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*Curriculum Vitae*

## Personal Details

**Dr. Simon Robert Croom. FCIPS. FRSA. CPSM. MBPsS**

Personal Details:

Dual US/UK Citizenship

## Education/Qualifications

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|------|--|
| 2017 | <b>Master of Science (MSc) (with Distinction)</b> in Psychology. University of Liverpool, UK.  |
| 2010 | <b>Certified Professional in Supply Management, (CPSM)</b> Institute for Supply Management (ISM), Tempe, AZ  |
| 1996 | <b>Doctor of Philosophy (PhD).</b> "The Management of Dyadic Capability in New Product Development: A Qualitative Analysis of Customer-Supplier Relationships during the Jaguar X300 Vehicle Development Programme." University of Warwick, UK |
| 1991 | <b>Postgraduate Diploma (PgDip)</b> in Modern Historical and Political Studies, Coventry University, UK.   |
| 1989 | <b>Master of Science (MSc)</b> in Management Science and Operational Research, University of Warwick, UK   |
| 1979 | <b>Diploma</b> of the Institute of Purchasing and Supply. UK   |
| 1978 | <b>Bachelor of Arts (BA) (Honours)</b> Degree in Business Studies, Lanchester Polytechnic, Coventry, UK. (major – Materials Management)  |

## Appointments

- |   |   |
|---|---|
| <b>September 1 2010 to present</b>      | <b>Tenured Professor of Supply Chain Management</b> , University of San Diego, San Diego CA, USA.           |
| <b>2015-present</b>                     | <b>Visiting Professor</b> , Cranfield University, UK  |
| <b>2014-2015</b>                        | <b>Visiting Professor</b> , University of the Andes, Bogota, Colombia                                       |
| <b>2013 - Present</b>                   | <b>Associate Fellow</b> , Warwick Business School, UK.  |
| <b>September 1 2005 – Aug 31 2010</b>   | <b>Associate Professor of Supply Chain Management</b> , University of San Diego, San Diego CA, USA.         |
| <b>September 1 2005 – June 2011</b>     | <b>Executive Director</b> , Supply Chain Management Institute, University of San Diego, San Diego, CA, USA. |
| <b>September 1, 2005 – Sept 1, 2010</b> | <b>Academic Program Director</b> for MS in Supply Chain Management, University of San Diego, USA.           |

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- 2003 -2005**      **Instructor** for *online* MS in Supply Chain Management, University of San Diego, USA.
- 1996 – 2008**      **Associate Professor/Senior Lecturer** and Head, Supply Strategy Research Unit, Warwick Business School.
- 2004 – 2005**      **Academic Director**, DLMBA, Warwick Business School.
- 2002- present**      **Visiting Research Fellow**, Institute for Research into International Competitiveness (IRIC), Curtin University, Western Australia
- 1994 -1996:**      **Senior Lecturer**, Purchasing and Supply Chain Management, Coventry Business School, and **Founding Associate Director**, Manufacturing and Supply Chain Management Centre
- 1992-present:**      **Tutor and Examiner**, Warwick MBA (Distance Learning), Operations Strategy Module.
- 1991-1994:**      **Senior Lecturer** in Corporate Strategy, Sheffield Business School.
- 1989-1991:**      **Senior Lecturer** in Operations Management, School of Computing and Management Sciences, Sheffield Hallam University.

***Meritorious Awards:***

- 2017. Student of the Year**, University of Liverpool Psychology Program
- 2017. Dissertation of the Year**, University of Liverpool Psychology Program
- 2014. Professor of Impact, MS-SCM** Cohort 21
- 2013-14. University Professorship.** University of San Diego: ‘*University Professors are those who have demonstrated outstanding scholarly achievements in teaching and research supporting the mission and goals of USD. The University Professorship is the highest honor a USD faculty can receive*’,
- 2010 Inaugural Winner, Dean’s Senior Faculty Research Impact Award.** School of Business Administration, University of San Diego. Awarded for international impact & citation of research publications.
- 2007-9 Chartered Institute of Purchasing &Supply Research Fellow** (to support research into corporate social responsibility in supply chains)

**Research**

***Publications:***

**Editor (Journals)**

- Guest Editor, 2007. Volume 12 (5) *Special Edition of Supply Chain Management: An International Journal*
- Guest Editor, 2006. Volume 12 (6). *Special Edition of the Journal of Purchasing and Supply Management*

**Published Academic Works (Journals & Book Chapters)**

1. Vidal, N. G., & **Croom, S.** (2018). Integrating Sustainable Practices Within Supply Chain Management: A Systems Perspective. *BioProducts Business*, 92-106.
2. **S Croom**, N Vidal, W Spetic, D Marshall, L M<sup>c</sup>Carty. (2018) “Impact of Social Sustainability Orientation and Supply Chain Practices on Operational Performance” *International Journal of Operations & Production Management*.

