

# Michael R. Galbreth

Professor and Pilot Corporation Chair of Excellence  
Department Head, Business Analytics and Statistics  
Haslam College of Business  
University of Tennessee

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**CONTACT INFORMATION** Haslam College of Business  
Stokley Management Center  
916 Volunteer Boulevard  
Knoxville, TN 37916  
galbreth@utk.edu

**EDUCATION** Ph.D., Vanderbilt University, 2006  
  
B.S., University of Tennessee at Knoxville, 1996

**POSITIONS HELD** University of Tennessee  
Professor and Pilot Corporation Chair of Excellence (2018-present)  
Head, Department of Business Analytics and Statistics (2018-present)

University of South Carolina  
Professor of Management Science (2017-18)  
Interim Chair, Department of Management Science (2017)  
Faculty Director, Center for Applied Business Analytics (2017-18)  
Business Partnership Foundation Research Fellow (2014-18)  
Associate Professor of Management Science (2011-2016)  
Assistant Professor of Management Science (2006-2011)

McGill University  
Fulbright Enders Visiting Research Chair (2010)

Vanderbilt University  
Ph.D. student; Graduate Teaching Fellow (2001 – 2006)

KPMG Consulting  
Senior Consultant; Manager (1999 – 2001)

Andersen Consulting  
Analyst; Consultant (1996 – 1999)

**RESEARCH INTERESTS** Sustainable Operations, OM-Marketing Interface, OM-IS Interface,  
Supply Chain Management, Retail Operations

RESEARCH:  
REFEREED  
JOURNAL  
ARTICLES

McKie, M., Ferguson, M., Galbreth, M. and Venkataraman, S. (2018). How do Consumers Choose Between Product Generations and Conditions? *Production & Operations Management*, forthcoming.

Pekgun, P., Galbreth, M., and Ghosh, B. (2018). How Unequal Perceptions of User Reviews Impact Price Competition. *Decision Sciences*, forthcoming.

Shang, G, Ghosh, B., and Galbreth, M. (2017). Optimal Retail Return Policies with Wardrobing. *Production & Operations Management*, 26(7), 1315-1332.

Galbreth, M., and Ghosh, B. (2017). Competition with Asymmetric Experience Uncertainty. *Decision Sciences*, 48(5), 990-1012.

Shang, G., Pekgun, P., Ferguson, M., and Galbreth, M. (2017). How Much is a Lenient Return Policy Worth? Evidence from eBay. *Journal of Operations Management*, 53-56, 45-62.

Metcalf, A., Mackelprang, A., and Galbreth, M. (2016) Linking Pollution Toxicity and Human Exposure to Financial Risk. *Journal of Cleaner Production*, 131, 659-666.

Galbreth, M., Kurtulus, M., and Shor, M. (2015) How Forecasting Collaboration Can Reduce Forecast Accuracy. *Operations Research Letters*, 43, 349-353.

Ghosh, B., and Galbreth, M. (2013) Consumer Inattentiveness, Search and Voluntary Quality Disclosure: A Competitive Analysis. *Management Science*, 59(11), 2602-2621.

Galbreth, M., Boyaci, T., and Verter, V. (2013) Product Reuse in Innovative Industries. *Production & Operations Management*, 22(4), 1011-1033. (supported by the U.S. Dept. of State's Fulbright Scholar Program)

Ghosh, B., Galbreth, M., and Shang, G. (2013) The Competitive Impact of Targeted Television Advertisements Using DVR Technology. *Decision Sciences*, 44(5), 951-971.

Galbreth, M., and Ghosh, B. (2013) Competition and Sustainability: the Impact of Consumer Awareness. *Decision Sciences*, 44(1), 127-159. (winner of the 2013 Best Paper Award for the Decision Sciences journal)

Oberhelman, D., Galbreth, M., and Fry, T. (2013) Equitable Handicapping of Scramble Golf Tournaments. *Journal of Quantitative Analysis in Sports*, 9(4), 285-300.

Galbreth, M., Ghosh, B., and Shor, M. (2012) Social Sharing of Information Goods: Implications for Pricing and Profits. *Marketing Science*, 31(4), 603-620.

