

RESUME

Jeffrey T. Luftig, Ph.D.

Employment History:

Current Position : *W. Edwards Deming Professor of Management (Endowed Chair)*, Engineering Management Program, College of Engineering (full-time appointment); and *Adjunct Instructor*, Department of Applied Mathematics, College of Engineering; *Adjunct Instructor*, Leeds School of Business, University of Colorado – Boulder

Time Period : 7/15/05 to Present

Roles & Responsibilities (University of Colorado - Boulder):

- Teach courses in the Engineering Management Program in the Quality Sciences, Operations Research, Business Performance Excellence, and Statistical Methods at the graduate (M.S.) level.
- Teach the undergraduate and graduate level (M.S., Ph.D.) course sequence in Applied Statistics & Research Methods in the Department of Applied Mathematics, College of Engineering.
- Teach courses in the Technology Leadership Program in the Leeds School of Business, CUB.
- Teach courses in the Colorado Executive Development in Residence (CEDIR) program in the Leeds School of Business, CUB.
- Periodic Consulting for Front-Range Firms (Sun Microsystems, StorageTek, Hewlett-Packard, IBM, Ionics-Sievers, Inovonics, Ball Aerospace).

Position : *Senior Instructor*, Operations Management, Leeds School of Business, University of Colorado - Boulder

Time Period : 7/31/98 to 7/14/05

Roles & Responsibilities : Teach courses in Business Statistics / Quantitative Methods, Total Quality Management/Systems, Business Ethics, and Production and Operations Management at the undergraduate and graduate (MBA) levels.

Position : *President and Founder*, Luftig & Warren International

Time Period : 5/1/85 to 7/31/98

Roles & Responsibilities : Led the organization in the development and delivery of training and consulting services in business performance improvement and the quality sciences. Client base consisted of companies throughout North America, Asia, South America, Europe, and Australia; including Anheuser-Busch, ALCOA (U.S. and Australia), Ford Motor Company, General Motors, Inland Steel, Applied Magnetics, Molex, Chiquita Foods, Earthgrains, DuPont Chemical Company, Hughes Aircraft, IBM, Motorola, TRW, and Whirlpool. Starting in 1985 with a single principal and one part-time secretary, built the firm into an organization of more than 40 employees with offices in Southfield, Michigan; Charlotte, North Carolina; and Chicago, Illinois; and satellite offices in Wales, Great Britain and Geelong, Australia

Position : *Principal*, Weldaloy Manufacturing Company, Warren, MI

Time Period : 1994 to 1998

Position : *Associate Dean*, College of Technology; and *Director*, Technology Services Center, Eastern Michigan University, Ypsilanti, Michigan; *Recipient*, Ford Endowed Chair for Research and Training in Statistical Methods

Time Period : 2/1/83 to 5/1/85

Position : *Department Head and Professor*, Department of Industrial Technology, Eastern Michigan University, Ypsilanti, Michigan. 6/1/81 to 2/1/83

Position : *Associate Professor*, Department of Industrial Technology, University of Northern Iowa, Cedar Falls, Iowa. 8/79 to 5/81

Position : *Director, Research Coordinating Unit*, Division of Vocational-Technical Education, New Hampshire State Department of Education, Concord, New Hampshire. 3/78 to 7/79

Position : *State Supervisor*, Industrial Education and Vocational-Technical Education, Division of Vocational-Technical Education, New Hampshire State Department of Education, Concord, New Hampshire. 6/76 to 3/78

Position : *Assistant Professor*, Manufacturing & Ceramics Technology, SUNY College at Oswego, Oswego, New York. 9/75 to 6/76

Education

University of Minnesota — Minneapolis, MN

Doctor of Philosophy (Ph.D.) — Education, 1973-1975

Emphasis - Applied Statistics & Industrial Research

Bowling Green State University — Bowling Green, OH

Master of Education (M.Ed.) — Technology Education, 1971-1972

State University of New York — College at Buffalo, Buffalo, NY

Bachelor of Science (B.S.) — Industrial Education, 1967-1971

Selected Professional Activities & Honors

- * **MBA Class of 2006 Educator of Distinction Award**, Leeds School of Business, 2005-2006
- * Selected by Vote of Graduating Seniors, **Proctor & Gamble Teaching Excellence Award**, Leeds School of Business, 2004
- * **Graduate Professor of the Year**, Leeds School of Business, 2001-2002
- * Appointed as the University of Colorado - Boulder **Faculty Advisor** to the **CU Honor Council** by the Vice-Chancellor for Academic Affairs, February, 2001 – May, 2004
- * **Primary Researcher and Coordinator**, Major Research Project Funded by Anheuser-Busch and ALCOA Through Luftig & Warren International, August, 2000 – 2001
- * **Member, Advisory Board**, Entrepreneurial Solutions, LLC in the College of Business
- * Awarded **39th Annual Teaching Recognition Award** (Campus-Wide), Student Organization for Alumni Relations (SOAR), University of Colorado-Boulder, April, 2000
- * **Awarded Frasca Teaching Excellence Award**, College of Business, University of Colorado-Boulder, Spring, 1999
- * Received **“Accomplished Graduate” Award** at 1995 Commencement Ceremony, Bowling Green State University
- * Received **Faculty Recognition Award** from the Graduate School at Eastern Michigan University

