
John F. Kros, Ph.D.

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East Carolina University, Greenville, NC 27858, (252) 328-6364,
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EDUCATION

- Ph.D. Systems Engineering, University of Virginia** Conferred: May 1997
• Dissertation: “Taguchi Methods in Multiresponse Engineering Design”
- Master Of Business Administration, Santa Clara University** Conferred: June 1992
• Operations Management and Math Modeling Concentrations
- Bachelor Of Business Administration, University of Texas** Conferred: May 1990
• Engineering Route to Business Major-Operations Management Concentration

ACADEMIC EXPERIENCE

Department of Marketing & SCM, East Carolina University, Vincent McMahon Distinguished Professor of Marketing&SCM
Professor teaching online and face-to-face undergraduate and graduate courses in Business Decision Modeling, Operations/Supply Chain Management, OMGT3123, Purchasing & Materials Management OMGT4743 & OMGT6743. (May 2002-present)

School of Business, Hawaii Pacific University, Associate Professor of Quantitative Methods
Associate professor and Academic Coordinator of Quantitative Methods. Responsibilities include undergraduate and graduate teaching, curriculum development, and professional development. (July 1997-May 2002)

Department of Business Information Technology, Virginia Tech, Visiting Professor
Visiting Professor in the Department of Management Science & Information Technology teaching BIT2414 Quantitative Methods II and BIT3414 Operations Management. (July-August 1999-2001, 2003)

Department of Systems Engineering, University of Virginia, Graduate Research Assistant
Graduate Research Assistant to **Dr. Christina Mastrangelo** in Taguchi methods for quality engineering, multiresponse optimization models for engineering design, and Taguchi methods applied to production planning. (September 1992-July 1997)

Department of Decision Sciences, Santa Clara University, Teaching and Research Assistant
Assistant to **Dr. Steven Nahmias** for research and MBA Statistics I. Direct responsibilities: grading and conducting recitation sessions. Research topic: production planning and scheduling. (January 1991-June 1992)

INDUSTRIAL EXPERIENCE

JFK Consulting, Cedar Park, Texas, Consultant and Sole Proprietor
Personal consulting business helping small business with computer installations, systems analysis, training, and strategic business planning. Developing business case analyses for academic publication and dissemination. (August 1997-Present)

Hughes Network Systems, Germantown, Maryland, Department Specialist, Operations
Master scheduler, new product development/prototyping project planner, capacity planner, inventory control coordinator, and ISO 9000 auditor for major manufacturer of electronics and network computer satellite systems. (August 1994-October 1996)

ITT Automotive, Culpeper, Virginia, Quality Control Intern for V. P. of Quality Assurance
Conducted operations systems analysis and implemented a Quality Assurance Database to: integrate engineering rejection notices & action reports, develop a supplier rating system, and provide lot by lot tracking of raw materials. (May 1994-August 1994)

INTELSAT, Washington D.C., Systems Engineering Intern Office of The VP & Information Officer
Assisted in providing engineering support within the business as well as engineering, environment. Evaluated and pursued new technology and introduced the applicable technology into INTELSAT's environment. (May 1993-August 1993)

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PUBLICATIONS

Textbooks and Textbook Chapters

Kros, J. F., *Spreadsheet Modeling for Business Decisions 5th ed.*. Dubuque, IA: Kendall/Hunt, 2016.

Kros, J. F., and Brown, E. C., *Health Care Operations and Supply Chain Management 1st ed.*. New York: JoseyBass-John Wiley & Sons, 2013.

Veney, J. F., Kros, J. F., and Rosenthal, D. A., *Statistics for Health Care Professionals 3rd ed.*. New York: JoseyBass-John Wiley & Sons, 2015
Kros, J. F.

Brown, M., & Kros, J. F. *Imprecise Data and the Data Mining Process*, in *The Encyclopedia of Data Warehousing and Mining*, Hershey, PA: Idea Group, 2005.

Brown, M., & Kros, J. F. *The Impact of Missing Data on Data Mining*, in *Data Mining: Challenges and Issues*, Hershey, PA: Idea Group, 2003.

