

**Curriculum Vitae**  
**DR. STEVEN C. HUCHENDORF**

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**EDUCATION**

**BACHELOR OF ARTS**, Economics and History double major, St. Cloud State University, St. Cloud, Minnesota. Degree conferred June, 1977.

**MASTER OF SCIENCE**, Department of Economics, Illinois State University, Normal, Illinois. Degree conferred August, 1980. Thesis topic: "Inflation and Savings: An Empirical Examination."

**DOCTOR OF ARTS**, Department of Economics, Illinois State University, Normal, Illinois. Ph.D. in Economic Education, degree conferred December, 1989. Dissertation topic: "An Inventory Model of Student Time Allocation: Quantifying the Impact of Student Study Time."

**ACADEMIC AND PROFESSIONAL WORK EXPERIENCE**

**UNIVERSITY OF MINNESOTA, CARLSON SCHOOL OF MANAGEMENT:**

***Senior Lecturer & Undergraduate Coordinator*** – Supply Chain & Operations Department – Fall 2000 to date. Teaching duties; MBA Data Analysis & Statistics (MBA 6120), Operations Core (MBA 6220), Six Sigma Improvement Methodology (OMS 6850), MBA Quality Management & Lean Six Sigma (SCO 6059), MBA Marketing Research (Mktg 6051), Master's in Supply Chain - Statistics (SCO 6190), Industry MBA iMBA 6120, Business & Economic Statistics (SCO 2550 and 2550H – Honors Section), Operations Management (SCO 3001), Tracing the Global Supply Chain (IBUS 2950). Developed and taught the first online course at Carlson School, Spring 2006 (MBA 6120).

***SCO Department PACE\* Program Director*** – {\*Program for the Advancement of Classroom Excellence} – Spring 2008 to date. Founder and Director of a teacher training initiative for Ph.D. students.

***SCO Department Faculty Director, Annual Supply Chain Case Competitions*** – Direct annual supply chain case competitions. Local Supply Chain Case Competitions since 2006. National Undergraduate Supply Chain Case Competition since Spring 2013. Annual budget of \$60-70K

**STATISTICS TRAINING & BUSINESS PROCESS REENGINEERING CONSULTANT:**

***Managing Director – Management STAT Training Institute*** Founder and Managing Director – Fall 2002 to 2013. Providing customized statistics training for corporate employees. Clients include Blue Cross Blue Shield of Minnesota, General Dynamics, Blue Shield of California, Cellular One, Lockheed-Martin, Rahr Malting, ISJ Hospital – Mayo Health Care System.

***Project Management & Reengineering Consultant.*** Project Management and reengineering consulting services to CASE Corporation European Finance Center, Paris France – March 1997 to December 1997. Project management services included developing and tracking project plans via Microsoft Project, preparing executive presentations via Microsoft PowerPoint and preparing spreadsheet

applications via Microsoft Excel. Developed performance metrics measurement system and PowerPoint presentations.

**ACADEMIC WORK EXPERIENCE:**

***St. Olaf College – 2000 to 2001 and Fall 1998***, Assistant Professor of Economics teaching statistics, money & banking, combined micro/macro principles.

***Metropolitan State University – Spring 1998 to Spring 2001***, Community faculty teaching economic research & forecasting, managerial economics & strategy, intermediate macroeconomics, intermediate microeconomics, microeconomic and macroeconomic principles.

***Augsburg College – Winter 1998 to Spring 2001***, Assistant Professor in Economics teaching microeconomic and macroeconomic principles, labor economics, international economics, money & banking.

***St. Thomas University – Summer 1999***, Instructor teaching money & banking.

**CASE CORPORATION: - August 1989 to August 1996**

***Order Fulfillment Project Manager***, Racine, Wisconsin, August 1994 to August 1996.

Manager of \$6.5 million cross-functional service parts reengineering project.

Responsibilities: directed the development of a parts replenishment system with forecasting, inventory planning and ordering functions. Developed new organizational structure for supporting parts replenishment for over 1,000 retail locations. Trained as a Facilitator and Trainer in business process improvement and reengineering techniques.

