

■ G. Keong Leong, Management Department, University of Nevada, Las Vegas

Let us hope the New Year brings with it world peace, good health, and success for all. This issue of *Decision Line* has several interesting feature articles. In the President's letter, Professor Tom Jones of the University of Arkansas expresses appreciation to several members who have provided valuable contributions to the organization.

In the International Issues column, Professor Joy Field of Boston College describes her experience with the International Management Experience (IME) Europe course she has co-taught over the last two years. She provides sound advice on student preparation, organizing business visits, and trip management. Any faculty looking to introduce a similar course can learn much from her article.

Professor David G. Hollingworth, Rensselaer Polytechnic Institute, presents the state of international production and operations management research and an agenda for research in the Research Issues column. He notes that most P/OM topics are under-researched in developing countries.

In the Production/Operations Management column, Professor S. Thomas Foster, Jr. of Boise State University, the winner of the 2002 DSI Instructional Innovation Award Competition, presents his winning entry on FreeQuality, a Web site that provides quality-related tools and information free-of-charge. He notes that the FreeQuality experience was rewarding for him as well as for students.

Professor Rick Hesse, Pepperdine University, in his "In the Classroom" column raises the possibility that our persona changes when we use e-mail to respond to student questions instead of the usual face-to-face meeting. He points out that sometimes his e-mail does not come through as "friendly/and or helpful." He suggests setting up protocols for students and instructor to facilitate more consistent electronic communication.

In the column on Doctoral Issues, Professors Varun Grover, Clemson University, and Manoj K. Malhotra, University of South Carolina, discuss the key for having a successful dissertation process for doctoral students. Four advisor archetypes are

presented based on interaction incidence and interaction style. Several prescriptive courses of action of value to both advisors and doctoral students are presented.

The e-Commerce column by Professor Kenneth Kendall, Rutgers University, examines whether artificial intelligence (AI) can help us make decisions today. For example, DSI has implemented a scheduling preference system written by Professor Scott Sampson at Brigham Young University. Ken believes that AI is currently in phase three, with researchers trying to develop autonomous agents that can help us make better decisions.

Professor David Heimann, University of Massachusetts, reviews three books on the use of spreadsheets: *Spreadsheet Modeling and Decision Analysis* by Cliff Ragsdale; *Quantitative Business Modeling* by Jack Meredith, Scott Shafer, and Efraim Turban; and *Applied Management Science: Modeling, Spreadsheet Analysis, and Communication for Decision Making* by John A. Lawrence, Jr. and Barry A. Pasternak. All three textbooks use a practical approach and provide numerous realistic examples.

Have a happy and safe New Year! ■



**G. Keong Leong** is professor and chair of the Management Department in the College of Business, University of Nevada, Las Vegas. He holds a Bachelor of Engineering from the University of Malaya, an MBA and a Ph.D. from the University of South Carolina. Professor Leong has held leadership positions in Decision Sciences Institute such as at-large vice president, Doctoral Student Consortium coordinator, Instructional Innovation Award Competition coordinator, and POM track chair. He has published articles in Decision Sciences, Journal of Operations Management, Interfaces, Journal of Management, and other journals. His current research interests include international operations, operations strategy, technology management, and supply chain management. Professor Leong has co-authored two books, won teaching and research awards, and received the Educator of the Year award from the Asian Chamber of Commerce in Las Vegas.

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