Refereed Journals and *Book Chapters (Impact Factor if available listed at end of cite)

Falasca, M. & Kros, J. F., "Performance Outcomes and Success Factors of Industrial Vending Solutions," *International Journal of Operations & Production Management*, Forthcoming, 2016. [1.518]

Falasca, M. & Kros, J. F., "Success Factors and Performance Outcomes of Vending Systems: An Empirical Analysis," *Technological Forecasting & Social Change*, Forthcoming 2016. [2.048]

Falasca, M., Kros, J. F., and Kirchoff, J. F., "Industrial Vending Machines Dispense Sweet Inventory," *Distribution Business Management Journal*, 18, 67-71, (2015).

Nadler, S. S. & Kros, John F., "Logistic Regression Approach to Predicting Truck Driver Turnover," *International Journal of Applied Logistics*, 5(1), 16-33, January-March 2014

Dellana, S. & Kros, J. F. "An Exploration of Quality Management Practices, Perceptions & Program Maturity in the Supply Chain," *International Journal of Operations and Production Management*, 34 (6), 786-806, (2014) [1.518]

*Kelling, K. B., Brown, E., & Kros, J. F. "Using Process Capability Analysis & Simulation to Improve Patient Flow," *Applications of Management Science*, 16, 219-229, (2013)

*Kros, J. F. & Brown, E. C. "Using Process Mapping and Capability Analysis to Improve Room Turnaround Time at a Regional Hospital," *Decision Making in Service Industries: A Practical Approach*, editors, Javier Faulin et al., 205-222, (2013)

*Kros, J. F. "Process Quality Management and Multiple Response Design Models for the Manufacture of Semiconductors," *Applications of Management Science*, 15, 131-151, (2012).

*Kros, J. F. "Seasonal Influences on Electricity Demand in the Mid-Atlantic Region," *Advances in Business and Management Forecasting*, 8, 13-30, (2011)

Kros, J. F., Nadler, S. S., & Chen, H., Borger, T. M. "RFID Usage Within the Public Sector Supply Chain: Innovative Tool but Lagging Use," *Distribution Business Management Journal*, 12, 53-57, (2011)

Kros, J. F., Richey, R. G., Chen, H., and Nadler, S. S., "Technology Emergence Between Mandate and Acceptance: An Exploratory Examination of RFID," *International Journal of Physical Distribution & Logistics Management*, 41(7), 697-716. (2011) [1.759]

Kros, J. F., Nadler, S. S., & Chen, H. "The Adoption and Utilization of Online Auctions by Supply Chain Managers," *Transportation Research Part E*, 47, 105-114, (2011) [2.193]

*Kros, J. F. "Seasonal Influences on Electricity Demand in the Mid-Atlantic Region," *Advances in Business and Management Forecasting*, 8, 13-21, (2011)

Keller, C. M. & Kros, J. F. "An Innovative Excel Application to Improve Exam Reliability in Marketing Courses," *Marketing Education Review*, 21(1), 21-27, (2011)

*Kros, J. F. & Keller, C. M. "Seasonal Regression Forecasting in the U.S. Beer Import Market," *Advances in Business and Management Forecasting*, 7, 73-96, (2010)

Kros, J. F. & Keller, C. M. "Online Auction Models and Their Impact of Sourcing and Supply Management," *The Supply Chain in Manufacturing, Distribution, and Transportation*, 1, 121-132, (2010)

Kros, J. F. & Nadler, S. S. "The Impact of Sarbanes-Oxley on Off-balance Sheet Supply Chain Activities," *Journal of Business Logistics*, 31 (1), 63-77, (2010) [2.886]

Carolan, C. A., Kros, J. F., & Said, S. E. "Economic Design of Xbar Control Charts with Continuously Variable Sampling Intervals," *Quality and Reliability Engineering International*, 26, 235-245, (2010) [0.994]

Kros, J. F. Keller, C. M. "FDA Drug Approval Intervals from 1997-2006: Analysis and Comparison During Information Technology Implementation," *International Journal of Electronic Healthcare*, 5 (2), 164-176, (2009)

Brown, E. & Kros, J. K. "Reducing Room Turnaround Time at a Regional Hospital," *Quality Management in Health Care*, 19 (1), 1-13, (2009)

