

About the Authors

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Johanna Amaya MSc is a researcher at the Center for Infrastructure, Transportation, and the Environment and at the Volvo Research and Educational Foundation's Center of Excellence for Sustainable Urban Freight Systems at the Rensselaer Polytechnic Institute (RPI) in Troy, NY. She received her BSc in Industrial Engineering from Universidad del Norte, Colombia where she serves as Assistant Professor. She got a MSc in Industrial and Systems Engineering, from University of Florida in Gainesville and currently is pursuing her PhD. in Transportation Engineering at RPI. Ms. Amaya is an Eno Fellow and the recipient of a Fulbright Scholarship sponsored by the U.S. Department of State. Her research interests are in the areas of urban freight transportation systems, humanitarian logistics, and operations management. She has several publications in such areas and has been part of diverse research projects and committees.

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Research Associate at the Center for Infrastructure, Transportation and the Environment at RPI. His expertise includes transportation operations and planning, operations research, mathematical optimization, and computer programming. His work has been published in prestigious journals such as *European Journal of Operational Research* (EJOR), *Journal of Operations Management* (JOM), and *Transportation Research Part B: Methodological*. Felipe has participated in several research and applied research projects including: Park and Ride Facility Location in New York City, Integrative Freight Demand Management in the New York City Metropolitan Area, and Cyber Enabled Discovery System for Advanced Multidisciplinary Study of Humanitarian Logistics for Disaster Response.

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Professor Berenguer's research focuses on integrated supply chain design problems, global health supply chains, and nonprofit operations. She has experience collaborating with public and nonprofit organizations in the global healthcare space and the solar cooking industry. She has published in journals such as *Operations Research* and *Transportation Science*. Professor Berenguer teaches Operations Management, Supply Chain Management, and Sustainable and Socially Responsible Operations in the MBA program at Krannert. She is a member of INFORMS, POMS and MSOM.

Mauro Bernuzzi has worked in supply chain operations throughout his professional life. He began his career in the army as a junior lieutenant before joining Glaxo in 1986 where he held various positions both at manufacturing plants and at corporate headquarters. In 2005 he joined GSK Vaccines as Vice President Global Supply Chain Management and he was deeply involved in the supply chain redesign aimed at coping with the challenges triggered by the collaboration with GAVI and UNICEF.

He is currently responsible for the Supply Chain Centre of Excellence for GSK Vaccines and he is a member of the KU Leuven Research Chair on Operations Management scientific committee. In 2007 he was appointed to the adjunct faculty of the Università Cattolica del Sacro Cuore, Milan where he teaches System Dynamics and Simulation. Since 2009 he is also fellow of the KU Leuven Hogenheuveldcollege.

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Catherine Decouttere holds a degree Civil Engineering (1995) from the KU Leuven. Sequentially, she was trained in management, R&D management and Leadership at KU Leuven, Vlerick Business School and INSEAD. She conducted further research in coastal engineering at KU Leuven and worked as hydraulic engineer in the consulting business and local government. She worked for 10 years in a large food company, where she expanded her engineering experience with R&D management and Innovation Management. At a Flemish competence center for design and innovation, she managed the research program and was consultant in human-centered design and design management.

Currently she holds a senior research position at the KU Leuven, Center for Operations Management at the GSK Vaccines Research Chair on Operations Management. Her research interests are supply chain design, stakeholder analysis, R&D portfolio management and scenario based planning. She published in international journals and participates regularly in academic and industrial oriented conferences. She is co-founder of Athlycs, a university spin-off company.

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Charlie Hale is the Vice-President of Information Technology and Operations at the Food Bank of Central and Eastern North Carolina. He has spent more than 7 years in this role and 10+ years at FBCENC. He served on Feeding America's Underserved Counties Task Force in 2010. He received a Bachelor of Science in Meteorology with a minor field of emphasis in Computer Science and Mathematics from NC State University in 1989.

Sara Hasani started her career in various industries including automotive manufacturing and logistics as a supply chain manager, which triggered her interest towards operations management. After completing her BSc in Economics and Msc in business research methods, she obtained her PhD in disaster management from Brunel University. She is currently a lecturer and researcher in Bedfordshire University focusing on various aspects of operations management, systems thinking, disaster management, decision making and serious games. Her most recent piece of research is the development of a predictive framework for disaster response networks as a solution to partner proliferation problems after a disaster strike. She also provides consultancy to various not-for-profit organisations on pro-bono basis.

