

DR. CLAUDE R. SUPERVILLE

*Texas Southern University
JHJ School of Business
3100 Cleburne, Houston, TX 77004
(832) 654-9668, Claude.Superville@tsu.edu*

EDUCATION

- 1994 PhD, University of Alabama, Manderson Graduate School of Business
Major: Applied Statistics
supplemental fields: Finance and Economics, Industrial Engineering
- 1991 MS, University of Alabama, Manderson Graduate School of Business
Major: Applied Statistics
supplemental field: Finance and Economics
- 1988 BBA, Florida International University
Concentration: Finance
- 1986 AA (Honors), Miami-Dade Community College
Major: Business Administration

PROFESSIONAL DEVELOPMENT

- 2018 Certificate, Corporate Finance, University of Illinois at Urbana-Champaign
- 2016 Certificate, Quantitative Modeling, The Wharton School, University of Pennsylvania
- 2009 Certificate, Performance Assessment in Higher Education, Harvard University
- 1994-2018 Certified Quality Engineer, American Society for Quality (retired)

ADMINISTRATIVE EXPERIENCE

*Interim Department Chair, Department of Business Administration, Texas Southern University
(2020-)*

- Responsibility for undergraduate and graduate programs including course scheduling.
- Responsibility for supervision and evaluation of twenty full-time and twelve adjunct faculty.
- Responsibility for resolving all departmental student complaints and concerns.
- Responsibility for Strategic Planning for the School of Business.

Assistant Provost, Institutional Assessment, Planning and Effectiveness, Texas Southern University (2009-2011)

- Secondary responsibility for Texas Southern University's (TSU) SACS Reaffirmation in 2011.
- Constructed and implemented an assessment system for all academic programs and support units that met with SACS approval.
- Developed TSU's Report Card.
- Developed metrics and targets for TSU's QEP in 2011.
- Developed metrics and targets for Texas Southern University's 2009-2015 Strategic Plan.
- Responsibility for compliance with the Strategic Plan by academic departments and support units.
- Reporting officer for all national and state survey and data reports including THECB and IPEDS.
- Responsibility for Institutional Research and Assessment, Planning and Reporting by colleges and schools.
- Supervised a staff of five including Directors of Assessment and Institutional Research.
- Ad hoc reporting to TSU's President and Board of Regents.

Director, Online Executive MBA Program, Texas Southern University (2009)

- Developed the proposal for an Online Executive MBA (eMBA) Program approved by THECB, SACS and AACSB.
- Responsibility for online course development and delivery in the eMBA Program.
- Ninety-six students recruited to the inaugural cohort of the eMBA program.

Director, Institutional Effectiveness, Texas Southern University (2003)

- Reporting officer for all national and state survey and data reports including THECB and IPEDS.
- Responsibility for Institutional Research.
- Supervised a staff of four data managers and analysts.

Associate Dean, Academic Affairs, Jesse H. Jones School of Business, Texas Southern University (2002-2003)

- Responsibility for all undergraduate and graduate programs.
- Responsibility for adherence to AACSB Business Accreditation Standards.
- Supervised department chairs and director of graduate programs.
- Responsibility for hiring, evaluating and non-renewals of twenty-six faculty members.
- Initial implementation of assessment plans for all programs.

Department Chair, Department of Business and Economics, Benedict College (2001-2002)

- Responsibility for all undergraduate programs including course scheduling.
- Responsibility for hiring, supervising, evaluating and non-renewals of twelve faculty members.

Responsibility for resolving all student complaints and concerns.

ACADEMIC EXPERIENCE

Professor, Management Science, Texas Southern University, 2002- present

- Teach online and on-ground undergraduate and graduate courses in Business Statistics, Supply Chain, Operations Management and Quantitative Analysis.
- Conducted research in Statistical Quality Control, Statistical Applications, Performance Excellence and Program Assessment.
- Chaired University Faculty Evaluation Instrument Committee and School of Business Faculty Rank, Promotion and Tenure Committees.

