

Claudia R. Rosales

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EDUCATION

Ph.D., Operations Management, Spring 2011
College of Business, University of Cincinnati.
Advisors: Dr. Michael Magazine and Dr. Uday Rao

Master of Science in Quantitative Analysis, Fall 2007
Department of Quantitative Analysis and Operations Management,
College of Business, University of Cincinnati

Bachelor of Science in Chemical and Industrial Engineering, Fall 1999
Universidad Rafael Landivar, Guatemala City, Guatemala

ACADEMIC EXPERIENCE

Assistant Professor Fall 2010 - present
Michigan State University,
Supply Chain Management Department,
Broad College of Business

RESEARCH

Research Interests

Health care supply chain
Supply chain risk management
Data analytics
Inventory management
Optimization and simulation modeling
Logistics, cross-docking, retail operations

Publications

- [1] Dreyfus, David, Anand Nair, and Claudia Rosales. "The impact of planning and communication on unplanned costs in surgical episodes of care: Implications for reducing waste in hospital operating rooms." *Journal of Operations Management* 66, no. 1-2 (2020): 91-111.
- [2] Yoon, Jiho, Srinivas Talluri, and Claudia Rosales. "Procurement decisions and information sharing under multi-tier disruption risk in a supply chain." *International Journal of Production Research* 58, no. 5 (2020): 1362-1383.

[3] Rosales, Claudia R., Michael J. Magazine, and Uday S. Rao. "Dual sourcing and joint replenishment of hospital supplies." *IEEE Transactions on Engineering Management*, no. 67 (2019): 918-931.

[4] Rosales, Claudia R., Judith M. Whipple, and Jennifer Blackhurst. "The impact of distribution channel decisions and repeated stockouts on manufacturer and retailer performance." *IEEE Transactions on Engineering Management* 66, no. 3 (2019): 312-324.

[5] Rosales, Claudia, Judy Whipple, and Jennifer Blackhurst. "The impact of out of stocks and supply chain design on manufacturers: insights from an agent-based model" *Transportation Journal* 57, no. 2 (2018): 137-162.

Received the Best Paper of the year Award in Transportation Journal, 2018

[6] Yoon, Jiho, Claudia Rosales, and Srinivas Talluri. "Inter-firm partnerships—strategic alliances in the pharmaceutical industry." *International Journal of Production Research* 56 no.1-2 (2018): 862-881.

[7] Rosales, Claudia R., Michael Magazine, and Uday Rao. "The 2bin system for controlling medical supplies at point-of-use." *European Journal of Operational Research* 243, no. 1 (2015): 271-280.

[8] Rosales, Claudia R., Michael Magazine, and Uday Rao. "Point-of-use hybrid inventory policy for hospitals." *Decision Sciences* 45, no. 5 (2014): 913-937.

Received the Best Paper of the year Award in Decision Sciences Journal, 2014

[9] Rosales, Claudia R., Uday S. Rao, and David F. Rogers. "Retailer transshipment versus central depot allocation for supply network design." *Decision Sciences* 44, no. 2 (2013): 329-356.

[10] Rosales, Claudia R., Michael J. Fry, and Rajesh Radhakrishnan. "Transfreight reduces costs and balances workload at Georgetown crossdock." *Interfaces (as of 2019, the INFORMS Journal on Applied Analytics)* 39, no. 4 (2009): 316-328.

Working Papers

[1] Managing inventories of physician preferred and general medical supplies: A critical examination of in-stock versus consignment stock policies. Nair, A., Rosales, C., Pal, S.

[2] Responsive, resilient, restored: how business analytics can help healthcare in pandemic/epidemic outbreaks. Pal, R., Torabi, E., Rosales, C., Vaziri, B., Kasei, P.

[3] Dual shipment contracts for vaccine procurement of influenza-like diseases with multiple outbreaks. Basu, S., Joshi, R., Adhikari, A., Rosales, C.

[4] Complexity and financial performance: A detailed study in the context of the automotive component industry. De Campos, H., Narayanan, S., Rosales, C.

[5] Preparing for the inevitable, increasing resilience in the healthcare supply chain. Rosales, C., Yoon, J., Talluri, S.

TEACHING EXPERIENCE

Michigan State University - Broad College of Business

SCM - 372 – *Manufacturing Planning and Control* – every fall semester from 2015 through 2020, and spring 2014.

SCM - 475 – *Supply Chain Decision Modeling* - every fall and spring semester from fall 2010 through fall 2014. (now offered as *Data Analytics in Supply Chain*)

University of Cincinnati – Lindner College of Business

As a PhD student I taught several courses with full teaching responsibility including OM480 *Project Management*, OM476 *Operations Planning and Scheduling*, OM481 *Supply Chain Management* and QA241 *Business Statistics I*.