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3. **S. Croom**, M. Svetina, & A. Betts. (2017) "Does customer or competitor performance drive operations prioritisation?" Production Planning & Control 28.1: 2-16.
4. K. Fritzson, C. Bailey, **S. Croom** & N. Brooks (2016). "Problem personalities in the workplace: Development of the Corporate Personality Inventory". Psychology and Law in Europe: East meets West. CRC Press. Chapter 9.
5. **S Croom**. (2014) "The strategic buyer: How emerging procurement strategies may support KAM/SAM relationships". In D Woodburn & K Wilson (eds) Handbook of Strategic Account Management. J Wiley ISBN 978-1-118-50908-1
6. **S Croom** & E Baglieri. (2014) "Connecting factory to theater: Lessons from a case study". In E Baglieri & U Karmarker (eds) Managing Consumer Services: Factory or Theater. Springer ISBN 978-3319042886
7. D. Lu, A Betts, & **S. Croom** (2011) Re-investigating Business Excellence: values, measures and a framework. Total Quality Management and Business Excellence.
8. A Betts, **S. Croom** & D. Lu. (2011) "Benchmark to escape from Lake Wobegon." Benchmarking: An International Journal. Vol. 18:5, pp.733 – 744
9. **S. Croom** & A Betts. (2011) Developing a Forensic Approach to Process Improvement: The Relationship between Curriculum and Impact in Front Line Operator Education. Journal of Education for Business Vol 86 (6) pp311-316
10. **S. Croom**. (2009). (Contributing author). 'Introduction to Research Methodology in OM' in Introduction to Researching Operations Management. (Editor Professor C Karlsson). Pp 42 – 83. Taylor and Wilson, New York. ISBN 0 415 99056 4
11. **S. Croom** & A. Brandon-Jones,( 2008). 'E-Procurement: Key issues in e-procurement implementation and operation in the public sector.' International Handbook of Public Procurement Pp 445-458. Taylor & Wilson CRC Press, Boca Raton. ISBN 978 1 4200 5457 6
12. J. Ramsay & **S. Croom**. (2008) "The impact of evolutionary and developmental metaphors on supply chain practice: a literature critique and pilot study". Journal of Purchasing and Supply Management, Vol 14(3)
13. E. Baglieri, R Secchi, **S. Croom**. (2007) 'Exploring the impact of a supplier portal on the buyer-supplier relationship. The case of Ferrari Auto'. Industrial Marketing Management (Impact factor 1.694) Vol 36 (7) pp. 1010-1017
14. **S. Croom** & A Brandon-Jones (2007). 'Progress on E-Procurement: Experiences from Implementation in the UK Public Sector'. Journal of Purchasing & Supply Management. Vol 13 (4) pp. 294-303
15. **S.Croom**. (2007). Editorial 'Conference 2006 Special Edition'. Supply Chain Management: An International Journal, (Impact factor 2.484) Vol 12 (5).
16. **S.Croom**. 2006. Editorial 'Creating and managing value in supply networks'. Editorial Journal of Purchasing & Supply Management, Vol 12 (6) pp 299-300.
17. D. Lu, C. Tennant, A. Curtis & **S. Croom**. 2006. 'A System Dynamics case study in a financial service supply chain.' (13 Pages) Journal of Supply Chain Practice.
18. **S. Croom**. 2006. "Creating and Managing Value in Supply Networks" Chapter in Proceedings of the Fourth Worldwide Research Symposium in Purchasing & Supply Chain Management, University of San Diego. ISBN 0-9779673-X

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19. **S. Croom** & R. Johnston. 2005. "Improving user compliance of electronic procurement systems: An examination of the importance of internal customer service quality". (13 pages) International Journal of Value Chain Management. Vol. 1 No. 1.
20. **S. Croom** & A. Brandon-Jones, 2005. 'E-Procurement: Key issues in e-procurement implementation and operation in the public sector.' (10 Pages) Journal of Public Procurement. Vol.5, No.3.
21. **S. Croom**. 2005. 'The Impact of E- Business on Supply Chain Management: An Empirical Study of Key Developments' International Journal of Operations & Production Management. Vol. 25(2). 23 pages.
22. M. Giannakis & **S. Croom**. 2004. 'Towards the Development of a Supply Chain Management Paradigm: A Conceptual Framework'. The Journal of Supply Chain Management (Impact factor 5.853) Spring. pp 27- 37.
23. **S. Croom**. 2004. Encyclopedic Dictionary of Operations Management (edited by N Slack). Various entries related to Purchasing & Supply Chain Management.
24. M Giannakis; **S. Croom** & N. Slack. 2004. 'Supply Chain Paradigms' in Understanding Supply Chains: Concepts, Critique and Futures. Oxford: OUP. Edited by S. New & R. Westbrook (pp1-22)
25. **S. Croom**, P Romano & M Giannakis. 2003 'Supply Chain Management: An Analytical Framework for Critical Literature Review' in Operations Management: Critical Perspectives on Business and Management edited by Michael A Lewis & Nigel Slack. Routledge. pp 3-36 ISBN 0-415-24928-7
26. **S. Croom** & R Johnston. 2003. 'E-Service: Enhancing internal customer service through e-procurement' International Journal of Service Industries Management. Volume 14, No. 5. pp 539-555.
27. **S. Croom** & M Giannakis. 2002. "Strategic E-Procurement in Global Pharmaceutical (GP)" Practix (Journal of the Institute of Supply Management) Volume 5, No. 2, pp. 1-7
28. **S. Croom**. 'E-Business'. 2001. Module for the International Federation of Purchasing and Materials Management *EuroDiploma Programme*
29. **S. Croom**. 2000. "The strategic contribution of e-commerce to MRO procurement" in Perspectives on Public and Private Sector Procurement edited by Andrew Erridge. Gower Press. (16 pages)
30. **S. Croom**. 1998. "The Strategic Role of Purchasing: A Dyadic Capabilities Framework" in Supply Management. Edited by G Capaldo; E Esposito, C la Storto & M Raffa. Napoli, Italy: Edizioni Scientifiche Italiane. pp 139-152 ISBN 88-8114-675-4
31. **S. Croom** & K Wilson. 1993. "The Contribution of Service Offering to Competitive Edge in Industrial Customer-Supplier Relations" in Service Superiority. The Design and Delivery of Effective Service Operations. Edited by R. Johnston & N.D.C. Slack. Operations Management Association UK. pp. 393-400
32. A Harrison, T. Billesbach & **S. Croom-Morgan (Croom)**. 1992. "A Comparative Study of JIT Implementation between UK and US Manufacturing Organisations" in International Operations. Crossing Borders in Manufacturing and Service. edited by R.H. Hollier, R.J. Boaden and S.J. New. Elsevier Science Publications. pp. 13-18.
33. **S. Croom**. 2001. "Restructuring Supply Chains through Information Channel Innovation" International Journal of Operations and Production Management. Volume 21 (4) pp 504-515.

