

Michael R. Galbreth

Pilot Corporation Chair of Excellence

Professor and Department Head, Business Analytics and Statistics

Haslam College of Business

University of Tennessee

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)

University College – Dublin
Visiting Scholar (2022)

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

Li, W., Jin, M., and Galbreth, M. (2024) Should OEMs Authorize Third-Party Remanufacturers? *European Journal of Operational Research*, 314(3), 1013-1028.

Saunders, L., Autry, C., Galbreth, M., and Bradley, R. (2024) Product Variety in the Market for Used Goods. *Production & Operations Management*, 33(2), 595-612.

Shang, G., Galbreth, M., Wang, M., and Rong, Y. Order Basket Contents and Consumer Returns. (2024) *Decision Sciences*, forthcoming.

Ghosh, B., and Galbreth, M. (2023) The Weight of the Crowd, Social Information Credibility, and Firm Strategy. *Production & Operations Management*, 32(1079-1095).

Verter, V., Boyaci, T., and Galbreth, M. (2023) Design for Reusability and Product Reuse under Radical Innovation. *Sustainability Analytics and Modeling*, 3, 100021.

Ghosh, B., and Galbreth, M. (2023) Effect of Search Cost in The Presence of Search Detering Informative Advertising. *Quantitative Marketing and Economics*, forthcoming.

Balaram, A., Perdikaki, O., and Galbreth, M. (2022) Bracketing of Purchases to Manage Size Uncertainty: Should Online Retailers be Worried? *Naval Research Logistics*, 69(5), 783-800.

Pak, O., Galbreth, M., and Ferguson, M. (2022) Retailer Strategies to Encourage Reduced Packaging Adoption. *Journal of Cleaner Production*, 354, 131318.

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:
WORKING
PAPERS

Ghosh, B. and Galbreth, M. Selling to (Ir)rational Consumers when Social Feedback is Untrustworthy.

Galbreth, M., Ghosh, B., and Ghosh, A. Optimal Pricing and Return Policy for a Favored Product: the Role of Consumer Cognitive Sophistication.

Jiang, Y., Shang, G., Galbreth, M., and Letizia, P. The Impact of Return Logistics on Customer Repurchase: A Service Co-Production Perspective.

Mumbower, S., Wooten, J., Kistler, J., and Galbreth, M. Caught Looking: Lessons from Baseball on the Use of Data Visualizations to Improve Quick Decision-Making.

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 College-Dublin, 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, National Chengchi University, North Carolina State University, Oregon 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	<p>Reverse Logistics Association: Returns Excursion George Mason University, Arlington, VA, 2018</p> <p>INFORMS Annual Meeting (Smith Prize reprise presentation) Phoenix, AZ, 2018</p> <p>3rd Workshop on Young Academics' Management Science (YAMS) University of Graz, Austria, 2012</p> <p>6th Workshop on Business Aspects of Closed-Loop Supply Chains Erasmus University, Netherlands, 2006</p>
CONFERENCE PRESENTER, PANELIST, OR DISCUSSANT	<p>Consumer Returns Annual Meeting (industry conference): 2015, 2017, 2018</p> <p>Reverse Logistics Association Annual Meeting (industry conference): 2012, 2022</p> <p>POMS Annual Meeting: various since 2004</p> <p>INFORMS Annual Meeting: various since 2003</p> <p>INFORMS Analytics Conference: 2014</p> <p>DSI Annual Meeting: various since 2003</p> <p>Rutgers Conference on Supply Chain Management: 2021, 2023</p> <p>Early-Career Sustainable OM Workshop: 2019</p>
TEACHING EXPERIENCE	<p><u>Haslam College of Business, University of Tennessee</u></p> <p><i>BAS 310: Analytic Models for Decision Optimization</i> (UG elective)</p> <p><i>BUAD 400: International Business in Germany</i> (UG study abroad elective)</p> <p><i>BUAD 400: International Business in Costa Rica</i> (UG study abroad elective)</p> <p><i>BZAN 550: Business Analytics Experience</i> (MSBA elective)</p> <p><u>Moore School of Business, University of South Carolina</u></p> <p><i>MGSC 894: Sustainable Operations</i> (Ph.D. elective)</p> <p><i>MGSC 873: Service Operations Management</i> (MBA elective)</p> <p><i>MGSC 877/777: Advanced Quantitative Methods</i> (MBA elective)</p> <p><i>MGSC 711: Quantitative Methods</i> (Executive MBA core)</p> <p><i>DMSB 712: Quantitative Methods</i> (MBA core)</p> <p><i>DMSB 719: Information Systems</i> (MBA core)</p> <p><i>ECON 589/IBUS 490: Global Comparative Business Study</i> (UG elective)</p> <p><i>MGSC 497: GSCOM Capstone Project</i> (UG capstone project)</p> <p><i>MGSC 486: Service Operations Management</i> (UG elective)</p> <p><i>MGSC 395: Operations Management</i> (UG core)</p> <p><u>Owen Graduate School of Management, Vanderbilt University</u></p> <p><i>MGMT 571: Service Operations Models</i> (MBA elective)</p>
REFEREED TEACHING PUBLICATIONS	<p>LeBlanc, L, and Galbreth, M. (2009) Verifying Documentation Standards in Spreadsheet Analysis. <i>Decision Sciences Journal of Innovative Education</i>, 7(1), 81-88.</p>

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 (Vienna campus)
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, 2022: 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
University-wide research award
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)
Invited Panelist, POMS PhD Workshop (2023, 2024)
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, 2024)
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)
College of Service Operations:
Judge, Best Student Paper Award (2024, 2025)

INFORMS (Institute for Operations Research & the Mgmt Sciences)
Annual Meeting Session Chair (2007, 2009, 2012, 2019, 2020, 2023)
INFORMS Prize for the Teaching of MS/OR Practice
Selection Committee Member (2020, 2021)
M&SOM Subdivision
Annual Meeting Proceedings Referee (2008)
Submitted Papers Judge, Supply Chain Management SIG (2023, 2024)

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 Management Conference, Rutgers University
Organization Committee and Session Chair (2021)
Panel Moderator (2023)

Workshop on Closed-Loop Supply Chains
Organizing Committee, 10th CLSC Workshop, McGill University (2010)
Workshop Co-chair, 13th 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,
IIE 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

HCB Dean Review Committee (2023)
Co-Chair, UT Manufacturing and Design Working Group (2022)
Candidate Committee, UT/ORNL Governor's Chair Search (2021-2022)
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 Ph.D. Program

Dissertation committee co-chair:

- Yu Jiang

Dissertation committee member:

- Vahid Disfani

UT Haslam College of Business Service

Steering Committee, Advanced Supply Chain Collaborative (ASCC) (2019-2022)
Chair, Marketing Department Head Search Committee (2019-2020)
Chair, IT Security Manager Search Committee (2020-2021)
College Executive Committee (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:

- Aditya Balaram (Ph.D. 2023)
- 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)
Secretary, USC chapter of Beta Gamma Sigma (2010-2014)
President, USC chapter of Beta Gamma Sigma (2008-2010)