*Kros, J. F. & Keller, C. M. "Competitive Set Forecasting in the Hotel Industry with an Application to Hotel Revenue Management," *Advances in Business and Management Forecasting*, 6, 3-14, (2009)

Morse, M., Kros, J. F., & Nadler, S. S. "A Decision Model for the Analysis of Ergonomic Investments," *International Journal of Production Research*, 47 (21), 6109-6128, (2009) [1.323]

Kros, J. F., Dellana, S., & West, D. "A Spreadsheet Patient Scheduling Model for a Student Health Center," *INTERFACES*, 39 (3), (2009) [0.443]

Kros, J. F. & Nadler, S. S. "Longitudinal Regression Forecasting using Excel," *Marketing Education Review*, 18 (3), 67-81, (2008)

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Refereed Journals and *Book Chapters cont'd

- Nadler, S. S. & Kros, J. F. "Application of a Complex Adaptive Systems Perspective: A Post 9/11 Survey of the US Trucking Managers," *International Journal of Society Systems Science*, 1 (2), 174-192, (2008)
- Nadler, S. S. & Kros, J. F. "An Introduction to Sarbanes-Oxley & its Impact on Supply Chain Management," *Journal of Business Logistics*, 29 (1), 241-255, (2008) [2.886]
- *Kros, J. F. "Forecasting With Innovation Diffusion Models: A Life Cycle Example In The Telecommunications Industry," *Advances in Business and Management Forecasting*, 5, 159-168, (2008)
- Kros, J. F., Nadler, S., & Molis, J. "Customer Relationship Management in the Contract Pharmaceutical Industry: An Exploratory Study for Measuring Success," *International Journal of Electronic Healthcare*, 3 (3), 353-366, (2007)
- Nadler, S. S. & Kros, J. F. "Forecasting with Excel: Suggestions for Managers," *Spreadsheets in Education*, 2 (2), 211-231, (2007)
- Kros, John F, Brown, Marvin, Lin, Mike. "[Effects of Neural Network s-Sigmoid Function on KDD in the Presence of Imprecise Data](#)," *Computers & Operations Research*, 33, 3136-3149, March (2006) [1.718]
- Kros, John F, Falasca, Mauro, Nadler, Scott. "[Impact of Just-In-Time Inventory Systems on OEM Suppliers](#)," *Industrial Management & Data Systems*, 106, 224-241, March (2006) [1.345]
- Kros, John F. "[Forecasting New Product s with a Non-Cumulative Logistic Growth Model: A Case Study of Modem Technology](#)," *Journal of Business Forecasting Methods and Systems*, 1-6, Spring (2005)
- Kros, John F, Molis, Justin, "Keys to CRM Success: How Well are Contract Pharmaceutical Companies Doing in the CRM Game?," *Marketing Health Services*, 24, 32-36, Winter (2004)
- Kros, J. F., Foltz, C. B. & Linnes, C., "Assessing & Quantifying the Loss of Network Intrusion," *Journal of Computer Information Systems*, XLV, No. 2, 36-43, Winter (2004-2005) [0.742]
- Kros, J. F., & Mastrangelo, C. M., "Comparing Multi-Response Design Methods with Mixed Responses," *Quality and Reliability Engineering International* 20, 527-539, (2004) [0.994]
- Kros, J. F., & Qian, J., "Analysis of US Food and Drug Administration Review Intervals for Drugs Approved During the Period 1997-2002," *American Journal of Therapeutics* 11(5), 337-343, (2004) [1.127]
- Kros, J. F., & Yim, R., "A Decision Support System for quantitative measurement of operational efficiency in a blood collection facility," *Computer Methods and Programs in Biomedicine* 74, 77-89, (2004) [1.093]
- Keller, C. M., & Kros, J. F., "VA-TX Investment Corporation: Credit Card Division," *INFORMS Transactions on Education*, 4(2), (2004)
- Polito, T., Kros, J. F., & Watson, K., "Improving Operations Management Concept Recollection Via the Zarco Experiential Learning Activity," *Journal of Education for Business* 79(5), 283-286, (2004)
- Kros, J. K., & Brown, M., "Data Mining and the Impact of Missing Data," *Industrial Management and Data Systems*, 108, 200-219, (2003) [1.345]
- Kros, J. F., & Mastrangelo, C. M., "Comparing Methods for the Multi-Response Design Problem," *Quality and Reliability Engineering International* 17, 323-331, (2001) [0.994]
- Keller, C., & Kros, J. F., "Teaching Communication in an MBA Operations Research/Management Science Course," *Journal of the Operational Research Society* 51(12), 1433-1439 (2000) [0.911]
- Kros, J. F., & Mastrangelo, C. M., "The Introduction of Non-Quadratic Loss Functions into Taguchi's Robust Design Methodology," *Quality Engineering* 10(3), 509-519 (1998) [0.355]

