Service (W12-F12)

One aspect of University life that has always impressed me is its culture. It is very different than corporate culture. As a generalization, there is much higher regard for people at universities than you find in corporations. One component that contributes to this culture is service. I have thoroughly enjoyed my service opportunities. This document summarizes my contributions.

Community Engagement

One aspect of service flows from a desire to engage the community and leverage my industry contacts for mutual benefit. I believe this is aligned with the University’s Metropolitan Vision (http://www.umd.umich.edu/687065/). I have sought to support this in a number of ways.

1. Invited executives to lecture and engage with students. The following invitees have spoken to my classes in the past 3 years:
   a. Pete Reyes (Chief Nameplate Engineer for Ford Taurus, 5 times)
   b. John Davis (Chief Engineer for Ford Commercial Trucks, 7 times, spoke on Ford Fiesta, Ford Focus, C-Max Energi, F350-F750 Trucks)
   c. Saad Ellahie (Assistant Program Manager for Chevy Volt Drivetrain, 1 time)
   d. Alexander Craig, CEO for Stratos Aircraft, 2 times, Design of new Jet Airplane, New Supply Chain)
   e. Cyril Benitah, Product Planning Senior Manager for all Subcompact and Compact vehicles (spoke on 2012 Dodge Dart), 6 times)
   f. Timothy Puente, Chief Engineer Fiat Chrysler Dodge Dart, 3 times)
   g. Matt Huber, Sr. Product Planning Manager Minivans & SUVs, Fiat Chrysler, 1 time)

2. The following companies were invited to allow students to analyze and propose improvements for their supply chains as part of OM 460 over 4 semesters:
   a. Andiamos
   b. St. Johns Hospital
   c. Oakwood Hospital
   d. NYX (2 times)
   e. The Crown Group
   f. Garden Fresh Foods
   g. Ceva Logistics
   h. Mans Lumber
   i. Axle Alliance
   j. Han-Mi Mart
   k. Detroit Manufacturing Systems
   l. Exel North America

Owners for the companies allowed students access to their operations and occasionally attended student presentations. They also received student recommendations for Supply Chain improvements.
3. I have arranged tours of the following companies for OM475 and OM460
   a. Ford Service Parts Distribution (biggest square foot building in North America (5 million SF))
   b. USPS Regional Distribution Center
   c. RepairClinic.com (4 times; best B2C business and distribution center in Michigan in my opinion)
4. I have sent teams to explore relevant Supply Chain improvement projects to over 200 companies through OM 300. A number of these projects have led to internships and full time employment.

**College of Business**

**Supply Chain Management Discipline**
I advised Prof. Ro on textbook selection and redesign of OM475. I provided a semester research project. I also provided many teaching techniques for specific subject matter.

**Students**

**Supply Chain Association (SCA)**
I have served as a Faculty Advisor for the past three years. During that time the organization has seen tremendous growth both in numbers and vitality. The below summarizes the highlights over the past three years.

- SCA has developed a strong link to the Council of Supply Chain Management Professionals (CSCMP). CSCMP is the third largest professional organization in the Supply Chain Management field with a major focus on Logistics. SCA has participated in their Job Shadowing Day for the past 2 years. Students spend a day with SCM employees and get tours of company operations like Dominos Pizza Distribution, Penske Logistics and others. This link has also provided a good channel for guest speakers not only with Logistics but for other SCM areas as well.
- SCA has organized major events to hear from guest speakers. These are typically attended by 30 – 40 people. Some of the guest speakers are listed below:
  o Douglas Kremer, Manager Strategic Accounts, DHL Global Forwarding DTW, *Case Studies in Logistics*
  o Susan Hawkins, Senior Vice President of Performance Excellence for Henry Ford Health Systems (HFSS), *2012 Malcolm Baldrige National Quality Award*
  o Keith Ferguson (Consultant) and Tammy Borghi (Practice Leader), Livingston International, *Import/Export Trade Compliance*. Livingston International is involved with Customs support for $2 trillion of annual trade
  o Bernard Swiecki, Assistant Director, Center for Automotive Research, *State of Automotive Suppliers*
o Helmut Nittman, Director of Parts Supply & Logistics, Ford Motor Company, *Redesign of North American Parts Distribution Network*

o Mike Zack, Global Inventory Manager, Ford Motor Company, *Ford Inventory System*

o Chance Wadkins, Production Line Manager, Penske Logistics, *Four Network Redesign Case Studies*

o Glen McIntosh, Director Supply Chain Management, Domino's Pizza, *Domino's Supply Chain and Distribution Center Redesign*

o John Henke, President, Planning Perspectives Inc., *The Measurable Link Between Good Supplier Relations and Profitability* (94 students attended)

