

CURRICULUM VITAE

Dr John Telfer Buchanan

Associate Professor
Department of Management Systems
University of Waikato
Private Bag
Hamilton, New Zealand

Phone: +64 (7) 838 4470

Fax: +64 (7) 838 4270

Email: jtbwaikato.ac.nz (Internet)

URL: <http://www.mngt.waikato.ac.nz/depts/mnss/john/>

Personal Record

Date of Birth:	12 February 1957	Citizenship:	New Zealand
Health:	Excellent	Marital Status:	Married, 3 children
Home Address:	1 Garthwood Road Hamilton, New Zealand	Phone:	+64 (7) 856 3626

Academic Qualifications

University of Canterbury, Christchurch, New Zealand.

Graduated	Ph.D (Operations Research)	1986
Graduated	M.Com (1st Class Hons)	1979
Graduated	B.Com	1977

Distinctions

Best Paper Award, VITAL Colloquium	1998
UGC Post-graduate Scholarship	1982-1985
Senior Scholar - University of Canterbury	1977

Previous Experience

1994 (six months)	Visiting Professor	Department of Management, College of Business, Auburn University, Auburn, Alabama, USA.
1998 (one month)	Visiting Professor	LAMSADE, UPRESA 7024, Université Paris-Dauphine Place du Maréchal de Lattre de Tassigny, 75775 Paris Cedex 16
1998-	Associate Professor	Department of Management Systems, University of Waikato, Hamilton, New Zealand.
1999-	Senior Advisor	PA Consulting (2000), previously Hagler Bailly (Asia-Pacific Ltd.)
1988-1997	Senior Lecturer	Department of Management Systems, University of Waikato, Hamilton, New Zealand.
1985-1988	Senior Consultant	Price Waterhouse, Management Consultants, Auckland, New Zealand.
1982-1985	Fulltime PhD Study	Department of Economics and Operations Research, University of Canterbury, Christchurch, New Zealand.
1979-1982	Corporate Planner	Canterbury Frozen Meat Company Limited, Christchurch, New Zealand.

Membership

New Zealand Operational Research Society - Council member 1995-present
Operations Research Society of America (ORSA).
Operational Research Society (UK).
International Special Interest Group on Multiple Criteria Decision Making.
ESIGMA - European Interest Group on Multi Criteria Analysis.

Bibliography

Journal Publications

21. Corner, Jim, John Buchanan and Mordecai Henig, A dynamic model for structuring decision problems, *Journal of Multi-criteria Decision Analysis*, (to appear – 2001).
20. Buchanan, John T., Erez J. Henig and Mordecai I. Henig (1998), Objectivity and subjectivity in the decision making process, *Annals of Operations Research*, 80, 333-345.
19. James, R.J.W. and J.T. Buchanan (1998), Performance enhancements to Tabu Search for the early/tardy scheduling problem, *European Journal of Operational Research*, 106(2/3), 254-265.
18. James, R.J.W. and John T. Buchanan (1998), Robustness of single machine scheduling problems to earliness and tardiness errors, *Annals of Operations Research*, 76, 219-232.
17. James, R.J.W. and John T. Buchanan (1997), A neighbourhood scheme with a compressed solution space for the early/tardy scheduling problem, *European Journal of Operational Research*, 102(3), 513-527.
16. Buchanan, John T. and James L. Corner (1997), The effects of anchoring in interactive MCDM solution methods, *Computers and Operations Research*, 24(10), 907-918.
15. Corner, James L. and John T. Buchanan (1997), Capturing decision maker preference: Experimental comparison of decision analysis and MCDM techniques, *European Journal of Operational Research*, 98(1), 85-97.
14. Coy, David, Keith Dixon, John Buchanan and Greg Tower (1997), Recipients of public sector annual reports: Theory and an empirical study compared, *British Accounting Review*, 29, 103-127.
13. Henig, Mordechai I. and John Buchanan (1997), Tradeoff directions in multiobjective optimisation, *Mathematical Programming*, 78(3), 357-374.
12. Buchanan, John (1997), A naive approach for solving MCDM problems: The GUESS method, *Journal of the Operational Research Society*, 48(2), 202-206.
11. Scott, John, John Buchanan and Neil Haigh (1997), Reflections on student centered learning in a large class setting, *British Journal of Educational Technology*, 28(1), 19-30.
- 10a. Henig, Mordechai I. and John T. Buchanan (1996), Response to comments on “Solving MCDM problems: Process concepts,” *Journal of Multi Criteria Decision Analysis*, 5(1), 19-21.
10. Henig, Mordechai I. and John T. Buchanan (1996), Solving MCDM problems: Process concepts, *Journal of Multi Criteria Decision Analysis*, 5(1), 3-12.

