

**VITA**  
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**JAMES HENDERSON FOGGIN**

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**Educational Background**

- D.B.A.** Indiana University, Bloomington, Indiana  
August 1971 - June 1977  
Major--Transportation; Minor--International Business  
Work in depth--quantitative business analysis  
Dissertation: *The Port Through-put Model: A Technique for Forecasting Traffic in a National Port System*
- M.S.** University of Tennessee, Knoxville, Tennessee  
September 1969 - August 1971  
Major--Transportation; Minor--Industrial Management  
Thesis: *An Analysis to Determine the Impact of the 1967 Suez Canal Closure on the Transportation of Middle East Petroleum of Western Europe*
- B.S.** University of Tennessee, Knoxville, Tennessee  
September 1965 - December 1967 (with prior enrollment interrupted by military service)  
Major--Transportation

**Experience**

- Sept. 1975 - present, University of Tennessee,  
Assistant Professor (1975-1981)  
Associate Professor (1981-present)
- Jan. 1968 - August 1969, Assistant Traffic Manager, The Riegel Paper Corporation,  
Chamblee, Georgia

**Business and Consulting Experience**

- |                                               |                          |
|-----------------------------------------------|--------------------------|
| Burger King Corporation                       | Frito Lay Company        |
| South Carolina State Ports Authority          | Proctor & Gamble Company |
| Southern Motor Carrier Rate Conference        | Adolph Coors Company     |
| Burlington Industries Transportation Division | Eastman Chemical Company |
| Burlington Industries Carpet Divisions        | Federal Express          |
| YMCA of Knoxville                             | Internal Revenue Service |
| USCO Logistics                                | Brunswick Boat Group     |

## **Professional Association Membership**

Council of Supply Chain Management Professionals (formerly Council of Logistics Management)  
American Society of Transportation and Logistics

## **Professional Service**

Editorial Board, Transportation Journal, January, 1999 - present  
Reviewer, Annual Logistics Educators Conference sponsored by the Ohio State University, 1987 - present  
Reviewer and Selector, Council of Logistics Management's Doctoral Dissertation Awards, 1986-1988  
Ad hoc Reviews:  
*The Logistics and Transportation Review*, 1991  
*International Journal of Physical Distribution and Logistics Management* (Special issue), 1991  
*Journal of Business Logistics*, 2002, 2006, 2007  
Council of Logistics Management, organizing member of the East Tennessee Roundtable, 1997; Vice President, 1997-1999; Membership Chair, 1999-present

## **Institutional Service**

University Service:  
Graduate Council – September 2005 - present  
Faculty Senate - September 1990 - 1993  
Undergraduate Council, 1982 - 1984

College Level Service:  
MBA Task Force May 1990 - December 1990  
MBA Core Revision Committee, May 2000 - 2001  
MBA Core Faculty Group, December 1990 - 2001  
Graduate Policies Committee, 1994 – 2001

Department Service:  
Logistics and Transportation Ph.D. Program Coordinator, 1995 - 2002  
Acting Department Head, Summer 1996  
Strategic Planning Committee, 2001 - 2002

## **Dissertation Committee Service**

Kent Gourdin	Committee member: Ph.D. awarded 1984 - L&T
Kathleen M. Allen	Committee member: Ph.D. awarded 1988 - L&T
Gray Ligon	Committee member: Ph.D. awarded 1990 - L&T
Mary Holcomb	Committee member: Ph.D. awarded 1992 - L&T
Deborah Rosen	Committee member: Ph.D. awarded 1992 - Marketing
Dong Woo Ha	Committee member: Ph.D. awarded 1994 - L&T

## **Dissertation Committee Service (Continued)**

Agatino La Rosa	Committee member: Ph.D. awarded 2000 - Geography
Kenneth Preisler	Committee member: Ph.D. awarded 2000 - L&T
William DeWitt	Committee member: Ph.D. awarded 2000 - L&T
Soon Hong Min	Committee member: Ph.D. awarded 2001 - M,L&T
Nancy W. Nix	Committee member: Ph.D. awarded 2001 - L&T
Zach Zacharia	Committee member: Ph.D. awarded 2001 - L&T
DeWayne Searcy	Committee member: Ph.D. awarded 2002 - L&T & Acct.
Susan Golic	Committee member: Ph.D. awarded 2003 - Logistics

