

# Peter A. Salzarulo

Professor of Operations and Supply Chain Management  
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## ACADEMIC APPOINTMENTS

<b>Professor, Dept. of Management</b> Miami University, Farmer School of Business, Management Department	2021 - present
<b>Endres Associate Professor Fellow</b> Miami University, Farmer School of Business, Management Department	2017 – 2021
<b>Associate Professor of Management</b> Miami University, Farmer School of Business, Management Department	2013 - 2017
<b>Assistant Professor of Management</b> Miami University, Farmer School of Business, Management Department	2006 - 2013

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## EDUCATION

<b>Ph.D.</b>	<b>Indiana University</b> , Kelley School of Business Majors: Operations Management / Decision Sciences May, 2006
<b>MBA</b>	<b>Indiana University</b> , Kelley School of Business Major: Decision Support Modeling May, 2001
<b>B.S</b>	<b>Miami University</b> , School of Applied Science Major: Paper Science and Engineering May, 1995

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## RESEARCH

### Peer Reviewed Publications

Mahar, S., Modi, S., and Salzarulo, P. 2021. “Appreciating how your bread is buttered: improving online order allocation for cross-channel retailers. *International Journal of Production Research*, <https://doi.org/10.1080/00207543.2021.1939455>

Mahar, S., Wright, P.D., Salzarulo, P., and Iacocca, K. 2021. “Using Transaction Data and Product Margins to Optimize Weekly Flyers.” *International Journal of Production Research*, 59(10), 3185-3201

- Mishra, S., Salzarulo, P., and Modi, S. 2020. "Patient Care Effectiveness and Financial Outcomes of Hospital Physician Contracting Emphasis." *Journal of Operations Management*, 66(1-2), 199-226
- Ni, J., Salzarulo, P., M. Wagner. 2019. "Pilot Deviation and a Near Miss on Flight 1489." *Operations Management Education Review*, 13, 51-56
- Mahar, S., Salzarulo, P., and Wright, D. 2018. "Simultaneous Use of Customer, Product and Inventory Information in Dynamic Product Promotion." *International Journal of Production Research*, 56(12), 4283-4299
- Krehbiel, T., Salzarulo, P., Cosmah, M., Forren, J., Gannod, G., Havelka, D., Hulshult, A., Merhout, J. 2017. "Agile Manifesto for Teaching and Learning." *Journal of Effective Teaching*, 17(2), 88 - 110
- Salzarulo, P., Mahar, S., and Modi, S. 2016. "Beyond Patient Classification: Using Individual Patient Characteristics in Appointment Scheduling." *Production and Operations Management*, 25(6), 1056-1072
- Salzarulo, P., and Jacobs, F. 2014. "The Incremental Value of Central Control in Serial Supply Chains." *International Journal of Production Research*, 52(7), 1989-2006
- Salzarulo, P., Krehbiel, T., Mahar, S., and Emerson, L. 2012 "Six Sigma Sales and Marketing: Application to NCAA Basketball." *American Journal of Business*, 27(2), 113-132
- Ashenbaum, B., Salzarulo P., and Newman, W. 2012. "Organizational Structure, Entrepreneurial Orientation, and Individual Trait Preference in Transportation Brokerage Firms." *Journal of Supply Chain Management*, 48(1), 3-23
- Mahar, S., Salzarulo, P., and Wright, D. 2012. "Using Online Pickup Site Inclusion Policies to Manage Demand in Retail/E-tail Organizations." *Computers and Operations Research*, 39(5), 991-999
- Mahar, S., Bretthauer, K., and Salzarulo, P. 2011. "Locating Specialized Service Capacity in a Multi-Hospital Network." *European Journal of Operational Research*, 212(3), 596-605
- Salzarulo, P., Bretthauer, K., Côté, M., and Schultz, K. 2011. "The Impact of Variability and Information on Healthcare System Performance." *Production and Operations Management*, 20(6), 848-859
- Finch, B. and Salzarulo, P. 2011. "The Customer Complaint Letter: a Student Exercise in Six Sigma." *Decision Sciences Journal of Innovative Education*, 9(2), 307-314
- Mahar, S. and Salzarulo, P. 2008. "Putting it All Together: Weaving a Common Thread of Assignments through Introductory OM Courses." *Decision Sciences Journal of Innovative Education*, 6(2), 233-237

## **Working Papers**

“A Physician Preference Appointment Scheduling Model” with S. Mahar. Targeting *Decision Sciences*

“Overtime as a Performance Measure in Determining Appointment Schedules,” with Modi, S. and Mahar, S. Targeting *Service Science*

