

# Kathleen E. McKone-Sweet

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## EDUCATION

### The University of Virginia

Charlottesville, VA

#### **The Darden Graduate School of Business Administration**

*Doctorate of Philosophy*, Operations Management, May 1996.

*Master of Business Administration Degree*, August 1994, Recipient of Darden Faculty Award for Academic Excellence.

**Dissertation:** *Guidelines for Investments in Total Productive Maintenance*

### Cornell University

Ithaca, NY

#### **School of Operations Research and Industrial Engineering**

*Master of Engineering Degree*, January 1990.

*Bachelor of Science Degree*, with Distinction, January 1989.

**Engineering Co-op:** Conducted statistical analysis for 9 months as Management Science Intern at **Pitney Bowes**.

**Master's Project:** *An Evaluation of Policies Which Implement Set Management at the IBM Corporation East Fishkill, NY Facility*

Honors include Dean's Certificate for Manufacturing Systems Engineering, Silent Hoist & Crane Award (Best MEng. Project), and Cornell Dean's List (1986 to 1990)

## OTHER EDUCATION

### The Episcopal Divinity School

Cambridge, MA

*Course: Work and Ethics (2006)*

## ACADEMIC EXPERIENCE

### Babson College

Babson Park, MA

#### **Associate Professor, Shawmut Design and Construction Term Chair**

1999-present

Served as Visiting Assistant Professor for 1999/2000, tenure-track Assistant Professor for 2000-2003, and tenured Associate Professor since 2003. Taught in operations management and supply chain management in the undergraduate, and graduates programs. Taught in executive education programs for MCAA and PTC. Engaged in department and school activities, including faculty recruiting committees, Undergraduate Decision Making Body, Board of Trustees Facilities Committee, Appointments committee (chair), Strategic Planning Committee, and Posse Program (faculty mentor).

### University of Minnesota

Minneapolis, MN

#### **Assistant Professor**

1996-2000

Taught core MBA operations management course and elective MBA production inventory management course. Actively served on 3 faculty recruitment, 9 Master of Arts student project, and 2 doctoral dissertation committees. Taught introductory operations course to senior executives in Minnesota Executive Program and to middle-managers in Minnesota Management Institute. On leave-of-absence in 1999/2000.

## INDUSTRY EXPERIENCE

### Independent Consulting and Research

#### **For-profit Businesses**

1996-present

Consulted for or conducted field research with Rosemount, Solectron, PPC Recycling, and Equal Exchange.

#### **Non-Profit Organizations**

1997-2000

Involved in Community Capital Alliance, evaluating grants applications from and providing consulting for non-profit community economic development organizations. Volunteered for Community Consulting Teams, providing consulting to non-profits.

### Procter and Gamble Company

Mehoopany, PA

#### **Production Line Manager**

1991 to 1992

Led 70 technicians operating 2 LUVS diaper production lines. Achieved 40% improvement in quality, 20% increase in safety rating, and 75% reduction in maintenance budget. Set divisional record for efficiency of product upgrade roll out.

#### **Product Reliability Manager**

1989 to 1991

Improved LUVS pad and packaging quality results for 9 operating lines by 54%.

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## PEER-REVIEWED PUBLICATIONS

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*Improving Performance through an Integrated Manufacturing Program*, co-authored with Kristy Cua and Roger G. Schroeder, **Quality Management Journal**, 13:3, p45-60, 2006.

*The Ailing Healthcare Supply Chain: A Prescription for Change*, co-authored with Paul Hamilton and Susan Willis, **Journal of Supply Chain Management**, winter 2005.

*An Integrated Systems Approach to Process Control and Maintenance*, co-authored with Kevin Linderman and John Anderson, **European Journal of Operations Research**, 164:2, p. 324, 2005.

*Lessons from a Coffee Supply Chain*, **Supply Chain Management Review**, 8:7, 2004 (reviewed by peer/practitioner advisory board).

*The ISM Simulation: Teaching Integrated Management Concepts*, co-authored with Jane Bozewicz, **Journal of Management Education**, 27:4, p.497-516, 2003.