Graham Heaslip is Associate Professor of Logistics at UNSW, Australia. Prior to joining UNSW Graham was the Deputy Head of the Business School and programme director for the MSc in Humanitarian Logistics and Emergency Management at Maynooth University. Graham completed his PhD studies in the area of Civil Military Cooperation/Coordination at the Logistics Institute, University of Hull, for which he was awarded the James Cooper Memorial Cup for best PhD in Logistics and Supply Chain Management by the Chartered Institute of Logistics and Transport. Prior to entering academia Graham spent 14 years working in the Irish Defence Forces both at home and abroad in a variety of logistical appointments, as well as spending time seconded to Humanitarian agencies in a logistical capacity. Graham's research interests are broadly in the intersections between global logistics/supply chain management, humanitarian logistics and organisational management development.

José Holguín-Veras PhD, PE is the William H. Hart Professor and Director of the Volvo Research and Educational Foundations Center of Excellence for Sustainable Urban Freight Systems, and the Center for Infrastructure, Transportation, and the Environment at Rensselaer Polytechnic Institute. He is the recipient of numerous awards, including the 2013 White House's Transportation Champion of Change Award, the 1996 Milton Pikarsky Memorial Award, and the 2001 National Science

Foundation's CAREER Award. His research interests are in the areas of freight transportation modeling and economics, and humanitarian logistics. His research has led to major changes in transportation policy and substantial improvements in the ability to improve urban freight systems. His work on humanitarian logistics has played an influential role in disaster response procedures, and has led to deeper insight into how best to respond to large disasters and catastrophic events.

Dr. Holguín-Veras is a member of the prestigious National Academy of Sciences' Disaster Research Roundtable, a highly selective group of disaster responders and researchers charged with advising the federal government in disaster policy, and providing a bridge between the research and practitioner communities. Dr. Holguín-Veras' team has pioneered the holistic study of humanitarian logistics by: (1) analyzing response operations as a socio-technical system; (2) conducting research to characterize actual operations and identify lessons learned; and (3) developing suitable mathematical models as decision-support tools. This work has had a transformative effect on disaster policy. His team has conducted extensive fieldwork research and conducted interviews with hundreds of individuals directly involved in the largest disasters of recent times: World Trade Center, Katrina, Joplin, Hurricanes Irene and Sandy, Port-au-Prince and Chile earthquakes, and the Tohoku disasters in Japan, among others. The lessons learned through this fieldwork are routinely shared with disaster agencies. The RPI team develops mathematical models that incorporate the realities and behaviors identified in the fieldwork, such as: inventory allocation models that account for deprivation costs, dynamic control models to manage material convergence, and models of immediate resource requirements, among others.

He is President of the Scientific Committee of the Pan-American Conferences of Traffic and Transportation Engineering, and member of the Scientific Committee of the World Conference of Transport Research. He is a member of numerous technical committees and editorial boards of leading journals. He received his PhD from The University of Texas at Austin in 1996; a MSc from the Universidad Central de Venezuela in 1984; and a BSc from the Universidad Autónoma de Santo Domingo in 1982.

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His primary research focuses on modeling and optimization of real-world supply chains. More specifically, he is interested in the acquisition of (multiple) relevant key performance measures and the integration of internal and external supply chain risks for supply chain design problems. For the development of his research, he particularly uses operations research methods as mathematical programming and factory physics.

Gregory Matthews is the Senior Advisor for Emergency Livelihoods at the International Rescue Committee (IRC). Greg is a food security and nutrition specialist with over 10 years of experience in humanitarian response and coordination. He currently oversees the IRC's cash transfer programming and emergency market analysis efforts, including the promotion and further development of the Emergency Market Mapping and Analysis (EMMA) toolkit. Since joining the IRC in 2012, Greg has primarily focused on starting and supporting emergency programs in response to the Syria crisis and in the Philippines, and is now focused on strengthening capacity to rapidly deliver cash grants at scale in emergencies. Prior to joining the IRC, Greg worked at the Humanitarian Response Department at Oxfam America and the International Disaster Response and Africa units at the American Red Cross. Greg has previously worked in the Philippines, Haiti (several times), Madagascar, Tanzania, Ethiopia, Kenya, Senegal and Gambia, and is currently focused on the Syria crisis response. He holds a MSc in Nutrition from Tufts University, and a BSc in International Politics from Georgetown University.

Robin Mays is an ethnographic researcher who explores the human and contextual factors of disaster and humanitarian response systems that lead to effective response. Her research revolves around understanding contextualized and dynamic meanings of value and effectiveness within humanitarian work; the balance of structure and flexibility in effective rapid response; the role of decision-making and implications for design of technology. She is currently pursuing her PhD with the Department of Human Centered Design & Engineering at the University of Washington. She has worked for over 18 years in rapid response operations and logistics, with an 11-year career as a humanitarian logistician. As a member of the response communities she studies, her research couples an insider perspective with a theoretical framework drawn from human-centered design, understanding hidden work, change adoption, and lowest level empowerment.