***Research, Sales Planning & Operations Manager***, Bloomington, Minnesota, August 1989 to August 1994. Planning responsibilities: forecasting monthly retail unit sales, generating sales & inventory information and reports via TSO/Focus, development of five year sales plan, identifying market potential, forecasting monthly sales via TSO/SAS, evaluating and tracking market share data, analyzing industry trends. Operations responsibilities: development and monitoring of \$9.1 million budget for 96 employees. Responsible for capital expenditures, asset management and human resources.

**CITY OF GAINESVILLE, FLORIDA - December 1982 to August 1985**

***Strategic Planner***, Department of Community Development, April 1984 to August 1985.

Responsibilities: Long-range economic planning. Conducted annexation studies and developed Local Government Services Delivery Workshop. Coordinated \$2 million Urban Development Action Grant application.

***Management Analyst***, Consulting Services Division, Management & Financial Services, January 1983 to August 1983. Job responsibilities: conducted various studies including: Economic Stabilization Policy, Compensation Comparison Studies for Union Negotiations, Cable TV Rate Adjustment Mechanism, Financial Comparisons of Service Contract Providers, developed fleet acquisition methodology. Promoted to Purchasing Manager, August 1983 to April 1984, managed purchasing department with 9 employees.

**ILLINOIS STATE UNIVERSITY - August 1985 to June 1989**

***Lecturer***, Department of Economics, Normal, Illinois. Voted **Outstanding Teacher of the Year**, April 1987. Taught a variety of Economics courses including Principles of

Economics, Managerial Economics, Statistics for Econ & Business, Forecasting Economic Activity, Econometrics, Intermediate Microeconomic Theory and Mathematical Economics.

**ILLINOIS STATE UNIVERSITY - August 1979 to May 1982**

**Instructor**, Department of Economics, Normal Illinois. Voted **Outstanding Teacher of the Year**, April 1982. Taught various economics courses including Principles, Money & Banking, Intro to Math Econ, Statistics for Economics & Business, Managerial Economics.

**AWARDS**

*Outstanding Teacher of the Year, Carlson School of Management, University of Minnesota.* Academic year 2014-2015. Presented at the Carlson School Faculty Retreat, Fall 2015.

*Outstanding Faculty of the Year, Carlson School of Management, University of Minnesota.* Academic year 2006-2007, nominated by and voted on by Carlson School students. Presented at the Carlson School Business Week Banquet, May 2007.

*Bush Grant Award Recipient* – “Improving Student Learning in Large Lectures”. Three year grant from the Archibald Bush Foundation, 2004-07.

*Outstanding Honors Faculty of the Year, Carlson School of Management, University of Minnesota.* Academic year 2005-2006, voted on by Carlson School Honors students and presented at the Carlson Honors Association Spring Banquet, May 2006.

*Excellence in Teaching Award, Carlson School of Management, University of Minnesota.* Academic year 2003-2004, selected by the Office of the Dean. Presented October 2004 at the Carlson School of Management Fall Faculty Retreat.

Nominated for Carlson School of Management *Faculty of the Year: 2002-2003* Academic Year 2002-2003. Nominated by Carlson School students.

*Outstanding Teacher of the Year, 1987, Department of Economics, Illinois State University.* Presented by the students of Omicron Delta Epsilon, National Econ Honor Soc., Apr 1987.

*Outstanding Teacher of the Year, 1982, Department of Economics, Illinois State University.* Presented by the students of Omicron Delta Epsilon, National Econ Honor Soc., April 1982.

## PUBLICATIONS AND WHITE PAPERS

*Instructor Solutions Manual and Student Solutions Manual for Statistics for Business & Economics, 6<sup>th</sup> edition, Paul Newbold, William Carlson, Betty Thorne. Prentice-Hall, 2006 (January 2006 printing).*

*Instructor Solutions Manual and Student Solutions Manual for Statistics for Business & Economics, 5<sup>th</sup> edition, Paul Newbold, William Carlson, Betty Thorne. Prentice-Hall, 2003 (June 2002 printing).*

*Developing a Causal Model for the ITL Model – White Paper, 2004. Based on the University of Minnesota College of Continuing Education ITIL Metrics Workgroup. Meetings conducted June 2003 through December 2004.*