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34. **S. Croom.** 2001. "The Dyadic Capabilities Concept: Examining the Processes of Key Supplier involvement in Collaborative Product Development" European Journal of Purchasing and Supply Management. Volume 7, No. 1 pp 29-37.
35. **S. Croom.** 2001. "Methodology Editorial" International Journal of Operations & Production Management. Vol 21 (4). pp148-152
36. J. Batchelor, H Bates & **S. Croom**, 2001 "Retaining Architectural Knowledge Within Automotive Design Chains." International Journal of Automotive Technology and Management. Vol. 1(2&3). pp 217-236.
37. **S. Croom.** 2000. "The Impact of Web-Based Procurement on the Management of Operating Resources Supply" The Journal of Supply Chain Management. (Impact factor 5.853) Winter. Vol. 36; No. 1. pp 4-13.
38. **S. Croom** & A Watt: 2000 "Managing Operations Improvements in the context of SME Supply Chains" the International Journal of Logistics: Research and Applications Vol. 3, No.1. pp. 83-96.
39. **S. Croom**, P Romano & M Giannakis. (2000) "Supply Chain Management: A Literature Review and Taxonomy" European Journal of Purchasing and Supply Management. Vol. 6. No. 1. pp. 67-83
40. K. Wilson, **S. Croom**, T Millman, D Weilbacker. 2000. "The SRT-SAMA Global Account Management Study". Journal of Selling and Major Account Management Vol. 2 No.3. pp 63-84
41. **S. Croom.** 1999. "The Implication of Electronic Procurement for Major Account Management" Journal of Selling and Major Account Management Vol. 1 No.4. pp 47-63.
42. **S. Croom** & J Batchelor: 1997 "The Development of Strategic Capabilities - An Interaction View". Integrated Manufacturing Systems. Vol. 8 No 5. pp. 299-312
43. T Billesbach, A Harrison & **S. Croom-Morgan (Croom)**: 1991 "Supplier Performance Measures and Practices in JIT Companies in the US and the UK". International Journal of Purchasing and Materials Management, Vol. 27, No. 4, Fall pp. 24-28.
44. T Billesbach, A Harrison & **S. Croom-Morgan (Croom)**: 1991 "Just-In-Time: A United States-United Kingdom Comparison". International Journal of Operations and Production Management, Vol. 11, No. 10, pp. 44-57

#### **Academic Works (Journal & Working Papers in review):**

##### **Under Review:**

1. **2018: S Croom**, K Fritzon, N Brooks, D Bargh "An Analysis of Corporate Psychopathy and Gender" submitted to *Journal of Purchasing & Supply Management*
2. **2018: S Croom**, K Fritzon, D Svetina, M Svetina. "Psychometric Properties of the Psychopathic Personality Inventory: Application to High-functioning Business Population" submitted to *Psychological Science*

#### **Published Academic Works (Books/Proceedings)**

1. **S Croom.** (3<sup>rd</sup> edition) (2017). A Green Chain: Inspiring the Future of Supply Chain Toward Sustainability Supply Chain Academy. IBooks

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2. **S Croom.** (3<sup>rd</sup> edition)(2017). Innovation across Supply Chains: The development of Dyadic Capabilities with Suppliers. Supply Chain Academy. IBooks
3. **S Croom.** (2<sup>nd</sup> edition) (2016). A Green Chain: Inspiring the Future of Supply Chain Toward Sustainability Supply Chain Academy. IBooks
4. **S Croom.** (2<sup>nd</sup> edition) (2016). Innovation across Supply Chains: The development of Dyadic Capabilities with Suppliers. Supply Chain Academy. IBooks
5. **S Croom.** (ed) (2015). A Green Chain: Inspiring the Future of Supply Chain Toward Sustainability Supply Chain Academy. ISBN 0977967336
6. **S Croom.** (2015). Innovation across Supply Chains: The development of Dyadic Capabilities with Suppliers. Supply Chain Academy. ISBN 0977967344
7. **S. Croom.** (Editor) 2006. Proceedings Fourth Worldwide Research Symposium in Purchasing & Supply Chain Management. University of San Diego. ISBN 0-9779673-X
8. K Wilson, T Millman, D Weilbaker, & **S. Croom.** 2001. Harnessing Global Potential: Insights into Managing Customers Worldwide. USA: Strategic Account Management Association. ISBN 0 9657422 8 8. (200 pages) – *co-authored – 25%*
9. **S. Croom.** 2001. Supply Chain Management in the E-Business Era. Coventry: University of Warwick ISBN 0 902610 73 2 (55 pages) – *monograph*

