

04/12/20

## Simon Croom

### Personal Details

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

Personal Details:

Dual US/UK Citizenship

### Education/Qualifications

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 (Supervisor: Prof N Slack)
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 specializing in Materials Management, Lanchester Polytechnic, Coventry, UK.

### Appointments

<b>2010-present</b>	<b>Tenured Distinguished 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>2013-2018</b>	<b>Associate Fellow</b> , Warwick Business School, UK.
<b>2005–2010</b>	<b>Associate Professor of Supply Chain Management</b> , University of San Diego, San Diego CA, USA.
<b>2005–2011</b>	<b>Executive Director</b> , Supply Chain Management Institute, University of San Diego, San Diego, CA, USA.
<b>2005 –2010</b>	<b>Academic Program Director</b> for MS in Supply Chain Management, University of San Diego, USA.
<b>2003 -2005</b>	<b>Instructor</b> for <i>online</i> MS in Supply Chain Management, University of San Diego, USA.

04/12/20

- 1996–2008**      **Associate Professor/Senior Lecturer** and Head, Supply Strategy Research Unit, Warwick Business School.
- 2004–2005**      **Academic Director**, DL MBA, 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
- 1992–2004:**      **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.

### ***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.

## **Academic Research Output**

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

1. **S. Croom** & M. Svetina (2020). Psychometric Properties of the Psychopathic Personality Inventory: Application to High-functioning Business Population *Current Psychology* (forthcoming)
2. Vidal, N. G., & **Croom, S.** (2018). Integrating Sustainable Practices Within Supply Chain Management: A Systems Perspective. *BioProducts Business*, 92-106.
3. **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*.
4. **S. Croom**, M. Svetina, & A. Betts. (2017) "Does customer or competitor performance drive operations prioritisation?" *Production Planning & Control* 28.1: 2-16.
5. K. Fritzon, 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.
6. **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
7. **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

04/12/20

8. D. Lu, A Betts, & **S. Croom** (2011) Re-investigating Business Excellence: values, measures and a framework. Total Quality Management and Business Excellence.
9. A Betts, **S. Croom** & D. Lu. (2011) "Benchmark to escape from Lake Wobegon." Benchmarking: An International Journal. Vol. 18:5, pp.733 – 744
10. **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
11. **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
12. **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
13. 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)
14. 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
15. **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
16. **S. Croom**. (2007). Editorial 'Conference 2006 Special Edition'. Supply Chain Management: An International Journal, (Impact factor 2.484) Vol 12 (5).
17. **S. Croom**. 2006. Editorial 'Creating and managing value in supply networks'. Editorial Journal of Purchasing & Supply Management, Vol 12 (6) pp 299-300.
18. 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.
19. **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
20. **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.
21. **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.
22. **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.
23. 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.
24. **S. Croom**. 2004. Encyclopedic Dictionary of Operations Management (edited by N Slack). Various entries related to Purchasing & Supply Chain Management.

04/12/20

25. 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)
26. **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
27. **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.
28. **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
29. **S. Croom**. 'E-Business'. 2001. Module for the International Federation of Purchasing and Materials Management *EuroDiploma Programme*
30. **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)
31. **S. Croom**. 2001. "Restructuring Supply Chains through Information Channel Innovation" International Journal of Operations and Production Management. Volume 21 (4) pp 504-515.
32. **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.
33. **S. Croom**. 2001. "Methodology Editorial" International Journal of Operations & Production Management. Vol 21 (4). pp148-152
34. 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.
35. **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.
36. **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.
37. **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
38. 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
39. **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.
40. **S. Croom** & J Batchelor: 1997 "The Development of Strategic Capabilities - An Interaction View". Integrated Manufacturing Systems. Vol. 8 No 5. pp. 299-312

04/12/20

41. 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.
42. 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

### **Published Academic Books**

1. K Fritzon, N Brooks, **S Croom**. (2020). *Corporate Psychopathy: Investigating destructive personalities in the workplace*. Palgrave Macmillan. ISBN 978-3-030-27187-9
2. **S Croom**. (3<sup>rd</sup> edition) (2017). A Green Chain: Inspiring the Future of Supply Chain Toward Sustainability Supply Chain Academy. IBooks
3. **S Croom**. (3<sup>rd</sup> edition)(2017). Innovation across Supply Chains: The development of Dyadic Capabilities with Suppliers. Supply Chain Academy. IBooks
4. **S Croom**. (2<sup>nd</sup> edition) (2016). A Green Chain: Inspiring the Future of Supply Chain Toward Sustainability Supply Chain Academy. IBooks
5. **S Croom**. (2<sup>nd</sup> edition) (2016). Innovation across Supply Chains: The development of Dyadic Capabilities with Suppliers. Supply Chain Academy. IBooks
6. **S Croom**. (ed) (2015). A Green Chain: Inspiring the Future of Supply Chain Toward Sustainability Supply Chain Academy. ISBN 0977967336
7. **S Croom**. (2015). Innovation across Supply Chains: The development of Dyadic Capabilities with Suppliers. Supply Chain Academy. ISBN 0977967344
8. **S. Croom**. (Editor) 2006. Proceedings Fourth Worldwide Research Symposium in Purchasing & Supply Chain Management. University of San Diego. ISBN 0-9779673-X
9. 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%*
10. **S. Croom**. 2001. Supply Chain Management in the E-Business Era. Coventry: University of Warwick ISBN 0 902610 73 2 (55 pages) – *monograph*

### **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

04/12/20

**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 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, Gothenberg, Sweden
13. **S. Croom**, S Barani, D Belanger, T Lyons, J Murakami "Sustainable Supply Chain Management – An exploration of current practice" EurOMA 2009 conference, Gothenberg, 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, Gothenberg, Sweden
16. C Karlsson, **S Croom**, C Voss, C Forza J Fransoo. "Researching Operations Management Senior Academic Panel Presentation" POMS Conference Florida May 2009

