

CHARLES G. PETERSEN

Department of Operations Management
& Information Systems
Northern Illinois University
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EDUCATION

Doctor of Philosophy

Indiana University, Graduate School of Business, Bloomington, IN 1996
Major: Operations Management
Minor: Decision Sciences
Dissertation: "Order Picking Operations in the Mail Order Business"

Master of Business Administration

Washington University, John M. Olin School of Business, St. Louis, MO 1989

Bachelor of Science

Iowa State University, Ames, IA 1985
Major: Industrial Engineering

ACADEMIC EXPERIENCE

Northern Illinois University, College of Business, DeKalb, IL

Professor 2007 - 2008

Associate Professor 2001 - 2007

Assistant Professor 1995 - 2001

Indiana University, School of Business, Bloomington, IN

Associate Instructor 1991 - 1995

PROFESSIONAL EXPERIENCE

McDonnell Douglas Corporation, St. Louis, MO

Senior Financial Planner 1990 - 1991

<u>Financial Control Analyst</u>	1987 - 1988
<u>Engineer - Contract Services</u>	1986 - 1987
<u>Associate Engineer - Contract Services</u>	1985 - 1986

RESEARCH

Refereed Journal Publications

Petersen, C.G., Siu, C. & D.R. Heiser, (2005) Improving Order Picking Performance Utilizing Slotting and Golden Zone Storage, *International Journal of Operations & Production Management*, 25(10), 997-1012.

Petersen, C.G. & G.R. Aase (2004) A Comparison of Picking, Storage, and Routing Policies in Manual Order Picking, *International Journal of Production Economics*, 92(1), 11-19.

Petersen, C.G., Aase, G.R. & D.R. Heiser (2004) Improving Order Picking Performance through the Implementation of Class-based Storage, *International Journal of Physical Distribution and Logistics Management*, 34(7), 534-544.

Marchewka, J.T., Liu, C. & C.G. Petersen (2003) Perceptions of Unsolicited Electronic Mail or Spam, *Journal of International Technology and Information Management*, 12(1), 77-91.

Petersen, C.G. (2002) Considerations in Order Picking Zone Configuration, *International Journal of Operations & Production Management*, 22(7), 793-805.

Petersen, C.G. (2000) An Evaluation of Order Picking Policies for Mail Order Companies, *Production and Operations Management*, 9(4), 319-335.

Petersen, C.G. (1999) The Impact of Routing and Storage Policies on Warehouse Efficiency, *International Journal of Operations & Production Management*, 19(10), 1053-1064.

Vaughan, T.S. & C.G. Petersen (1999) The Effect of Warehouse Cross Aisles on Order Picking Efficiency, *International Journal of Production Research*, 37(4), 881-897.

Petersen, C.G. & R.W. Schmenner (1999) An Evaluation of Routing and Volume-based Storage Policies in an Order Picking Operation, *Decision Sciences*, 30(2), 481-501.

Petersen, C.G. (1997) An Evaluation of Order Picking Routing Policies, *International Journal of Operations & Production Management*, 17(1), 1096-1111.

Refereed Book Chapters

Marchewka, J.T., Liu, C., & C.G. Petersen (2004) Issues and Perceptions of Unsolicited Commercial Electronic Mail (UCE), The Social and Cognitive Impacts of E-Commerce on Modern Organizations, Mehdi Khosrowpour (ed.). Idea Group Publishing, 165-184.

Roodbergen, K.J. & C.G. Petersen (1999) How to Improve Order Picking Efficiency with Routing and Storage Policies, Progress in Material Handling Practice: 1999, Forger, Heragu, Hernan, Peters, Taylor, & Usher (eds.). Material Handling Institute, 107-124.

Refereed Conference Presentations and Proceedings

Aase, G.R., Petersen, C.G. & D.R. Heiser, Examination of Operations Management Journal Quality: Past and Present, Annual Meeting Decision Sciences Institute, Phoenix, AZ, November 2007.

Aase, G.R. & C.G. Petersen, An Improved Lower Bound for the Line Balancing Problem, Annual Meeting Midwest Decision Sciences Institute, Chicago, IL, April 2007.

Petersen, C.G., Aase, G.R., & D.R., Heiser, Ranking Operations Management Journals: A Citation Analysis. Decision Sciences Institute Annual Meeting, San Antonio, TX, November 2006.