**Published Academic Works (Refereed Conference Proceedings):**

1. Brooks, N., Fritzon, K., **Croom, S.** (2016). "The emergence of noncriminal psychopathy". Melbourne, Victoria: Australian Psychological Society.
2. Boudrias, M., Cantzler, J., **Croom, S.**, Huston, C., Woods, M. (2016). "Integrating Climate Change Science and Sustainability in Environmental Science, Sociology, Philosophy and Business Courses". San Francisco: American Geophysical Union.
3. E Baglieri **S Croom.** (2015) "Can service industrialization deliver customer experience? Evidence from online higher education services" Naples Service Forum.
4. K Fritzon, **S Croom,** N Brooks, C Bailey. 2014. Problem personalities in the workplace: an investigation into the prevalence and nature of psychopathic personality characteristics among supply chain professionals. European Association of Psychology and Law, St Petersburg Russia, 24-27 June, 2014.
5. K Wilson & **S Croom.** 2012. "The Political-Entrepreneur: Fact or Fantasy?" The IMP Group 2012 Conference, Rome, Italy (Accepted January 2012)
6. **S Croom,** D Marshall, J Ramsay K Fritzon. 2012. "The Impact of Psychopathic Personality Disorder in Supply Professionals" Presentation to The IMP Group 2012 Conference, Rome, Italy. September 2012
7. **S Croom,** D Marshall, J Ramsay K Fritzon. 2012. "Understanding Personality in Inter Organizational Relationships - Do we need to rethink assumptions about buyer-supplier behavior?." Proceedings of the British Academy of Management Annual Conference, Cardiff, Wales. September 2012
8. **S Croom,** D Marshall, J Ramsay 2012. "The Impact of Personality Disorder in Supply Professionals - Do we need to rethink assumptions about buyer behavior" accepted for

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- the 22nd Annual North American Research Symposium on Purchasing and Supply Chain Management (NARS), March 15-16, 2012
9. B Betts & S Croom. 2011. "Improving participation in social learning: a case study" DevLearn 2011 Conference, Las Vegas – **Award Best Academic Course** prize.
  10. N Vidal, **S Croom**. 2011. "Dimensions of Sustainability in Supply Chain Management Research: A Systematic Review". NARS Conference Tempe, 2011
  11. **S. Croom**, 2010. "Making progress with sustainability across the Supply Chain: Year two of an annual study into Southern Californian Sustainable Supply Chain Management". Decision Sciences Institute, San Diego, November 2010.
  12. **S. Croom**, D Lu & A. Betts. 2009. "Understanding what 'world class' looks like: a conceptual discussion" EurOMA 2009 conference, Goteberg, Sweden
  13. **S. Croom**, S Barani, D Belanger, T Lyons, J Murakami "Sustainable Supply Chain Management – An exploration of current practice" EurOMA 2009 conference, Gotenberg, Sweden
  14. **S. Croom**, S Barani, D Belanger, T Lyons, J Murakami "Sustainable Supply Chain Management – An exploration of current practice 2" POMS 2009 conference, Orlando FL
  15. D. Lu., **S Croom** & A. Betts. "Re-investigating Operational Performance Measure through World Class Diamond Model" EurOMA 2009 conference, Gotenberg, Sweden
  16. C Karlsson, **S Croom**, C Voss, C Forza J Fransoo. "Researching Operations Management Senior Academic Panel Presentation" POMS Conference Florida May 2009
  1. C Karlsson, **S Croom**, C Voss, P Coughlan, C Forza, P Ahlstrom, J Fransoo. "Researching Operations Management Senior Academic Panel Presentation" EurOMA Conference Gotenberg June 2009
  2. L Birou, H Lutz, **S. Croom**. "Global Benchmarking Study SCM Syllabi: Topics, Reading Assignments, Assignments and Course Requirements" DSI Conference Baltimore, November 2008
  3. **S. Croom** & D Marshall "Destructive Decision Making" International Labour Process Conference, 2008.
  4. L Birou, **S. Croom**, H Lutz "Benchmarking Study SCM Syllabi: Topics, Reading Assignments, Assignments and Course Requirements" POMS Conference 2008
  5. **S. Croom** & R Porter Lynch. 2007. "The innovative power of value networks". Proceedings of the 16<sup>th</sup> Annual IPSERA Conference, April 2007, Bath, UK.
  6. P Lupica & **S. Croom**. 2007. 'The true supply chain disconnect'. Proceedings of the 16<sup>th</sup> Annual IPSERA Conference, April 2007, Bath, UK.
  7. **S. Croom**. 2006. "Creating and Managing Value in Supply Networks" Proceedings of the Fourth Worldwide Research Symposium in Purchasing & Supply Chain Management, San Diego, April 6-8
  8. D.N. Burt, **S. Croom**, S. Valdez. R Steffel. 2006 "Career Planning and Professional Development - The Achilles Heel of World Class Supply Chain Management". Conference 2006, San Diego, April 6-8,
  9. **S. Croom** & A. Betts. 2004. 'Situational Analysis: Evaluating and Benchmarking Strategic Capability using Stress Point Analysis'. The Annual EurOMA Conference, INSEAD, Fontainbleu, France.

