

# POMS 2015 Practice Leaders Semi-Plenary Session

Saturday, May 9, 2015

**POMS Practice Leaders Semi-Plenary Session (8:00 AM – 9:30 AM): Operations Strategies**

**Venue: Columbia 5-8**

**Moderator(s):** Nicole DeHoratius (University of Chicago) and Mohan Sodhi (Cass Business School)

**Speakers:**

1. Corey Billington – Founding partner (E3 Associates) & Former VP (Hewlett-Packard).
2. Brian Eck -- Quantitative Analyst (Google)
3. Robert Wang– Senior Business Analyst (Nestlé, USA)

**Session Title:** Operations: Concepts and Issues from Practitioners' Perspective

**Abstract:** This session examines different conceptual and practical challenges observed by three practice leaders in Consulting, Information Service, and Consumer Goods Industries. These challenges create research opportunities for OM researchers.

**Corey Billington – Founding partner (e3 associates) and former VP of Hewlett-Packard)**

Corey is a founding partner of e3 associates and a pioneer in the field of Supply Chain Management. He has 20 years of experience in formulating and delivering strategic innovation programs across the globe and in most major industries. As the director of Hewlett-Packard's SpaM Group, and later VP of procurement, he not only defined how supply chain management is practiced in the high-tech industry, he also published a number of seminal papers. From 2005-2010 he was Professor of Operations Management and Procurement at IMD in Lausanne, Switzerland, where, as director of the flagship action learning program, he began applying open innovation and collective intelligence to business processes. Prior to that, Corey was a consulting professor in Industrial Engineering and Engineering Management at Stanford University. In March 2007, the Production and Operations Management Society awarded him the **Martin K. Starr Excellence in POM Practice Award**. He is also President of the Procurement Sciences Institute.



Corey has worked at IBM, Raychem Corporation, and Kinetics Technologies International. His articles have appeared in Sloan Management Review, Operations Research, Interfaces, Omega, OR/MS Today and CiME. Corey holds a B.S. in engineering management from Claremont McKenna College and B.S., M.S., and Ph.D. degrees in Management Science and Engineering from Stanford University.

### **Brian Eck – Quantitative Analyst (Google)**

Brian Thomas Eck is a Quantitative Analyst at Google, Inc. in the Operations Decision Support group. He is the technical lead supporting the Networking Operations area, and is focused on optimization modeling for building out and operating Google's worldwide network. Prior to joining Google in 2013, Brian served IBM as a Senior Technical Staff Member, where assignments included analytics for Strategic Outsourcing staffing, supply chain design, Singapore Director of Strategy and New Products Engineering, Global Resources strategy for Procurement, and Adaptive Workforce (services supply chain). He has led projects in optimization and simulation, having made an aggregate impact to the business well in excess of one billion dollars. Dr. Eck holds and has filed multiple patents, primarily in areas of inventory management, resource allocation and e-auctions. He served over ten years as an Adjunct Associate Professor of Operations Management at New York University Stern School of Business, where he taught Supply Chain Management. Prior to completing his Ph.D. (Columbia University) in 1990, Dr. Eck earned his M.Phil. and M.S. from Columbia in Operations Research. His graduate studies began on a Fulbright scholarship to Universitaet Osnabrueck, following his B.A. in Mathematics and German from Kalamazoo College. He has worked as a management consultant, as an executive in financial services and has held multiple adjunct faculty appointments in academia.



### **Robert Wang – Senior Business Analyst, Nestle USA**

Robert Wang is currently a Senior Business Analyst in the Decision Support Group of Nestle USA, located in Glendale, CA. He has lead on various optimization projects in Supply Chain Network, Master Production Scheduling, Private Fleet, and Inventory Development. He received his Ph.D. in Management Science from UCLA Anderson in 1995, and has worked as a Senior Consultant at Ernst & Young LLP and as a Manager at Deloitte & Touche LLP.



## **POMS Practice Leaders Semi-Plenary Session (9:45 AM – 11:15AM): Operations Challenges and Opportunities 1**

**Venue: Columbia 5-8**

**Moderator(s):** Nicole DeHoratius (University of Chicago) and Mohan Sodhi (Cass Business School)

### **Speakers:**

1. Motz Feinberg – Executive Director (Kaiser Permanente)
2. Keith Holliday – Director (Sonoco Products Company)
3. Ebly Sanchez – Director (Volvo Production System)

**Session Title:** Operations: Challenges and Opportunities from Practitioners' Perspective - 1

**Abstract:** This session presents various operational challenges observed by Practitioners in three different industries: healthcare, packaging, and car manufacturing. These challenges create research opportunities for OM researchers.

