

**POM 2009 Martin K. Starr Excellence in
Production and Operations Management Practice Award
Ms. Erin J. Wallace**

The *Martin K. Starr Excellence in Production and Operations Management Practice Award* has been instituted by the Production and Operations Management Society (POMS) to recognize contributions made to the field of Production and Operations Management (POM) by POM practitioners. The award is based on exceptional quality of contributions to the POM field and is presented to an individual who has done an exceptional job in making advances in the practice of POM, promoting the profession, making an impact, and building a linkage between industry and academics. 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 are evaluated. It is an international award and is open to all POM practitioners from around the world. It is POMS' most prestigious award to recognize a practitioner and industry leader.

The POMS' Board in its annual meeting held on April 28, 2006 in Boston, U.S.A., unanimously approved that the award be named after Dr. Martin K. Starr. The POMS' Board in its deliberations noted that Dr Starr has contributed to POMS and its activities since its inception and has been a constant source of guidance and inspiration to POMS. Naming this award after him is indeed a great recognition of his services to the POM profession in general and the POM Society in particular.

The first three recipients of the award are Mr. Lee Cockerell (2006), Dr. Corey A. Billington (2007), and Dr. Dino Petrarolo (2008). All three recipients are the most esteemed members of the POM field. Mr. Lee Cockerell is a consultant, author, and speaker, now retired as the Executive Vice President of Operations for the Walt Disney World® Company. Dr. Corey Billington, recently returned to the world of Academia as Professor of Operation Management and Procurement at IMD in Lausanne, Switzerland after having worked as Senior Vice President for Hewlett Packard (HP). Dr. Dino Petrarolo is the Managing Director at Shatterprufe, South Africa's Automotive Glass Manufacturer; and prior to his current position, Dr. Petrarolo served as the Global Head of Manufacturing Development, SABMiller plc, Sandton, South Africa.

The committee for the 2009 award unanimously selected, from among a slate of excellent candidates, Ms. Erin J. Wallace to be the recipient of this year's award. Ms. Erin Wallace serves as Senior Vice President of Operations Integration Line of Business for *Walt Disney Parks & Resorts*®. Ms. Wallace's 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.



Ms. Wallace began her career in 1985 as a manager in

Industrial Engineering, and then became Director of Industrial Engineering before transitioning into Operations as general manager for *Disney's All-Star Resorts* in 1995. In 1997, she participated in the opening of *Disney's Animal Kingdom*[®] Theme Park as the general manager of Theme Park Operations. Ms. Wallace'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. Ms. Wallace was promoted to senior vice president of *Walt Disney World*[®] Operations in 2001; and she assumed full responsibility of the *Walt Disney World*[®] Operations Team in 2003 overseeing the operation of twenty-two resorts, four theme parks, two water parks, and *Downtown Disney*[®] Area.

A native Floridian from St. Petersburg, Ms. Wallace graduated with honors from the University of Florida. She earned her MBA from Rollins College Crummer School of Business in 1993. In 2006, she had the honor of being inducted into the Crummer Graduate School of Business Alumni Hall of Fame. In 2006, Ms. Wallace was presented with the Institute of Industrial Engineer's Medallion Award and the Society of Women Engineer's Upward Mobility Award.

Ms. Wallace is an active member of the Central Florida community serving on several boards and committees both academic and civic in nature. She is on the Board of Advisors for the School of Industrial Engineering at the University of Florida and is Chair of the Rollins College Crummer Graduate School's Board of Overseers. Ms. Wallace is a prior board member for Big Brothers/Big Sisters of Central Florida where she had served as vice president of the Executive Committee. She is also a member of the Institute of Industrial Engineers (IIE) and the Society of Women Engineers (SWE).

The committee for this year's award consists of the following:

- Corey A. Billington ,IMD, Switzerland.
- Kasra Ferdows, Professor, Georgetown University, Washington, D.C., U.S.A.
- Sushil Gupta, Professor, Florida International University, Miami, Florida, U.S.A.
- Hau Lee, Professor, Stanford University, Stanford, California, U.S.A.
- Rafael Menda, Director, Operations Strategic Planning, McNeil Consumer & Specialty Pharmaceuticals, Ft. Washington, Pennsylvania, U.S.A.
- Dino Petrarolo, Managing Director, Shatterprufe, Johannesburg Area, South Africa (Chair).
- Martin K. Starr, Rollins College, Winter Park, Florida, U.S.A.