

## ABOUT THE AUTHOR

**Prof Hum Sin Hoon** obtained his B. Commerce and B. Engineering (Hons) as a Colombo Plan Scholar from the University of Newcastle, Australia. He received his Ph.D. in Production/Operations Management from the University of California, Los Angeles, USA.

Prof Hum is currently with the Department of Decision Sciences at the National University of Singapore (NUS). He currently serves as the Vice-Dean (Undergraduate Studies) of the NUS Business School.

Prof Hum had earlier completed his term as the Dean of the NUS Business School where he had earlier served as the Head of Decision Sciences Department. Prof Hum had been a member of the NUS Council and the NUS Senate. He had also served as a Board member of the East Asian Institute, and the Institute of Southeast Asian Studies (ISEAS). At ISEAS, Prof Hum had also served as the Chairman of its Audit Committee.

Prior to joining the University, Prof Hum worked as a Systems Engineer in the Ministry of Defence and participated in several studies aimed at optimizing the use of various types of training resources and systems. Prof Hum has conducted executive teaching and/or served as a consultant to both public and private organizations. Prof Hum's current area of active consulting work has been in helping companies and government agencies adopt

and implement the Balanced Scorecard strategic measurement and management system.

Prof Hum's research interests are in the areas of operations strategy, modelling analysis of supply chains, production planning and control of bottleneck facilities and the strategic management of hotel and airline operations. His research papers have been published in various journals including *Operations Research*, *European Journal of Operational Research*, *Naval Research Logistics*, *International Journal of Operations and Production Management*, *Singapore Management Review* and the *Asia-Pacific Journal of Management*.