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10. **S. Croom** & R. Johnston. 2004. 'The Purchasing Function as a Service Provider: An investigation of the impact of electronic procurement on internal service quality'. Thirteenth Annual IPSERA Conference. "The Purchasing Function: walking a tightrope" 4 to 7 April 2004. Catania, Sicily, Italy
11. **S. Croom** & A Brandon-Jones. 2004. 'E-Procurement: Key issues in e-procurement implementation and operation in the public sector.' Thirteenth Annual IPSERA Conference. "The Purchasing Function: walking a tightrope" 4 to 7 April 2004. Catania, Sicily, Italy
12. **S. Croom** & R Johnston. 2003. 'Examining the contribution of internal customer service to improved e-procurement performance: A Case Study investigation'. *Proceedings of the 3<sup>rd</sup> International Conference on E-Business, Singapore, December.*
13. **S. Croom**, A. Betts & M. Shulver. 2003. 'The Relationship between Curriculum and Impact in Management Education for Financial Service Operations'. *Proceedings of the EurOMA/POMS Conference June 2003, Lake Como, Italy.*
14. **S. Croom**. 2003. 'Making the Transition to E-Procurement'. *Smart Conference 2003, Sydney, Australia.*
15. M. Giannakis & **S. Croom**. 2003. 'The Nature and Performance Measurement of Business Relationships in Service Organisations' Supply Triads: An Analytical Framework'. *Proceedings of the International IPSERA Conference, Budapest, April 2003*
16. **S. Croom** & R Johnston. 2002. 'Internal and B2B service: The potential for e-service'. *Proceedings of the 2<sup>nd</sup> International Conference on E-Business, Taiwan, December.*
17. Giannakis, M. & **S. Croom**. 2000. Towards the Development of a Supply Chain Management Paradigm: A Conceptual Framework. *Proceedings of the IPSERA Conference, London Ontario.*
18. **S. Croom** & R Venuprasad. 2001. "The impact of E-Business on Supply Chain Management". POMS Conference, Orlando, Fl, USA 6 pages (70%)
19. **S. Croom**. "Findings from the Sales Research Trust International Global Account Management Study". Key Note Speech at the 3<sup>rd</sup> Annual Symposium on Selling and Major Account Management. Southampton, UK. 14-16 July.
20. **S. Croom**, J Batchelor & H Bates. 1999. "The Importance of Knowledge in Design Networks". Proceedings of the Annual Conference of the European Operations Management Association, Venice. (6 Pages – 35%)
21. **S. Croom**. 1999. "Restructuring Supply Chains Through Information Channel Innovation" Proceedings of the Annual Conference of the European Operations Management Association, Venice. (6 pages)
22. **S. Croom**. 1999. "The strategic contribution of e-commerce to MRO procurement" Proceedings of the Eighth Annual Conference of the International Purchasing & Supply Education & Research Association, Belfast & Dublin. (10 pages)
23. J Batchelor, H Bates & **S. Croom**. 1998. "Architectural innovation and the retention of architectural knowledge within design and development chains" Proceedings of the 6th International Product Development Management Conference, Cambridge, 5-6 July. (8 pages – 30%)
24. **S. Croom** & J. Batchelor . 1998. "Developing Customer Responsive Supply Chains and the Issues to be addressed in the New Product Introduction Process". Proceedings of the 4<sup>th</sup> International Symposium on Logistics, Florence, Italy. 12-14 July. (8 pages – 50%)