Professor, Business Administration, Benedict College (2001-2002)

- Teach undergraduate courses in Business Statistics and Operations Management.
- Conducted research in Statistical Quality Control, Statistical Applications, Performance Excellence and Program Assessment.
- Chaired faculty search committees.

Associate Professor, Management and Information Systems, College of Business Administration, Valdosta State University (1997-2001)

- Taught online and on-ground undergraduate and graduate courses in Business Statistics and Management Science
- Conducted research in Statistical Quality Control, Statistical Applications, Performance Excellence and Program Assessment.
- Chaired MBA Program Review Committee and Curriculum and Assessment Committee.

Assistant Professor, Management and Information Systems, College of Business Administration, Valdosta State University (1993-1996)

- Taught undergraduate and graduate courses in Business Statistics and Management Science.
- Conducted research in Statistical Quality Control and Statistical Applications.
- Taught professional-development Quality Engineering courses for the South Georgia community.

PROFESSIONAL AND ACADEMIC RECOGNITION

Royal Statistical Society, Fellow 2013-2021

Institute of Mathematics and Applications, Fellow, 2019-2021

Institute of Applied Quality Science, Senior Fellow, 2014-2021

International Society for Quality and Productivity Management, Fellow 2013-2015 (inactive)

American Society for Quality (Senior Member-inactive)

College of Management Science, London, Honorary Professor, 2014-2019
Dade County, Florida, Certified Public Accountants Award of Recognition 1986
Valdosta State University's College of Business Quality Research Award 1994, 1995, 1996,
1997, 1998, 1999, 2000
Valdosta State University's College of Business Outstanding Teaching Award 1996

PUBLICATIONS

Refereed Journal Publications

Adams, B.M, Woodall, W.H., and Superville, C.R. (1994). Discussion of the Run Length Distribution of the Special Cause Control Chart for Correlated Processes, Technometrics, 36(1), 19-22.

Eastman, J.K, Allen, R.C., and Superville, C.R. (2001). Developing an MBA Assessment Program: Guidance from the Literature and One Program's Experience, Business Quest, <http://www.westga.edu/~bquest>.

Fredenberger, W.B. Superville, C.R. and Dusharme, D. (2000). Does Your Registrar Measure Up? Quality Digest, 20(7), 28-37.

Gupta, S. and Superville, C.R. (1999). Quality Levels, Measurement and Benchmarking, Business Journal for Entrepreneurs, 99(3), 1-5.

Hyman, L.M., Superville, C.R., Ramsey, J., and J.H. Williams. (2002). Using Statistical Process Control Charts as Aids to Teaching and Learning in Accounting, Business Journal for Entrepreneurs, January 2002.

Hyman, L.M., Superville, C.R., Ramsey, J., and J.H. Williams. (2004). Control Charting as an Aid to Evaluation and Reinforcement in Accounting Student Learning, International Journal of Management.

Johnson-Weeks, D. and Superville, C.R. (2014). An Evaluation of the Academic Effectiveness of a Summer Bridge Program. Global Education Journal, (2014) (4), 1-19.

Johnson-Weeks, D. and Superville, C.R. (2016). An Evaluation of the Effectiveness of a Summer Bridge Program on Student Retention and Progression, Global Education Journal. (2016) (4), 20-37.

Johnson-Weeks, D. and Superville, C.R. (2020). The Effect of an Academic Enhancement Program on Student Performance, ISOR Journal of Research and Method in Education (10-2), 34-40.

Reddy, A.C. and Superville, C.R. (1995). Measuring Total Quality Marketing: A New Approach, International Journal of Management, 13(1), 108-116.