*Guidelines for Implementing Predictive Maintenance*, co-authored with Elliott N. Weiss, **Production Operations Management**, 11:2, pg. 109-124, 2002.

*Redefining Contract Manufacturing*, co-authored with Paul Tumolo, **Supply Chain Management Review**, Jan./Feb. p. 64-71, 2002, (reviewed by peer/practitioner advisory board).

*A Plant's Technology Approach and Emphasis: A Contextual View*, co-authored with Roger G. Schroeder, **International Journal of Operations and Production Management**, 22:7, pg. 772-792, 2002.

*Relationships between implementation of TQM, JIT and TPM and Manufacturing Performance*, Co-authored with Kristy O. Cua and Roger G. Schroeder, **Journal of Operations Management**, 19, p. 675-694, 2001

*The Impact of Total Productive Maintenance Practices on Manufacturing Performance*, co-authored with Roger G. Schroeder and Kristy O. Cua, **Journal of Operations Management**, 19: 1, pg. 39-58, 2001.

*Teaching Supply Chain Management Principles: The Otogel Simulation Exercise*, in M. Eric Johnson and David F. Pyke (eds.), **Supply Chain Management: Innovations for Education, Volume 2 in POMS Series in Technology and Operations Management**, Production Operations Management Society, 2000.

*Analysis of Investments in Autonomous Maintenance Activities*, co-authored with Elliott N. Weiss, **IIE Transactions on Operations Engineering**, 32:9, pg. 849-859, 2000.

*An Autonomous Maintenance Approach to Cycle Time Reduction: Guidelines for Improvement*, co-authored with Elliott N. Weiss, **International Journal of Operations and Quantitative Management**, 6:3, pg. 187-201, 2000.

*Total Productive Maintenance: A Contextual View*, co-authored with Roger G. Schroeder and Kristy O. Cua, **Journal of Operations Management**, 17: 2, p. 123-144, 1999.

*Analysis of Student Feedback Improves Graduate Faculty Effectiveness*, **Journal of Management Education**, 23:4, 1999.

*Total Productive Maintenance: Bridging the Gap Between Practice and Research*, co-authored with Elliott N. Weiss, **Production Operations Management**, 7:4, p. 335-351, Winter 1998.

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## EDITOR-REVIEWED PUBLICATIONS

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*Offshoring/Outsourcing: Fragile - Handle With Care*, co-authored with William Costello and Ashok Rao, **Babson Insight**, Summer 2004

*Predictive Maintenance: Can we abandon traditional Maintenance Programs?* **POMS Chronicle**, 10:2, 2003.

*Total Productive Maintenance* co-authored with Elliott N. Weiss, in **Innovations in Competitive Manufacturing**, in Swamidass, P., Kluwer Academic Publishers, Boston, 2001.

*Total Productive Maintenance* co-authored with Elliott N. Weiss, in Swamidass, P. (ed.), **Encyclopedia of Production and Manufacturing Management**, Kluwer Academic Publishing, MA, 2000.

## WORKING PAPERS

*A Taxonomy of Supply Chain Strategies* co-authored with Yoo-Taek Lee, to be submitted to **Decision Science**, February 2007.

*Assessing the Performance Impact of Supply Chain Orientation in Net Enhanced Organizations*, co-authored with Rachna Shah and Anant Mishra, under revision **Journal of Operations Management**, January 2007.

## PRESENTATIONS (INCLUSION IN PROCEEDING NOTED)

*A Taxonomy of Supply Chains*, presented at the **2006 National Decisions Science Institute Conference**, November 2006.

When does IT matter? A Resource-Based View, presented at the **2006 POMS Annual Conference**, April 2006.

*Assessing the Performance Impact of Supply Chain Orientation in Net Enhanced Organizations*, presented at the **2005 POMS Annual Conference**, April 2005.

*The Ailing Healthcare Supply Chain: A Prescription for Change*, presented at the **2003 National Decisions Science Institute Conference**, November 2003.

*A Contract Manufacturer's Role in Designing the Supply Chain*, **Proceedings of the 2002 POMS Annual Conference**, April 2002 and **2002 EuroPOMS Annual Conference**, June 2003.