## **Executive Education Activities**

### MDC/EEC Programs:

Developer and Program Coordinator; Logistics Executive Development Program, 1980 –1990  
Logistics Executive Development Program, teacher in the program 1980-present  
Co-developer and Co-coordinator, Global Logistics Program, 1987 – 1992  
Developer and Coordinator for the Logistics Institute, 1990 - 1993  
The Service Institute, 1994  
Understanding Customer Value, 1996 - 1997  
Supply Chain Management Certification Program, 2001 - present

### Custom Designed Programs:

The Lowes Companies, 1995  
Proctor and Gamble Company Customer Value Program, 1996 –1997  
Caliber Logistics, 1996 – 1997  
Milliken and Company, 1999  
USCO Logistics, 2000  
Norfolk-Southern Program, 2001 - present

### International Teaching:

The Technical University in Timosoara, Romania, March and July, 1998.  
Taiwan Executive MBA Program, May, 1999 - 2002  
Singapore Supply Chain Management Program, 2002

## **Military Service**

January 1960 – February 2000, U.S. Naval Reserve

Enlisted in high school, served active duty aboard a destroyer, 1961-1963

Commissioned, January 1970

Retired as a Captain in the Naval Reserve.

April 1997 - October 1997

On leave of absence from the University

Voluntarily recalled to active duty

Served as Deputy Directory of Intelligence with the Joint Task Force – South West Asia, in Riyadh, Saudi Arabia, a multinational force with responsibility for containing Iraq and ensuring that Iraq complied with United Nations sanctions

## Awards

Alma and Hal Reagan Scholar, 1991 - 1993.

## Publications

James H. Foggin, Paola Signori, and Carol L. Monroe, "Diagnosing the Supply Chain," a chapter in John T. Mentzer, Matthew B. Myers, and Theodore P. Stank, *Handbook of Global Supply Chain Management*, Sage Publications, 2007.

James H. Foggin and Ayman Omar, "Stockouts and Their Effect: A Review and Recommendations," *Proceedings of the Logistics Educators' Conference*, October 2005.

James H. Foggin, John T. Mentzer and Carol L. Monroe, "A Supply Chain Diagnostic Tool," *International Journal of Physical Distribution and Logistics Management*, 2004, Vol. 34 Issue 10, p827, 29p

Susan L. Golicic, James H. Foggin and John T. Mentzer. "Relationship Magnitude and its Role in Interorganizational Relationship Structure," *Journal of Business Logistics*, Vol. 24, No.1, 2003.

Mary Holcomb, James H. Foggin and Lloyd M. Rinehart, "Teaching Logistics Systems Dynamics: An Active Learning Exercise," *Proceedings of the Logistics Educators' Conference*, September 2002.

John T. Mentzer, Susan Golicic, James H. Foggin, "Supply Chain Collaboration: The Enablers, Impediments and Benefits," *Supply Chain Management Review*, Sep./Oct 2000.

"Closing the Gaps in Services Marketing: Designing to Satisfy Customer Expectations," Chapter 20 in *Competing Globally Through Customer Value*, M.J. Stahl and G. Bounds, eds., April, 1991

With James B. Phillips, "Before you go to Xanadu...: The Country Study as a Tool to Teach International Logistics Information Sources", *The 1989 Transportation and Logistics Educator's Conference*, April, 1989.

"The Importance of Continuous Improvement in Logistics Customer Service", *The Survey of Business*, May, 1989.

With Carol M. Foggin, "Bibliography on International Logistics Environments," a Special Supplement to the Council of Logistics Management's *Bibliography on Logistics and Physical Distribution Management*, March 1988.

With Gary N. Dicer, "Survey of Educational Needs in International Logistics," *Annual Conference Proceedings of the Council of Logistics Management*, 1986.

Book Review of *Transportation Accounting and Control: Guidelines for Distribution and Financial Managers, and Warehouse Accounting and Control: Guidelines for Distribution and Financial Managers*, reviewed in the *Logistics and Transportation Review*, Vol 22, No.1, 1986.

"Solving Logistics Problems with Interactive Graphics: Directions for Future Research," *Logistics: A Broadening Perspective*, Proceedings of the Sixteenth Annual Meeting of the Transportation and Logistics Educators Conference, October 1986.

"Location Analysis with Computer Graphic Enhancements: An Experiment to Test the Usefulness of Computer Graphics in Teaching Logistics System Design," *Distribution Research and Education: Today and Tomorrow*, Proceedings of the Fifteenth Annual Meeting of the Transportation and Logistics Educators Conference, 1985.