- Reddy, A.C. and Superville, C.R. (1995). Total Quality Management and Market Perceived Quality, Business Journal for Entrepreneurs, 57, 1-7.
- South, J.B. and Superville, C.R. (1997). Quality Control Charts for the Production Practitioner, Insights for a Changing World, 1, 8-12.
- Superville, C.R. (1995). An Evaluation of Tracking Signals in Forecast Monitoring, Revista de la Sociedad Chilena de Estadística, 11(1-2), 17-27.
- Superville, C.R. (1995). Monitoring Measurable Process Data: Why Not Use the EWMA Chart? Quality Progress, July 1995, 144.
- Superville, C.R. (1995). The Role of the Control Chart in Quality Improvement, Business Journal for Entrepreneurs, 59, 12-14.
- Superville, C.R. (1998). Benchmarking the Way to Quality Improvement, Ethics and Critical Thinking Journal, March 1998.
- Superville, C.R. (1998). Forecast-Based Quality Control in the Presence of Outliers, Business Journal for Entrepreneurs, 42(4).
- Superville, C.R. (1998). Innovations in Automatic Monitoring of Forecasts, Journal of Education and Social Welfare, Summer 1998, 1.
- Superville, C.R. (1998). Short Production Runs: A Case Study Using a Q Chart and a Sequential X-Chart, Business Journal for Entrepreneurs, 42(5).
- Superville, C.R. (2000). Monitoring Correlated Data: A Case Study, Ethics and Critical Thinking Journal, 00(2).
- Superville, C.R. (2000). A Note on Maximum EWMA Control Chart Statistics on Individual Observations, Business Journal for Entrepreneurs, 00(2).
- Superville, C.R. (2000). A Note on Maximum CUSUM Control Chart Statistics on Individual Observations, Business Journal for Entrepreneurs, 00(3).
- Superville, C.R. (2000). Productivity Gains Through Quality Improvement, Insights to a Changing World Quarterly Journal, 00(3).
- Superville, C.R. (2001). Web-Based Delivery of a Quantitative Management Course, International Journal of Management, 18(4), 434-438.
- Superville, C.R. (2006). A Course Embedded Approach to Assessing Student Learning for the Business Major, E-Journal of Business and Economic Issues, Volume II, Issue I,

http://www.business.subr.edu/online_journal.html.

Superville, C.R. (2008). A Review of Control Charting and Quality Costing, Business Journal for Entrepreneurs, 2008(4), 36-41.

Superville, C.R. (2010). Quality Control for an Autocorrelated Manufacturing Process, Review of Management Innovation and Creativity, 3(8).

Superville, C.R. (2014). Outlier Detection in Autocorrelated Manufacturing Processes, International Journal of Quality and Productivity Management, 11, 1-11.
<http://ijqpm.pages.tcnj.edu/volume-11/>

Superville, C.R. (2019). Control Charting, Quality and Productivity, Business Journal for Entrepreneurs, 2019(1), 3-26.

Superville, C.R. (2019). Quality Control and Outliers in Manufacturing Processes, International Journal of Business and Management Invention, 8(4), 77-83.

Superville, C.R. (2019). A Note on Control Chart Statistics on Individual Observations, International Journal of Mathematics and Statistics Invention, 7(1), 70-74.

Superville, C.R. (2019). Control Chart Performance in Monitoring Manufacturing Processes, International Organization of Scientific Research (ISOR) Journal of Engineering, 9(12-2), 1-7.

Superville, C.R. (2019). Tracking Signal Performance in Monitoring Manufacturing Processes, International Organization of Scientific Research (ISOR) Journal of Business and Management, 21(12-2), 23-28.

Superville, C.R. (2019). Assessment of Student Learning in An MBA Program: An ETS Approach, International Journal of Business and Management Invention, 8(12-2), 78-83.

Superville, C.R. (2020). ETS-Based Assessment of Student Learning in a Graduate Business Program, Business Journal for Entrepreneurs, 74-88.

Superville, C.R. (2020). A Comparison of Process Monitoring Schemes, International Journal of Mathematics and Statistics Invention, 8(9), 17-19.