Petersen, C.G., Heiser, D.R., & G.R. Aase, An Examination of Differences in the Ranking of Operations Management Journals. Decision Sciences Institute Annual Meeting, San Francisco, CA, November 2005.

Aase, G.R., Petersen, C.G., & D.R. Heiser, The Effect of Operator Travel on Labor Productivity of U-shaped Assembly Lines. Decision Sciences Institute Annual Meeting, San Francisco, CA, November 2005.

Petersen, C.G. & G.R. Aase, Improving Productivity in Manual Order Picking, Decision Sciences Institute Annual Meeting, Washington, DC, November 2003.

Petersen, C.G. & K.R. Thompson, A Comparison of Warehouse Slotting Measures, Decision Sciences Institute Annual Meeting, Washington, DC, November 2003.

Petersen, C.G., A Preliminary Comparison of Warehouse Slotting Measures, Midwest Decision Sciences Institute Annual Meeting, Oxford, OH, March 2003.

Marchewka, J.T., Liu, C. & C.G. Petersen, Student Perceptions of Spam (Unsolicited Electronic Mail), Midwest Decision Sciences Institute Annual Meeting, Oxford, OH, March 2003.

Petersen, C.G., McFadden, K. & C. Gowen, Cross-Functional Undergraduate Business Core: The Northern Illinois University Experience, Midwest Decision Sciences Institute Annual Meeting, Oxford, OH, March 2003.

Petersen, C.G., Implementation Issues of Class-based Storage Strategies, Annual Meeting Decision Sciences Institute, San Francisco, CA, November 2001.

Marchewka, J.T. & C. G. Petersen, Investments in Electronic Data Interchange and Supply Chain Relationships: A Total Value of Competitiveness Approach, Annual Meeting Decision Sciences Institute, Orlando, FL, November 2000.

- Petersen, C.G., A Comparison of Class-based Storage Strategies, Annual Meeting Midwest Decision Sciences Institute, Chicago, IL, March 2000.
- Petersen, C.G., The Configuration of Picking Zones in Manual Warehouses with Random and Volume-based Storage, Annual Meeting Midwest Decision Sciences Institute, Chicago, IL, March 2000.
- Petersen, C.G., Class-based Storage in Manual Order Picking Warehouses, Annual Meeting Decision Sciences Institute, New Orleans, LA, November 1999.
- Petersen, C.G., The Configuration of Picking Zones in Manual Warehouses, Annual Meeting Decision Sciences Institute, New Orleans, LA, November 1999.
- Petersen, C.G., A Comparison of Random, Volume-based, and Class-based Storage for Picker-to-Part Warehouses, Annual Meeting Midwest Decision Sciences Institute, Springfield, IL, April 1999.
- Roodbergen, K.J. & C.G. Petersen, How to Improve Order Picking Efficiency with Routing and Storage Policies, ProMat 99, Chicago, IL, February 1999. (Invited Session).
- Petersen, C.G., Improving Warehouse Efficiency: A Comparison of Routing and Storage Policies, Annual Meeting Decision Sciences Institute, Las Vegas, NV, November 1998.
- Petersen, C.G., The Effect of Travel Speed and Picking Rate on Warehousing Heuristic Performance, Annual Meeting Decision Sciences Institute, Las Vegas, NV, November 1998.
- Petersen, C.G., An Evaluation of Order Picking Policies, Annual Meeting Decision Sciences Institute, San Diego, CA, November 1997.
- Vaughan, T.S. & C.G. Petersen, The Effect of Warehouse Cross Aisles on Order Picking Efficiency, Annual Meeting Decision Sciences Institute, San Diego, CA, November 1997.
- Petersen, C.G., An Evaluation of Routing Policies and Warehouse Shape in an Order Picking Operation, Annual Meeting Midwest Decision Sciences Institute, Indianapolis, IN, April 1997.
- Petersen, C.G., Grouped Storage Policies in Order Picking Operations, Annual Meeting Decision Sciences Institute, Orlando, FL, November 1996.
- Petersen, C.G., Routing and Storage Policy Interaction in Order Picking Operations, Annual Meeting Decision Sciences Institute, Boston, MA, November 1995.
- Petersen, C.G., A Tabu Search Procedure for the Simple Assembly Line Balancing Problem, Annual Meeting Decision Sciences Institute, Washington, D.C., November 1993

Conference Presentations

- Petersen, C.G., Aase, G.R. & D.R. Heiser, Ranking Operations Management Journals: A Citation Analysis, Annual Meeting Midwest Decision Sciences Institute, Indianapolis, IN, March 2006.