*A Contract Manufacturer's Role in Designing the Supply Chain*, presented at **Accenture's 2001 Pharmaceutical Supply Leaders Forum**, November 2001.

*Integrated Manufacturing Programs and Improved Manufacturing Performance*, co-authored with Roger. G. Schroeder and Kristy O. Cua, **Proceedings of the 2001 National Decisions Science Institute Conference**, San Francisco, CA..

*The ISM Game: Teaching Integrated Management Concepts*, co-authored with Jane Bozewicz, finalist for Innovation Education Award, **Proceedings of the 2001 National Decisions Science Institute Conference**, San Francisco, CA.

*The ISM Game: Teaching Integrated Management Concepts*, co-authored with Jane Bozewicz (presenter), invited submission, **Proceedings of the 2001 South East INFORMS Conference**, Myrtle Beach, SC, October 2001.

*Teaching Supply Chain Management Principles: The Otogel Simulation Exercise*, **Proceedings of the 2000 National Decision Sciences Institute Conference**, Orlando, FL, November 2000.

*Integration of TQM, JIT and TPM Practices in High Performing Manufacturing Plants*, co-authored with Roger. G. Schroeder and Kristy O. Cua, **Proceedings of the 2000 National Decision Sciences Institute Conference**, Orlando, FL, November 2000.

*Coordinating Quality Control and Maintenance Policies*, co-authored with Kevin Linderman and John Anderson, **Proceedings of the 2000 POMS Conference**, San Antonio, TX, April 2000 (presented by Kevin Linderman).

*A Plant's Technology Approach and Emphasis: A Contextual View*, co-authored with Roger G. Schroeder and Kristy O. Cua, **Proceedings of the 2000 POMS Conference**, San Antonio, TX, April 2000.

*Applying Factory Physics at Rosemount, Inc.*, presented with Jeffrey Bell, Director at Rosemount, Inc., **Illinois American Production Inventory Control Society Chapter Meeting**, Spring 1999.

*The Impact of Total Productive Maintenance Practices on Manufacturing Performance*, co-authored with Roger. G. Schroeder and Kristy O. Cua, **Proceedings of the 1999 POMS Conference**, San Diego, CA, March 1999.

*Total Productive Maintenance: A Contextual View*, co-authored with Roger G. Schroeder and Kristy O. Cua, **Proceedings of the 1998 National Decision Sciences Institute Conference**, Las Vegas, NV, November 1998 (presented by Kristy O. Cua).

*The Impact of Total Productive Maintenance Practices on Manufacturing Performance*, co-authored with Roger. G. Schroeder and Kristy O. Cua, **Proceedings of the 1998 National Decision Sciences Institute Conference**, Las Vegas, NV, November 1998.

*Analysis of Investments in Autonomous Maintenance Activities*, co-authored with Elliott N. Weiss, **Proceedings of the 1997 Euro INFORMS conference**, Barcelona, Spain, July 1997 (invited submission).

Policies for Implementing Predictive Maintenance Tools within a Traditional Periodic Maintenance Environment, co-authored with Elliott N. Weiss, **Proceedings of the 1997 POMS Conference**, Miami, FL, May 1997.

*Predictive Maintenance Policies to Minimize Costs*, co-authored with Elliott N. Weiss, **Proceedings of the 1996 National Decision Sciences Institute Conference**, Orlando, FL, November 1996.

*Analysis of Investments in Autonomous Maintenance Activities*, co-authored with Elliott N. Weiss, **Proceedings of the 1995 INFORMS conference**, Washington, D.C., June 1996.

*A Time-Based Approach to Maintenance*, co-authored with Elliott N. Weiss, **Proceedings of the 1995 National Decision Sciences Institute Conference**, Boston, MA, November 1995.

*A Time-Based Approach to Maintenance*, co-authored with Elliott N. Weiss, **Proceedings of the 1995 INFORMS conference**, New Orleans, LA, October 1995.

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## **TEACHING MATERIALS**

### **Supply Chain Management**

*Inventory management and Supply Chain Management: Basic Concepts*, used in IME3 course, co-authored with Bill Costello, a revision of Inventory Management note by Paul Mulligan and Susan Engelkemeyer.