Superville, C.R. and Adams, B.M. (1994). An Evaluation of Forecast-Based Quality Control Schemes, Communication in Statistics-Simulation and Computation, 23(3), 645-661.

Superville, C.R. and Adams, B.M. (1995). The Performance of Tracking Signals and Control Charts in Process Monitoring, International Journal of Operations and Quantitative Management, 1(2), 131-143.

Superville, C. R., Cavi, J.K. and Yorke, G.G. (2007). A Model for Assessing Student Learning in a Doctoral Education Administration Program, Global Education Journal, 2007(3), 103-111.

Superville, C. R. and Eletr, A. (2001). Monitoring Short Autocorrelated Production Runs: A Case Study, Ethics and Critical Thinking Journal, 2001(3), 1-14.

Superville, C.R. and Gholston, S.E. (2001). The Design and Delivery Online of a Quantitative Management Course, Business Quest, <http://www.westga.edu/~bquest>.

Superville, C.R. and Gibson, D. R. (1997). Charting the Way to Quality Improvement: A Guide for Managers, International Journal of Management, 14(3, part2), 498-502.

Superville, C.R. and Gupta. S. (2001). Issues in Modeling, Monitoring, and Managing Quality Costs, The TQM Magazine, 13(6), 419-423.

Superville, C.R. and Hyman, L.M. (2003). A Model for Assessing Student Learning in an Accounting Program, Business Journal for Entrepreneurs, 2003(3), 47-63

Superville, C.R., Jones, S.F., and Boyd, J.L. (2002). Quality Costing Models: A Review, with Managerial Implications, International Journal of Management 346-359.

Superville, C.R. and South, J.B. (1997). Quality Improvement in Business, Ethics and Critical Thinking Journal, 41, 1-15.

Superville, C.R. and Smith, M. (2020). A Note on the Regression Control Chart, International Journal of Mathematics and Statistics Invention, 9(5), 7-10.

Superville, C.R. and Williams, J.H. (2003). A Framework for Assessing Student Learning in a Marketing Program, Ethics and Critical Thinking Journal, 2003(3), 141-155.

Superville, C.R. and Williams, J.H. (2004). A Course-Embedded Approach to Assessing the Marketing Major, Business Research Yearbook, Volume XI (2004), 547-551.

Superville, C.R., Williams, J., Eastman, J.K and Allen, R.C. (2004). A Framework for Assessing Student Learning in an MBA Program, Journal of Contemporary Business Issues.

Superville, C.R. and Woldie, M. (2004). A Framework for Assessing the Management Major, Business Journal for Entrepreneurs, 2004(3),

Superville, C.R. and Woldie, M. (2005). Non-zero Intercept Inverse Gaussian Regression Models, Ethics and Critical Thinking Journal, 2005(2), 1-9.

Superville, C.R. and Yorke, G. (2003). Limitations of Control Charts on Individual Observations, Business Journal for Entrepreneurs, 2003(2), 1-10.

Superville, C.R. and Yorke, G. (2005). Monitoring Techniques for Time Series Production Processes, Southwestern Business Administration Journal, 2005(1), 24-34.

Superville, C.R. and Yorke, G. (2005). A Course Embedded Approach to Assessing the Finance Major, Global Education Administration Journal, 2005(4), 1-11.

Superville, C.R. and Yorke, G. (2012). Quality of Conformance Revisited, Ethics and Critical Thinking Journal, 2012(1), 1-10.

Superville, C.R. and Yorke, G. (2012). Outliers and Production Forecasting, Global Education Journal, 2012(1), 98-106.

Superville, C.R. and Yorke, G. (2013). Tracking Signals in Business Forecasting, Franklin Business and Law Journal, 2013(3), 1-11.

Superville, C.R. and Yorke, G. (2013). Monitoring Techniques for a Time Series Manufacturing Process, Insights to a Changing World, 2013(3), 1-7.

