution Channels in the Emerging Avocado Industry in New Zealand. MCM, Lincoln University, 1999.
7. Co-Supervisor. Suhartanto, Dui; Customer Loyalty in the Hospitality Industry. MCM, Lincoln University, 1998.
8. Co-Supervisor. Burn, Darryl; An Empirical Investigation into the Marketing Problems Encountered by New Zealand Service Firms. MCM, Lincoln University, 1997.
9. Co-Supervisor. Pay, Christopher; Competitive Strategy, Purchasing Arrangement and Branding Relationships in Fresh Produce Retailing. MCM, Lincoln University, 1997.
10. Supervisor. White, Mark; EDI Adoption in New Zealand Marketing Channels: An Empirical Investigation of Proactive versus Reactive Adopters. MCM, Lincoln University, 1996.
11. Co-Supervisor. Moore, Vanessa; The Effectiveness of Idealised Advertising Images: A Congruity Analysis. MCM, Lincoln University, 1996.
12. Co-Supervisor. Guaqueta-Arias, Juan; Tourists, Prices and Exchange Rates. MCM, Lincoln University, 1996.

Undergraduate Courses Taught

- Introductory Supply Chain Management, Honors course
- Global Strategies for Supply Chain Management (undergraduate capstone)
- Global Supply Chain Management (on campus, online, and Australia study abroad)
- Intermediate Logistics Management
- Principles of Marketing (New Zealand)

Undergraduate Research Supervision

1. Guinn, Matthew. Title TBD. Global Leadership Scholars Thesis, University of Tennessee, 2018.
2. Impellizzeri, Adam. Title TBD. Global Leadership Scholars Thesis, University of Tennessee, 2018.

3. Boone, Caitlyn. In the News: An Exploration of Starbucks and the Media. Global Leadership Scholars Thesis, University of Tennessee, 2017.
4. Mobley, Mary Margaret. Women in Supply Chain Management. Global Leadership Scholars Thesis, University of Tennessee, 2017.
5. Herald, Samantha. A Material(ity) World: A Content Analysis of CSR Reports of the Food & Beverage and Automotive Industries. Global Leadership Scholars Thesis, University of Tennessee, 2016.
6. Nygun Cao, Elizabeth. Where Are the Women? A Study of Gender Disparity in Supply Chain Management. Global Leadership Scholars Thesis, University of Tennessee, 2016.
7. Nolte, Matthew. The Impact of Sales and Operations Planning Implementation on Supply Chain and Financial Metrics. Chancellors Honors Thesis, University of Tennessee, 2015.
8. Faust, Heidi. Oh the Places You'll Go: A Study on Relocation. Global Leadership Scholars Thesis, University of Tennessee, 2015.
9. Currey, Andrew. Corporate Social Responsibility: What is it and Why Does it Matter? Global Leadership Scholars Thesis, University of Tennessee, 2015.
10. Speed, Alexander. Mindset Manifestation: How an Environmentally Conscious Mindset Permeates An Organization. Global Leadership Scholars Thesis, University of Tennessee, 2015.
11. Pope, Samantha. Supply Chain Implications for Consumers' Preferences for Ethically Sourced Coffee. Global Leadership Scholars Thesis, University of Tennessee, 2014.
12. Hutcheson, Kathryn. Applying the EPIC Framework to African Countries. Global Leadership Scholars Thesis, University of Tennessee, 2014.
13. Icenhour, Melissa. Returns Management Practices. Chancellor's Honors Thesis, University of Tennessee, 2014.
14. Colburn, Rebecca. Returns Management from the Consumer's Perspective. Global Leadership Scholars Thesis, University of Tennessee, 2013.
15. Love, Nicholas. Sustainable Consumption Habits. Global Leadership Scholars Thesis, University of Tennessee, 2013.
16. Gardner, Grant. Sustainability and Supply Chain Visibility's Role in Increasing Profitability. Global Leadership Scholars Thesis, University of Tennessee, 2012.
17. Koops, R.J.S. A Study of the Distribution Channels for Fresh Vegetable Produce in the HRI Trade, B.Com Honours, Lincoln University, 1995.