*Teaching Supply Chain Management Principles: the Otogel Simulation Exercise*, (experiential exercise demonstrating principles of simplification and coordination within the supply chain), used in operations management of supply chain management course.

*Rosemount Vortex Flowmeter Plant*, Babson Case Series 163-C01 and 163-T01, Harvard Case Series BAB045, (identification and management of bottleneck resources and reduction of lead-time), used in production management course, co-authored with Mike McCord and Sunil Soman.

*Genzyme*, (capacity management and sourcing decisions), for use in Supply Chain Management Course, co-authored with Jin An, Arthur Butters, Paul Cavallo, and Megan Vergano.

### **Total Productive Maintenance**

*An Introduction to Total Production Maintenance*, (technical note on TPM), used in production management course with *TPM at HFCS Manufacturing* case.

*TPM at HFCS Manufacturing*, UVA-OM-0822, UVA-OM-0822TN (evaluation of maintenance procedures and development of corporate TPM implementation plan), used in production management course, co-authored with Matt Tice.

*The TPM (Topple® Production Maintenance) Game*, UVA-OM-0871 (experiential exercise demonstrating use and benefits of various maintenance methods), used in production management course, co-authored with Elliot N. Weiss.

### **Ethics & Pedagogy**

*Approaches to Ethical Decision-Making*, (presents framework for students and professors to use when making decisions), used as introduction to ethical decision making, co-authored with Lydia Moland and Danna Greenberg.

*An Introductory Comment (A)*, [UVA-PHA-0042-SSRN](#), *(B)*, [UVA-PHA-0044-SSRN](#) and *(C)* [UVA-PHA-0044-SSRN](#), (presents case of student making inappropriate comment about sexual-orientation), for use in pedagogy course, co-authored with Jim Clawson.

### **General Operations Management**

*An Integrated Service Management Game*, (experiential exercise demonstrating principles of managerial accounting, operations management, and organizational behavior), used in Integrated Management Core Course, co-developed with Jane Bozewicz.

*Zumbro*, (application of managerial accounting, operations management, and organizational behavior to retail store management), used as exam case for Integrated Management Core Course, co-developed with Tony Wain.

*JK Manufacturing (Exhibits)*, (application of managerial accounting, operations management, and organizational behavior to manufacturing quality improvement program), used as exam case for Integrated Management Core Course, co-developed with Jane Bozewicz.

*Home Town Foods: The freshest food in the dairy case*, (application of process analysis and improvement), uses as case for core operations management class, co-developed with D. Holdsworth, C. Hsu, K. Keeler, D. Schmidt, S. Towers.

*Ref Mills (B-E)*, UVA-OM-0752-0755, (development of aggregate production plan), used in introductory operations management course, co-authored with James Freeland.

*Toy Car Case*, (development of materials requirements plan), used in required operations management course, co-authored with Arthur Hill.

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## PROFESSIONAL AFFILIATIONS

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- Member of **Decision Science Institute**: Innovation Education Award Committee (member, 2002-2005) Case Award Committee (Member 2005/2006, Chair 2006/2008)
- Member of **Production and Operations Management Society** and **Council of Logistics Management**.
- Review Board Member: **Journal of Operations Management** 2000-2005 and **Quality Management Journal** (2005-present)
- Ad Hoc reviewer: **Journal of Management Education**, **Production Operations Management**, **IIE Transactions** and **International Journal of Operations and Production Management**

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## HONORS

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- Awarded Reviewer Excellence Award from **Journal of Operations Management** (2001)
- Recipient of Shawmut Design & Construction Term Chair (2002-2007)
- Babson College Board of Research summer stipend (2001, 2006) and course release grant (2002/2003), Glavin center course release (2004), BFRF (summer funding 2006, course release 2007/2008)
- Coopers & Lybrand Research Grant and Tayloe Murphy International Business Studies Center Research Grant.
- Finalist for DSI 2001 Innovation Education Award.
- Selected for Babson College SEE Fellow program (2000/2002) and Bush Faculty Development Program for Excellence and Diversity in Teaching (1998/1999).