**• SCA has organized the following plant tours**

  o Henkle North America Chemical Plant, Madison Heights
  o Ford Michigan Assembly Plant, Wayne, Tour of Ford Focus / Fusion / CMax Assembly Line
  o Chrysler Jeep Plant, Toledo, Ohio, tour of Jeep Assembly Line and Review of World Quality Program
  o Tour of Cisco Systems, Southfield, Review of Thailand Flood Disaster Recovery and high end Video Conferencing Center for SCM Coordination

**• SCA has taken the initiative to acquire APICS Certification preparation materials worth $2,500 under the auspices of the Mardigian Library. A number of students have used these to study for APICS exams. Prof. Ro was a key facilitator.**

**• SCA has done community service work for Autistic Children and for Deaf and Hard of Hearing Association over the past 2 years. They raised $1,600 for these organizations and attended their annual banquets.**

**• SCA has done a lot of fund raising to cover SCA expenses. On average the group raises about $2,500 / year.**

**• The organization has grown from roughly 10 members to over 40 members this year.**

**• SCA has participated in 3 competitions in the last 14 months with one more scheduled for April. Two of the competitions were organized by APICS. At the most recent one, a team of graduate students won third place out of 25 schools at the Great Lakes Regional Competition held in Chicago. SCA also spearheaded sending a team to the SCM National Case Competition at the University of Minnesota in April, 2014. This competition included 13 of the biggest and best SCM schools in the country (typical schools have 450 SCM majors vs. COB’s 55. This effort required almost 130 hours of my time along with very big contributions from other faculty such as Professors Rossin, Ro and Chen. The Competition was an enormous learning opportunity for the students. While no awards were won, we were acknowledged as possibly having the best idea. We will compete again this Spring.**

**• SCA has held a healthy number of social events such as bowling, Halloween Maze, and more simple things like going to Buffalo Wild Wings. These events help to build relationships.**

**• SCA has also provide service to the University and COB through Hosting Welcoming Tables, supporting the annual Alumni Wine Tasting event, organizing**
the Professional Development Week, speaking at BA100 courses, assisting at a Welcome Week event for new students, and helping out whenever called upon.

I have played a very strong role in the organization by working closely with the leaders to develop their leadership skills, help them develop vision and set achievable goals, and guide them in optimizing resources. I also provide a lot of ad hoc coaching outside of meetings which I regularly attend (95%). The organization has been fortunate to have a consistent set of very good officers every year. Most of the officers get interested in Supply Chain Management as a result of going through OM300 with me. The leadership team also continues to expand giving more students a healthy opportunity to take on more significant responsibility. This bodes well for the continued vitality of the organization.

Personally, I very much enjoy working with the students. SCA students have been characterized by a high level of enthusiasm, strong ownership, and lofty goals. What a joy!

Other
I have provided ad hoc service in many and varied ways. Examples are:

- I regularly attend Student Convocations and Spring Commencements.
- I attend the Business Breakfast organized by Brian Greene once a semester and invite students to attend. I successfully solicited a lead for a guest speaker from Ford Motor Company, John Viera, for the April 9, 2015 event on Alternative Energy.
- I occasionally attend department and governing faculty meetings.
- I have written 37 letters of reference for students pursuing internships, scholarships, acceptance at graduate schools and full-time career positions in the past 3 years
- I have submitted 3 letters of recommendations for candidates of Difference Maker recognition and 3 letters for Chancellors Medallion candidates.
- I have facilitated 2 students landing internships. One of the internships was arranged through my reaching out to one of the guest speakers. This was done on behalf of Roxanne Laslau, a Marketing major. She performed extremely well in OM300 and because she was having difficulty getting an internship, I intervened on her behalf.
- I have facilitated 3 students (Michele McGuckin, Diana Cameron, Kamal Alsawaf) getting into the Manufacturing Leadership Development Program at Chrysler. This has come as a direct result of my reaching out to Chrysler, soliciting our best candidates, and writing letters of referral. Since Chrysler only offers 10 of these positions a year to students from all over the country, this is a notable accomplishment in my view.
- I have facilitated one student (Steven Graham) getting an offer from Chrysler’s Jeep Plant.
- I have facilitated an interview of a student (Jason Eatmon) with the Vice President of The Crown Group. The Vice President is now on a mission to find the right spot for the student in their company. The Crown Group is one of the most highly regarded painting suppliers in the Auto Industry.
• I have assisted the COB Assurance of Learning by helping to define the learning objective for core knowledge of SCM in the BBA program. I have also accepted responsibility to propose test questions to measure mastery of core knowledge.

**Future Plans**

My intention is to continue to nurture the growth of the Supply Chain Association both in numbers and substance. I would particularly like to see more grad students involved and more internship/job finding capabilities. While many students find jobs and internships on their own, there is a significant number who do not succeed with this. I would like to aid the development of better channels for our SCM students.

**Conclusion**

I thoroughly enjoy the opportunity to make service contributions to the University. While I recognize that as a Lecturer, my main focus and responsibility is teaching (Chair Urbaczewski once commented that teaching should be 98% of my focus), I love making contributions in other ways. Going forward, I am keen to continue the growth of SCA.