

# Michael R. Galbreth

Pilot Corporation Chair of Excellence

Professor and Department Head, Business Analytics and Statistics

Haslam College of Business

University of Tennessee

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*Last updated: March 2022*

**CONTACT INFORMATION** Haslam College of Business  
Stokely Management Center  
916 Volunteer Boulevard  
Knoxville, TN 37916  
galbreth@utk.edu

**EDUCATION** Ph.D., Vanderbilt University, 2006  
  
B.S., University of Tennessee, 1996

**POSITIONS HELD**

University of Tennessee  
Professor of Business Analytics and Statistics (2018-present)  
Pilot Corporation Chair of Excellence (2018-present)  
Head, Department of Business Analytics and Statistics (2018-present)  
Cheryl Massingale Faculty Research Fellow (2021)

University of South Carolina  
Professor of Management Science (2017-18)  
Chair, Department of Management Science (2017-2018)  
Faculty Director, Center for Applied Business Analytics (2017-18)  
Business Partnership Foundation Research Fellow (2014-18)  
Associate Professor of Management Science (2011-2016)  
Assistant Professor of Management Science (2006-2011)

McGill University  
Fulbright Enders Visiting Research Chair (2010)

Vanderbilt University  
Ph.D. student; Graduate Teaching Fellow (2001 – 2006)

KPMG Consulting  
Senior Consultant; Manager (1999 – 2001)

Andersen Consulting  
Analyst; Consultant (1996 – 1999)

RESEARCH  
INTERESTS

Sustainable Operations, Circular Economy, OM-Marketing Interface,  
OM-IS Interface, Supply Chain Management, Retail Operations

RESEARCH:  
REFEREED  
JOURNAL  
ARTICLES

Balaram, A., Perdikaki, O., and Galbreth, M. (2022) Bracketing of Purchases to Manage Size Uncertainty: Should Online Retailers be Worried? *Naval Research Logistics*, forthcoming.

Pak, O., Galbreth, M., and Ferguson, M. (2022) Retailer Strategies to Encourage Reduced Packaging Adoption. *Journal of Cleaner Production*, forthcoming.

Shang, G., McKie, E., Ferguson, M., and Galbreth, M. (2020) Using Transactions Data to Improve Consumer Returns Forecasting. *Journal of Operations Management*, 66(3), 326-348.

Galbreth, M., and Ghosh, B. (2020) The Effect of Exogenous Product Familiarity on Endogenous Consumer Search. *Quantitative Marketing and Economics*, 18(195-235).

Shang, G., Ferguson, M., and Galbreth, M. (2019). Where should I focus my return reduction efforts? Empirical guidance for retailers. *Decision Sciences*, 50(4), 877-909.

McKie, M., Ferguson, M., Galbreth, M. and Venkataraman, S. (2018). How do Consumers Choose Between Product Generations and Conditions? *Production & Operations Management*, 27(8), 1574-1594.

Pekgun, P., Galbreth, M., and Ghosh, B. (2018). How Unequal Perceptions of User Reviews Impact Price Competition. *Decision Sciences*, 49(2), 250-274.

Shang, G., Ghosh, B., and Galbreth, M. (2017). Optimal Retail Return Policies with Wardrobing. *Production & Operations Management*, 26(7), 1315-1332.  
(finalist, 2019 Most Influential Service Ops Paper Award, Production & Operations Management)

Galbreth, M., and Ghosh, B. (2017). Competition with Asymmetric Experience Uncertainty. *Decision Sciences*, 48(5), 990-1012.

Shang, G., Pekgun, P., Ferguson, M., and Galbreth, M. (2017). How Much is a Lenient Return Policy Worth? Evidence from eBay. *Journal of Operations Management*, 53-56, 45-62.  
(finalist, 2018 Best Paper Award, Journal of Operations Management)

Metcalf, A., Mackelprang, A., and Galbreth, M. (2016) Linking Pollution Toxicity and Human Exposure to Financial Risk. *Journal of Cleaner Production*, 131, 659-666.