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25. **S. Croom** & A. Watt. 1998. "Managing Improvement Across a Small Firm Supply Chain (SFSC)" Proceedings of the Eighth Annual Conference of the International Purchasing & Supply Education & Research Association, Belfast & Dublin. (6 pages – 90%)
26. **S. Croom**, P Romano & M Giannakis. 1998. "Supply Chain Management: A Literature Review and Taxonomy", Proceedings of the Eighth Annual Conference of the International Purchasing & Supply Education & Research Association, Belfast & Dublin. (12 pages – 50%)
27. **S. Croom** & J. Batchelor. 1998. "Developing Customer Driven Supply Chains" Proceedings of the 3rd International Conference for Managing Innovative Manufacturing (MIM '98). University of Nottingham, 6-8 July (10 pages – 60%)
28. **S. Croom** & A. Watt. 1998. "Managing Operations Improvements in the context of SME Supply Chains" Proceedings of the Annual Conference of the European Operations Management Association, Dublin. (6 pages – 90%)
29. **S. Croom** & N. Slack. 1998. "Developing Supply Chain Performance: Strategies for Operations Improvement in the UK Textiles Industry". Proceedings of the Annual Conference of the European Operations Management Association, Dublin. (6 pages – 50%)
30. **S. Croom** & H. Bates. 1997. "Understanding Relational Elements in Collaborative Design - Interaction versus Transaction". Proceedings of the Seventh Annual Conference of the International Purchasing & Supply Education & Research Association, London. (6 pages – 75%)
31. **S. Croom** & S. Armstrong. 1997. "Collaborative New Product Development as a Service Process", Proceedings of the EurOMA Conference, Barcelona. (8 pages – 80%)
32. **S. Croom**. 1997. "The Strategic Role of Purchasing: A Dyadic Capabilities Framework". Proceedings of the Sixth Annual Conference of the International Purchasing & Supply Education & Research Association, Naples. (8 pages)
33. **S. Croom** & J Batchelor. 1996. "The Development of Strategic Operations Capabilities - An Interaction View". Proceedings of the Annual Conference of the European Operations Management Association, London. (8 pages – 65%)
34. **S. Croom**. 1996. "Competitive Advantage through Effective Purchasing: The Strategic Management of Supplier Interaction. Proceedings of the First Worldwide Symposium on Purchasing and Supply Chain Management, Tempe, Arizona USA. Pp. 239-250
35. **S. Croom** & M. Saunders. 1995. "Supply Chain Competitive Criteria: A Conceptual View of the Interaction, Interdependence and Integration of Supply Chains". in Proceedings of the fourth IPSERA conference, Service Sector and Manufacturing Procurement (ed. R Lamming) (11 pages) (50%)

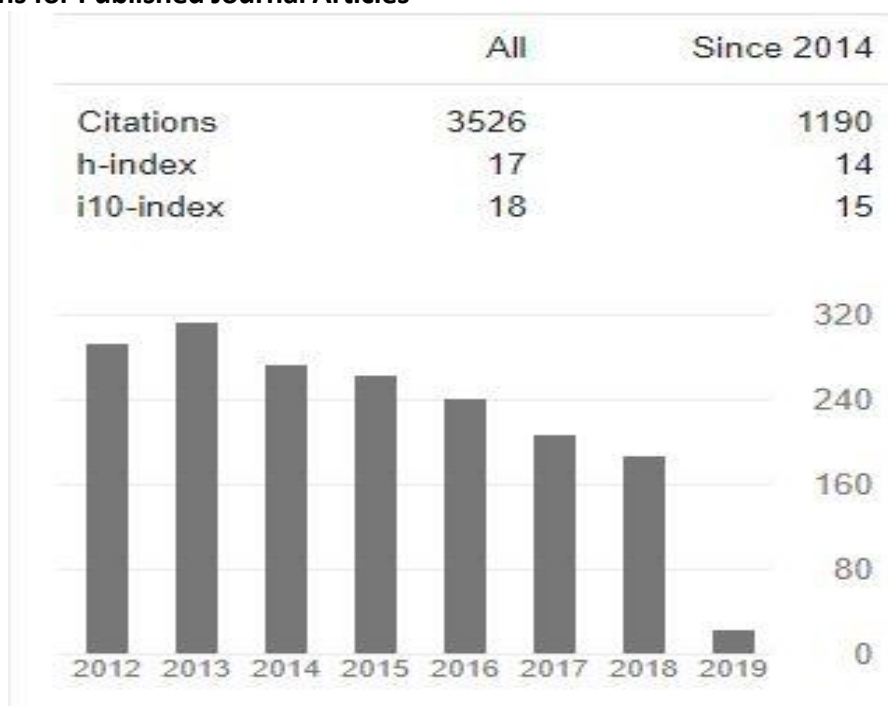
#### **Other Published Work (Commissioned Reports):**

1. **S.Croom** & A Brandon-Jones. 2002. 'Procurement Developments in Civil Government: Lessons Learnt Study from Experiences of Electronic Procurement and General Procurement Process Improvement'. Report for the UK Office of Government Commerce, August 2002. (42 pages)
2. **S. Croom**. 1998. "Optimizing the Purchasing Process for MRO Items". Commissioned by Infobank International. October 1998 (36 pages)

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3. **S. Croom.** Lead Editor and Expert Advisor for the publication “E-Commerce in Commonwealth Countries: *‘Making I.T. Happen’*” A Joint Project of the Commonwealth Secretariat and Commonwealth Business Council E Commerce Working Party submitted to CHOGM, Australia, 2001 (65 pages – 20 %)
4. **S. Croom, P. Romano & M. Giannakis.** 2000. “Supply Chain Management – an Analysis and Interpretation of the Literature” National Audit Office Report on Civil Procurement in Central Government (16 pages)
5. **S. Croom.** 2001. "Optimizing the Purchasing Process for MRO Items" in European Purchasing and Logistics Strategies. World Markets Series Business Briefing in partnership with the International Federation of Purchasing and Materials Management. (8 pages)

### Citations for Published Journal Articles



Source: Google Scholar

### Support from Research Grants & Contracts

Source of Funds	Title	Duration	Start Date	Value	Holders
SCMI	Institute Operations and Development Fund	Ongoing	2005	\$2.5M	<b>SCMI</b>
USD	iPad In teaching project	15 weeks	Jan 24 2012	\$80,000	<b>S Croom (and 4 others)</b>
CIPS	CIPS Research Fellow	2 years	1 Dec 2007	\$32,000	<b>S Croom</b>
Various Industry	World Class Operation Program	Ongoing	2003	£300,000+	<b>S Croom A Betts</b>
Warwick Business School	RBS Research Award	Open	Sept 2006	\$39000	<b>S Croom</b>