“Examining the role of physician contracting emphasis and medical resident intensity on patient recommendations in hospitals” with S. Modi and S. Mishra. Targeting *JOM*

“Supply Chain Disintermediation in the Pharmaceutical Industry,” with M. Ben-Jebara and S. Modi. Targeting *OMEGA*

“Anticipatory patient transfers in response to hospital utilization,” with S. Mahar and S. Modi. Targeting *DSJ*

## **Academic Conference Proceedings and Presentations**

“Examining the role of physician contracting emphasis and medical resident intensity on patient recommendations in hospitals”, Invited presentation (by Deepa Goradia) with S. Modi, S. Mishra, and S. Mahar, Decision Sciences Annual Meeting, online, 2021

“Lean learning: addressing mura and muri with chapter exams” with JP Paraskevas and J. Ni., Decision Sciences Annual Meeting, New Orleans, LA, 2019

“Service outsourcing emphasis and hospital performance” with Mishra, S. and Modi, S. INFORMS National Meeting, Houston, TX, 2017

“Using Online Games to Teach Fractional Factorial Designs: Decision Sciences Institute National Meeting, Tampa, FL, 2014.

“Balancing asset protection, efficiency and availability in retail service operations: a modified experimental approach.” with Ashenbaum, B. and Huang, X. Decision Sciences Institute National Meeting, Boston, MA, November, 2011.

“Inventory Demand, Velocity, and Variability: a Multidimensional Pareto Framework,” with Newman, W., and Ashenbaum, B., Decision Sciences Institute National Meeting, San Diego, CA, 2010

“Teaching Deming’s Red Bead Experiment Using a Simulated Production Process,” Decision Sciences Institute National Meeting, San Diego, CA, 2010

“Balancing Inventory Positions across Retailers with Pickup Site Policies”, with Steve Mahar and Daniel Wright, Proceedings, Decision Sciences Institute National Meeting, New Orleans, LA, 2009

“Leadership and Quality Practices and their Relationship to Nurse Satisfaction, Commitment, and Turnover”, with Xiaowen Huang and Josh Schwarz, Decision Sciences Institute National Meeting, New Orleans, LA, 2009

“Determinants of Success in Transportation Brokerage: The Intersection of Organizational Structure, Entrepreneurial Orientation and Breadth of Service Offering”, with Bryan Ashenbaum and Rocky Newman, Decision Sciences Institute National Meeting, New Orleans, LA, 2009

“Determinants of Hospital Quality Outcomes,” Midwest Decision Sciences Institute, Oxford, OH, April, 2009

“Using Online Pickup Site Inclusion Policies to Manage Demand in Retail/E-tail Organizations,” with Mahar, S. and Wright, D. Decision Sciences Institute National Meeting, Baltimore, MD, November, 2008

“The Relationship between Supply Chain Integration Mechanisms, Trust, and Supplier Satisfaction” Decision Sciences Institute National Meeting, Phoenix, AZ, November 2007

“Vendor Managed Inventory Programs: a Comparative Study,” with F. Robert Jacobs, INFORMS National Meeting, San Francisco, CA, November 2005

“A Comparative Study of Make to Order, Make to Stock, and Vendor Managed Inventory Systems,” with F. Robert Jacobs, Proceedings, Decision Sciences Institute National Meeting, San Francisco, CA, 2005

“Healthcare Appointment Scheduling: Perceptions of Patient Wait, and the Impact of Limited Capacity,” invited participant with Kurt M. Bretthauer, Kenneth L. Schultz, and Murray J. Côté, INFORMS National Meeting, Denver, CO, October 2004

“Vendor Managed Inventory: Development and Analysis of a Basic Model,” with F. Robert Jacobs, Decision Sciences Institute National Meeting, Boston, MA, November 2004

“Variability in Healthcare Appointment Systems,” with Kurt M. Bretthauer, Kenneth L. Schultz, and Murray J. Côté, Proceedings, Decision Sciences Institute National Meeting, Boston, MA, November 2004

"An Investigation of the Operations and Procedures of a Health Care Facility," with Kurt M. Bretthauer, Kenneth L. Schultz, and Murray J. Côté, Proceedings, Decision Sciences Institute National Meeting, Washington, DC, November 2003

"The Effect of Patient Load on Physician Service Times," with Kurt M. Bretthauer, Kenneth L. Schultz, and Murray J. Côté, Proceedings, Decision Sciences Institute National Meeting, San Diego, California, November 2002