Executive Education

1. Global Supply Chain Executive Development Program. Closed Loop Supply Chains, University of Tennessee, 2016.
2. Executive MBA Program. Green, Lean and Global Supply Chains, University of Tennessee, 2009-2011.
3. Supply Chain Certification Program. Environmentally Sustainable Supply Chains and Sustainable Logistics, University of Tennessee, 2010-2011.

4. Supply Chain Certification Program. Various seminars taught annually (Logistics Integration, Logistics Service Quality, Global Logistics Issues), University of Tennessee, 2006-2010.
5. Logistics Executive Development Program. Various seminars taught annually (*Order Management & Fulfillment, Global Logistics*), University of Tennessee, 2006-2010.
1. Last Mile Supply Chain Center Forum, Creating Customer Value through Reverse Logistics, Michigan State University, 2005, 2006.
2. Supply Chain Logistics Executive Development Program: Global Logistics, Reverse Logistics, LOGA Simulation, Michigan State University, 2003, 2004.
3. Institut de Formation International; seminar to French business students in Integrated Logistics Management, Michigan State University, 2004.
4. Steelcase/Alticor Supply Chain Management Training Program. Various seminars taught (Reverse Logistics, International Logistics, Inventory Management), Michigan State University, 2001-2004.
5. Masco Leadership Program. Taught Order Management and served as Faculty advisor for research projects, Michigan State University, 2003-2005.
6. Rapistan Materials Handling, a division of Seimens Dematic. Seminar on Reverse Logistics, Michigan State University, 2003.

International Seminars and Executive Education

1. LogiMaster Seminar, University of Verona (Italy). Co-developed and presented a 2-day seminar on Global Logistics and Supply Chain Management for professional masters students. Every May, 2010 – current.
2. Sustainable Operations Research Colloquium, University of Oldenburg (Germany). Research presentation and teaching seminar to graduate students in a master of sustainability program. May 2017.
3. Supply Chain Management and Logistics Executive Development Programme, Monash University (Australia). Multiple seminars taught each year (*Order Management & Fulfillment, Global Logistics, Inventory Management, Reverse Logistics, Logistics Integration, Procurement Strategies*), 1999-2004.
4. Creating a Supply Chain Organization (Christchurch, New Zealand). Developed and taught a 3-day seminar, delivered 4 times a year, to PDL Industries, as part of a management training programme, 2002.
5. Marketing and Logistics Management Programme (Auckland, New Zealand). Developed and taught a 1-year, 4-module management training programme for Fletcher Challenge Forests, 1995-2000.
6. Developing a Customer Service Mindset (Auckland, New Zealand). Developed and taught 4-day seminar, presented 2 times per year as a training programme to Fletcher Challenge Forests managers, 1995-1997.

LEADERSHIP, DEVELOPMENT & SERVICE

Leadership Positions

2015-
Current **Co-Founder and Faculty Advisor: NeXxus -- Connecting Women in Supply Chain**

- One of three female faculty members in the SCM group at the University of Tennessee to create the NeXxus Initiative, to redress the gender imbalance among supply chain students in the Haslam College of Business.
- Initial presentation to SCMWorld Annual Conference (February 2015, Miami, FL) led to moderating a discussant panel at the Fall 2015 Supply Chain Forum (University of Tennessee, Global Supply Chain Institute) to introduce the NeXxus Initiative to our Forum partners.
- I currently (since summer 2016) serve as Faculty Advisor to the new NeXxus Student Chapter, designed to provide professional development, mentoring and networking opportunities to our female students, through development of a NeXxus community within the Haslam College of Business.

2007-
2016 **Ph.D. Program Director, Supply Chain Management (formerly Logistics)**
Haslam College of Business, University of Tennessee.