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USD – ASPF Fund	Doctoral workshop and stipends	3 days	April 2006	\$5250	<b>S Croom</b>
USD – ASPF Fund	Stipends for postgraduates	6 weeks	April 2006	\$3000	<b>S Croom</b>
Royal Bank of Scotland	Operations and Logistics Analysis	1 Year	May 2005	£200,000 (\$360,000)	<b>S.Croom (WBS) and C. Tennant (WMG)</b>
Improvement and Development Agency UK (IDeA)	Impact of e-procurement on user service experience: support for doctoral researcher A Brandon-Jones.	3 years	October 2002	N/A (access and in kind)	
National Institute for Manufacturing Management, Australia	Smartlink Visiting Fellowship	1 Month	2 March 2003	Aus \$15,000	<b>S.Croom (Principal)</b>
Industrial Sponsor	WEB Research Consortium: <i>“An investigation into the contribution of electronic procurement solutions to the development of Strategic Procurement in public and private sector organisations in the UK and Europe.”</i>	24 Months	Oct 2001	Consortia £32,000	<b>(S.Croom Principal Investigator)</b>
Center for Advanced Purchasing Studies (USA)	Case research	9 months	May 2001	\$1500	<b>(S.Croom Principal Investigator) + M Giannakis</b>
Jaguar Cars plc	<i>‘The Application of Modular Design to Jaguar Cars’</i>	12 Months	July 2000	£54,000	<b>(S.Croom Principal Investigator)</b>
Jaguar Cars plc	<i>‘Collaborative Development in the UK Auto Industry’</i>	24 Months	July 1999	Nil	
Rover Cars Group	<i>‘Developing Customer-Driven Supply Chains’</i>	24 Months	July 1997	£98,000	<b>(S.Croom Principal Investigator)</b>
EU	<i>‘The South Yorkshire Supply Network’</i>	24 Months	1994	£220,000	S. Johnston & P. Goodall
DTI	<i>‘The Sheffield Supply Chain Initiative’</i>	24 Months	1992	£80000	<b>(S.Croom Principal Investigator) + S. Johnston &amp; P. Goodall</b>

Previous Non-Academic Employment:

- 1980-1989:** **Self-Employed.** Owner of several retail businesses.
- 1980-1988:** **Part-time lecturer** in Materials Management at Coventry Polytechnic.
- 1978-1980:** **Purchasing Manager**, Eaves and Washbourne Ltd., Engineers, Coventry.
- 1974-1978:** **Student Apprentice** in Purchasing at Jaguar, Rover, Triumph Cars.

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Membership of learned and professional societies:

- 2017:** Graduate Member American Psychological Association
- 2017:** Graduate Member British Psychological Association
- 2010:** Certified Professional in Supply Management (**CPSM**)
- 2000:** Elected to **Fellowship** of the Royal Society for the encouragement of the Arts, Manufacturing and Commerce, UK.
- 1992:** Elected to **Fellowship** of the Chartered Institute of Purchasing & Supply, UK

### ***Teaching***

Average teaching load: 7 classes (21 Units) per semester

#### Graduate Programs (2011-18)

MSCM 559 – Integrative Project

MSCM 599 – Advanced Integrative Project

MSCM 572 – World Class Supplier Development

MSCM 578 – Value Network Management

MSGM 531 – Marketing for Global Business

GBSA 506 – Operations and Global Supply Chain Management

GBSA 561 – Supply Management

GBSA 563 – Sustainable Global Supply Chain Management

#### Undergraduate Programs (2011-14)

DCSI 303 – Operations Management

BSCM 300 – Global Purchasing & Supply Management

#### International Programs

Japan – MSCM 585 Sustainable Global Supply Chain Management

China – MSCM 585 Sustainable Global Supply Chain Management

Hong Kong – MSCM 599 Global Supply Chain Strategy

Milan – MBA Supply Chain Management (multiple courses)

#### Executive Programs

University of the Andes, Bogota, Colombia, Summer Institute: ‘Sustainable Supply Chain Management’ July 2014 & 2015.

NovoNordisk World Procurement Forum, Denmark, 2014. (Keynote)

Royal Bank of Scotland Operations Improvement (1 week module x 12 sections p.a.)

SDG&E Operations Excellence Program (annual)

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Mars Masterfoods Supply Chain Excellence program (1 day program x 5 sections pa)

LloydsTSB Service Excellence Program (3 day module x 4 sections pa)

University of St Gallen Strategic Management Certificate (Supply chain module 1 day pa)

SoCal Edison CPM (purchasing) certificate

NSK Bearings Global Account Management program (3 days)

## Research Supervision

### Postgraduate Research

#### PhD and Postgraduate Research Supervision – University of Warwick, UK

Individual	Start Date	Qualification	Completed/Anticipated Completion Date	Individual/Joint Supervisor
A	Oct 1998	Mihalis Giannakis, PhD (part time)	Completed and Awarded PhD May 2005	First Supervisor
B	Oct 2000	William Harman, MA by Research	Completed and Awarded MA Jan 2005	Individual
C	Oct 2002	Alistair Brandon-Jones PhD (full time)	Completed and Awarded PhD Sept 2006	First Supervisor

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**Examination of PhD**

University of Pavia, Italy

**External Examiner** for PhD Thesis Enzo Baglieri “Design of Experience” June 2018

UMIST, UK

**External Examiner** for PhD Thesis, University of Manchester: Neil Stuart Towers: ‘Production Activity Control Systems Within Small and Medium Sized Enterprises Supporting Supply Chain Requirements.’ (supervisor Dr B. Burnes). Viva Date: November 2003. PhD Passed July 2004.