Petersen, C.G. & J.T. Marchewka, Outsourcing: Does it Make “Rational” Sense?, 16th Annual Conference of POMS, Chicago, IL, May 2005.

Aase, G.R., Petersen, C.G. & D.R. Heiser, U-shaped Assembly Lines with Operator Travel, 16th Annual Conference of POMS, Chicago, IL, May 2005.

Heiser, D.R., Petersen, C.G., Cook, L.S. & G.R. Aase, Product and Process Design: Success or Failure?, 16th Annual Conference of POMS, Chicago, IL, May 2005.

Heiser, D.R., Aase, G.R., Cook, L.S. & C.G. Petersen, An Exploratory Study of Project Management Practices, 16th Annual Conference of POMS, Chicago, IL, April 2005.

Petersen, C.G., A Ranking of Operations Management Journals, Midwest Decision Sciences Institute Annual Meeting, Toledo, OH, April 2005.

Petersen, C.G. & C. Siu, Evaluating the Impact of Technology and Performance Measurement in Warehousing, Decision Sciences Institute Annual Meeting, Boston, MA, November 2004.

Petersen, C.G. Heiser, D.R. & C. Siu, Determinants of Order Picking Performance, Decision Sciences Institute Annual Meeting, Washington, DC, November 2003.

Marchewka, J.T., Liu, C. & C.G. Petersen, Online Privacy Policies: Do Companies Faithfully Implement Them? Annual Meeting Decision Sciences Institute, San Diego, CA, November, 2002.

Petersen, C.G., Blocher, J.D. & K. Sengupta, A Heuristic for Customer Order Scheduling,” ORSA/TIMS Joint National Meeting, Detroit, MI, October, 1994.

Blocher, J.D & C.G. Petersen, Order Scheduling: A Heuristic for Minimizing Changeover and Flow Time Penalties, ORSA Technical Section on Manufacturing Management (TECMAN) Conference, Pittsburgh, PA, June 1994.

Invited Conference Presentations and Panel Sessions

Petersen, C.G., Order Fulfillment: The Forgotten Function in the Supply Chain, Annual Meeting Decision Sciences Institute, San Diego, CA, November 2002.

Petersen, C.G., Graf, D. & L. Sharbaugh, Lessons Learned from 6 Years of an Integrated Core, AACSB 2001 Undergraduate Programs Conference, Rosemount, IL, November 2001.

Petersen, C.G., Undergraduate Curriculum Issues Program: “Business I” Revisited – How’s the Integrated Business Course Doing, Annual Meeting Decision Sciences Institute, Orlando, FL, November 2000.

Research in Progress

Petersen, C.G., Aase, G.R., & D.R., Heiser, A Citation Analysis of Operations Management Journals.

GRANTS, AWARDS, AND HONORS

Excellence in Undergraduate Teaching Award, OMIS Department (2006)

Summer 2006 - Received a NIU College of Business Research Grant "Assessing the Quality of Operations Management Journals"

Summer 2005 – Received a grant from Northern Illinois University and the NIU College of Business to participate in the Multicultural Curriculum Transformation Institute

2004-2005 OMIS Undergraduate Faculty of the Year

Summer 2003 - Received a NIU College of Business Research Grant "Profiling in the Warehouse: The Key to Effective Slotting"

Fall 2001 – Received a grant from the College of Business to develop web-based assignments for the supply chain management course

Summer 2000 - Received a grant from the College of Business to attend the Faculty Development in International Business Program in Global Operations and Supply Chain Management at the University of South Carolina, Columbia, South Carolina

Summer 1999 - Received a NIU College of Business Research Grant "Improving Warehouse Operations: A Study of Order Picking Applications"

Summer 1999 - Received a grant from the College of Business to participate in the Northern Illinois University "Business and Culture in China and Korea" Overseas Program

Summer 1998 - Received a Northern Illinois University Graduate School Research Grant "Improving Warehouse Operations: A Study of Storage and Routing Methods"

Summer 1996 - NIU College of Business Research Grant "Grouped Storage Policies in Order Picking Operations"

TEACHING AND CURRICULUM DEVELOPMENT

For-Credit Courses Taught at NIU

Undergraduate Courses

Supply Chain Management
Supply Chain Systems
Business Core: Lecture
Business Core: Applications Seminar
Principles of Operations Management
Introduction to Business Statistics.