Book Review of Joseph L. Cavinato, *Purchasing and Materials Management*, reviewed in the *Transportation Journal*, Vol 25, No.1, Fall 1985.

With Gary N. Dicer, "Disappearing Hinterlands: The Impact of the Logistics Concept on Port Competition," *Proceedings of the Twenty-sixth Annual Meeting of the Transportation Research Forum*, Vol. 26, No.1, 1985.

"Improving Motor Carrier Productivity with Statistical Process Control Techniques," *Transportation Journal*, Fall 1984.

"Intelligence: The Precursor to Effective Strategy in a Changing Environment," *Logistics: Change and Synthesis*, Results and Proceedings of the Sixth Annual Logistics Resource Forum, November 1984.

"Decision Assisting Maps for Distribution Management," *Journal of Business Logistics*, Vol 3, #1, Spring 1982.

With C. John Langley, "College Curricula for Physical Distribution Management: An Analysis of Practitioners' Perceptions," *Logistics Education for the 1980's*, Proceedings for the 1982 Transportation and Logistics Educators Conference, October 1982.

With F. W. Davis et al., "Coordinating Transportation: The Logistics Solution," *Transportation Research Record*, #797, Transportation Research Board, 1982.

With C. J. Langley, "Selected Aspects of Economic Development as Related to Distribution," *Survey of Business*, Vol 15, No 3, Spring 1980.



Book review of John J. Coyle and Edwin J. Bardi, *The Management of Business Logistics*, reviewed in the *Transportation Journal*, Vol 20, No. 1, Fall 1980.

With Daniel W. DeHayes, "An Alternative Approach of Modeling Freight Terminal Operations: A Report on Transportation/ Logistics Research in Progress," *The Proceedings of the Fourth Annual Transportation and Logistics Educators Conference*, National Council of Physical Distribution Management, October 1974.

"Aspects of Railroad Right-of-Way Nationalization," *Proceedings--Fourteenth Annual Meeting: The Transportation Research Forum*, 1973.

### **Speeches And Presentations**

"Teaching Logistics Systems Dynamics: An Active Learning Exercise," The Logistics Educators' Conference, San Francisco, September 29, 2002.

"LOGEX: A Business Logistics Simulation," Decision Sciences Institute, San Francisco, CA, 2001.

Rick D. Blasgen, James H. Foggin, and Mark E. Richards, "When Bad Things Happen to Good People," WERC Conference, New Orleans, LA, 2001

John T. Mentzer, James H. Foggin, Susan Golicic, Tricia Bratton, Francis J. Quinn, "Supply Chain Collaboration: The Enablers, Impediments and Benefits," Annual Conference, Council of Logistics Management, New Orleans, LA, 26 October 2000

James H. Foggin, Susan Golicic, "Supply Chain Collaboration: The Enablers, Impediments and Benefits," Supply Chain Management Forum, Knoxville, TN, 27 Oct 2000.

James H. Foggin, Susan Golicic, "Supply Chain Collaboration: The Enablers, Impediments and Benefits," Middle Tennessee Roundtable, Council of Logistics Management, Nashville, TN, 12 Dec 2000.

"Understanding Customer Value," The Council of Logistics Annual Meeting, October, 1994, Cincinnati, OH

"Changing the MBA Curriculum," The Graduate Management Admission Council, Vancouver, BC, June, 1991.

"Closing the Gaps in Service Quality", The Council of Logistics Management Roundtable Meeting, Minneapolis, MN, March 21, 1991

"Designing to Satisfy Customer Service Expectations," Council of Logistics Management Roundtable Meeting in Grand Rapids, MI, February 13, 1991

"Designing for Service Quality," 1990 Annual Council of Logistics Management Meeting, Anaheim, CA, October, 1990

"Cost and the Case for Continuous Improvement," Thirteenth Annual Conference of the Warehousing Education and Research Council, Chicago, IL, April, 1990

"The Cost of Quality and the Case for Continuous Improvement," Council of Logistics Management, Chicago Roundtable Meeting, March, 1990

"Changes in Logistics Education," Freight Traffic Workshop of the Military Traffic Management Command, Louisville, KY, July 17, 1989

### **Professional Interests**

- (1) Third Party Logistics Provider/Customer Issues
- (2) Customer Service Failure Costs
- (3) Customer relationship management in transportation and logistics.
- (4) Competitor analysis and business intelligence.
- (5) Logistics Network Design