*Framework for the Development of an ITIL Performance Metrics Matrix – A Study for Building a Process for Measuring the Success of ITIL – White Paper, 2003. Based on the University of Minnesota College of Continuing Education ITIL Metrics Workgroup. Meetings conducted June 2003 through December 2004.*

*Sample Size Determination Study – MTM Measure: Inquiry Accuracy. A study for Blue Shield of California, August 23, 2003.*

*Sampling Methodology Study. An Investigation of the Sampling Methodologies Utilized for the MTM Program – Inquiry Accuracy. Blue Shield of California, Fall 2003.*

*Corporate Standard for Use and Display of Control Charts. Co-authored with L. Seiber and T. Bernhardt of Blue Cross Blue Shield of Minnesota, June 2002.*

*"Centrality of Position and Managerial Recruitment: The Case of Major League Baseball", The Sociology of Sport Journal, Vol. VII, No. 3, September 1990. Co-authored with Dr. W. Leonard and Dr. A. Ostrosky.*

*"Labor Market Characteristics and Average Wage Rates in McLean County", Labor Market Survey prepared for the Chamber of Commerce and Economic Development of Bloomington-Normal and The Illinois Council on Vocational Education by L. Carlson, A. Dillingham, S. Huchendorf and W. Weber, March 1987.*

## PRESENTATIONS

*Academy of Distinguished Teachers – April 23, 2007 Conference. Invited presentation on Measuring Student Achievement and Attitude: Lessons Learned from the Bush Grant.*

*Lessons from the Bush Grant – How to Improve Student Learning in Large Lectures. Invited presentation for the Organization of Learning Excellence (OLE) Learning Lunch – October 4, 2006.*

*Academy of Distinguished Teachers – April 25, 2005 Conference.* Invited presentation on the OMS Department *PACE\** Program (\*Program for the Advancement of Classroom Excellence).

*The ALT-CAT Workshop.* OMS Department *PACE\** Program (\*Program for the Advancement of Classroom Excellence), October 7, 2005. Three Workshops presented: 1) Morning presentation for the PhD students of the Accounting Department, 2) Afternoon presentation for the PhD students of the Finance and SMO Departments., 3) April 22, 2005 presentation for the Ph.D. students of the Operations & Management Sciences Department.

*How to Measure Success in ITIL: The Process of Building a Performance Metrics Matrix.* Presentation to the itSMF USA Minnesota Local Interest Group – IT Service Management Forum, November 30, 2004.

Presentation to *Partners in Learning: A Campus-Wide Symposium on Best Practices to Enhance Student Learning.* Monday, April 19, 2004, Coffman Memorial Union, University of Minnesota. Invited participant to the 'TA Training & Support' Breakout Session. Roundtable format – discussed the training and assessment of TAs via the OMS Department *PACE* Program.

*"The Determinants of the Rate of Inflation--An Econometric Analysis of the Monetarist Hypothesis."* Paper presented to the Minnesota Academy of Science, Business and Economics Division, April 1977.

### **CUSTOMIZED CORPORATE TRAINING**

*Lifelong Learning.* Customized training for Immanuel-St. Joseph's Hospital, Mayo Health System, Mankato Minnesota. 4-hour Workshops: January 30, 2006.

*Train-the-Trainer.* Customized training for Immanuel-St. Joseph's Hospital, Mayo Health System, Mankato Minnesota. 4-hour Workshops in 2005: January 14, January 27, April 27, September 28.

*Statistical Process Control & the Questioning Process of Data Analysis.* Customized statistical training for Rahr Malting. 35 hour training program developed in conjunction with the University of Minnesota's College of Continuing Education, Spring 2006.

*Applied Statistics for Systems Engineering.* Customized statistical training for Lockheed Martin Tactical Systems Group, November 7-23, 2005.

*Advanced Regression Models: Higher Order Regression Models & Qualitative Variables.* Customized statistical training for Cellular One. Two days of training, June 24-25, 2004.

*Statistical Process Control & the Questioning Process of Data Analysis.* Customized statistical training for Cellular One. Six days of training, April 20-23, May 12-13, 2004.

