



*POM 2011 - Twenty Second Annual Conference, Reno, Nevada, U.S.A. April 29 – May 2, 2011  
Production and Operations Management Society*

## **RECOGNIZING EXCELLENCE IN PRODUCTION AND OPERATIONS MANAGEMENT PRACTICE Martin K. Starr Excellence in Production and Operations Management Practice Award**

The Production and Operations Management Society (*POMS*) has instituted the *Martin K. Starr Excellence in Production and Operations Management Practice Award* to recognize contributions made to the field of Production and Operations Management (POM) by POM practitioners. It is an international award and is open to all POM practitioners from around the world. The first five recipients of the award, who are among the most esteemed members of the POM field, are:

- Mr. Lee Cockerell (2006)
- Dr. Corey A. Billington (2007)
- Dr. Dino Petrarolo (2008)
- Ms. Erin Wallace (2009)
- Dr. Krishan Kumar (2010)

**Mr. Lee Cockerell**, retired as the Executive Vice President of Operations for the Walt Disney World Resort in Lake Buena Vista, Florida, U.S.A. and now runs his own consultancy firm, Lee Cockerell, LLC. As Executive Vice President of Operations at Walt Disney World, Mr. Cockerell instituted many innovative and imaginative programs. He used his authority and position to create a workplace environment that provided great leadership at all levels, which focused on what Lee titled the *Four Employee Expectations* which are: 1) *Make Me Feel Special*, 2) *Treat Me as an Individual*, 3) *Respect Me*, 4) *Train and Develop me*. Visit Lee's web site for more information: [www.LeeCockerell.com](http://www.LeeCockerell.com).

**Dr. Corey Billington**, returned to the world of Academia as Professor of Operation Management and Procurement at IMD in Lausanne, Switzerland after having worked for several companies including Hewlett Packard (HP). It was during his lengthy and highly successful tenure at Hewlett Packard (HP) that he mastered the ability to drive supply chains improvements through the application of Production and Operations Management practices. He successfully led several initiatives that literally transformed HP businesses and defined the company's strategic thinking about supply chain and operations.

**Dr. Dino Petrarolo** is the Managing Director at Shatterprufe, South Africa's Automotive Glass Manufacturer. Prior to his current position, Dr. Petrarolo served as the Global Head of Manufacturing Development, SABMiller plc, Sandton, South Africa. Dr. Petrarolo has had extensive and substantial experience as a practitioner of operations management. He has always brought academic discipline and rigor to his practical work. He developed a global operational management benchmarking framework for SABMiller's breweries which has received considerable attention from companies outside SABMiller in different industries. He has contributed to the POM literature by writing significant papers based on lessons that he learned in practice.

**Ms. Erin Wallace** is senior vice president of Operations Integration Line of Business for *Walt Disney Parks and Resorts*. Her domestic responsibilities for both the *Walt Disney World* Resort and Disneyland Resort include attractions, lodging, entertainment/imaging, merchandise development, food & beverage and

merchandise, animal programs and environmental initiatives, operating labor, industrial engineering, operations learning and development, and business optimization. Prior to her current role, Erin was the Senior Vice President of Operations for the *Walt Disney World*® Resort maintaining responsibility for the operation of twenty-two resorts, four theme parks, two water parks, and *Downtown Disney*® Area. In 1997, she helped open *Disney's Animal Kingdom*® as the general manager of Theme Park Operations. Erin's promotion to vice president of Resorts in 1998 was followed by her return to theme parks when she was named vice president of the *Magic Kingdom*® Park in 2000. Erin excels at developing talent daily through her mentoring and leadership programs. Erin understands that she needs to inspire cast members every day. Her strategy of inspiration starts with validating that each cast member plays a very critical role at WDW. Her job, and the job of her WDW leadership team, is to make sure the hourly cast members are not just empowered but feel great about the jobs they perform. That involves talking regularly to them, seeing them on the job, helping them on the job

**Dr. Krishan Kumar** is the Director of Maruti Automotive Center of Excellence and has made outstanding contributions to the performance and business growth of Maruti-Suzuki India Limited through his innovative ideas in improving quality, productivity and competitiveness of this benchmark automobile company in India. Maruti-Suzuki is the largest automobile manufacturer in South Asia. Dr. Kumar was responsible for setting up of joint ventures to accelerate the pace of localization of components for Maruti-Suzuki vehicles and to bring in new technology in India. These joint ventures contributed to a localization content of 24 % of the total value of the vehicle. Under Dr. Kumar's leadership, Maruti-Suzuki won the CII Exim Bank Excellence award in 1998. This award is based on European Foundation for Quality Management (EFQM) that recognizes the importance of leadership, processes, people and continuous improvement in overall development of the company. Due to Dr. Kumar's efforts to improve service quality and customer satisfaction, Maruti-Suzuki ranked # 1 for eight years in a row (2000-2007) in customer satisfaction surveys conducted by JD Power Asia Pacific. In addition Maruti Suzuki could also win the Initial Quality Award (IQS) from JD Power Asia Pacific in the years 2003, 2004 and 2005. Dr. Kumar was closely associated with M/S Krishna Maruti Seats Division, India (2005) and, Asahi Glass, India (2007) during their preparations for the Deming Award that helped them to win this esteemed award. Dr. Kumar has been a recipient of many prestigious awards.

We are now seeking nominations for the sixth award which will be presented during the twenty second annual POMS' conference to be held in Reno, Nevada, U.S.A., from May April 29 to May 2, 2011.

The award is for an "individual" and not for the "organization". The award is open to professionals at all levels working in the Operations Management area in service and manufacturing industries; as well as in not-for-profit and government organizations.

The award is based on exceptional quality of contribution to the POM field. These contributions are not restricted to a single organization and may span time spent at several organizations during the career of the candidate. The cumulative contributions made by the candidate during his/her career will be the basis of the evaluation by the committee.

In addition to receiving an attractive plaque, the award recipient will be prominently featured in the *POMS Chronicle* and *POMS Web Page*. The award ceremony includes a full description of the contributions of the award winner who is encouraged to respond briefly.

Dr. Krishan Kumar will chair the award's committee this year. Please send your nominations to Dr. Sushil Gupta, Executive Director – POMS at [poms@fiu.edu](mailto:poms@fiu.edu) by January 15, 2011. The nomination should include a resume of the candidate and a narrative, not to exceed two pages, of the contributions to POM during the career of the candidate. Visit POMS website [www.poms.org](http://www.poms.org) to get more information about this award and the Conference in Reno.