Warwick, UK

**Internal Examiner** for PhD Thesis, University of Warwick: Nor Rasidah Abdul Aziz. ‘Climate Change Mitigation, the Malaysian Automotive Sector and Local Economic Development: Public-Private Institutional Arrangement and Collective Learning.’ (supervisor Dr M. Geddes). Viva Date: May 2004. Passed August 2005.

University of Tasmania, Australia

**External Examiner** for PhD Thesis, University of Tasmania: Tristan Richards: ‘The role of information systems and technology: an integrative approach to managing the Tasmanian Rock Lobster industry.’ Passed September 2005

University of Birmingham, UK

**External Examiner** for PhD Thesis, University of Birmingham: A S Davies, ‘The relationship between strategic sourcing and sustainable competitive advantage’. January 2006. Recommended for award of MPhil March 2007.

Victoria University, Australia.

**External Examiner** for PhD Thesis, Victoria University, Australia: Anuphak Saosaovaphak: ‘Electronic Distribution Augmented by All Types of Collaboration: A study between a Distributor and Dealers in the Motorcycle Industry in Thailand’. May 2008. Recommended for award subject to Modification.

## National & International Recognition

- Former Chair of the **Institute for Supply Management’s** Education Resources Committee
- **Associate Editor**, International Journal of Value Chain Management
- Appointed as a **Chartered Institute of Purchasing & Supply (CIPS) Research Fellow** December 1 2007-2011 *for recognition as a leading international scholar in supply chain management. One of only five such fellowships in existence.*
- **Editorial Advisory Board**, International Journal of Operations & Production Management
- **Editorial Advisory Board**, Journal of Purchasing and Supply Management
- Chair of the 4<sup>th</sup> Worldwide Symposium in Purchasing & Supply Chain Management, April 6-8 2006, University of San Diego.

Overseas

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- Advisor to the UK's Office of Government Commerce (OGC) Cross Departmental E-Procurement Advisory Board 1998-2004.
- Member, OGC E-Commerce User Group 2002-2004.
- Vice President - Finances European Operations Management Association. 1994-2003
- SMART Fellow, University of South Australia, March 2003.
- Lead Editor and Expert Advisor for the publication "E-Commerce in Commonwealth Countries: *'Making I.T. Happen'*" A Joint Project of the Commonwealth Secretariat and Commonwealth Business Council E Commerce Working Party submitted to CHOGM, Australia, 2001

## Administration and Other Service

University of San Diego

- **Executive Director**, Supply Chain Management Institute 2005-2011
  - Grew SCMI revenues from \$40,000 to \$150,000
  - Expanded annual SCMI conference to a profitable and highly attended and referenced event
  - Developed Supply Chain Alumni network
  - Expanded advisory board from 8 to 23 senior executives
- **Program Director**, MS in Supply Chain Management, 2005-2010
  - Increased student recruitment from 18 to 40 pa
  - Gained recognition of MSSCM as the first ISM approved Masters program
  - Secured accreditation by CIPS – the only US program to achieve this.
- **Chair**, Graduate Studies Committee 2009 – 2014
- **Co-chair**, USD President's task force on operational effectiveness 2017-2018

University of Warwick Responsibilities:

- **Academic Director** Warwick DLMBA (Distance Learning MBA) 2004 – 2005
  - Responsible for academic leadership of the 2000+ student DLMBA including expansion of online development of course content
  - Administrative responsibility for program delivery
- **Faculty Representative**, University Working Party on APEL (accreditation of prior experience and learning)
- **Admissions Tutor**, B.Sc. Management Science 1998-2002
  - Overall responsibility for academic admissions to undergraduate program
  - Responsible for administrative improvements in admissions processes
- **Schools & Colleges Liaison Officer**, Warwick Business School 1998-2002

Membership of committees:

- **Member**, University Admissions Committee 1999-2003
- **Member**, Academic Policy Committee (APC), Warwick Business School 1998-2003
  - APC is the primary body for overall academic quality of WBS programs, (undergraduate, graduate and doctoral) and is the central element in the governance of the School's quality systems.
- **Member**, Investment in Technology working group, Warwick Business School. 2000-2005

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- A working group established to develop and implement innovative teaching & learning technologies.
- Established the learning technology group
- Initiated the School's strategy to become a 'multi media' provider of education

Participation in other University Initiatives:

- **Member**, Procurement Steering Group, University of Warwick. 2001-2004
  - Proposed and led the campus-wide procurement strategy
- **Chair E-Procurement Sub-Group**, University of Warwick. 2000-1

Additional Activities:

- **University academic representative** at British Council Education Fair, India February 2002