SERVICE

External Service

- Associate Editor for Decision Sciences Journal, Summer 2019 - present
- Coordinator for the DSI 2021 Annual Conference Best Paper Award
- Editorial Review Board member of IEEE Transactions on Engineering Management, September 1, 2017 – present
- Michigan Association for Healthcare Resource and Materials Management (MAHRMM), Education Committee, 2019 - present
- “Prize for the Teaching of the OR/MS Practice committee, INFORMS 2019
- Judging Panel for the Production and Operations Management Society (POMS) Best Student Paper Competition, 2013 - 2020.
- “Prize for the Teaching of the OR/MS Practice committee, INFORMS 2018
- Track Co-Chair for the Decision Models in Sourcing and Logistics Track - Decision Sciences Annual Conference, 2016.
- Ad hoc reviewer for several major Operations/Supply Chain Management Journals.

Internal Service

- Served as advisor/especial honors projects for undergraduate honor students from 2015 – 2018
- Member of PhD students’ dissertation committees
- Served as SROP Mentor 2013-2014 (SROP seeks to improve the number of underrepresented students who pursue graduate school).
- Served on several hiring and other Departmental and University committees

SELECTED INVITED PRESENTATIONS

- “*Preparing for the Inevitable, Increasing Resilience in the Healthcare Supply Chain*”, Decision Sciences Annual Meeting, November 22, 2020.
- “*Risk management, what we can learn from industry*”, Medical Supply Chain Management During a Disaster - Workshop Series, Michigan Department of Health and Human Services, January 9, 2020, Leona Training Center, Okemos, Michigan.
- Panel Moderator: Successful Approaches for Effective Supply Chain Management, Michigan Medical Device Summit, MichBio, MSU Secchia Center, Grand Rapids, MI, May 22, 2019
- “Managing Medical Supplies – A Critical Examination of in-stock vs. Consignment Stock Policies” Production and Operations Management Society (POMS) annual meeting, Washington, D.C., May 5, 2019
- Managing Inventories of Physician Preferred and General Medical Supplies: An examination of in-stock vs. consignment stock policies –Michigan Association of Healthcare Resource and Materials Management (MAHRMM), Kellogg Center, East Lansing, September 27, 2018
- “NPD in the Pharmaceutical Industry” Decision Sciences Annual meeting 2017, Washington, D.C., November 19, 2017.
- “Managing Physician Preferred vs. General Medical Supplies - The Use of Consignment Inventory”, 2017 INFORMS annual meeting, Houston, TX, October 23, 2017
- Optimal sourcing strategy and upstream information sharing under multi-tier disruption risk, 2016 Decision Sciences Institute Annual Meeting, Nov. 21, 2016
- “Hospital Inventory Management New Trends in Healthcare”, 2015 Decision Sciences Institute Annual Meeting, Nov. 22nd, 2015.
- “An ethnographic study of operating room waste”, 2015 Decision Sciences Institute Annual Meeting, Nov. 22nd, 2015.
- Invited to present at the “Providing better healthcare through systems engineering: seminars and discussions” at the University of Michigan Center for Healthcare Engineering and Patient Safety. October 5, 2015.
- “Managing Physicians Preferred vs. General Medical Supplies: Reduce Costs and Improve Quality of Care”. INFORMS Healthcare Conference, July 29, 2015.

GRANTS AND FELLOWSHIPS

- College of Business summer research grant 2015
- Oakwood Health System grant awarded to support doctoral student in data collection for operating room research project.
- College of Business summer research grant 2014

AWARDS / SCHOLARSHIPS

- Transportation Journal Best Paper of the Year Award, 2018.
- Decision Sciences Journal Best Paper of the Year Award, 2014.
- General Electric Fellowship (2003-2007) University of Cincinnati

CORPORATE EXPERIENCE

- Summer Internship, Transfreight LLC, U.S.A. July – September 2006 - Developed a mixed integer linear program that provides the optimal allocation of trailers to docks for Transfreight's crossdocking operations in Georgetown, KY. The optimization model was implemented in both Excel-Visual Basic and AMPL/CPLEX environments for small and large scale optimization problems.
- Several Engineering positions held, Colgate Palmolive C.A., January 1999 – July 2003

AFFILIATIONS

- INFORMS, DSI, POMS, Omega Rho International Honor Society, AHRMM (Association of Healthcare Resource and Materials Management), MAHRMM (Michigan Association of Healthcare Resource and Materials Management)

OTHER

Computer Languages: C++, AMPL, CPLEX, Visual Basic, SAS, Arena, NetLogo, Python
Languages: English (Fluent) / Spanish (Fluent)