Refereed Proceedings (since 2004)

- Kros, J. F., Rowe, W. J., Nash, B., & Mirabilio, S. "Supply Chain Challenges & Opportunities in the North Carolina Commercial Seafood Industry." *DSI Conference*, Fall 2014.
- Dellana, S., Kros, J. F., & Nissao, J. "An Exploration of ISO 9001 Adoption in the Supply Chain." *DSI Conference*, Fall 2013.
- Kros, J. F. & Brown, E. "An Application of Capability Analysis and Simulation to Improve Patient Flow at and Off-Site ED." *INFORMS Conference*, Fall 2013.
- Kros, J. F. "Using Process Mapping and Capability Analysis to Improve Turnaround Time at a Regional Hospital." *DSI Conference*, Fall 2012.
- Kros, J. F. "Performance Outcomes & Success Factors of Industrial Vending and VML." *INFORMS Conference*, Fall 2012.
- Kros, J. F., Brown, E., Dunn, G., & Heath, P. "Census Prediction in an Inpatient Rehabilitation Facility." *American Medical Rehabilitation Providers Association*, Fall 2012.
- Kros, J. F. "Supply Chain Quality Management Practices and Perceptions: A Preliminary Empirical Study." *INFORMS Conference*, Fall 2011.
- Kros, J. F. & Dellana, S. "A Preliminary Study Of Supply Chain Quality Management Practices And Perceptions." *DSI Conference*, Fall 2011.
- Kros, J. F. "Analyzing Service Level Capabilities at a Low Level Emergency Department." *DSI Conference*, Fall 2010.
- Kros, J. F. "Panel on Publishing at a More Balanced College/University." *INFORMS Conference*, Fall 2010.
- Kros, J. F., Keller, C. M., & O'Connor, S. M. "Home-Field Advantage in Continuous Long-Running Rivalries of College Football Teams." *INFORMS Conference*, Fall 2009.
- Kros, J. F. "Using Online Predictive Markets to Enhance Teaching in Business Decision Modeling Courses." *DSI Conference*, Fall 2009.
- Kros, J. F., Nadler, S. S., & Chen, H. "RFID Adoption Within the Public Sector." *National Institute for Governmental Purchasing*, Fall 2009.

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Refereed Proceedings (since 2004) cont'd

