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# ACADEMIC PREPARATION

Ph.D. University of Pittsburgh, Business Administration, 1984

Dissertation: Tailoring Strategic Planning Systems Design to Corporate Strategy—The Effect of Situational Fit on System Performance, Advisor—Dr. John C.

Camillus

M.B.A. University of Pittsburgh, Strategic Planning and Policy, 1981 *with honors* M.U.R.P. University of the Philippines, Urban and Regional Planning, 1978 *with honors* 

B.S. University of the Philippines, Industrial Engineering, 1976

[Recipient of Distinguished Alumnus Award in Industrial Engineering, 2008]

#### PROFESSIONAL INTERESTS

• Strategic planning

Assessing performance excellence

- · Servant leadership and spirituality of work
- Managing cross-cultural differences

#### ACADEMIC EXPERIENCE

2009-present	Executive Vice President/Chief Academic Officer, Dominican University of California
2007-2009	Dean, School of Business & Leadership, Dominican University of California
2006-2007	Dean, John M. & Mary Jo Boler School of Business, John Carroll University, Ohio
2000-2006	Dean, College of Business Administration, California State University, Long Beach
1997-2000	Professor of International Business, Monterey Institute of International Studies
1993-1996	Division Head and Program Director, Nanyang Business School, Singapore
1992-1993	Dean, The Sid Craig School of Business, California State University, Fresno
1990-1992	Associate Dean, School of Business, California State University, Fresno
1983-2000	Professor of Management, CSU Fresno (on leave 1993-1996, 1997-2000)

### HIGHLIGHTS OF PROFESSIONAL ACHIEVEMENTS

#### Leadership in Higher Education

- Leadership of Dominican University of California's strategic institutional planning process and strategic plan deployment to administrative service areas; championed the development of responsibility center management to create an accountable and entrepreneurial academic organization
- Past Chair of the California State University Association of Business Deans; conceived and led the statewide development and testing of the California State University Business Assessment Test (CSU-BAT) as the CSU business schools' cost-effective alternative to the ETS Major Field Test in Business
- Leadership of CSU Long Beach's efforts to have its AACSB International accreditation reaffirmed; achieved significant progress in faculty recruitment, assessment, and intellectual contributions
- Establishment of the Ukleja Center for Ethical Leadership, the only named and endowed (\$4.5 million) center for applied ethics in the 23-campus California State University system
- Preparation of the case statement and active involvement in the university's efforts to secure the first school naming endowment (\$10 million) in the California State University (CSU) system. This major gift was one of the 20 largest single gifts to a business school in the United States and is the largest gift in the history of the CSU system

- Leadership of grant and contract activities, which led to the establishment of the Central California Small Business Development Center, the Fresno Real Estate and Land Use Institute, the Hubert Romanowski Polish Business Education Project, and the Long Beach Community Information Clubhouse
- Leadership of development of a new undergraduate program in Quality Management (NBS), new MBA specializations in International Business (NBS) and Health Care Management (CSULB), joint MBA/MFA in Theater Management (CSULB), self-supporting Accelerated MBA and Corporate MBA Programs (CSULB), and self-supporting WASC-accredited external degree programs in Malaysia and Singapore (CSULB)
- Creation of academic linkages with developing country institutions of higher education in Asia, Latin America, and Europe, with about 30 of these linkages developed since 2000
- Academic Advisory Council, College of Business Administration, University of Dubai, since 2004

# Promotion of Organizational Excellence

- Leadership of CSU Long Beach's effort in securing the 2001 California Prospector Award, the second level of the California Awards for Performance Excellence, thereby becoming the first California business school to achieve this recognition for quality improvement
- Establishment of Baldrige-based national quality and business excellence awards, preparation of national award examiners, and training of internal assessors (Indonesia, Mongolia, Pakistan, Philippines, Singapore, Sri Lanka, Thailand, and Viet Nam)
- Developer and sole provider of Baldrige Award Self-Assessment for Education seminars for the American Society for Quality, the administrator of the Baldrige Award
- Training programs and workshops on Baldrige-based self-assessments for companies in Indonesia, Malaysia, the Philippines, Singapore, and the United States
- Infusion of productivity and quality management concepts, including Baldrige self-assessments, in schools ranging from early childhood education to post-secondary education (Philippines, Singapore, Thailand, and the United States)