9. Bowman, Robert G. and John Buchanan (1995), The efficient market hypothesis - A discussion of institutional, agency and behavioural issues, *Australian Journal of Management*, 20(2), 155-166.
8. Corner, J.L. and J.T. Buchanan (1995), Experimental consideration of preference in decision making under certainty, *Journal of Multi Criteria Decision Analysis*, 4(2), 107-121.
7. Buchanan, John (1994), An experimental evaluation of interactive MCDM methods and the decision making process, *Journal of the Operational Research Society*, 45(9), 1050-1059.
6. Buchanan, John (1992), A hybrid approach to multi-objective optimization, *Journal of the Operational Research Society*, 43(9), 928-931.
5. Buchanan, John and John Scott (1992), Vehicle utilization at Bay of Plenty Electricity, *Interfaces*, 22(2), 28-35.
4. Buchanan, John (1991), A two-phase interactive solution method for multiple-objective programming problems, *IEEE Transactions on Systems, Man and Cybernetics*, 21(4), 743-749.
3. Buchanan, John, and Robert G. Bowman (1990), Corporatisation and asset valuation for a government corporation, *Financial Accountability and Management*, 6(2), 77-91.
2. Buchanan, J.T. and H.G. Daellenbach (1987), A comparative evaluation of interactive solution methods for multiple objective decision models, *European Journal of Operational Research*, 24(3), 353-359.
1. Buchanan, J.T. (1986), Multiple objective mathematical programming: A review, *New Zealand Operational Research*, 14(1), 1-27.

Book Chapters

3. Buchanan, John and Ned Kock (2001), Information overload: A decision making perspective, in: *Challenges for MCDM in the New Millennium*, M. Koksalan and S. Zionts (Eds), Springer Verlag, *Forthcoming*.
2. Henig, Mordechai I. and John Buchanan (1994), Generalized tradeoff directions in multiobjective optimization problems, in: *Multiple Criteria Decision Making: Expand and Enrich the Domains of Thinking and Application*, G-H. Tzeng, H-F. Wang, U-P. Wen and P.L. Yu (Eds), Springer Verlag, New York, pp. 47-56.
1. Daellenbach, H.G. and J.T. Buchanan (1989), Desirable properties of interactive multi-objective programming methods, in: *Improving Decision Making in Organisations*, A.G. Lockett and G. Islei (Eds), Springer Lecture Notes In Economics and Mathematical Systems, Vol. 335, pp. 212-223.

Comments and Notes

1. Buchanan, John, Mordecai Henig and Jim Corner (1999), Comment on Rethinking value elicitation for personal consequential decisions, by G. Wright and P. Goodwin, *Journal of Multi-criteria Decision Analysis*, 8(1), 15-17.

Submitted to Journals

1. Buchanan, John and Lorraine Gardiner, A comparison of two reference point methods in multiple objective mathematical programming, to *European Journal of Operational Research*, March 2001.

2. Buchanan, John and Daniel Vanderpooten, Ranking projects for an electricity utility using ELECTRE III, to *Interfaces*, April 2001.

