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EDUCATION

- 1997-2003 **Darden Graduate School of Business** **Charlottesville, Virginia**
The University of Virginia
Ph.D. in Operations Management conferred May 2003. Completed program in six years while working part-time as a partner at Booz Allen Hamilton during first five years. Dissertation, "Operations Strategy & B2B eMarketplaces" completed while serving as an Instructor on the faculty of the Darden School.
- 1982-1984 **Darden Graduate School of Business** **Charlottesville, Virginia**
The University of Virginia
MBA with a focus in finance and quantitative methods. Recipient of Faculty Award for Academic Excellence.
- 1977-1980 **Georgia Institute of Technology** **Atlanta, Georgia**
B.S. in Industrial Management *Magna Cum Laude*. National Merit Scholar. Beta Gamma Sigma National Honor Society. Financial Executive's Scholarship Award.

EXPERIENCE

- 2002-Present **Darden Graduate School of Business** **Charlottesville, Virginia**
The University of Virginia
Assistant Professor
Teach operations in the first year program and Operations Strategy as a second year elective. Supporting second year elective class in Supply Chain Management, a new course in Operations Consulting plus serve as supervisor for student case writing projects. Active in Executive Education with open enrollment and select custom programs. Faculty advisor for the Consulting Club. Faculty lead and case writer for the General Management and Operations Club case competition sponsored by PepsiCo.
- 1995-2002 **Booz Allen Hamilton** **New York, New York and McLean, Virginia**
Vice President/Partner, Operations Management Practice
Served as an advisor to senior executives in a variety of industries by addressing a wide range of issues including overall business strategy, organization, supply chain management, sourcing and related topics of operations strategy.

- 1988-1995 **Booz Allen Hamilton** **Cleveland, Ohio and London, England**
Associate, Senior Associate and Principal, Operations Management Practice
Founded the firm's global network of sourcing practitioners and ultimately became an expert—recognized internally as well as externally—in strategic sourcing.
- 1984-1987 **Siecor Corporation** **Hickory, North Carolina**
Business Analyst, Production Supervisor and Quality Assurance Supervisor
Worked in a variety of functional roles at this Siemens and Corning fiber optics joint venture. Earned professional certification by APICS and ASQC.
- 1981-1982 **McLean Group** **McLean, Virginia**
Consultant
Worked as consultant in banking operations for a global bank based in New York City.
- 1980-1981 **Arthur Andersen** **Atlanta, Georgia**
Consultant
In Management Information Consulting Division supporting a Materials Requirement Planning (MRP) implementation for a major chemical company.

PEER-REVIEWED PUBLICATIONS AND WORKING PAPERS

Laseter, T., E. Rosenzweig, and A. Roth (In Development). *“Through the Service Operations Looking Glass: An Empirical Model of B2B eMarketplace Failures”*

Laseter, T., K. Boyer, J. Rungtusanatham and E. Rabinovich (In Development). *“Strategic Operations Challenges of Internet Retailing”*

Rungtusanatham, J., E. Rabinovich and T. Laseter (Under Review). *“Internet Retailer Margins and Physical Distribution Service: Customer Expectations, Customer Experiences, and Supplier Performance”*

Mollenkopf, D., E. Rabinovich, T. Laseter, and K. Boyer, (Under Review). *“Managing Internet Product Returns: A Focus on Effective Service Management”*

Cross, R., T. Laseter, A. Parker and G. Velasquez, (Revise and Resubmit). *“Assessing and Improving Communities of Practice with Social Network Analysis”*

Laseter, T., and E. Weiss (2006). *“Structural Supply Chain Collaboration.”* (Accepted for publication as a chapter in peer-reviewed book on supply chain management.)

Laseter, T., and S. Bodily. *“Strategic Indicators for B2B e-Marketplace Success”* Electronic Markets(14:4).

Laseter, T.M., and K. Ramdas (May 2002). *“Product Types and Supplier Roles in Product Development: An Exploratory Analysis.”* IEE Transactions on Engineering Management(49:2) 107-118.

BOOKS AND BOOK CHAPTERS

Kerber, R.L., and T.M. Laseter (Forthcoming). Corporate Product Creation: An Executive Guide

Fombrun, C.J., and M.D. Nevins (2003). The Advice Business: Essential Tools and Models for Management Consulting. Pearson Prentice Hall 2003. Chapter entitled “*Strategic Sourcing*”

Laseter, T. M. (1998). Balanced Sourcing: Cooperation and Competition in Supplier Relationships. San Francisco, Jossey-Bass Publishers.

Treat, J.E., et al. (1994). Creating the High Performance International Petroleum Company: Dinosaurs Can Fly. Tulsa, PennWell Publishing Company. Chapter 10, “*Optimizing the Value Chain: Materials and Maintenance Challenges*” with McKenna, M.