#### PROFESSIONAL SERVICE

(2000 - present)

# Assessment of Organizational Excellence

- Member, Board of Examiners, Malcolm Baldrige National Quality Award, since 1997. [The Baldrige Award is the country's highest award for performance excellence that the President of the United States presents annually to outstanding business, education, and health care organizations.]
- Course developer and chief resource person, Baldrige Award Self-Assessment Training for Education, American Society for Quality, 1998-2003
- Asian Productivity Organization Technical Expert on Quality Management in Higher Education, 1995-present, and Establishment of the National Quality Award, since 1996

### **Publications**

- The Quest for Global Competitiveness Through National Quality and Business Excellence Awards (Tokyo: Asian Productivity Organization, 2002). [ISBN 92-833-2332-7].
- Culture Shock! Success Secrets to Maximize Business in the Philippines. rev. ed. Portland, Ore.: Graphic Arts Center Publishing Company, 2000. (with Joaquin L. Gonzalez III). [ISBN 1-55868-540-5 & ISBN 1-55868-413-1]
- "Using an Innovative Approach to Shorten Coaching and Assessment Time When Applying the Baldrige Health Care Criteria for Performance Excellence in a Substance Abuse Treatment Set-

- ting." *Total Quality Management and Business Excellence* 14:10 (December 2003): 1121-1129. (with Philip S. Chong, Grace L. Reynolds, and Dennis G. Fisher).
- "Using an Innovative Approach to Shorten Coaching and Assessment Time When Applying the Baldrige Health Care Criteria for Performance Excellence in a Substance Abuse Treatment Setting." *Total Quality Management and Business Excellence* 14:8 (October 2003): 947-955. (with Philip S. Chong, Grace L. Reynolds, and Dennis G. Fisher).
- "National Quality and Business Excellence Awards: Mapping the Field and Prospects for Asia," in *The Quest for Global Competitiveness Through National Quality and Business Excellence Awards*, edited by Luís Ma. R. Calingo (Tokyo: Asian Productivity Organization, 2002), 3-18.
- "The US Malcolm Baldrige National Quality Award: Recent Developments, Processes, and Applicability to the Asian Setting," in *The Quest for Global Competitiveness Through National Quality and Business Excellence Awards*, edited by Luís Ma. R. Calingo (Tokyo: Asian Productivity Organization, 2002), 21-40.
- "Features of Excellent Organizations and the Organization of the Future," in *Learning Organizations*, edited by the Asian Productivity Organization (Tokyo: Asian Productivity Organization, 2001), 5-27.
- "Total Quality Management in the Philippines: The State of Practice," in *Comparative Studies in Quality Management Practices in Asia*, edited by Hesan A. Quazi and Chan Teng Heng (Singapore: Nanyang Business School and ASEAN-EC Management Centre, Brunei, 2000), 255-287.