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## **TEACHING EXPERIENCE**

**Miami University**, Oxford, Ohio

MGT 302: Introduction to Operations and Supply Chain Management

- Average Instructor Rating: 3.7/4.0

MGT 451/551: Operations Planning and Scheduling

- Average Instructor Rating: 3.7/4.0

MGT 453/553: Quality Management Systems

- Average Instructor Rating: 3.6/4.0

MGT 399: International Perspectives of Lean Production

- Average Instructor Rating: 3.6/4.0
- MGT 627: Supply Chain and Operations Management (PMBA)
- Average Instructor Rating: 3.7/4.0

**Indiana University, Bloomington, Indiana**

P320: Supply Chain Management: Sourcing

- Average Instructor Rating: 6.2/7.0

P421: Supply Chain Management: Material Planning and Logistics

- Average Instructor Rating: 6.3/7.0

K201: The Computer in Business

- Average Instructor Rating: 6.5/7.0

P370: Introduction to Operations Management Discussion Section

- Average Instructor Rating: 6.4/7.0

## **SERVICE ACTIVITIES**

### ***Departmental Assignments***

- SC&OM Area Coordinator, 2021-present
- Chair, Governance Committee, 2019
- Chair, SCOM Search Committee, 2018
- MGT 302 Coordinator, 2013 – 2017
- Department Chair Search Committee, 2017
- SCOM Search Committee, 2013, 2014, 2015, 2016
- Management and Leadership Search Committee, 2014
- Strategic Planning Committee, 2007, 2014
- Faculty advisor, 2008 to 2016

### ***Divisional Assignments***

- FSB Graduate Studies Committee, 2020 - present
- FSB Learning Outcomes Committee, 2014 - present
- FSB Capstone Review Committee, 2017- 2018
- FSB Teaching and Pedagogy Committee, 2016-17
- FSB Core Curriculum Review Committee, 2009 - 2015
- Program Review Committee, ISA Dept., 2014
- Chair, Supply Chain Management Committee, 2012 - 2014
- Top 25 Initiative, 2007 to 2013
- Supply Chain Management Committee Member 2006 to 2012

### ***Service to the Profession***

- Editorial Board, *Decision Sciences*, 2020
- Editorial Board, *Operations Management Education Review*, 2017 - present
- Track Chair, Healthcare, Decision Sciences Annual Meeting, 2013
- Vice President of Publications, Midwest DSI, 2009 - 2014
- Proceedings Coordinator, Midwest DSI Conference, 2009
- Track Chair, Operations Management, Midwest DSI Conference, 2009
- Track Co-chair, Student Papers, Midwest DSI Conference, 2009
- Judge for Stan Hardy Award, Midwest DSI, 2008, 2009

- Submissions Reviewer, Decision Sciences Institute National Meeting, 2002, 2004, 2009
- Session Chair, Enterprise Systems and Applications Track, Decision Sciences Institute National Meeting, San Diego, CA, 2002

#### ***Ad Hoc Reviewer***

- *Journal of Operations Management*
- *Production and Operations Management*
- *Decision Sciences*
- *European Journal of Operational Research*
- *Service Science*
- *American Journal of Business*
- *Decision Science Journal of Innovative Education*
- *Annals of Operations Research*
- *International Journal of Production Research*

#### ***Service to the Community***

- Board Member – *Boy Scouts of America, Troop 930*, 2018 - present
- Board Member – Dayton Chapter, *American Production and Inventory Control Society*, 2017 - present
- Board Member – *Oxford Country Club*, 2016-2018

#### ***Graduate Student Committee Service***

- Thesis Committee Member, Jeff Johnson, Master of Environmental Science, 2017
- Thesis Committee Member, Kathryn Lovda, Master of Environmental Science, 2014

## **HONORS AND AWARDS**

### **Miami University**

- “*Top 100 Most-Commended Faculty*,” Center for Teaching Excellence, 2019
- Commendation for Positive Influence on Students, CELTUA, 2010, 2013 -2017
- Recipient, *Richard K. Smucker Teaching Excellence Award, Outstanding Professor*, 2014
- Nominee, *Richard K. Smucker Teaching Excellence Award: Outstanding Junior Professor*, 2013
- Nominee, *Richard K. Smucker Teaching Excellence Award: Outstanding Junior Professor*, 2011

### **Indiana University**

- *W.G. Panschar Award: Outstanding Associate Instructor of the Year*, Kelley School of Business, Indiana University, 2005

## **PROFESSIONAL EMPLOYMENT**

### **Alfa Laval Celleco, Lawrenceville, GA**

- Product Training Coordinator: June – August 2000
- Field Service Engineer: May 1997 – July 1999
- Systems Application Engineer: July 1995 – April 1997