Superville, C.R. and Yorke, G. (2015). Short Run Production Monitoring Schemes, Business Journal for Entrepreneurs, 2015(1).

Superville, C.R. and Yorke, G. (2015). An Unweighted Batch Mean Control Chart: A Case Study, Ethics and Critical Thinking Journal, 2015(1).

Superville, C.R., Yorke, G. and Woldie, M. (2017). The Relationship Between Quality and Productivity, Journal of Business and Economic Policy, 4(2), 75-78.

Conference Proceedings

Adams, B.M, Tseng, S. and Superville, C.R. (1994). Control Charts for Correlated Processes: Evaluation Criteria and Robustness Issues, American Statistical Association 1993 Proceedings of the Quality and Productivity Section, 20-24.

Superville, C.R. (1994). An Upper Bound for the CUSUM Control Chart on Individual Measure-ments, The Institute of Management Sciences 1994 Proceedings of the Southeastern Chapter, 410-411

Superville, C.R. (1994). An Upper Bound for the EWMA Control Chart on Individual Observations, The Institute of Management Sciences 1994 Proceedings of the Southeastern Chapter, 412-414.

Superville, C.R. (1994). Detecting Outliers in Autocorrelated Processes, The Institute of Management Sciences 1994 Proceedings of the Southeastern Chapter, 427-429.

Superville, C.R. (1995). Outlier Detection in SPC Environments: Control Charts versus Tracking Signals, American Statistical Association 1995 Proceedings of the Quality and Productivity Section, 36-40.

Superville, C.R. (1999). Management Science: Experiences in Web-Based Delivery, 1999 Proceedings of the University System of Georgia Annual Computing Conference, Rock Eagle, GA, <http://www.peachnet.edu/oit/re/re99/proceedings>.

Superville, C.R. (2001). An Application of Monitoring Schemes for Short Production Runs, The International Conference on Computers, and Industrial Engineering and The International Conference on Industrial, Engineering, and Management Systems 2001 Joint Meeting, 741-746.

Superville, C.R. (2003). A Framework for Assessing Student Learning in a Management Program, 2003 International Business and Economic Research Conference, 1-9.

Superville, C.R. (2010). Quality Control for an Autocorrelated Manufacturing Process, Proceedings of Intellectbase International Consortium, 2010(1).

Superville, C.R. and Adams, B.M. (1994). Autocorrelated Data: Control Charts Versus Tracking Signals, American Statistical Association 1994 Proceedings of the Quality and Productivity Section, 194-199.

Superville, C.R. and Gibson, D.R. (1996). Innovations in Automatic Monitoring of Forecasts, The Institute of Management Sciences 1996 Proceedings of the Southeastern Chapter, 285-287.

Superville, C.R. and Gupta, S. (1998). Quality Levels, Measurement and Benchmarking, 1998 Proceedings of the Southeastern Chapter of the Institute for Operations Research and Management Science, 442-443.

Superville, C.R. and Gupta, S. (1998). Recent Developments in Cost of Quality Modeling, 1998 Proceedings of the Southeastern Chapter of the Institute for Operations Research and Management Science, 444-445.

Superville, C.R. and Jones, S.F. (2002). Quality Costing: A Review and Analysis, The International Conference on Industrial, Engineering, and Management Systems 2002 Meeting.

Superville, C.R. and Muncy, J. (1995). Process Capability Analysis: Cp, Cpk and Cpm, The Institute of Management Sciences 1995 Proceedings of the Southeastern Chapter, 388-390.

Superville, C.R. and South, J.B. (1995). Alternative to the Xbar Chart for the Production Practitioner, The Institute of Management Sciences 1995 Proceedings of the Southeastern Chapter, 310-312.

Superville, C.R., Williams, J., Eastman, J.K and Allen, R.C. (2003). A Framework for Assessing Student Learning in an MBA Program, 2003 Conference on Emerging Issues in Business and Technology, 231-240.