Galbreth, M., Philipoom, P., and Malhotra, M. (2012) Aggregate Planning with Uncertain Materials Availability: the Value of Workday Flexibility. *Operations Management Research*, 5(3-4), 91-100.

Galbreth, M. and Blackburn, J. (2010) Optimal Acquisition Quantities in Remanufacturing with Condition Uncertainty. *Production & Operations Management*, 19(1), 61-69.

Galbreth, M. and Blackburn, J. (2010) Offshore Remanufacturing with Variable Used Product Condition. *Decision Sciences*, 41(1), 5-20.

Galbreth, M. and Shor, M. (2010) The Impact of Malicious Agents on the Enterprise Software Industry. *MIS Quarterly*, 34(3), 595-612.

Lee, L., Whitcomb, K., Galbreth, M., and Patterson, D. (2010) A Strong State Role in HIE: Lessons from the South Carolina Health Information Exchange. *Journal of the American Health Information Management Association*, June 2010, 46-50.

Galbreth, M., and LeBlanc, L. (2010) Overcoming Spreadsheet Risk in Supply Chain Modeling. *Journal of Business Logistics*, 31(2), 21-34.

Hill, J. and Galbreth, M. (2008) A Heuristic for Single-Warehouse Multiretailer Supply Chains with All-Unit Transportation Cost Discounts. *European Journal of Operational Research*, 187(2), 473-482.

Galbreth, M., Hill, J., and Handley, S. (2008) An Investigation of the Value of Cross-Docking for Supply Chain Management. *Journal of Business Logistics*, 29(1), 225-239.

LeBlanc, L. and Galbreth, M. (2007) Designing Large-Scale Supply Chain Linear Programs in Spreadsheets. *Communications of the ACM*, 50(8), 59-64.

LeBlanc, L., and Galbreth, M. (2007) Implementing Large-Scale Optimization Models in Excel Using VBA. *Interfaces*, 37(4), 370-382.

Galbreth, M. and Blackburn, J. (2006) Optimal Acquisition and Sorting Policies for Remanufacturing. *Production & Operations Management*, 15(3), 384-392.

Galbreth, M., March, S., Scudder, G., and Shor, M. (2005) A Game Theoretic Model of E-Marketplace Participation Growth. *Journal of Management Information Systems*, 22(1) 295-319.

RESEARCH:  
BOOK  
CHAPTERS  
Fleischmann, M., Galbreth, M., and Tagaras, G. (2010) Product Acquisition, Grading, and Disposition Decisions. *Closed Loop Supply Chains: New Developments to Improve the Sustainability of Business Partners*. M. Ferguson and G. Souza, editors.

Galbreth, M., March, S., and Scudder, G. (2004) The Economics of E-Procurement: An Analysis of Investment Timing Decisions. *Information Systems: Exploring Applications in Business and Government*. M.G. Hunter and K. Dhanda, editors.

EDITORIAL  
POSITIONS  
Senior Editor: *Production & Operations Management* (2017-present)  
Associate Editor: *Decision Sciences* (2011-present)  
Department Editor: *Journal of Operations Management* (2018-present)  
Associate Editor: *Journal of Operations Management* (2014-18)  
Editorial Review Board: *Journal of Business Logistics* (2010-present)

INVITED SEMINARS  
University of Arkansas, City University of Hong Kong, Cornell University, Florida State University, Indiana University, INSEAD, University of Kansas, Korea University, McGill University, Michigan State University, University of Minnesota, MIT-Zaragoza Logistics Center, North Carolina State University, University of Pennsylvania, University of Tennessee, University of Toronto, Vienna University of Economics and Business, Western University

KEYNOTE/PLENARY  
PRESENTATIONS  
Reverse Logistics Association: Returns Excursion, George Mason University, Arlington, VA, 2018

3<sup>rd</sup> Workshop on Young Academics' Management Science (YAMS), University of Graz, Austria, 2012

6<sup>th</sup> Workshop on Business Aspects of Closed-Loop Supply Chains, Erasmus University, Netherlands, 2006