Professional Publications

9. Coy, D., M. Nelson, J. Buchanan and J. Fisher (1998), Spreadsheet use: An international comparison, *Chartered Accountants' Journal*, 77 (6), 70-74.
8. Coy, David and John Buchanan (1997), Spreadsheet use - Issues for the profession, *Chartered Accountants=Journal*, 76 (5), 69-70.
7. Buchanan, John and David Coy (1997), Spreadsheet use, *Chartered Accountants=Journal*, 76 (4), 24-26.
6. Coy, David and John Buchanan (1997), Spreadsheet use: A 10-year study, *Chartered Accountants=Journal*, 76 (3), 62-66.
5. Coy, D., K. Dixon, J. Buchanan and G. Tower (1995), Tertiary financial reporting: What do users think?, *Chartered Accountants=Journal*, 74 (1), 33-34.
4. Dixon, K., Coy, D., Buchanan, J. and G. Tower (1994), Identifying annual report users, *Chartered Accountants=Journal*, 73 (11), 34-35.
3. Scott, John and John Buchanan (1992), Teaching Management Science - Hold the lectures, *ORMS Today*, 19 (5), 46-50.
2. Buchanan, J.T. and G.W. Green (1989), Practical issues in capital budgeting, *Journal of the New Zealand Society of Accountants*, 68 (3), 39-42.
1. Green, G.W. and J.T. Buchanan (1988), Improving capital expenditure decision making, *Journal of the New Zealand Society of Accountants*, 67 (1), 45-46.

Conference Papers* and Presentations

46. Buchanan, John T. and Lorraine R. Gardiner (2000), A comparison of two reference point methods in multiple objective mathematical programming, *Operational Research Society of New Zealand, Proceedings of the 35th Annual Conference*, Wellington, New Zealand, 1-2 December, 2000, pp. 209-220.
45. Buchanan, John and Ned Kock (2000), Information overload: A decision making perspective, *15th International Conference on Multiple Criteria Decision Making, page 15 (Abstracts)*, Middle East Technical University, Ankara, Turkey, 10-14 July, 2000.
44. Corner, Jim, John Buchanan and Mordecai Henig (2000), Dynamic process model for structuring decision problems, *15th International Conference on Multiple Criteria Decision Making, page 22 (Abstracts)*, Middle East Technical University, Ankara, Turkey, 10-14 July, 2000.
43. Mordecai Henig, John Buchanan and Jim Corner (2000), The decision making process and guidelines, *15th International Conference on Multiple Criteria Decision Making, page 54 (Abstracts)*, Middle East Technical University, Ankara, Turkey, 10-14 July, 2000.

42. Buchanan, John and Daniel Vanderpooten (2000), Project ranking with ELECTRE III, *15th International Conference on Multiple Criteria Decision Making, page 16 (Abstracts)*, Middle East Technical University, Ankara, Turkey, 10-14 July, 2000.
41. *Corner, Jim, John Buchanan and Mordecai Henig (1999), An integrated model of problem structuring, *European Working Group on Multicriteria Aid for Decisions, 25th Anniversary Meeting, pp. 30-32*, Cerisy-la Salle, France, 28 September – 02 October, 1999.
40. *Buchanan, John, Stuart Dillon and Jim Corner (1999), A comparison of descriptive and prescriptive decision making theories, *Proceeding - Decision Sciences Institute, 5th International Conference: Integrating Technology and Human Decisions, Volume II, pp. 1307-1307*, Athens, Greece, 4-7 July, 1999.
39. Buchanan, John, Stuart Dillon and Jim Corner (1998), Learning from descriptive decision making theory and practice, *XXIV Congreso Nacional de Estadística E Investigación Operativa (Spanish Operations Research Conference)*, Almeria, Spain, 20-23 October, 1998. [Special roundtable discussion session.]
38. *Coy, David, Mort Nelson, John Buchanan and Jim Fisher (1998), Spreadsheet use by accountants: Australia, Canada and New Zealand compared, *10th Asia Pacific Conference on International Accounting Issues*, Maui, Hawaii, October 25-28, 1998, pp. 236-240.
37. *Buchanan, John and Phil Sheppard (1998), Ranking projects using the ELECTRE method, *Operational Research Society of New Zealand, Proceedings of the 33rd Annual Conference*, Auckland, New Zealand, August 31- September 01, 1998, pp. 42-51.
36. Dillon, Stuart, John T. Buchanan and James Corner (1998), A study of managerial descriptive decision processes, *INFORMS International Israel*, June 28 - July 1, Tel Aviv University, Tel Aviv, Israel.
35. Dillon, Stuart, James Corner and John T. Buchanan (1998), Descriptive theories of multiobjective decision making, *INFORMS International Israel*, June 28 - July 1, Tel Aviv University, Tel Aviv, Israel.
34. *Scott, John L. and John T. Buchanan (1998), Student centered learning in a large, first year management class: History, reflections and future directions, *VITAL Event Day*, University of Waikato, Hamilton, New Zealand, pp. 177-200. [**Best Paper Award]
33. Buchanan, John T. (1997), Some realities of a student centered approach to learning, *APORS 97*, 30 Nov-4 Dec, Melbourne, Australia.
32. Buchanan, John T. and Lorraine R. Gardiner (1997), Reference point methods: A comparative study of technical and behavioural issues, *APORS 97*, 30 Nov - 4 Dec, Melbourne, Australia.
31. James, Ross J. W. and John T. Buchanan (1997), Performance enhancements to Tabu Search for the early/tardy scheduling problem, *INFORMS San Diego Spring 1997 Meeting*, May 4-7, San Diego, California, USA.
30. Buchanan, John T. and Lorraine R. Gardiner (1997), Reference point methods and scalarization functions in MOLP: Behavioural considerations, *13th International Conference on Multiple Criteria Decision Making*, Jan 6-10, Capetown, South Africa.
29. Buchanan, John T. and Ross J. W. James (1996), A neighbourhood scheme for a compressed solution space for the early/tardy scheduling problem, *International Business Logistics, INFORMS Atlanta Fall 1996 Meeting*, Nov 3-6, Atlanta, Georgia, USA.