Galbreth, M., Kurtulus, M., and Shor, M. (2015) How Forecasting Collaboration Can Reduce Forecast Accuracy. *Operations Research Letters*, 43, 349-353.

Ghosh, B., and Galbreth, M. (2013) Consumer Inattentiveness, Search and Voluntary Quality Disclosure: A Competitive Analysis. *Management Science*, 59(11), 2602-2621.

Galbreth, M., Boyaci, T., and Verter, V. (2013) Product Reuse in Innovative Industries. *Production & Operations Management*, 22(4), 1011-1033.  
(supported by the U.S. Dept. of State's Fulbright Scholar Program)

Ghosh, B., Galbreth, M., and Shang, G. (2013) The Competitive Impact of Targeted Television Advertisements Using DVR Technology. *Decision Sciences*, 44(5), 951-971.

Galbreth, M., and Ghosh, B. (2013) Competition and Sustainability: the Impact of Consumer Awareness. *Decision Sciences*, 44(1), 127-159.  
(winner, 2013 Best Paper Award, Decision Sciences)

Oberhelman, D., Galbreth, M., and Fry, T. (2013) Equitable Handicapping of Scramble Golf Tournaments. *Journal of Quantitative Analysis in Sports*, 9(4), 285-300.

Galbreth, M., Ghosh, B., and Shor, M. (2012) Social Sharing of Information Goods: Implications for Pricing and Profits. *Marketing Science*, 31(4), 603-620.

Galbreth, M., Philipoom, P., and Malhotra, M. (2012) Aggregate Planning with Uncertain Materials Availability: the Value of Workday Flexibility. *Operations Management Research*, 5(3-4), 91-100.

Galbreth, M. and Blackburn, J. (2010) Optimal Acquisition Quantities in Remanufacturing with Condition Uncertainty. *Production & Operations Management*, 19(1), 61-69.

Galbreth, M. and Blackburn, J. (2010) Offshore Remanufacturing with Variable Used Product Condition. *Decision Sciences*, 41(1), 5-20.

Galbreth, M. and Shor, M. (2010) The Impact of Malicious Agents on the Enterprise Software Industry. *MIS Quarterly*, 34(3), 595-612.

Lee, L., Whitcomb, K., Galbreth, M., and Patterson, D. (2010) A Strong State Role in HIE: Lessons from the South Carolina Health Information Exchange. *Journal of the American Health Information Management Association*, June 2010, 46-50.

Galbreth, M., and LeBlanc, L. (2010) Overcoming Spreadsheet Risk in Supply Chain Modeling. *Journal of Business Logistics*, 31(2), 21-34.

Hill, J. and Galbreth, M. (2008) A Heuristic for Single-Warehouse Multiretailer Supply Chains with All-Unit Transportation Cost Discounts. *European Journal of Operational Research*, 187(2), 473-482.

Galbreth, M., Hill, J., and Handley, S. (2008) An Investigation of the Value of Cross-Docking for Supply Chain Management. *Journal of Business Logistics*, 29(1), 225-239.

LeBlanc, L. and Galbreth, M. (2007) Designing Large-Scale Supply Chain Linear Programs in Spreadsheets. *Communications of the ACM*, 50(8), 59-64.

LeBlanc, L., and Galbreth, M. (2007) Implementing Large-Scale Optimization Models in Excel Using VBA. *Interfaces*, 37(4), 370-382.

Galbreth, M. and Blackburn, J. (2006) Optimal Acquisition and Sorting Policies for Remanufacturing. *Production & Operations Management*, 15(3), 384-392.

Galbreth, M., March, S., Scudder, G., and Shor, M. (2005) A Game Theoretic Model of E-Marketplace Participation Growth. *Journal of Management Information Systems*, 22(1) 295-319.

RESEARCH:  
BOOK  
CHAPTERS

Fleischmann, M., Galbreth, M., and Tagaras, G. (2010) Product Acquisition, Grading, and Disposition Decisions. *Closed Loop Supply Chains: New Developments to Improve the Sustainability of Business Partners*. M. Ferguson and G. Souza, editors.