### **Motz Feinberg – Executive Director, Supply Chain at Kaiser Permanente**

Motz is helping lead a supply chain transformation at Kaiser Permanente to improve operational efficiency and service quality for its members. He is a supply chain executive with over 20 years of progressive experience with engineering, operations and global supply chains. Motz has held leadership roles with Fortune 500 companies such as Kaiser Permanente, Univar, and Nestlé covering CPG/Distribution, Engineered Products and Defense logistics. He led supply chain transformations within large and mid-sized firms and enables systems and process integration opportunities through decision support excellence. Motz has a BSME from UCLA, an MBA from Cornell and is Lean Six Sigma certified. He holds three patents and numerous technology and supply chain publications, and is passionate about continuous improvement and people development.



### **Keith Holliday – Director, Corporate Supply Chain & Logistics, Sonoco Products Company**

Director- Corporate Supply Chain & Logistics at Sonoco Products Company leading the end to end process capability improvement work with a target of becoming a top quartile supply chain performer in the packaging industry; in addition leads the Lean Six Sigma process for the corporation. Prior to joining Sonoco, was the Director of Supply Chain Transformation and Six Sigma Champion- Global Operations for DuPont, leading the application of six sigma across DuPont Operations and to business processes, specifically the end to the end supply chain. Keith has a Manufacturing/ engineering background with 30 years DuPont



experience and overall 38 years in manufacturing with assignments at sites across the US and global experience leading business process improvement.

### **Ebly Sanchez – Director (Volvo Production System)**

Ebly Sanchez is currently the Director of Operational Development (OD) and VPS Volvo Group – Region Americas. From January 2008 to December 2012, Ebly was at the Volvo Group as Director of Volvo Production System (VPS) Academy based in Gothenburg in Sweden. While in this role, he developed the global CI organization and strategy within the Volvo group. Before joining the Volvo Group, he worked in Ford Motor Company for almost 20 years with different managerial responsibilities in operations, including VP operations and a plant manager for 9 years, mainly in South America. He is a member of the Editorial Board of the Lean Management Journal (LMJ) based in the UK.



## **POMS Practice Leaders Semi-Plenary Session (11:30 AM – 1:00PM): Operations Challenges and Opportunities 2**

**Venue: Columbia 5-8**

**Moderator(s):** Nicole DeHoratius (University of Chicago) and Mohan Sodhi (Cass Business School)

### **Speakers:**

1. Liang Lu – Research Scientist (Amazon.com)
2. Srinivas Bollapragada – Chief Scientist (GE Global Research Center)
3. Shailendra Jain – Distinguished Technologist and Research Manager (HP Labs)

**Title:** Operations: Challenges and Opportunities from Practitioners' Perspective - 2

**Abstract:** This session presents various operational challenges observed by Practitioners in three different industries: Online retailing, technology innovation, and technology products & services. These challenges create research opportunities for OM researchers.

### **Liang Lu – Research Scientist (Amazon.com)**

Dr. Liang Lu is a Research Scientist at Amazon.com, working on projects that fuel Amazon's next generation fulfillment systems. He received his PhD from the Hong Kong University of Science and Technology and was Assistant Professor in Logistics at Heriot-Watt University in Scotland. His research interests are mainly in production scheduling and planning.



### **Srinivas Bollapragada – Chief Scientist (GE Global Research Center)**

Srinivas Bollapragada – Chief Scientist, Software Sciences & Analytics, GE Global Research Center Srinivas Bollapragada is a Chief Scientist in the Software Sciences & Analytics (SSA) Organization at the General Electric's Global Research Center (GRC) in Niskayuna, NY. His interests are in business applications of optimization technologies. During the past 19 years at GE Research, Srinivas had led the development of numerous innovative algorithms and decision support systems that are being used by several GE businesses and their customers. Some of his accomplishments include the Movement Planner algorithm for dispatching trains, the Yard Planner algorithm for building trains, algorithms for selling and scheduling television commercials, optimizing insurance portfolios, managing CSAs, and supporting investment decisions. Srinivas has published over 25 articles in journals such as Operations Research, Interfaces, European Journal of Operational Research, IIE Transactions, POMS etc. He has a Ph.D. in Operations Management from Carnegie Mellon University, and Master's and Bachelor's degrees in Electrical Engineering from IISc, Bangalore and IIT Madras



respectively. Srinivas is the recipient of a number of internal and external awards including the Edelman (2001), Wagner (2009, 2004, 2002) and Nicholson (1996) finalist awards, IIE Transactions best paper award (2009), GE's Blodgett Award (2009) for technical excellence and the Dushman award (2010) for team leadership. He represents GE Research on the INFORMS Roundtable, had served as the Chair of the Edelman award committee (2008-2010), and the Area Editor of OR Practice (2008-2010). In 2009 he was named an INFORMS Fellow which is considered a lifetime achievement award in the field of Operations research. He currently serves as the Editor-in-Chief of Interfaces, a premier academic journal focusing on the practice of Operations Research.