CONFERENCE  
PRESENTER  
OR PANELIST  
Consumer Returns Annual Meeting: 2015, 2017  
Reverse Logistics Association Annual Meeting: 2012  
POMS Annual Meeting: 2004-10, 2012, 2014-15  
INFORMS Annual Meeting: 2003, 2005, 2007, 2009, 2011, 2015-16  
INFORMS Analytics Conference: 2014  
DSI Annual Meeting: 2003-2006, 2013-14  
ISOneWorld Annual Meeting, 2003

TEACHING  
EXPERIENCE

**Moore School of Business, University of South Carolina**

MGSC 873: *Service Operations Management* (MBA elective)  
MGSC 877/777: *Advanced Quantitative Methods* (MBA elective)  
MGSC 711: *Quantitative Methods* (Online MBA core)  
MGSC 894: *Sustainable Operations* (Ph.D. seminar)  
DMSB 712: *Quantitative Methods* (Executive MBA core)  
DMSB 712: *Quantitative Methods* (MBA core)  
DMSB 719: *Information Systems* (MBA core)  
MGSC 486: *Service Operations Management* (UG elective)  
ECON 589/IBUS 490: *Global Comparative Business Study* (UG elective)  
MGSC 395: *Operations Management* (UG core)

**Owen Graduate School of Management, Vanderbilt University**

MGMT 571: *Service Operations Models* (MBA elective)  
Spring 2005

REFEREED  
TEACHING  
PUBLICATIONS

LeBlanc, L, and Galbreth, M. (2009) Verifying Documentation Standards in Spreadsheet Analysis. *Decision Sciences Journal of Innovative Education*, 7(1), 81-88.

TEACHING  
CASES

Galbreth, M., Waller, M., and Vincent, C. (2012) Walmart's Sustainability Strategy: Bottled Water Logistics and Forecasting.

HONORS AND  
AWARDS

**Moore School Teaching Awards**

2013: Most Outstanding Core Professor, IMBA Program  
2012: Most Outstanding Core Professor, IMBA Program  
2011: Most Outstanding Core Professor, IMBA Program  
2010: Most Outstanding Core Professor, IMBA Program  
2010: Alfred G. Smith, Jr. Award for Excellence in Teaching  
2009: Most Outstanding Elective Professor, IMBA Program  
2008: Most Outstanding Core Professor, IMBA Program (Europe)  
2007: Most Outstanding Elective Professor, IMBA Program

**Other Teaching Awards**

2013: Runner Up, Wickham Skinner Teaching Achievements Award  
Production & Operations Management Society (POMS)

**Research Awards**

2015: Outstanding Reviewer, *Journal of Operations Management*  
2014: Business Partnership Foundation Moore Research Fellow  
2014: POMS Paul Kleindorfer Award for Sustainability Research  
2013: USC Breakthrough Rising Star Award  
*one of 15 faculty selected from across all USC colleges for excellence in research*

2013: Best Paper Award, *Decision Sciences*

2010: Fulbright Scholar

*host institution: McGill University, Montreal*

SERVICE:

ACADEMIC

COMMUNITY

**POMS (Production & Operations Management Society)**

Track Co-Chair, *Ethical and Sustainable OM*, 2011 Annual Meeting

Track Co-Chair, *OM-Marketing Interface*, 2013 Annual Meeting

Scientific Committee, 2016 World POM Conference

Annual Meeting Session Chair (2009, 2012-2014)

Paul Kleindorfer Award in Sustainability:

Selection Committee Member (2017)

Wickham Skinner Teaching Award:

Selection Committee Chairperson (2014)

Selection Committee Member (2015)

College of Sustainable Operations:

President, Past President (2016-present)

Board Member, VP-Membership (2008-2012)

Co-chair, College Mini-Conference (2009, 2010)

Judge, Student Paper Competition (2016, 2017)

**INFORMS (Institute for Operations Research & the Mgmt Sciences)**

Annual Meeting Session Chair (2007, 2009, 2012)

M&SOM Subdivision: Annual Meeting Proceedings Referee (2008)

**DSI (Decision Sciences Institute)**

Chair, Instructional Innovation Award, 2016 Annual Meeting

Showcase Track Co-Chair, *Decision Analytics*, 2013 Annual Meeting

Annual Meeting Proceedings Referee (2004, 2006, 2007, 2013)

Annual Meeting Session Chair (2003, 2006, 2012, 2013)