#### Presentations

- "Education and Outreach for Building Sustainable Organizations and Communities," in *Proceedings of the 16th International Conference Education for Sustainable Development, International Vocational Education & Training Association and Colombo Plan Staff College, Manila, Philippines, 3-5 November 2010*, 265-274.
- "Collaborative Strategic Planning for Organizational Sustainability," 2010 Academic Resource Conference of the Western Association of Schools and Colleges, Long Beach, California, 21-23 April 2010. (with Mohamed Eisa, Maureen Keefe, and Françoise O. Lepage.)
- "Promoting Environmental Sustainability Through Business Education and Outreach," Society for the Advancement of Management International Business Conference, Las Vegas, Nevada, 22-24 March 2009. (with John H. Stayton.)
- "Education and Outreach for Building Sustainable Organizations," Fourth Annual QS Asia Pacific Leaders in Education (QS-APPLE) Conference, Seoul, Korea, 9-11 July 2008. (with John H. Stayton.)
- "Selecting the Appropriate Indicators for Quality Assurance," invited presentation at the Fourth Congress of the Asian Medical Education Association, Chulalongkorn University, Bangkok, Thailand, 23-26 October 2007.
- "Cross-Campus Collaboration on Entrepreneurship Programs: 'Chipping Away at the Wall'," 21st Annual Conference of the United States Association for Small Business and Entrepreneurship, Orlando, Florida, 12-14 January 2007. (with Mark Hauserman and John D. Soper.)
- "Ethics and Outsourcing," Fifth Annual International Smart-Sourcing Conference, Los Angeles, California, 21-23 September 2006. (with Deborah R. Gaut.)
- "Ethics and International Business Challenges," invited presentation at the Corporate Social Responsibility and Competitive Challenges panel, Second Bentley Global Business Ethics Symposium, Waltham, Massachusetts, 22-23 May 2006.
- "Baldrige National Quality Program," invited presentation at the Deans Conference, Association to Advance Collegiate Schools of Business (AACSB) International, San Diego, California, 8-9 February 2006.
- "An Innovative Approach to Implementing the Baldrige Healthcare Criteria in Drug Abuse Treatment Programs," AcademyHealth Annual Research Meeting, Nashville, Tennessee, 27-29 June 2003. (with Philip S. Chong, Grace L. Reynolds, and Dennis G. Fisher.)

- "The Quality Journey at the CSU Long Beach College of Business Administration," invited presentation at the California State University 5th Quality Improvement Symposium and Expo, Foster City, California, 7-8 November 2002.
- "Leveraging Knowledge for Competitive Advantage: Knowledge Management and Business Excellence Models," invited presentation at the 14th National Quality Forum, Philippine Society for Quality, Manila, Philippines, 14-15 October 2002.
- "The Baldrige Award Roadmap to Performance Excellence in Education," invited presentation at the American Society for Quality Western Regional Conference and California Council for Excellence Best Practices Conference, Fremont, California, 7-9 October 2002.
- "The U.S. Baldrige National Quality Program: Recent Developments, Prospects, and Applicability to the Asia-Pacific Setting," invited presentation at the Asian Productivity Organization Symposium on Quality and Business Excellence Awards, Nadi, Fiji, 18-20 September 2001.
- "The Asian Globalization Debate: Prosperity or Poverty?" invited presentation at the Domestic Factors in Asian Globalization panel, WCAAS 2000 Western Conference of the Association for Asian Studies, Long Beach California, 6-7 October 2000.

# Memberships

- American Society for Quality
- World Future Society
- Beta Gamma Sigma international honor society for business administration
- Phi Beta Delta honor society for international education
- Pi Gamma Mu international honor society for social science

# Community and Other Professional Activities

- Member, Group 3607, Vistage International, since 2009.
- Member-alternate, North Bay Leadership Council, Marin and Sonoma Counties, California, since 2009.
- Member, Marin County Workforce Investment Board, California, 2008-2009.
- Member, Editorial Board, Quality Management Journal, since 2007.
- Founding Director and Past Vice-Chair of the Governing Council, Ukleja Center of Ethical Leadership, Long Beach, California, since 2005.
- Member, Board of Directors, LeadershipTraQ, Cypress, California, since 2001.
- Member, Board of Directors, YMCA of Greater Long Beach, 2005-06.
- Member, Board of Directors, California Council for Excellence, 2002-06.
- Executive Advisory Board, Institute for Supply Management (formerly National Association of Purchasing Management), Los Angeles Chapter, 2001-2003.

Full curriculum vitae is available upon request.