Graduate Courses

Operations Analysis (including Executive MBA & Professional MBA)
Principles of Operations Management (including Executive MBA)
Business Statistics (including Executive MBA)
Supply Chain Management

Only select faculty members from individual departments are invited to teach in the Executive MBA and Professional MBA Program.

I have consistently received high teaching evaluations in undergraduate and graduate courses. My average teaching evaluations for undergraduate courses have averaged 4.4 and my graduate teaching evaluations have averaged 4.3 (on a 5-point scale with 5 being excellent).

Professional Seminars and Teaching

Taught 2 four-hour sessions in the NIU Certified Managerial Accounting (CMA) Review Course, (1999, 2001, 2003).

Conducted a week-long seminar on supply chain management for PetroJet, Cairo, Egypt, (8/01).

Taught a four-hour session on “Purchasing: The Rules and the Tools” for the Northern Illinois University Business Mastery Certificate for Physicians (12/6/00).

Visiting Professor, Helsinki School of Economics - Mikkeli BBA Program, Mikkeli, Finland, (2/98 - 3/98).

Conducted a week-long seminar on logistics management for Enppi (Engineering for the Petroleum and Process Industries), Cairo, Egypt, (5/97).

SERVICE

Selected Professional Service

President, Midwest Decision Sciences Institute (2007-2008)

Program Chair, 2007 Annual Meeting of the Midwest Decision Sciences Institute (2006-2007)

President-Elect, Midwest Decision Sciences Institute (2006-2007)

Member, Regional Activities Committee, Decision Sciences Institute (2006-2007)

Vice President for Planning and Development, Midwest Decision Sciences Institute (2004-2006)

Member, Sponsorship Committee for 2005 POMS Conference (2004-2005)

Track Chair (Supply Chain and Marketing Management), Annual Meeting Midwest Decision Sciences Institute (2003).

Track Chair (Operations Management – Services), Annual Meeting Midwest Decision Sciences Institute (2000).

Member, Fox River APICS Board of Directors (2005-2008)

Reviewed many articles for the following journals: *Production and Operations Management*, *European Journal of Operational Research*, *International Journal of Production Research*, *International Journal of Operations & Production Management*, *Interfaces*, and *International Journal of Service Industry Management*.

Reviewed several textbooks in the following areas: Supply Chain Management, Operations Management, and Business Statistics

Reviewer, discussant, and session chair for numerous National and Regional Conferences.

University Service

University Committees

Member, NIU Strategic Planning Roundtable (2007)

Member, University Council Personnel Committee (2003-2004, 2005-2006, 2007-2008)

Member, University Honors Committee (1998-2000)

Chair, University Honors Committee (1998-1999)

Member, Search Committee for the Director of the University Honors Program (1999)

College of Business Committees

Member, College Council (2001-2008)

Member, Search Committee for Dean of the College of Business (2004-2006)

Member, College Strategic Planning Council (SPC VII, VIII, IX & X) (2003-2008)

Member, SCP X Entrepreneurship Action Team (2006-2008)

Member, SCP IX Fall 2006 SPC Retreat Action Team (2005-2006)

Chair, SPC VIII Bylaws Action Team (2004-2005)

Chair, SPC VII External Image & College Marketing Action Team (2003-2004)

Coordinator, UBUS Cross-Functional Business Core (1999-2001)

Member, Cross-Functional Team Leader Search Committee (1999, 2000)

Member, Student Recruitment Action Group (1996)

Department of Operations Management & Information Systems Committees

Member, OMIS Personnel Committee (ex officio) (2001-2008)

Member, OMIS Curriculum Committee (1998-2003, 2004-2005, 2006-2007)

Member, OMIS Assessment Committee (1999-2004)

Chair, OMIS Journal Ranking Committee (2003-2004)

Member, OMIS Faculty Search Committee (2002-2003)

Student Organizations

Faculty Advisor, APICS - The Association for Operations Management (2004-2007)

Faculty Advisor, NIU Student APICS Chapter Third Place in APICS Region 14 Student Case Competition (2008)

Faculty Advisor, NIU Student APICS Chapter Third Place in APICS Region 14 Student Case Competition (2007)

Faculty Advisor, NIU Student APICS Chapter Second Place in APICS Region 14 Student Case Competition (2006)

Faculty Advisor, NIU Student APICS Chapter First Place in APICS Region 14 Student Case Competition (2005)

Faculty Advisor, omis.org (2000-2002)

Faculty Advisor, Logistics Management Association (1996-2000)