

although high-level business managers and finance people (i.e., skeptics) may find it a friendly segue from their own paradigms. Implementers and researchers can renew their own skepticism about what works and what does not. Practitioners can scour the pages for best practices and insights on how to improve their own improvement programs. Researchers can apply more rigorous financial and statistical analysis techniques to test the premises put forward in the book. As more companies arrive at the lean frontier, we are back to a contingency-(best practice)-based approach that needs to be explored and understood. Finally, we can wait for history to unfold. Based on this update to the global lean journey for world-class manufacturers, we can wait and see. As Dick Schonberger says, "Best practices, as a whole, is about responding to the customer quickly, dependably, and well. Process improvement is not a short-term pursuit, nor a narrow one. It is never-ending" (p. 274).

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*DSI members are invited to suggest books that should be reviewed in this column and reviewers to review them. Responses, suggestions or letters to the Feature Editor may be sent to: Peter T. Ittig, Feature Editor, Peter.*

## NAMES IN THE NEWS

CAROL LATTA, Executive Director, Decision Sciences Institute



**P. George Benson**, president of the College of Charleston, received an honorary Doctor of Humane Letters degree from The Citadel on May 4, 2008. Previously, Dr. Benson served as

the dean of the University of Georgia's Terry College of Business and Rutgers University's Business School. He was named a Fellow of the Decision Sciences Institute in 2000.

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**Thomas W. Jones**, University of Arkansas, received the 2008 SWDSI Outstanding Educator Award. Over the last 30 years, he has been recognized by the

University of Arkansas with the College of Business Distinguished Achievement Award for Teaching (1979), Outstanding Faculty Award for Classroom Instruction (1983), Outstanding Faculty Contributions to Teaching Award (1986), and Outstanding Teacher Award (1988); the

Business Graduate Students Association Outstanding Graduate Faculty Member (1998); and the Student Alumni Board and Associated Student Government Recognition for Excellence in Teaching (2001). In 2006, based upon sustained excellence in teaching as well as exemplary service to the university and his profession, Tom Jones, a DSI Fellow, received perhaps the ultimate faculty recognition at the University of Arkansas when he was appointed as a University Professor.

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