28. Buchanan, John and Mordecai Henig (1996), Solving MCDM Problems: Process Concepts, *11th meeting of ESIGMA, Universite Libre de Bruxelles*, October 05, 1996, Invited paper.
27. *Buchanan, John and John Scott (1996), Reflections on student-centered learning in a large MS/OR class, *Operational Research Society of New Zealand, Proceedings of the 32nd Annual Conference*, Christchurch, New Zealand, August 29-30, 1996, pp. 161-166.
26. *Buchanan, John and Mordecai Henig (1995), Solving MCDM problems: Process concepts, *Operational Research Society of New Zealand, Proceedings of the 31st Annual Conference*, Wellington, New Zealand, August 31- September 01, pp. 223-228.
25. *James, Ross and John Buchanan (1995), Finding good schedules: Are really wrong penalties all right?, *Operational Research Society of New Zealand, Proceedings of the 31st Annual Conference*, Wellington, New Zealand, August 31- September 01, pp. 217-222.
24. *Scott, John and John Buchanan (1995), A large first year course with no lectures, *Higher Education: Blending tradition with technology, Proceedings of the 1995 HERDSA Conference*, Brisbane, Australia, July 2-5, pp. 640-645.
23. *Dixon, Keith, Coy, David, Buchanan, John, and Greg Tower (1995), An empirical study of annual report users in the public sector, *18th Annual Congress of the European Accounting Association*, Birmingham, United Kingdom, May 10-12, p. 103.
22. Henig, Mordechai and John T. Buchanan (1995), Interaction in the Process of Decision Making, *XIIth International Conference on Multiple Criteria Decision Making*, June 19-23, Hagen, Germany.
21. Buchanan, John and Lorraine Gardiner (1995), Reference Point Methods and Scalarizing Functions in Multiple Objective Linear Programming, *XIIth International Conference on Multiple Criteria Decision Making*, June 19-23, Hagen, Germany.
20. *Coy, D., Buchanan., J., Dixon, K. and G. Tower (1994), The users of public sector annual reports: An empirical study, *Proceedings, 6th Asian-Pacific Conference on International Accounting Issues and Accounting Theory and Practice Conference*, Nov 20-23, Taipei, Taiwan, R.O.C., pp. 86-91.
19. Buchanan, John T. and James L. Corner (1994), The effect of anchoring in interactive MCDM methods, *XIth International Conference on Multiple Criteria Decision Making*, August 1-6, Coimbra, Portugal, pp. 17-18.
18. Corner, James L. and JohnT. Buchanan (1994), Experimental consideration of preference in decision making under certainty: Further evidence, *XIth International Conference on Multiple Criteria Decision Making*, August 1-6, Coimbra, Portugal, pp. 22-23.
17. Henig, Mordecai I. and John T. Buchanan (1994), Decision making by multiple criteria: A concept of solution, *XIth International Conference on Multiple Criteria Decision Making*, August 1-6, Coimbra, Portugal, p. 47.
16. Buchanan, J. and J. Corner (1993), The effect of anchoring in interactive MCDM methods, *Serving the Customer, ORSA/TIMS Joint National Meeting*, Oct 31- Nov 3, Phoenix, Arizona, USA.
15. Corner, J.L., and J.T. Buchanan (1993), Experimental consideration of preference in decision making under certainty, *Serving the Customer, ORSA/TIMS Joint National Meeting*, Oct 31- Nov 3, Phoenix, Arizona, USA.