Galbreth, M., March, S., and Scudder, G. (2004) The Economics of E-Procurement: An Analysis of Investment Timing Decisions. *Information Systems: Exploring Applications in Business and Government*. M.G. Hunter and K. Dhanda, editors.

EDITORIAL  
POSITIONS

**Journal of Operations Management**

Department Editor, *Operations Interfaces* (2018-2020)

Associate Editor (2014-2018)

**Production & Operations Management**

Senior Editor, *Sustainable Operations* (2017-present)

**Decision Sciences**

Department Editor, *Retail Operations* (2020-present)

Associate Editor (2011-2020)

**Journal of Business Logistics**

Editorial Review Board (2010-present)

INVITED SEMINARS University of Arkansas, City University of Hong Kong, City University of New York, University of Colorado, Cornell University, Florida State University, George Mason University, The Home Depot (Atlanta Headquarters), University of Illinois, Illinois Wesleyan University, Indiana University, INSEAD, University of Kansas, Korea University, McGill University, Michigan State University, University of Minnesota, MIT-Zaragoza Logistics Center, North Carolina State University, University of Pennsylvania, Rutgers University, University of South Carolina, University of Tennessee, University of Toronto, Vienna University of Economics and Business, University of Western Ontario

KEYNOTE/PLENARY PRESENTATIONS Reverse Logistics Association: Returns Excursion  
George Mason University, Arlington, VA, 2018

INFORMS Annual Meeting  
Phoenix, AZ, 2018

3<sup>rd</sup> Workshop on Young Academics' Management Science (YAMS)  
University of Graz, Austria, 2012

6<sup>th</sup> Workshop on Business Aspects of Closed-Loop Supply Chains  
Erasmus University, Netherlands, 2006

CONFERENCE PRESENTER, PANELIST, OR DISCUSSANT Consumer Returns Annual Meeting: 2015, 2017, 2018  
Reverse Logistics Association Annual Meeting: 2012, 2022  
POMS Annual Meeting: 2004-10, 2012, 2014-15, 2019  
INFORMS Annual Meeting: 2003, 2005, 2007, 2009, 2011, 2015-16, 2019-20  
INFORMS Analytics Conference: 2014  
DSI Annual Meeting: 2003-2006, 2013-14  
Early-Career Sustainable OM Workshop: 2019  
ISOneWorld Annual Meeting, 2003

INDUSTRY PUBLICATIONS Coauthor of "View from Academia," a recurring column in *Reverse Logistics Magazine*, a leading trade publication (over 12 published columns to date)

TEACHING EXPERIENCE **Haslam College of Business, University of Tennessee**  
*BAS 310: Analytic Models for Decision Optimization* (UG elective)  
*BUAD 400: International Business in Germany* (UG study abroad elective)  
*BZAN 550: Business Analytics Experience* (MSBA capstone project coach)

**Moore School of Business, University of South Carolina**  
*MGSC 894: Sustainable Operations* (Ph.D. elective)  
*MGSC 873: Service Operations Management* (MBA elective)  
*MGSC 877/777: Advanced Quantitative Methods* (MBA elective)  
*MGSC 711: Quantitative Methods* (Executive MBA core)

DMSB 712: *Quantitative Methods* (MBA core)  
DMSB 719: *Information Systems* (MBA core)  
ECON 589/IBUS 490: *Global Comparative Business Study* (UG elective)  
MGSC 497: *GSCOM Capstone Project* (UG capstone project)  
MGSC 486: *Service Operations Management* (UG elective)  
MGSC 395: *Operations Management* (UG core)

**Owen Graduate School of Management, Vanderbilt University**

MGMT 571: *Service Operations Models* (MBA elective)

REFEREED  
TEACHING  
PUBLICATIONS

LeBlanc, L, and Galbreth, M. (2009) Verifying Documentation Standards in Spreadsheet Analysis. *Decision Sciences Journal of Innovative Education*, 7(1), 81-88.