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Thomas Münzberg is a research associate at the *Karlsruhe Institute of Technology (KIT)*. His research aims at minimizing and preparing for the adverse impacts of critical infrastructure disruptions by providing analytical assistance for decision-makers of local disaster management authorities and critical infrastructure providers. A great interest of his research is the assessment of power outage impacts and community resilience in the context of critical infrastructure disruptions.

Thomas Münzberg is an active member of the *Center for Disaster Management and Risk Reduction Technology (CEDIM)*, a joint collaboration between the Helmholtz Centre Potsdam–German Research Centre for Geosciences (GFZ) and the Karlsruhe Institute of Technology (KIT). The *CEDIM* is part of the IRDR International Centres of Excellence on Critical Infrastructures and Strategic Planning (IRDR ICoE-CISP).

Thomas Münzberg has vast practical experiences and corresponding qualifications in safety engineering, business continuity management, disaster management, and emergency medical services. He holds a Master of Science in disaster management and safety engineering from the *Cologne Technical University (CTU), Germany*, where he also worked as a research associate at the *Institute for Rescue Engineering and Civil Protection*.

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Dr. Nowicki's research efforts focus on applying advanced analytical techniques to solve supply chain management problems from a systems engineering context. Professor Nowicki's research is concentrated on performance based logistics modeling, supply chain management, resiliency and risk, multi-resource optimization, reliability theory, and inventory optimization. Dr. Nowicki brings over 20 years of industry experience holding executive positions at i2 Technologies and the TFD Group with a focus on supply chain management, systems engineering, lifecycle affordability, operations research modeling, reliability, inventory optimization and software engineering.

Irem Sengul Orgut received her PhD in Industrial Engineering in 2015 from the Edward P. Fitts Department of Industrial and Systems Engineering at North Carolina State University. She now works at Lenovo as the Corporate Quality Statistics Project Manager where she uses Big Data and Analytics tools to improve customer engagement. Prior to starting her doctoral studies, she received her BS degrees in Industrial Engineering and Mechanical Engineering from Bogazici University, Istanbul, Turkey in 2010. Her research interests include stochastic modeling of complex supply chains with multiple objectives and conflicting decision makers with application focus on long-term humanitarian issues and public health problems. She received various awards for her teaching and research. She is a member of INFORMS, Alpha Pi Mu and IIE. Her web address is <https://iremsengul.wordpress.com/>.

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Privett received her Masters and PhD from Stanford University's department of Management Science & Engineering, specialized in operations and supply chain

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Frank Schultmann is Chair Professor at the Karlsruhe Institute of Technology (KIT), Germany, and Director of the KIT's Institute for Industrial Production (IIP) and the French-German Institute for Environmental Research (DFIU). He is also Director of Project Management for the University of Adelaide, Australia.

Professor Schultmann studied Business and Industrial Engineering at the University of Karlsruhe. He completed his doctoral thesis in 1998 at the Faculty of Economics and Business Engineering and his Habilitation in 2003 receiving the *venia legendi* (teaching authority) in Management Science. Prior to his present positions, he was Professor of Industrial Management at the University of Koblenz-Landau and holder of the Chair of Business Administration, Construction Management and Economics at the University of Siegen.

Professor Schultmann was Editor of an international leading scientific journal and is member of several editorial boards. He served as elected chairman of several scientific boards and is coordinator of international task forces and member of numerous international committees. He conducted various research projects on national and international level and has been awarded with several research grants and prizes.

His research interests include sustainable production and logistics, decision support, supply chain management and optimization, project management, technology assessment, construction management, and information and communication technologies. This goes along with various industry collaborations. Among others Professor Schultmann has worked with companies from resource industries, automotive, chemical, construction, security, food, transport and logistics.

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Nico Vandaele holds a degree Commercial Engineering (1990) and obtained a PhD in Applied Economics, Operations Research and Operations Management from KU Leuven in 1996. He is currently Full Professor at the Research Center for Operations Management at the Katholieke Universiteit Leuven, Faculty of Business and Economics. He is holder of the GSK Vaccines Research Chair on Operations Management. He is also a visiting researcher at CORE and IAG (Université Catholique de Louvain). Nico Vandaele teaches courses in operations research, operations management and supply chain management.

His research interests are situated in modeling of manufacturing and service systems, performance measurement, the design of planning systems, sales and operations management, factory physics, health care management and traffic modeling. Other research deals with decision support systems for product design and development and portfolio management as well as scenario based planning. He published in leading journals and he is active in several executive training programs, both national and international, and has served as consultant/advisor for major global companies as well as for small and medium sized companies. He served as executive director of the Innovation and Incubation Center (2007–2015). He co-founded two KU Leuven spin-off companies, Nyo Alatus and Athlycs.