Presentations (not published in Conference Proceedings)

Superville, C.R. (2008). A Review of Control Charting and Quality Costing, Ethics and Critical Thinking Conference, November 2008.

Superville, C.R. (2007). An Examination of Quality Costing, Association of Information and Management Sciences Conference, November 2007.

Superville, C.R. (1999). Management Science and Total Quality Management: Web-Based Delivery, INFORMS Fall 1999 (Philadelphia) Meeting, November 1999.

Superville, C.R. (2000). Monitoring Short Autocorrelated Production Runs: A Case Study, INFORMS Spring 2000 (Salt Lake City) Meeting, May 2000.

Superville, C.R. (2001). Variability and Autocorrelation Reduction in Process Monitoring: A Case Study, Variability Reduction Workshop, Redstone Arsenal, Huntsville, AL, April 2001.

Superville, C.R. (2002). Assessment as an Aid to Improved Teaching and Learning, Southwestern Business Administration Teaching Conference, October 2002.

Superville, C.R. and Yorke, G.G. (2013). Quality of Conformance Revisited, Business Research Conference, October 2012.

Superville, C.R. and Gibson, D.R. (1996). Short Production Runs: A Case Study Using a Q Chart and a Sequential Xchart, Mathematical Association of America 21st Annual Tallahassee Regional Meeting, November 1996.

Superville, C.R. and Hyman, L.M. (2003). A Model for Assessing Student Learning in an Accounting Program, Southwestern Business Administration Teaching Conference, October 2003.

Superville, C.R. and Williams, J. (2003). 2003 Joint National Conference, National Association of African American Studies, February 2003.

Textbooks

Render, B, Stair, R.M. Jr., Weiss, H.J, Gershon, M.E, and Superville, C.R. (1995). Management Science (just-in-time version). Allyn and Bacon / Ginn Press.

Watson, J. C., Billingsley, P., Croft, J. D., and Superville, C.R. (1995). Applied Business Statistics (just-in-time version). Allyn and Bacon / Ginn Press.

Other Publications

Superville, C.R. (1994). Review of 'Statistical Methods for the Process Industries' (McNesse, William H. and Klein, Robert A., editors), Interfaces, 24(3), 146-147.

Superville, C.R. (1995). Letters to the Editor - Author's Reply, Quality Progress, November 1995, 8-12.

Superville, C.R. (1996). The Role of the Control Chart in Quality Improvement, Ethics and Critical Thinking Journal, 39, 6-12 (reprint).

Superville, C. R. and Reddy, A.C. (1997). Quality and the High-Tech Consumer (book chapter), The Emerging High-Tech Consumer, Quorum Books, p. 63-83.

GRANTS RECEIVED

Accreditation and Assessment Grant (\$15,000), Southern Education Foundation, 2010

Online Course Development Grant (\$3000), Texas Southern University, 2003

Teaching with Technology Grant (\$3000), Valdosta State University, 2001

Faculty Research Grant (\$2500), Valdosta State University, 2000

Co-investigator (\$25,000), The Red Meat Initiative (a project to study the viability of the red meat industry in Georgia), 1997

Summer Technology Stipend (\$2500), Valdosta State University, 1999

Faculty Development Grants (\$2500), Valdosta State University, 1994, 1995, 2000, 2001

SERVICE

University Service

Chair, Department of Business Administration Rank, Tenure and Promotion Committee, 2015, 2016.