TEACHING  
CASES

Galbreth, M., Waller, M., and Vincent, C. (2012) Walmart's Sustainability Strategy: Bottled Water Logistics and Forecasting.

HONORS AND  
AWARDS

**Moore School Teaching Awards**

2013: Most Outstanding Core Professor, IMBA Program  
2012: Most Outstanding Core Professor, IMBA Program  
2011: Most Outstanding Core Professor, IMBA Program  
2010: Most Outstanding Core Professor, IMBA Program  
2010: Alfred G. Smith, Jr. Award for Excellence in Teaching  
2009: Most Outstanding Elective Professor, IMBA Program  
2008: Most Outstanding Core Professor, IMBA Program (Europe)  
2007: Most Outstanding Elective Professor, IMBA Program

**Other Teaching Awards**

2013: Runner Up, Wickham Skinner Teaching Achievements Award  
Production & Operations Management Society (POMS)

**Research Awards**

2021: Cheryl Massingale Faculty Research Fellow  
2015: Outstanding Reviewer, *Journal of Operations Management*  
2014: USC Business Partnership Foundation Moore Research Fellow  
2014: POMS Paul Kleindorfer Award for Sustainability Research  
2013: USC Breakthrough Rising Star Award  
*one of 15 faculty selected from across all USC colleges for excellence in research*  
2013: Best Paper Award, *Decision Sciences*  
2010: Fulbright Scholar  
*host institution: McGill University, Montreal*

SERVICE:  
ACADEMIC  
COMMUNITY

**POMS (Production & Operations Management Society)**

Track Co-Chair, *Ethical and Sustainable OM*, 2011 Annual Meeting  
Track Co-Chair, *OM-Marketing Interface*, 2013 Annual Meeting  
Track Co-Chair, *Retail Operations*, 2022 Annual Meeting  
Scientific Committee, World POM Conference (2016, 2022)  
Academic Leadership Group, 2018-present  
Annual Meeting Session Chair (2009, 2012, 2013, 2014)  
Paul Kleindorfer Award in Sustainability:  
    Selection Committee Chairperson (2019)  
    Selection Committee Member (2017, 2020)  
Wickham Skinner Teaching Award:  
    Selection Committee Chairperson (2014)  
    Selection Committee Member (2015)  
College of Sustainable Operations:  
    President, Past President (2016-2019)  
    Board Member, VP-Membership (2008-2012)  
    Co-chair, College Mini-Conference (2009, 2010)  
    Judge, Student Paper Competition (2016, 2017, 2019)

**INFORMS (Institute for Operations Research & the Mgmt Sciences)**

Annual Meeting Session Chair (2007, 2009, 2012, 2019, 2020)  
INFORMS Prize for the Teaching of MS/OR Practice  
    Selection Committee Member (2020, 2021)  
M&SOM Subdivision: Annual Meeting Proceedings Referee (2008)

**DSI (Decision Sciences Institute)**

Judge, Best Paper Award, 2020 Annual Meeting  
Chair, Instructional Innovation Award, 2016 Annual Meeting  
Showcase Track Co-Chair, *Decision Analytics*, 2013 Annual Meeting  
Annual Meeting Proceedings Referee (2004, 2006, 2007, 2013)  
Annual Meeting Session Chair (2003, 2006, 2012, 2013)  
Invited Panelist (2013, 2014)  
Judge, Doctoral Dissertation Competition (2011, 2014)

**Post-Pandemic Supply Chain and Healthcare Management Conference**

Organization Committee and Session Chair, Rutgers University (2021)

**Workshop on Closed-Loop Supply Chains**

Organizing Committee, 10<sup>th</sup> CLSC Workshop, McGill University (2010)  
Workshop Co-chair, 13<sup>th</sup> CLSC Workshop, USC (2013)

**Textbook reviewer**

*Spreadsheet Modeling for Business Decisions*, John Kros  
*Service Management: Operations, Strategy, Information Technology*, Fitzsimmons & Fitzsimmons