14. *Merrick, Pat, Paul Cragg and John Buchanan (1992), Designing expert systems to be persuasive, *Expersys-92*, A. Niku-Lari (Ed.), IITT International, pp. 45-50.
13. *Buchanan, John (1992), Multiple criteria interactive methods: Experimental consideration of methods and the decision making process, *Proceedings of the 10th International Conference on MCDM*, Taipei, Taiwan, Vol II, pp. 431-453.
12. Henig, Mordechai, I. and John Buchanan (1992), Generalized tradeoff directions in multiobjective optimization, *10th International Conference on MCDM*, Taipei, Taiwan, July 1992.
11. *Buchanan, John (1992), Supporting the decision maker in multiple criteria decision problems, *Operational Research Society of New Zealand, 28th Annual Conference Proceedings*, pp. 84-91.
10. *Scott, John and John Buchanan (1991), Teaching Management Science using learning contracts, *Operational Research Society of New Zealand, 27th Annual Conference Proceedings*, pp. 142-147.
9. Buchanan, John and John Scott (1991), Teaching Management Science- No lectures, OK?, *Beyond the Hedges - The Role of OR/MS in the Community, TIMS/ORSA Joint National Meeting*, May 12-15, Nashville, Tennessee, USA.
8. *Buchanan, John (1990), Vehicle Utilization at Bay of Plenty Electricity, *Operational Research Society of New Zealand, 26th Annual Conference Proceedings*, pp. 89-94.
7. Buchanan, John (1990), Toward integrating structural and behavioral issues in multiple criteria decision making: A solution method, *IXth International Conference on Multiple Criteria Decision Making*, Fairfax, Virginia, U.S.A, August 5-8.
6. *Bowman, Robert G. and John Buchanan (1990), Its hard to be a believer in the efficient market hypothesis, *Proceedings of the Accounting Association of Australia and New Zealand, Annual Conference*, July 1990, Perth, Western Australia, pp. 288-297.
5. Buchanan, J.T. (1989) Operations research, its value and use, *Operational Research Society of New Zealand, 25th Annual Conference Proceedings*, p. 9.
4. *Buchanan, J.T., J.A. George and H.G. Daellenbach (1988), Shift rostering for Christchurch Customs, *Operational Research Society of New Zealand, 24th Annual Conference Proceedings*, pp. 51-54, 1988.
3. *Buchanan, J.T. (1987), The impact of user pays on New Zealand aviation, *12th Australian Transport Research Forum*, Forum Papers, Vol. 2, pp. 873-886.
2. *Buchanan, J.T. (1987), Financial and business modelling, *New Zealand Society of Accountants, Continuing Education Series, S260*, 55 pages.
1. *Buchanan, J.T. (1987), Head office location - a multiple objective decision problem, *Operational Research Society of New Zealand, 23rd Annual Conference Proceedings*, pp. 69-71.

Research Grants

9. 2000 Waikato Management School (with Dr Jim Corner and Professor M. Henig of Tel Aviv University). Topic: Dynamic Problem Structuring. Value: \$3,000.