Chair, JHJ School of Business Rank, Tenure and Promotion Committee, 2013, 2014.
Member, Provost's Cabinet, 2009-2011.
Member, Deans' Council, 2009-2011.
Chair, University Assessment Council, 2009-2011.
Chair, General Education Sub-Committee, 2009-2011.
Chair, Faculty Evaluation Committee, Texas Southern University, 2003-2005.
Member, President's Executive Committee, Texas Southern University, 2003.
Member, University Research Committee, Texas Southern University, 2002-2004.
Member, Executive Committee, School of Business, Texas Southern University, 2002-2003.
Coordinator, School of Business Academic Committees, Texas Southern University, 2002-2003. Member, Institutional Effectiveness Advisory Committee, Benedict College 2001-2002
Member, Dean's Council, School of Professional Programs, Benedict College 2001-2002
Member, Academic Affairs Expanded Council, Benedict College 2001-2002 Member, Advisory Board, Business Development Center, Benedict College, 2002
Fellow, Center for the Advancement of Teaching and Learning, Valdosta State University, 1999-2000
Faculty Senator-Elect, Valdosta State University, 2000-2002
Chair, Curriculum and Assessment Quality Improvement Committee, College of Business Administration, Valdosta State University, 1999-2001
Chair-Elect, Faculty Development and Research Committee, Valdosta State University, 2001-2002
Member, Faculty Development and Research Committee, Valdosta State University, 1998-2002 Member, MBA Quality Improvement Committee, College of Business Administration, Valdosta State University, 1995-2000
Chair, MBA Program Review Committee, College of Business Administration, Valdosta State University, 1999
Member, Continuous Oversight Quality Improvement Committee, College of Business Administration, Valdosta State University, 1999-2001
Member, Post-Tenure Review Committee, Management Department, College of Business Administration, Valdosta State University 2000-2001
Member, Strategic Planning Quality Improvement Committee, College of Business Administration, Valdosta State University, 1996-1999
Member, Curriculum Quality Improvement Committee, College of Business Administration, Valdosta State University, 1994-1996
Member, Minority Affairs and Diversity Issues Committee, Valdosta State University, 1994-1995
Member, Search Committee – Production and Operations Position, Management Department, Valdosta State University, 1999, 2000
Member, Assessment Committee, Management Department, Valdosta State University, 1998
Doctoral Faculty Appointment, Valdosta State University, 1999- 2001
Graduate Faculty Appointment, Valdosta State University, 1996- 2001

Local and Regional Service

Secretary and Board Member, Earl Carl Institute for Social Justice, Texas Southern University 2012-2014.

Member, Board of Examiners, Malcolm Baldrige National Quality Award, 2000
Member, Board of Examiners, Georgia Oglethorpe Award Process for Performance Excellence, 1999
Chair, Valdosta Section, American Society for Quality 1997-1998 Treasurer, Valdosta Section, American Society for Quality 1994-1995 Certification and Recertification Chair, Valdosta Section, American Society for Quality, 1994-1996, 1997-1998
Coordinator and an Instructor of the Certification Courses in Quality, Valdosta Section, American Society for Quality, 1994-1996

Professional Service

Editor, Franklin Publishing Company (publisher of the Global Education Journal, Business Journal for Entrepreneurs and the Ethics and Critical Thinking Journal), 2007-
Member, Editorial Review Board, International Journal of Operations and Quantitative Management, 2002-
Member, Editorial Review Board, Business Quest, 2001 -
Member, Editorial Board, Business Education Review and Business Education Sharenet Journals, 1999-
Article Reviewer for Technometrics 1995, 1997
Senior Journal Advisory Director for the Business Journal for Entrepreneurs 1994-
Senior Journal Advisory Director for the Ethics and Critical Thinking Journal 1995-
Book Reviewer for Interfaces 1993-1994
Session Chair, Statistics and Quality Control, INFORMS Spring 2000 (Salt Lake City) Meeting, May 2000
Session Chair and Discussant, the 1995 Meeting of the Southeastern Chapter of the Institute of Management Science
Session Chair, Quality, Reliability, and Maintainability, The International Conference on Computers, and Industrial Engineering and The International Conference on Industrial, Engineering, and Management Systems 2001 Joint Meeting
Session Chair, Quality Management, The 2002 International Conference on Industrial, Engineering, and Management Systems

REFERENCES

Dr. Demetria Johnson-Weeks
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