Selected Papers & Presentations

- * Instructor, Private Label Manufacturers Association, Executive Education Program, St. Joseph’s University, June 12, 2007 : ‘Best Practices in Private Label: Achieving Business Performance Excellence’
- * Panelist, 2006 Industry Roundtable – “Best Business Practices: Meeting the Challenge of the Private Label Partnership”, Private Label Manufacturers Association, Hyatt Regency O’Hare, November 12th, 2006
- * Keynote Speaker, Colorado Human Resource Association Monthly Luncheon, “Business Performance Excellence: A Roadmap for How to Go From Good to Great”, Tech. Center Marriott, Denver, Colorado, April 19th, 2006

- *Workshop Presenter, Colorado Human Resource Association, “How to Teach Managers About Ethical Decision-Making in Business & Industry”, Tech. Center Marriott, Denver, Colorado, April 19th, 2006
- * Presented Workshop on “Ethics and the Internet” at the Center for Academic Integrity – West Conference, University of Colorado, Boulder, March, 2003
- * Research Study (Conjoint Analysis) completed for and presented to the Hewlett-Packard Corporation, Fort Collins, Colorado: “HP OpenView Reporting Survey – Results from Phase I”, February 19, 2003
- * Presented Workshop on the Implementation of Business Performance Excellence at the Decision Sciences Conference, November, 2002, San Diego, CA
- * Paper Accepted and Presented : Lawrence, S. & Luftig, J. *Total Asset Utilization for Customer/Product Rationalization*, Production and Operations Management Society Annual Meeting, San Francisco, CA , April 6, 2002
- * Guest Speaker/Presenter for the American Association of Industrial Managers (AAIM), St. Louis:
 - *Deming's Theory of Profound Knowledge & Its Applicability to Strategic Planning*, 9/97
 - *Supplier Quality Assurance*, 9/97
 - *Total Asset Utilization*, 6/97
 - *Customer Quality Assurance*, 4/97
 - *Statistical Start-Up for New Equipment and Plants*, 3/97

Selected Publications

Books

Contributor, *Good to Great*, Jim Collins, Harper Business Press, 2001
 Primary Author, *Design of Experiments in Quality Engineering*. McGraw-Hill, New York, 11/97.
Quality With Confidence in Manufacturing. SPSS, Inc., Chicago, 8/97.
 Contributing Author, *Total Quality Glossary*, American Management Association, 1995.

Selected Journal Articles

“Total Asset Utilization (TAU): An Overview of a Productivity Metric for Profitability Enhancement and Focused Cost Reduction”; *Journal of Contemporary Business Issues*, January 15, 2000.
 “Customer / Product Rationalization : CPR for Profitability”. *Measuring Business Excellence – The Journal of Business Performance Measurement* (London, England); Volume 3, Number 2; Second Quarter, 1999.
 “Total Asset Utilization”; *Measuring Business Excellence- The Journal of Business Performance Measurement* (London, England); Volume 3, Number 1; First Quarter, 1999.

Selected Research/Evaluation Studies

Process capability study / supplier qualification analysis completed for McKinley Medical, LLC, Wheatridge, Colorado: “IPAX PQ Validation Report – Tray Sealer Capability Analysis”, May, 2005
 Research Study (Conjoint Analysis) completed for and presented to the Hewlett-Packard Corporation, Fort Collins, Colorado: “HP OpenView Reporting Survey – Results from Phase I”, February 19, 2003
 Primary Researcher and Coordinator, Major Research Project Funded by Anheuser-Busch and ALCOA Through Luftig & Warren International, August, 2000 – 2001
Coil Characterization Analysis of Gauge on Standard RB65 Whirlpool Coils. Funded and published by the Inland Steel Company, Chicago, 1997
Effects of the Proposed Kroger Inventory System on Sales Revenues, Profitability, and Stale Returns. Funded and published by the Earthgrains Company, St. Louis, 1995
 Luftig, J. “Report of the Gauge Capability Study EEC-IV FBC/EGR - 4 Functional Test at the Product Engineering Office.” *EED - Quality Control Office*. August 1984.
 Primary Author. “Final Report of the Radio Burn-In Experiment at Arbor, Brazil.” *EED - Quality Control Office*. January 1984.