8. 1998 The Israel Institute of Business Research, Tel Aviv University Grant (with Prof. M. Henig of Tel Aviv University and Dr Jim Corner from Management Systems). Topic: Problem Structuring and Guidelines for Decision Making. Value: NIS 20,000 or \$10,600.
7. 1996 Visitor's Award, School of Management Studies. For visit of Professor M. Henig, Tel Aviv University, December 1996. Value: \$4,000.
6. 1996 UWRC Grant (with Dr Jim Corner and Dr John Scott). Topic: Decision Making in New Zealand. Value: \$5,000.
5. 1995/96 Summer Research Assistantship, School of Management Studies. Topic: Scalarizing Functions in MCDM. Value: \$1,500.
4. 1994 UWRC Grant (with Dr Eric Deakins). Topic: Business Process Design - Beyond the Learning Organisation. Value: \$6,000.
3. 1993 The Israel Institute of Business Research, Tel Aviv University Grant (with Prof. M. Henig of Tel Aviv University). Topic: Decision Making by Multiple Criteria: A Concept of Solution. Value: \$2,500.
2. 1992 UWRC Grant Z611 (with Dr Jim Corner). Topic: A Comparison of Obtained Solutions Using Different MCDM Methods on a Multiobjective Decision Problem. Value: \$5,000.
1. 1988 UWRC Grant S455. Topic: Interactive Solution Methods. Value: \$2,400.

Refereeing for Professional Journals

	Number of Papers Refereed
- Accounting and Finance	(1)
- Asia Pacific Journal of Operational Research	(4)
- Computers and Operations Research	(2)
- European Journal of Operational Research	(10)
- Forestry Science	(1)
- Journal of the Operational Research Society	(11)
- Journal of Multi-criteria Analysis and Applications	(3)
- Management Communication Quarterly	(1)
- Naval Research Logistics	(1)
- Group Decision and Negotiation	(1)
- OMEGA	(1)
- Proceedings of 13 th International Conference on MCDM	(2)
- Proceedings of 15 th International Conference on MCDM	(3)

Teaching

University of Waikato, Department of Management Systems (1988-)

Introduction to Management Systems (1992ff)

0342.111 1st year course - Quality Management, Forecasting, Management Information Systems
Significant revision in 1999, now an Information Systems Introductory course.

Operations Management (1989-1993)

0342.271 2nd year course - Introduction to Operations Management - focus on Service Operations.

Operations Management

(1995ff)

0342.376 3rd year course - Upgrade of the 271 course above.

Management Science

(1989-1992)

0342.331/9 3rd year course - Simulation, Linear Programming, Forecasting and Time Series, Heuristics

Management Science and Business Process Reengineering

(1989-90, 92, 95)

0342.431 4th year course - Students negotiate content - Systems, Deterministic and Stochastic models.

0342.455 4th year course - Business process reengineering from a tactical perspective (1995)

Management Science and Decision Making

(1993, 1995-6)

0342.531 Graduate course in Management Science (1993)

0342.560m Graduate course in Multiple Criteria Decision Making (1995-6)

Systems Thinking and the Learning Organisation

0342.511 Graduate course - Learning Organisations, Systems Thinking (1997ff)

Diploma in Management Studies - Information for Decision Making module

(1994ff)

Diploma course - TQM, Decision Making, MIS, GDSS, Learning Organisations, Systems Thinking

Systems Thinking and Action Learning module (1999ff)

International MBA

(1996ff)

One third of module on Business Process Reengineering (1996)

Half a module on Systems Thinking and BPR (1997ff)

Executive MBA

(1996ff)

One third of module on Business Process Reengineering (1996)

Half a module on Systems Thinking and BPR (1997ff)

Decision making (1999ff)

Systems Thinking and Action Learning Module (1999ff)

Other Supervision

I have supervised a number of practical (499) projects where students undertake an investigatory project in an organisation.

Thesis Supervision

DPhil - completed:

James, Ross J. W., The application of search heuristics to the single machine early/tardy scheduling problem, 1995. [Chief supervisor]

Poulin, Brian, J., Strategy, culture and enterprise effectiveness: A study of six medium-sized manufacturing enterprises in New Zealand, 1995. [Second supervisor]

Whitworth, Brian, Generating group agreement in cooperative computer-mediated groups: Towards an interactive model of group interaction, 1997. [Second supervisor]

Selvaraj, Nadarajah, Quality human resource management: An investigation into ways of incorporating total quality management (TQM) elements into human resource management (HRM) practices, 2000. [Second supervisor]

DPhil - continuing:

Wellington, Robert J., Asynchronous communication technology: An organizational perspective on efficacy and use, 1995ff. [Chief supervisor]

Gilmour, Peter, An examination of how experts decision making processes manifest the latent implications of their cognitive style, 1997ff. [Second supervisor – submitted May 2000]

Dillon, Stuart M., Supporting the design stage of decision making: A meso approach, 1998ff. [Chief Supervisor]

Pike, Steve, Destination positioning: Perceptions of Rotorua as a short break holiday destination in the Auckland market, 1999ff. [Second supervisor]

Lockyer, Tim, The development of a decision model for the New Zealand hotel/motel industry: An investigation of the factors affecting guestroom occupancy, 1999ff. [Second supervisor - managing the submission process - submitted September 1999.]