*Data Analysis and Statistical Process Control.* Customized statistical training developed for Blue Shield of California, December 2003-January 2004. 2 ½ day training.

*Statistical Process Control & the Questioning Process of Data Analysis.* Customized statistical training for General Dynamics. 35 hour training program developed in conjunction with the University of Minnesota's College of Continuing Education, Spring 2004, Spring 2005, Spring 2006.

*Advanced Statistical Process Control.* Customized statistics training manual developed for Blue Cross Blue Shield of Minnesota, Spring 2003.

*Analyzing Data with Excel and SPC IV Excel.* Customized statistics training developed for Blue Cross Blue Shield of Minnesota, May 2003.

*Data Analysis Tools & Advanced Statistical Process Control.* Customized statistics training manual developed for Blue Cross Blue Shield of Minnesota, Fall 2002.

*Advanced Statistical Process Control - Volumes 1-3.* Customized statistics training manual developed for Blue Cross Blue Shield of Minnesota, Spring 2001.

*Sampling Methodology Study – An Investigation of the Sampling Methods Utilized for the MTM Program,* a study for Blue Cross Blue Shield of Minnesota, March 2002.

*Sample Size Determination – A Study of the Adequacy of Sample Size for the MTM Program,* Blue Cross Blue Shield of Minnesota, November 2001.

*Customized Statistics Training – Intro to MINITAB – Module 1.* Customized statistics training manual prepared for a technology manufacturing firm.

*Customized Statistics Training – MINITAB – Module 2 – Statistical Inference.*

*Customized Statistics Training – MINITAB – Module 3 – Correlation & Regression.*

*Customized Statistics Training – MINITAB – Module 4 – ANOVA.*

*MINITAB – Two Day Training Session.* Statistical Training Course for Six Sigma green belt / black belt employees – technology manufacturing firm.

## PROFESSIONAL SERVICE

Faculty Advisor, Undergraduate Supply Chain & Operations Club (SCOC), Carlson School of Management, University of Minnesota, January 2003 to 2014.

Undergraduate Immersion-Core Council - Carlson School of Management. Member of the I-Core Council Fall 2007 to present. Co-Chair for the I-Core Council and

Supply Chain & Operations Department Representative. Fall 2007 to Spring 2016. Quarterly meetings during the school year.

Undergraduate Faculty Advisory Council (UFAC) - Carlson School of Management.

Supply Chain & Operations Department Representative. Fall 2004 to Fall 2005. Monthly meetings during the school year.

Undergraduate Coordinator – Supply Chain & Operations Department - Carlson School of Management. Supply Chain & Operations Department Undergraduate Coordinator. Fall 2008 to present. Develop course material and propose curriculum revisions as needed. Assist new faculty and adjuncts when teaching for the first time. Approve course waivers for transfer students.

Laptop Steering Committee - Carlson School of Management. Committee member, Spring 2006 to 2007.

Bush Grant Award – Coordinating Committee Member – “Improving Student Learning in Large Lectures”. Member of the Coordinating Committee for the Twin Cities campus grant, December 2004-December 2007.

Carlson School Supply Chain & Operations Advisory Board. Associate Director - Providing assistance to Director – Fall 2006 to present.

Juran Fellows Review Panel. Panel member – 2004, 2005, 2006, 2007.

Grade Committee – Carlson School of Management. Committee member Spring 2005 to Fall 2006.

Undergraduate Competency Model - Carlson School of Management. Faculty Lead, Spring 2005.

Teaching Evaluation Workgroup - Carlson School of Management. Operations & Management Sciences Department Representative. Fall 2003 to Fall 2006.

Carlson School of Management - Undergraduate Core Council, Operations & Management Sciences Department Representative. Fall 2002 to Fall 2004.

Founder and Faculty Advisor, Economic Student Association, Illinois State University, Normal Illinois, January 1988 to June 1989.

Faculty Advisor, Omicron Delta Epsilon, National Economic Honor Society, Illinois State University, Normal, Illinois, April 1987 to January 1988.

Faculty Advisor, Alpha Lambda Delta, National Honor Society, Illinois State University, Normal Illinois, August 1980 to August 1982.