Invited Panelist (2013, 2014)

Judge, Doctoral Dissertation Competition (2011, 2014)

**Workshop on Closed-Loop Supply Chains**

Organizing committee, 10<sup>th</sup> CLSC Workshop, McGill University (2010)

Workshop Co-chair, 13<sup>th</sup> CLSC Workshop, USC (2013)

**Textbook reviewer**

*Spreadsheet Modeling for Business Decisions*, John Kros

*Service Management: Operations, Strategy, Information Technology*, 7e,

Fitzsimmons & Fitzsimmons

*Business Analytics*, ESRI Press

*GIS Tutorial for Economic Development*, ESRI Press

**Grant Proposal reviewer**

National Sciences & Engineering Research Council of Canada (NSERC)  
British Academy: U.K.'s Academy for Humanities and Social Sciences  
Austrian Central Bank

**Ad hoc referee**

Management Science, Operations Research, M&SOM, IIE Transactions,  
Interfaces, European Journal of Operational Research, Journal of Industrial  
Ecology, IEEE Transactions on Engineering Management, International Journal  
of Production Economics

SERVICE:  
COLLEGE &  
UNIVERSITY

**Moore School Sustainability Initiative**

Research committee (2008-2012)  
Speaker Series committee (2008-2009)  
Page Prize committee (2008-2012)

**Moore School Business Analytics Initiative**

Initiative Co-Founder

Program Development:

Executive Education

*Custom Program: Business Analytics, launched Summer 2014*

Graduate Programs

*Graduate Certificate in Business Analytics, launched Fall 2014*

Undergraduate Programs

*Undergraduate Concentration in Business Analytics, launched Fall 2016*

Business Analytics Task Force:

Co-Founder, 2013

Member, 2013-2017

Chairperson, 2017-2018

**Moore School Ph.D. program**

Dissertation committee chair:

- Guangzhi Shang (Ph.D. 2014)

*Winner, 2014 Pierce Liles Outstanding Moore School Doctoral Student  
Award*

*Honorable Mention, 2015 DSI Elwood Buffa Dissertation Award*

*Placement: Florida State University*

- Erin McKie (Ph.D. 2017)

*Placement: Ohio State University*

Dissertation committee member:

- Alan Mackelprang (Ph.D. 2011)

*Winner, 2012 DSI Elwood Buffa Dissertation Award*

- Sam Formby (Ph.D. 2011)

Coauthor:

- Ashley Metcalf (Ph.D. 2013)
- Lorraine Lee (Ph.D. 2009)

**Moore School MBA programs**

- EIMBA Graduate Program Committee (2012-2016)
- IMBA/AMBA Graduate Program Committee (2012-2015)
- IMBA Admissions Committee (2013)
- Faculty Judge, IMBA fellowship case competition (2007, 2008)
- Faculty Mentor, Independent Study in Advanced Data Analytics (2011)

**Moore School Undergraduate program**

- Global Supply Chain scholarship selection committee (2007, 2008)
- USC Honors College Senior Thesis Director (2017-18): Sharon Maskin
- USC Honors College Senior Thesis Director (2017-18): Taylor Clarke
- USC Honors College Senior Thesis Reader (2010-11, 2016-17)

**Other Moore School Service**

- Chair, Non-Tenure Track Faculty Search Committee (2017)
- Chair, Tenure Track Faculty Search Committee (2012, 2013)
- Member, Tenure Track Faculty Search Committee (2006–2013, 2016)
- Member, GSCPM Center Director Search Committee (2008)
- Member, Faculty Advisory Committee (2012-2015)
- Member, Instructional and Program Innovation Committee (2011-2013)
- Member, New Building Visioning Committee (2009-2011)
- Secretary, USC chapter of Beta Gamma Sigma (2010-2014)
- President, USC chapter of Beta Gamma Sigma (2008-2010)

**University of South Carolina Service**

- USC University Athletics Advisory Committee (2017-2018)
- USC Fulbright Campus Evaluation Committee (2017)
- USC Faculty & Staff IT Advisory Committee (2017-2018)
- USC SPARC Graduate Research Grant Review Committee (2014)
- Business Dean Search Committee (2012-2013)