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Dr. Jack is an Associate Professor of Operations Management in the Department of Management, Marketing and Industrial Distribution, School of Business, University of Alabama at Birmingham. His academic qualifications include: a B.S. in Industrial Engineering from Georgia Tech; an MBA from Wright State University; and a Ph.D. in Operations Management from the University of Cincinnati. A passionate teacher, Dr. Jack is a recipient of the 2006 UAB President's Award for Excellence in Teaching. His research interests include operations strategy with special emphasis on flexibility, health care management, quality management, and supply chain management. His research has been published in *Journal of Operations Management*, *Production and Operations Management*, *Quality Management Journal*, *Business Horizons*, *Managing Service Quality*, *Journal of Services Marketing*, *Management Research News*, *APICS--The Association for Operations Management* and in a 1999 textbook: *Quantitative Models for Supply Chain Management*. His work experience includes 21 years as a US Air Force officer where his responsibilities at various international locations involved facility planning, design, construction, and maintenance. He is a member of APICS-The Association for Operations Management, Academy of Management (AOM), Decision Sciences Institute (DSI), and Production and Operations Management Society (POMS).