PUBLISHED PEDAGOGICAL MATERIALS

Heckel, K., A. Huang and T. Laseter (2006), "*Competitive Cost Analysis: Cost Driver Framework; Cost Modeling Techniques; Scale and Utilization*", Darden Business Publishing, OM-1254, OM-1255, and OM-1256

Laseter, T. (2006), "*PepsiCo: QTG Emerging Channel Investment*", Darden Business Publishing, OM-1210

Laseter, T. (2006). "*Whirlpool Corporation: Supplier Innovation*" Darden Business Publishing, OM-1192

Wu, Y., A. Huang and T. Laseter (2005), "*Dollar Tree Logistics*", Darden Business Publishing, OM-1180

Laseter, T., E. Rabinovich, and J. Rungtusanatham (2005), "*eBags: Managing Growth*", Darden Business Publishing, OM-1179

Eakes, D., T. Laseter, and G. Fairchild (2005), "*Sammy Snacks*", Darden Business Publishing, OM-1177

Hammer, J. and T. Laseter (2005), "*Tork Corporation: Competitive Cost Analysis*", Darden Business Publishing, OM-1171

Kelly, D. and T. Laseter (2004), "*Mega Oil Corporation*", Darden Business Publishing, OM-1169

Laseter, T. (2004), "*CFNA Credit Corporation: Call Center Outsourcing*", Darden Business Publishing, OM-1072

Ranjan, R and T. Laseter (2004). "*AES Global Sourcing Initiative (A) and (B)*", Darden Business Publishing, OM-1167 and OM-1168

Gu, V, Ashton, J and T. Laseter (2004). "*Musictoday LLC* ", Darden Business Publishing, OM-1114

Chatterjee, D. and T. Laseter (2004). "*Fresh Direct: Expansion Strategy*", Darden Business Publishing, OM-1115

Laseter, T. (2004). "*Cyntergy Electric, Inc.*" Darden Business Publishing, OM-1104

Laseter, T. (2003). "*Whirlpool Corporation Global Procurement*" Darden Business Publishing, OM-1071

Shaprio, R. and T. Laseter (2002). "*eShip-4U*" Harvard Business Publishing, HBS N9-603-076

Laseter, T. (1995). "*Leeks Automotive, Ltd.*" Darden Business Publishing, OM-0863

PRACTITIONER PUBLICATIONS

Laseter, T., E. Rabinovich and A. Huang (2006). "*The Hidden Cost of Clicks*" strategy+business(41).

Hild M. and T. Laseter (2005). "*Thought Leader Interview: Rheinhard Selten*" strategy+business(39).

Laseter, T., and E. Weiss (2005). "*The Right Mix for a Pricing Fix*" strategy+business(39).

Laseter, T., (2004). "*When Offshoring Isn't a Sure Thing*" strategy+business(36).

Laseter, T., and M. Hild (2004). "*The Power of Plausibility Theory*" strategy+business(35).

Laseter, T., M. Turner and R. Wilcox. (2003). "*The Big, the Bad and the Beautiful*" strategy+business(33): 20-24.

Laseter, T., and K. Oliver. (2003). "*When Will Supply Chain Management Grow Up?*" strategy+business(32): 20-25.

Laseter, T., K. Ramdas and D. Swerdlow. (2003). "*The Supply Side of Design and Development*" strategy+business(31): 20-25.

Laseter, T., B. Berg, and M. Turner. (2003). "*What FreshDirect Learned from Dell*" strategy+business(30): 20-25.

Laseter, T., and C. Capers. (2002). "*eMarketplace Survival Strategies*" strategy+business(29): 30-34.

Chung, A., T. Jackson, and T. Laseter. (2002). "*Why Outsourcing Is In*" strategy+business(28): 22-27.

Laseter, T., and H. Baker. (2002). "*The Four Phases of Continuous Sourcing*" strategy+business(27): 32-37.

Laseter, T., A. Kandybin, and P. Houston. (2002). "*Marketing and Operations: Can This Marriage Be Saved?*" strategy+business(26): 22-27.

Laseter, T., B. Long, and C. Capers. (2001). "*B2B Benchmark: The State of Electronic Exchanges*" strategy+business(25): 33-42.

Laseter, T., A. Chung, and D. Torres. (2001). "*Oasis in the Dot-Com Delivery Desert*" strategy+business(24): 28-33.