*Business Analytics; GIS Tutorial for Economic Development, ESRI Press*

**Grant Proposal reviewer**

*National Sciences & Engineering Research Council of Canada (NSERC)*

*British Academy: U.K.'s Academy for Humanities and Social Sciences*

*Austrian Central Bank*

**Ad hoc referee**

*Management Science, Operations Research, M&SOM, Naval Research Logistics, IISE Transactions, Interfaces, European Journal of Operational Research, Journal of Industrial Ecology, IEEE Transactions on Engineering Management, International Journal of Production Economics*

SERVICE:  
COLLEGE &  
UNIVERSITY

**University of Tennessee Service**

Candidate Committee, UT/ORNL Governor's Chair Search (2021-present)

Provost's Faculty Review and Promotion Task Force (2020-2021)

UTK Visioning Committee (2020)

Director for Global Research & Innovation Search Committee (2019)

Bredesen Center Academic Review Board (2019)

Affiliated Faculty, Institute for a Secure & Sustainable Environment (2020-present)

**UT Haslam College of Business Service**

Steering Committee, Advanced Supply Chain Collaborative (ASCC) (2019-present)

Chair, Marketing Department Head Search Committee (2019-2020)

Chair, IT Security Manager Search Committee (2020-2021)

College Executive Committee (2018-present)

College Leadership Council (2018-present)

**University of South Carolina Service**

USC University Athletics Advisory Committee (2017-2018)

USC Fulbright Campus Evaluation Committee (2017)

USC Faculty & Staff IT Advisory Committee (2017-2018)

USC SPARC Graduate Research Grant Review Committee (2014)

Business Dean Search Committee (2012-2013)

**USC Moore School Business Analytics Initiative**

Initiative Co-Founder

Program Development:

**Executive Education**

*Custom Program: Business Analytics, launched Summer 2014*

**Graduate Programs**

*Graduate Certificate in Business Analytics, launched Fall 2014*

**Undergraduate Programs**

*Undergraduate Concentration in Business Analytics, launched Fall 2016*



### **USC Moore School Sustainability Initiative**

Research committee (2008-2012)

Speaker Series committee (2008-2009)

Page Prize committee (2008-2012)

### **USC Moore School Ph.D. program**

#### **Dissertation committee chair:**

- Guangzhi Shang (Ph.D. 2014)

*Winner, 2014 Pierce Liles Outstanding Doctoral Student Award*

*Honorable Mention, 2015 DSI Elwood Buffa Dissertation Award*

*Placement: Florida State University*

- Erin McKie (Ph.D. 2017)

*Placement: Ohio State University*

#### **Dissertation committee member:**

- Alan Mackelprang (Ph.D. 2011)

*Winner, 2012 DSI Elwood Buffa Dissertation Award*

- Sam Formby (Ph.D. 2011)

#### **Coauthor:**

- Ashley Metcalf (Ph.D. 2013)

- Lorraine Lee (Ph.D. 2009)

### **USC Moore School MBA programs**

EIMBA Graduate Program Committee (2012-2016)

IMBA/AMBA Graduate Program Committee (2012-2015)

IMBA Admissions Committee (2013)

Faculty Judge, IMBA fellowship case competition (2007, 2008)

Faculty Mentor, Independent Study in Advanced Data Analytics (2011)

### **USC Moore School Undergraduate program**

Global Supply Chain scholarship selection committee (2007, 2008)

USC Honors College Senior Thesis Director (2017-18): Sharon Maskin

USC Honors College Senior Thesis Director (2017-18): Taylor Clarke

USC Honors College Senior Thesis Reader (2010-11, 2016-17)

### **Other USC Moore School Service**

Chair, Non-Tenure Track Faculty Search Committee (2017)

Chair, Tenure Track Faculty Search Committee (2012, 2013)

Member, Tenure Track Faculty Search Committee (2006–2013, 2016)

Member, GSCPM Center Director Search Committee (2008)

Member, Faculty Advisory Committee (2012-2015)

Member, Instructional and Program Innovation Committee (2011-2013)

Member, New Building Visioning Committee (2009-2011)

President, USC chapter of Beta Gamma Sigma (2008-2010)