04/12/20

17. C Karlsson, **S. Croom**, C Voss, P Coughlan, C Forza, P Ahlstrom, J Fransoo. "Researching Operations Management Senior Academic Panel Presentation" EurOMA Conference Gothenberg June 2009
18. L Birou, H Lutz, **S. Croom**. "Global Benchmarking Study SCM Syllabi: Topics, Reading Assignments, Assignments and Course Requirements" DSI Conference Baltimore, November 2008
19. **S. Croom** & D Marshall "Destructive Decision Making" International Labour Process Conference, 2008.
20. L Birou, **S. Croom**, H Lutz "Benchmarking Study SCM Syllabi: Topics, Reading Assignments, Assignments and Course Requirements" POMS Conference 2008
21. **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.
22. P Lupica & **S. Croom**. 2007. 'The true supply chain disconnect'. Proceedings of the 16<sup>th</sup> Annual IPSERA Conference, April 2007, Bath, UK.
23. **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
24. 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,
25. **S. Croom** & A. Betts. 2004. 'Situational Analysis: Evaluating and Benchmarking Strategic Capability using Stress Point Analysis'. The Annual EurOMA Conference, INSEAD, Fontainebleau, France.
26. **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
27. **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
28. **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*.
29. **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*.
30. **S. Croom**. 2003. 'Making the Transition to E-Procurement'. *Smart Conference 2003, Sydney, Australia*.
31. 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*
32. **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*.

04/12/20

33. Giannakis, M. & **S. Croom**. 2000. Towards the Development of a Supply Chain Management Paradigm: A Conceptual Framework. *Proceedings of the IPSERA Conference, London Ontario*.
34. **S. Croom** & R Venuprasad. 2001. "The impact of E-Business on Supply Chain Management". POMS Conference, Orlando, Fl, USA 6 pages (70%)
35. **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.
36. **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.
37. **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%)
38. **S. Croom**. 1999. "Restructuring Supply Chains Through Information Channel Innovation" Proceedings of the Annual Conference of the European Operations Management Association, Venice. (6 pages)
39. **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)
40. 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%)
41. **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%)
42. **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%)
43. **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%)
44. **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%)
45. **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%)
46. **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%)



04/12/20

47. **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%)
48. **S. Croom** & S. Armstrong. 1997. "Collaborative New Product Development as a Service Process", Proceedings of the EurOMA Conference, Barcelona. (8 pages – 80%)
49. **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)
50. **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%)
51. **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
52. **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%)

## **University Administration and Other Service**

### ***University of San Diego***

- **Co-chair**, USD President's task force on operational effectiveness 2017-2018
- **Member, Core Curriculum Committee 2018-present**
  - Member CTIL Task force
- **Member**, Undergraduate Studies Committee
- **Executive Director**, Supply Chain Management Institute 2005-2011
- **Program Director**, MS in Supply Chain Management, 2005-2010
- **Chair**, Graduate Studies Committee 2009 – 2014

### ***University of Warwick Responsibilities***

- **Interim Academic Director** Warwick DL MBA (Distance Learning MBA) 2004 – 2005
- **Faculty Representative**, University Working Party on APEL (accreditation of prior experience and learning)
- **Admissions Tutor**, B.Sc. Management Science 1998-2002
- **Schools & Colleges Liaison Officer**, Warwick Business School 1998-2002

### ***Membership of committees:***

- **Member**, University Admissions Committee 1999-2003

04/12/20

- **Member**, Academic Policy Committee (APC), Warwick Business School 1998-2003
- **Member**, Investment in Technology working group, Warwick Business School. 2000-2005

### ***Participation in other University Initiatives:***

- **Member**, Procurement Steering Group, University of Warwick. 2001-2004
- **Chair E-Procurement Sub-Group**, University of Warwick. 2000-1

Additional Activities:

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

### ***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

### **Meritorious Awards:**

**2017. Student of the Year**, University of Liverpool Psychology Program

**2017. Dissertation of the Year**, University of Liverpool Psychology Program

**2013-14. University Professorship**. University of San Diego

**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)

### **Support from Research Grants & Contracts**

Source of Funds	Title	Duration	Start Date	Value	Holders
USD Envision 2024	Operations Excellence Development Program	2 years	July 2019	\$39000	<b>S Croom</b> L Perry B Chase
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</b> (and 4 others)
CIPS	CIPS Research Fellow	2 years	1 Dec 2007	\$32,000	<b>S Croom</b>
Various Industry	World Class Operation Program	15 years	2003	\$450,000+	<b>S Croom</b> <b>A Betts</b>
Warwick Business School	RBS Research Award	Open	Sept 2006	\$39000	<b>S Croom</b>

04/12/20

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>

## Teaching

Graduate Programs (2011-19)

MSCM 559 – Integrative Project

04/12/20

MSCM 599 – Advanced Integrative Project

MSCM 572 – World Class Supplier Development

MSCM 578 – Value Network Management

MSGGL 515 – Global Operations and Supply Chain Management

MSGGL 531 – Marketing for Global Business

GBSA 506 – Operations and Global Supply Chain Management

CMBA 506- Operations and Global Supply Chain Management

GSBA 560 – Global Supply Chain Strategy

GBSA 561 – Supply Management

GBSA 563 – Sustainable Global Supply Chain Management

#### Undergraduate Programs (2011-19)

DCSI 303 – Operations Management

BSCM 300 – Global Purchasing & Supply Management

BSCM 305 – Sustainable Global Supply Chain 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)

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)

04/12/20

## 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

04/12/20

### **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.

04/12/20

***International***

- 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