### **Shailendra Jain – Distinguished Technologist and Research Manager, HP Labs**

Shailendra Jain established and managed the Decision Technology Department at HP Labs, which focused on business process innovation through analytics. Dr. Jain has led business analytics projects in several areas, including inventory management & production planning, forecasting, personalization, marketing spend optimization, product variety management and post-sales services design/pricing. He is currently leading the applied research efforts of HP Labs in service innovation, with specific emphasis on service work-force planning/optimization & healthcare analytics. He received his Ph.D. in Management Science from UCLA and a Masters in Industrial Engineering from IIT, Delhi.



## **POMS Practice Leaders Semi-Plenary Session (3:45 PM – 5:15PM): Trends in Operations**

**Venue: Columbia 5-8**

**Moderator(s):** Nicole DeHoratius (University of Chicago) and Mohan Sodhi (Cass Business School)

### **Speakers:**

1. Dino Petraolo – CEO (Kayema Energy) & SVP (CCI Inc.)
2. Matt Davis – SVP Research (SCM World)
3. Dirk DeWaart – Partner (PricewaterhouseCoopers)
4. Michael Zinser – Partner and Managing Director (Boston Consulting)

**Title:** Operations: New Trends from Practitioners' Perspective

**Abstract:** This session presents the knowledge and insights obtained by various consulting firms regarding OM from the perspectives of company executives. This session can generate ideas for researchers to explore new OM research areas.

### **Dino Petraolo -- CEO (Kayema Energy) and SVP (CCI Inc.)**

Dr Dino Petraro is a Senior Vice President of Competitive Capabilities International (CCI)\* Inc., responsible for business development and strategy. He is also involved in the Renewable Energy sector as CEO of Kayema Energy Solutions in South Africa. Prior to his current roles, Dino worked in the Automotive and FMCG industries in business leadership and strategic development roles. In particular, Dino was Group Head: Manufacturing Development for SABMiller plc, responsible for Global manufacturing development and knowledge management related processes where he also led the development of the SABMiller Way in Manufacturing now applied at all SABMiller operations worldwide .



Dino obtained both his MSc and PhD Degrees in Industrial Engineering from the University of the Witwatersrand (Johannesburg). He is registered as a Professional Engineer in South Africa, as well as a Chartered Engineer in the UK. In 2008, Dino received the international **Martin K. Starr Excellence in Production and Operations Management Practice Award** for recognition of major contributions to the field of Production and Operations Management (POM) by POM practitioners recognized by international business schools.

His experiences include the development and implementation of Business and Operational Strategies, World Class Manufacturing (WCM), Supply Chain Development related change and improvement initiatives, as well as hands on experience in operational management.

### **Matt Davis – SVP Research (SCM World)**

As SVP Research for SCM World, Matt leads the customer centricity, digital demand, omni-channel and sustainability content streams. By combining insights from the 20,000+ practitioners in the SCM World community with in-depth quantitative and qualitative research, Matt facilitates accelerated learning of the foundational and cutting-edge best practices in these four areas.



SCM World is the supply chain talent development partner for the world's leading companies, empowering professionals with the capability, commitment and confidence to drive greater positive impact on business performance and help solve three of the world's fundamental challenges: health, hunger and environmental sustainability. Prior to SCM World, Matt was Director of Supply Chain Research at Gartner, and Senior Consultant at Dell. Matt received his MBA from UT Austin and his B.S. from Penn State University.

### **Dirk DeWaart – Partner Management Consulting (PricewaterhouseCoopers)**

Dirk is a Partner in the Los Angeles office of PwC. He has over 15 years of experience in supply-chain management and service operations for technology-based firms. Dirk has worked with clients in the aerospace, aviation, automotive, electronics, semiconductor, life science, and telecommunications industry to design and implement operational improvements. Prior to joining PwC and PRTM, Dirk held management positions in the aerospace service business unit at AlliedSignal (now Honeywell) for three years in both the USA and Germany. Dirk is a graduate of Delft University of Technology in the Netherlands with an MS Degree in Aerospace Engineering. He received an MBA Degree in General Management from INSEAD.



### **Michael Zinser – Partner and Managing Director (Boston Consulting Group)**

Michael Zinser is Partner and Managing Director at Boston Consulting Group with over 16 years of consulting experience. He currently leads BCG's Manufacturing Practice in North America and is co-leading research on the shifting economics of global manufacturing, with an emphasis on a US Manufacturing Renaissance. Michael received his BBA from University of Notre Dame and his MBA from Stanford University.