Primary responsibilities included:

- Leading the recruitment process
- Socializing Ph.D. student into the program/profession
- Advising and mentoring students throughout the program
- Managing annual evaluation of students and program
- Developing and participating in various processes to ensure student success
- Leading curriculum revisions during the transition from Logistics to SCM
- Managing administrative duties of the program,
- Representing the SCM Program on the Haslam Ph.D. committee and to the Graduate School

2007-
2017 **Developer and Lead Instructor: Undergraduate Study Abroad Program, Sunshine Coast, Australia**

- Developed and led an annual study abroad course on Global Supply Chain Management beginning 2007. An International Marketing course was added to the program in the 2nd year (along with a second faculty member). Initial course set up required recruitment of Australian companies to host student field trips to learn about supply chain management and marketing from an Australasian perspective. Cultural excursions provided opportunities for students to learn about the society in which they were living for the three-week program. I acted as the lead faculty member, managing the relationship with the host institution (University of the Sunshine Coast), relationships with host companies in Australia, annual scheduling of program details, recruitment and pre-travel preparation of students. I have taught both the supply chain and the marketing course offered in Australia, and led the trip 8 of the 11 years the course has been offered.

Awards and Honors

Reviewing

- Outstanding Reviewer Award, *International Journal of Physical Distribution & Logistics Management*, 2016.
- Outstanding Reviewer Award, *Journal of Business Logistics*, 2013.
- Highly Commended Reviewer Award, *International Journal of Physical Distribution & Logistics Management*, 2012.

Recognition and Service Related to Women in Supply Chain Management

- Diversity and Inclusion Award, Haslam College of Business; for NeXxus: Connecting Women in Supply Chain Management, 2016.
- Recognized in *Logistics Quarterly*, "Women in Supply Chain Management" Issue, 2013.
- Distinguished Women in Logistics Award- selection committee, 2015, 2016.
- Selected in the inaugural class of UT Women's Leadership Program, 2010-2011.

Recognition within the Haslam College of Business

- 2016 *Ozburn Award for Service* to the Department of Marketing & Supply Chain Management
- 2011 *Ozburn Award for Service* to the Department of Marketing & Supply Chain Management
- *Stokely Scholar*, for outstanding contribution to the College of Business Administration; a two-year honorary designation, 2009-2011.

Service to the Profession

Advisory Board Roles

- CSCMP Academic Strategies Committee
 - Co-Chair 2017-2018
(note: will assume the Chair role for the 2019-2020 term)
 - Member 2014-2016
(included Doctoral Dissertation Committee Chair in 2015 and 2016)
- CSCMP Research Strategies Committee
 - Member 2011-2014
- Logistics Quarterly Magazine, Advisory Board Member, 2006-current

Journals – Editorial Roles

- *Journal of Business Logistics*, Associate Editor, 2016-current
- *Journal of Operations Management*, Associate Editor, 2014-current
- *International Journal of Physical Distribution & Logistics Management*, Senior Associate Editor, 2013-current
- Guest Editor, *International Journal of Physical Distribution & Logistics Management*, Special Issue on Supply Chain Sustainability, 2015-2017
- Guest Editor, *Journal of Business Logistics*, Special Topic Forum on Cross-Functional Integration, 2013-2014

Journals – Editorial Review Boards

- Journal of Supply Chain Management, Editorial Review Board, 2017-current
- Journal of Operations Management, Editorial Review Board, 2011-2013
- Journal of Business Logistics, Editorial Review Board, 2011-2016
- International Journal of Physical Distribution and Logistics Management, Editorial Review Board, 2011-2013

Journals – Ad Hoc Reviewing

- *California Management Review (CMR)*
- *IEEE Transactions on Engineering Management*
- *International Journal of Production Research (IJPR)*
- *European Management Journal*
- *Decision Sciences Journal (DSJ)*
- *Journal of the Academy of Marketing Science (JAMS)*
- *Supply Chain Management: An International Journal (SCMIJ)*
- *Packaging Technology & Science (PTS)*