- Laseter, T., and D. Evans. (2001). "*Beating the B2B Odds*" strategy+business(23): 28-33.
- Laseter, T., et al. (2001). "*The Last Mile to Somewhere*" strategy+business(22): 29-34.
- Laseter, T., et al. (2000). "*The Last Mile to Nowhere: Flaws & Fallacies in Internet Home-Delivery Schemes*" strategy+business(20): 40-48.
- Laseter, T., P. Houston, and S. Byrne. (2000). "*Scale Curve Modeling*" Purchasing Today(11:2): 20
- Laseter, T. M., P. W. Houston, et al. (2000). "*Amazon Your Industry: Extracting Value From the Value Chain?*" Strategy & Business(18): 94-105.
- Laseter, T., and M. Quint. (1999). "*Utilization Curves*" Purchasing Today(10:12): 12
- Laseter, T., D. Evans, et al, (1999) "*Selecting Supply Chain Management Software*" Purchasing Today Technology Guide(October, 1999)
- Laseter, T. M. (1998). "*Balanced Sourcing The Honda Way*" Strategy & Business(13): 24-31.
- Ask, J. A. and T. M. Laseter. (1998). "*Cost Modeling: A Foundation Purchasing Skill*" Strategy & Business(10): 10-20.
- Laseter, T. M., C. V. Ramachandran, and T. M. Leary. (1997). "*Global Sourcing: Another Critical Purchasing Skill*" Strategy & Business(8): 11-16.
- Laseter, T. M., C. V. Ramachandran, and K. H. Voigt. (1997). "*Setting Supplier Cost Targets: Getting Beyond the Basics*" Strategy & Business(6): 18-24.
- Laseter, T. M., C. V. Ramachandran, and K. H. Voigt. (1996). "*Systems, Modules or Components: New Light on Purchasing*" Strategy & Business(4): 9-13.
- Laseter, T. M (1996). "*Balanced Purchasing*" Strategy & Business(2): 8-9.

CONFERENCE PRESENTATIONS

"*Internet Returns: Perceived Value and Customer Loyalty*" in the empirical methods track of the annual conference of the Production & Operations Management Society in Boston (April 2006)

"*Last Mile Research: Personal History*" at the annual meeting of the Last Mile Supply Chain Research Center in East Lansing, Michigan (June 2005)

"*B2B eMarketplace Failures*" (invited session) and "*Evolving Models of B2B eMarketplace Models*" at the annual conference of the Production & Operations Management Society in Chicago (April 2005)

"*Operations Strategy: Literature Review and Synthesis*" and "*Total Cost Modeling: A Key Skill for Supply Chain Management*" at the second world conference on Production & Operations Management in Cancun (May 2004)

"*B2B eMarketplace Performance Indicators*" in an invited session at the annual INFORMS Conference in Atlanta (October 2003)

“*Structural Supply Chain Collaboration via B2B eMarketplaces*” at Annual Conference of the Production & Operations Management Society in Savannah (April 2003)

“*B2B eMarketplace Failures: A Discriminant Analysis*” at INFORMS Conference in San Jose (November 2002)

“*Future Trends in Retail Logistics*” at Council of Logistics Management Conference in San Francisco (September 2002)

“*Alliances for Cost and Risk Reduction*”, Conference Board sponsored Strategic Alliances Conference in New York (April 2002)

“*B2B eMarketplaces: The Impact on Logistics*”, keynote address at Brazilian National Logistics Conference in Rio de Janeiro (August 2001)

Presenter and attendee at Darden hosted conference on Teaching Supply Chain Management organized by Ed Davis and Aleda Roth from the Kenneth Flagler School at UNC (June 2001)

“*The Last Mile Challenge: Flaws and Fallacies in Internet Home-Delivery Schemes*” at the 4th Annual Internet Home Delivery Conference in London (March 2001)

“*The Last Mile Challenge: Flaws and Fallacies in Internet Home-Delivery Schemes*” at Mastering eFulfillment Conference in Atlanta (September 2000)

“*Supply Chain Management in the Internet World*” at Gartner e-Business Symposium, April 2000

Coordinated and presented at a Darden Executive Conference with Ed Davis on “*Leveraging Supplier Innovation*” (March/April 2000)

Hosted and provided key note speech on European Conference Board Event on “*Balanced Sourcing*” in London, U.K. (November 1999)

“*Supplier Roles in Product Development*” with K. Ramdas at INFORMS Conference in Philadelphia (November 1999)

“*Balanced Sourcing*” as featured speaker at CEO Breakfast Series in Buenos Aires, Santiago, Lima, Bogota and Caracas (June-July 1999)

Coordinated a Darden-Booz Allen Executive Conference with Ed Davis and served as key note speaker on “*Balanced Sourcing*” in Charlottesville (May 1999)

“*Balanced Sourcing*” Executive Conference to introduce Japanese translation of the book in Tokyo (May 1999)

PERSONAL

Forty-six years old. Married with two children—a senior son at Georgia Tech and a freshman daughter at Hamilton College. Wife a graduate of the Culinary Institute of America and animal lover. Avid reader of classic fiction, science fiction, business histories, and general science. Active triathlete with several first place finishes in *Clydesdale Masters* category. Endurance cyclist and member of Randonuering USA.

REFERENCES: *Available upon request*