- Kros, J. F. & Brown, E. C. "Analyzing Service Level Capabilities at a Low Level Emergency Department," DSI Conference, Fall 2010.
- Kros, J. F. "Using Online Predictive Markets to Enhance Teaching in Business Decision Modeling Courses," DSI Conference, Fall 2009.
- Kros, J. F. "Home Field Advantage in College Football: Some Perspectives," INFORMS Conference, Fall 2009.
- Keller, C. M. & Kros, J. F. "An Algorithm for Decomposing Mixed Market Hotel Data & Its Relation to Revenue Management," DSI Conference, Fall 2008.
- Kros, J. F. & Keller, C. M. "An Algorithm for Decomposing Mixed Market Hotel Data," INFORMS Conference, Fall 2008.
- Kros, J. F., Nadler, S. S. & Chen, H. "The Adoption and Utilization of Online Auctions by Supply Chain Managers," CSCMP Conference, Fall 2008.
- Kros, J. F. "Forecasting with Innovation Diffusion Models Using Spreadsheets," SEDSI Conference, Spring 2008.
- Keller, C. M. & Kros, J. F. "Home-Field Advantage in Competitive and Non-Competitive Games in College Football," DSI Conference, Fall 2007.
- Keller, C. M. & Kros, J. F. "Upset Victories in NCAA Division I-A College Football. DSI Conference," Fall 2007.
- Kros, J. F. & Brown, M. "A Comparison of Two Data Mining Algorithms in the Presence of Missing Data," INFORMS Conference, Fall 2007.
- Nadler, S. S. & Kros, J. F. "An Assessment of the Impact of 9/11 on JIT Inventories," SMA Conference, Fall 2007.
- Kros, John F. "First Tier Supplier Effects form OEM Just-In-Time Inventory Systems Adoption," DSI Conference, Fall 2006.
- Nadler, S. Scott, and Kros, J. F., "An Introduction to Sarbanes-Oxley & Its Impact on SCM: A Research Agenda," SMA Conference, Fall 2006.
- Nadler, S. Scott, and Kros, J. F., "An Introduction to Teaching Forecasting with Excel: Suggestions for Supply Chain Instructors," SMA Conf., Fall 2006.
- Kros, John F., Dellana, Scott, and West, D. "A Spreadsheet Patient Scheduling Model for a Student Health Center," INFORMS Conference, Fall 2006.
- Kros, John F. "Impact of Just-In-Time Inventory Systems on OEM Suppliers," NEDSI Conference, Spring 2006.
- Kros, John F., Brown, Marvin, Lin, Mike. "Data Mining with Imprecise Data," NFORMS Conference, Fall 2005.
- Kros, John F. "Forecasting with Diffusion Models: A Telecommunications Industry Example," DSI Conference, Fall 2005.
- Kros, John F. "Optimization of a Production Plan Using Taguchi Robust Design POMS conference, Spring 2005.
- Kros, John F. "Process Quailty Manag. & Multiple Response Design Models for the Manufacture of Semiconductors," NEDSI Conference, Spring 2005.
- Kros, John F, Foltz, Charles B., Metcalf, Cathrine L. "Assessing & Quantifying the Loss of Network Intrusion," SEDSI Conference, Spring 2005.
- Kros, J. F., "Forecasting With Innovation Diffusion Models: A Life Cycle Example in the Telecommunications Industry," DSI conference, Fall 2004.
- Kros, J. F., & Brown, M. L., "Impact of the Neural Network s-Sigmoid Function in the Presence of Imprecise Data on KDD," INFORMS conf., Fall 2004.

East Carolina University Teaching and Grant Activity

Awarded with Co-PI Dr. Jason Rowe, NC Rural Center Grant entitled A Value-Added Business Analysis for North Carolina's Commercial Fishing Industry, Fall 2012, Total Funding \$100,000.

East Carolina University Teaching Grantee: 2013-2014, 2011-2012, 2009-2010, 2007-2008, 2004-2005, 2003-2004

Presenter at the Division of Academic Affairs, Academic Outreach's Teaching with Technology: A Think-In of Best Practices, 2005, 2006, 2007, 2008, 2009, and 2010

Presented at the TechMath Summer Workshop sponsored by the East Carolina University College of Business Center for Economic Education, Beth Eckstein, Director, June 2009. Presentation entitled "Advanced Use of Excel in the Classroom".

AWARDS, HONORS, and TRAINING

University Alumni Association Outstanding Teaching Award for 2013-2014

East Carolina University Scholar Teacher Award: 2004-2005 and 2009-2010

East Carolina University Commerce Club Teaching Excellence Award: 2006 & 2011

Max Ray Joyner Award for Outstanding Teaching in Distance Education Finalist: 2012 & 2010

Eagle Scout, w/Bronze and Gold Palms, Boy Scouts of America 1981

PROFESSIONAL AFFILIATIONS

Institute for Supply Management: Member, 2002-present

Council for Supply Chain Management Professionals: Member, 2002-present

Raleigh Roundtable CSCMP: Secretary, 2013-present

Eastern North Carolina Chapter ISM: Board Member, 2006-present

Delta Upsilon: President Texas Chapter (1989), Chapter Advisor San Jose (1990-1992) and Virginia (1992-1997)

Decision Sciences Institute: Member, 1995-present

INFORMS: Member, 1995-present.