Conferences – Track Chair/Session Chair/Panelist

- Track Co-Chair, Academy of Marketing Science World Marketing Congress - SCM Track, 2017
- Track Co-Chair, Decision Sciences Institute Annual Conference - Distribution, Order Fulfillment and Logistics Service Performance, 2015
- Session Co-chair, Decision Sciences Institute Annual Conference - led panel discussion titled "Sustainable Business Practices in the Face of Natural Resource Scarcity, 2012
- Session Co-chair, Decision Sciences Institute Annual Conference - led panel discussion titled "The Myth of the Green Supply Chain," 2011
- Organizer and Co-Chair, 6th *Annual Logistics Doctoral Symposium* – held at the University of Tennessee, 2011
- Track Co-Chair, Australia New Zealand Academy of Marketing Conference (ANZMAC) - Distribution Channels and Supply Chain Management, 2010
- Plenary Session Chair, The 1998 New Zealand Agribusiness Congress: Spanning the Value Chain, Christchurch, NZ 1998.
- Strategic Directions for New Zealand's Crop & Food Crown Research Institute. Canterbury, NZ 1998.
- Business Beyond 2000 Commerce Colloquium, "25 Years of Marketing and Economic Theory", Lincoln, NZ, 1996.

Conferences – Reviewer

- CSCMP Educator's Conference, 2005-current
- Australia New Zealand Academy of Marketing Conference, 2010
- Academy of Marketing Science, 2010
- Decision Sciences Institute, 2008
- Society for Marketing Advances Conference, 2008
- Agricultural and Marketing Development Trust (AGMARDT, New Zealand), 2006

Service to the University/College/Department

University of Tennessee

- Co-Chair, SCM Faculty Search, 2016
- Member, University Fulbright Faculty Committee, 2016 – current
- Member, University Institutional Review Board Member, 2016-2019
- Member, Departmental SCM Undergraduate Studies Committee, 2017-current
- Member, University OED Director Search Committee, 2015
- Co-Chair, SCM Faculty Search, 2013
- Member, MBA Program Committee member, 2013-2015
- Co-Chair, Departmental Strategic Planning Initiative, 2014-2016.
- Chair, Logistics Faculty Search, 2010
- Coordinator, MBA Curriculum revision for logistics faculty, 2010
- Co-Chair, Logistics Faculty Search, 2008
- Coordinator, Departmental Brown-Bag Seminar Program, 2007-2008
- Member, Provost Junior Faculty Fellows Program, 2007-2008
- Facilitator, Life of the Mind, University “Get Ready for the World Program, 2006-2007
- Member, MBA Task Force, 2006
- Member, Management Department Search Committee, 2006
- Member, College Internationalization Committee, 2005-2006.

Michigan State University

- Member, Marketing & Supply Chain Management Faculty Search Committee, 2002-2003

Lincoln University, New Zealand

- Member, Post-Graduate Committee, Commerce Division, 1995-2002
- Course Advisor, Commerce Division – BCM Marketing; BCom (Transport); BCom (Honours); MCM, Ph.D., 1995-2002
- Member, Commerce Division Recruitment Committee, 1996, 1999
- Marshal, University Graduation Ceremonies, 1997-1999
- Member, University Academic Audit Task Force, 1996-1997
- Convenor, Staff Matters, University Self-Review, 1997

BUSINESS EXPERIENCE

- 1990 - 1994 **Inter-Media Marketing**
West Chester, PA
Marketing Project Consultant
- 1986 – 1989 **Yves Rocher, Inc.**
West Chester, PA
Product Manager, Direct Response Television
Logistics Manager
- 1983 – 1986 **Avon Products, Inc.**
Newark, DE
Return Goods Supervisor
Distribution Supervisor