Masters - completed:

Dillon, Stuart M., A descriptive study of the decision processes of managers, 1998. [Chief supervisor]

Rachman, Zulfikar Mochamed, Effective tourism web sites, 1999. [Chief supervisor]

Auburn University, Department of Management, Auburn, Alabama, USA (1994 - six months)

Management Science (MBA course)

MN681 MBA course, introduction to Management Science.

Teaching Skills

Undertaking research into student centered learning approaches to teaching. This has taken place at the senior level with small classes (see Professional Publication 3) and also at the introductory level with very large classes with over 250 students (see Publication 14). I am teaching the large Introduction to Management Systems class without using (many) lectures.

- 1998 (February) Attended half day seminar run by TLDU (Waikato University) on Presenting Ideas and Information. (Neil Haigh, 5 February, 1998)
- 1995 (December) Attended half day seminar run by TLDU (Waikato University) on Assessment.
- 1994 Presented three seminars while on leave (Auburn University, Georgia State University, Carleton University) on the subject of Teaching without Lectures in Large Classes.
- 1993 Attended HERDSA Workshop on Teaching Large Classes and Developing Independent Learning Strategies.
- 1992 Attended Teaching Development and Learning Unit (University of Waikato) one day seminar on Designing Printed Teaching Materials.

Administration

In addition to normal administrative duties, I note the following:

School of Management Studies

Chairperson

Dept of Management Systems
Aug 1993 – July 2000

Responsible for managing the department, assigning teaching, recruiting, and so on. This duty was shared with a colleague- official title “Co-Chairperson.”

Director of Computing

Overall responsibility for computing in the School, especially policy

1990-1993
1996 (six months)

development. Oversight of five technical staff and some 230 computers.

Advisory Panel
1992-1993

Member of an advisory panel responsible for assisting another NZ Tertiary Institution (Carrington Polytechnic) with the establishment of graduate diplomas in Operations Management.

Consulting Experience

This continuing consulting experience comes from my conviction of the need to maintain close links with the business community with the expectation that this will be reflected in my research and teaching.

Strategy and Perception Pilot Study (1998)

Assisting Livestock Improvement Corporation to understand the underlying beliefs of different sectors of their organisation (managers, corporate services, farmers) by using a methodology called BITS developed by Bryan Poulin.

Project Selection (1997- 2001)

Assisting Electricity Corporation of New Zealand (Northern Generation) to rank capital and maintenance projects using a decision making approach based around the ELECTRE method.

Service Modeling (1996-1997)

Assisting Midland RHA (a large health provider) with development of a model for determining the optimal service mix location of all the different types of health services provided in the region.

Information Systems Planning (1995)

Assisted local division of large multinational (CHH Plastic Products) with strategic development of information systems, including the implementation of electronic mail systems.

Management Review (1995)

Reviewed the management structure of an Auckland tertiary education provider (Bible College of New Zealand). Recommended a substantially changed management structure.

Forecasting (1993)

Undertook a confidential analysis of long term electricity demand forecasts, for a New Zealand government subcommittee.

Total Quality Management (1992-1994)

Assisted the management team of a large local manufacturer with team building and issues related to ongoing competitive performance. This has involved seminars and specific consulting assignments, and has been undertaken with two other staff of the School of Management Studies. The goal is to implement Total Quality Management in the organisation.

Vehicle Workshop Performance (1991)

Studied the performance of a workshop for Waitemata Electricity which serviced some 350 vehicles and considered strategic issues as to the most effective way to provide such a service.

Vehicle Study (1991)

Assisted a District Council in a study of their vehicle fleet, providing recommendations on the possible compounding and pooling of vehicles.

Depot Study (1991)
Analysed the impact of centralizing all depots of a power supply authority (Bay of Plenty Electricity).