Tricia Wachtendorf PhD is an Associate Professor of Sociology at the University of Delaware and the Associate Director of the world-renown Disaster Research Center—the oldest center in the world focused on the social science aspects of disaster. Over the past two decades, her research has focused on multi-organizational coordination before, during and after disasters, transnational crises, and social vulnerability to disaster events. Dr. Wachtendorf has engaged in quick response field work after such events as the 2001 World Trade Center attacks, the tsunamis affecting India, Sri Lanka (2004) and Japan (2011), Hurricanes Katrina (2005) and Sandy (2012), as well as the earthquakes in China (2008) and Haiti (2010). With numerous research grants from agencies such as the National Science Foundation, she has published widely on improvisation in disasters as well as disaster convergence. Her most recent funded research projects examine the temporal nature of household and emergency management decision-making during hurricane events, investigate humanitarian logistics during disaster response, and use a visual sociology approach to explore benchmarks of recovery following the 2011 disaster in Japan.

Rebecca Walton is an Assistant Professor of Technical Communication in the Department of English at Utah State University. She studies the role that communication can play in more equitably distributing power. Much of her research investigates how people in resource-constrained environments such as in the Global South and humanitarian organizations create, access, share, evaluate, and use information to meet their personal and professional goals. Her work has appeared in *Technical Communication Quarterly*, *Journal of Business and Technical Communication*, and *Information Technologies and International Development*, as well as other journals and edited collections.

Marcus Wiens studied Economics in Bayreuth (GER), Dijon (FRA) and Saarbrücken (GER) and received his PhD in Economics at the Bundeswehr University Munich (GER). He leads the research unit in risk management at the Institute for Industrial Production (IIP) at KIT. His fields of interest are systemic risk management, behavioural risk management, decision theory, game theory and experimental economics. Marcus Wiens is adjunct professor at the International School of Management (ISM), member of the German Operation Research Society, of the German Experimental Economics Society and of the Center for Disaster Management and Risk Reduction Technology (CEDIM), an interdisciplinary research center in the field of disaster management founded by Helmholtz Centre KIT.

His research group participated/participates in projects covering a wide range of risk management topics such as resilience of transportation networks (EU-projects WEATHER and MOWE-IT), resilience of industrial value chains (project KLI-MOPASS), safety of the food supply chain (project SEAK), protection of critical infrastructure against adversarial risks (project RIKOV) and other topics such as business continuity management, incentives systems and contracts.

About the Editors

Nezih Altay is an Associate Professor at the Driehaus College of Business of DePaul University. He earned his PhD in Operations Management from Texas A&M University. Dr. Altay is an experienced and highly qualified teacher-scholar. His research specializes in after-sale service operations, disruption management and humanitarian supply chains. He has published his research in leading academic journals and presented in national and international arenas. He co-edited a book titled *Service Parts Management: Demand Forecasting and Inventory Control* that was published also with Springer. He is the co-Editor-in-chief for the *Journal of Humanitarian Logistics & Supply Chain Management*, and directs the Master program in Supply Chain Management at DePaul University.

Mark P. Haselkorn is a Professor of Human Centered Design & Engineering at the University of Washington. He is Director of the new university Center on Collaborative Systems for Security, Safety & Regional Resilience (CoSSaR) and currently leads the Maritime Operations Information Sharing (MOISA) project, a research partnership sponsored by three Federal Agencies – DHS Interagency Operations Center (IOC), Program Manager for the Information Sharing Environment (PM-ISE), and National Maritime Intelligence-Integration Office (NMIO) – with the goal of better understanding and enhancing the information sharing requirements for regional maritime safety and security. He also is a lead investigator on an AHRQ R01 to develop work and information centered methods for achieving evidence-based health information technology. Dr. Haselkorn also conducts research for the Red Cross Global Disaster Preparedness Center and has completed an NSF initiative to define the emerging frontier of “Humanitarian Service Science & Engineering.” He has worked with the military on a number of projects, including the integration of DOD and VA electronic medical records and the Air Force’s strategic management of ICT under the threat of Y2K (a study published by the National Research Council). Dr. Haselkorn has conducted foundational research in the area of intelligent transportation systems, including development of the first Web-based real-time traveler information system (Traffic Reporter, 1990). He is Past President of the IEEE Professional Communication Society, has served on ISO/IEC-JTC1, is a member of the IEEE Medical Technology Policy Committee, and was a founding

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