Route Scheduling (1990)
Examined the collection routes for an egg marketing company and recommended optimal routes based on different scenarios.

Milk Tanker Scheduling (1990)
Analysed the present configuration of the milk tanker fleet for a local Dairy Company (Tatua) and recommended the best tanker configuration and improvements on the daily scheduling of collection routes.

Financial Performance Analysis (1990)
Analysed the expected future financial performance of a large New Zealand government State Owned Enterprise (Government Computing Service) on behalf of one of its major users.

Investment Criteria and Cost of Capital (1990)
Assisted a State Owned Enterprise (Government Computing Service) with the development of suitable investment criteria and return on investment figures, and the procedures for using them.

Debt Restructuring (1989)
Assisted in analysing the existing debt structure and the impacts of restructuring for a power supply authority.

Vehicle Utilization (1989)
A study for a power supply authority (Bay of Plenty Electricity) to examine the use of vehicles and determine efficient vehicle utilization.

Linear Programming (1989)
Jointly conducted one day seminar on this topic for a local organisation.

In addition between 1985 and 1988 I undertook a variety of projects during my time as a Senior Management Consultant with Price Waterhouse.

Corporatisation

Government Stores Board (GSB)

Assisted in determining value of the business as part of the process of becoming a State Owned Enterprise.

Government Computing Service (GCS)

Produced a report jointly for Treasury and GCS on the theoretical basis for valuing the assets of the business. Principal consultant with responsibility for assisting GCS Ltd and Treasury in valuing the business as part of the process of becoming a State Owned Enterprise.

Christchurch International Airport

In the transition to a company operation, provided the financial impacts of operating in a commercial environment. Assisted in the negotiation of asset value through the use of a financial model of airport operations.

Airways Corporation of New Zealand

Provided considerable assistance in the transition from a Government Department to a Commercial entity. Specifically, assistance included:

- . pricing of airways services
- . budgeting and capital expenditure manual
- . valuation of assets

head of office location study

**Cost of Capital and Capital Expenditure Evaluation
Commonwealth Banking Corporation (Australia)**

Produced a report on cost of capital for CBC covering the theoretical basis and the practical application in terms of values used.

New Zealand Dairy Board

Evaluated real cost of capital for NZDB for purposes of splitting payouts into revenue and capital portions.

Capital Investment Decisions

Assisted large New Zealand multinational in determining an approach for calculating cost of capital. A portable computer model was produced.

Took five one-day seminars on behalf of NZ Society of Accountants explaining how to evaluate Capital Expenditure proposals.

Two two-day courses on this topic for Bank of New Zealand, Head Office.

Courses on capital expenditure evaluation for Coopers Animal Health.

Other Projects

Land Development Strategy

Assisted in analysing land development options for a large land holder in the Auckland region. Responsible for strategy and commercial analysis of development options. (Undertaken as part of a consortium).

Tourist Development - Christchurch

Provided an audit of a proposed tourist tower development in Christchurch, including estimates of tourist patronage and of the economic impact in the region. A full financial analysis of the development was undertaken showing year to year profit and loss and balance sheet position, along with a return on assets. Various funding options were examined. Presented evidence for planning hearing.

New Zealand Dairy Board

Analysed commercial and financial feasibility of a joint venture operation in the United States.

Power Supply Authority

Developed suite of financial models to analyse the level of tariffs required. This model is intended for medium term strategic planning and also as a mechanism for tariff setting.

Airways System Study

This study was undertaken for Civil Aviation Division of Ministry of Transport. It involved a detailed cost analysis of airways operations and subsequent allocation of costs, based on economic principles of marginal cost, to different user groups. This formed the basis of a method for charging users and determining pricing policy. A financial model of future performance was constructed and analysed under various assumptions. Fixed assets were identified, classified and valued.

Building Society

Examined and redefined standards for customer service. Constructed simulation model of a branch operation used for analysing queuing times and the effects of different staffing levels. Conclusions were reached as to appropriate objectives for customer service, branch operating characteristics, organisation structure, training and motivation.

Auckland Airport

Development of a suite of financial models to analyse impacts of restructuring airports as public companies; to assist one party to the existing joint venture arrangement in negotiating a new structure. Undertook commercial, economic and financial evaluation of a major international terminal expansion proposal.

