
Pamela J. Zelbst, Ph.D.
Associate Professor
Management & Marketing
College of Business
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Degrees Earned

- Ph.D. University of Texas, Arlington, Texas, Information Systems and Production Operations Management, 2005
- M.B.A. Sam Houston State University, Huntsville, Texas, Business Administration, 1998
- B.B.A. Sam Houston State University, Huntsville, Texas, General Business Administration, 1997

Professional Licensures and Certificates

- Project Management Professional, PMP, 1600431, 2013
- RFID + Certified Professional, COMP001008836314, 2009

Peer-Reviewed Publications and Artistic Performances/Exhibitions

Articles

- Zelbst, P. J., Green, K. W., Sower, V. E., & Abshire, R. D. (in press, 2014). Impact of RFID and Information Sharing on JIT, TQM, and Operational Performance. *Management Research News*.
- Bellah, J. C., Sower, V. E., Zelbst, P. J., & Green, K. W. (2013). RFID and Environmental Sustainability: An Unlikely Partnership. *RFID Journal*.
- Bellah, J. C., Zelbst, P. J., & Green, K. W. (2013). Unique TQM Practices and Logistics Performance. *International Journal of Productivity and Quality Management*, 12 (1), 61-76.
- Bellah, J. C., Li, K., Gu, Q., & Zelbst, P. J. (2013). Use of RFID Technology for Automatic Job Costing. *International Journal of Information Systems and Social Change*, 4 (3), 72-88.
- Meacham, J., Bhadauria, V., Green, K. W., & Zelbst, P. J. (2012). Do Environmental Collaboration and Monitoring Enhance Organizational Performance? *Industrial Management & Data Systems*, 112 (2), 186-205.
- Green, K. W., Zelbst, P. J., Meacham, J., & Vikrem, B. (2012). Green Supply Chain Management Practices: Impact on Performance. *Supply Chain Management: An International Journal*, 17 (3), 290-305.
- Sower, V. E., Green, K. W., Zelbst, P. J., & Thomas, M. (2012). RFID Usage Increasing Rapidly. *RFID Journal*.
- Zelbst, P. J., Green, K. W., Sower, V. E., & Reyes, P. (2012). The Impact of RFID Utilization on Manufacturing Effectiveness and Efficiency within a Supply Chain Context. *International Journal of Operations and Production Management*, 32 (3).
- Sower, V. E., Zelbst, P. J., & Gu, Q. (2012). The Usage and Effect of Benchmarking on Supply Management Performance Improvement. *Production and Inventory Management Journal*, 48 (1), 6-14.
- Whitten, D., Green, K. W., & Zelbst, P. J. (2012). Triple-A Supply Chain Performance. *International Journal of Operations and Production Management*, 32 (1), 28-48.
- Zelbst, P. J., Green, K. W., Sower, V. E., & Abshire, R. D. (2011). Impact of RFID Technology Utilization on Organizational Agility. *Journal of Computer Information Systems*, 52 (1), 24-33.
- Zelbst, P. J., Frazier, G. V., & Sower, V. E. (2010). A Cluster Concentration Typology for Making Location Decisions. *Industrial Management & Data Systems*, 110 (6), 883-907.
- Zelbst, P. J., Green, Jr., K. W., Abshire, R. D., & Sower, V. E. (2010). Relationships among Market Orientation, JIT, TQM, and Agility. *Industrial Management & Data Systems*.
- Li, K., Zelbst, P., Gu, Q., & Bellah, J. (2010). Warranty Designs in Duopoly. *International Journal of Business Research*.
- Warner, J., Gu, Q., Glissmeyer, M., & Zelbst, P. J. (2010). When Project Failure is a Success: An Experiential Approach in the Classroom. *International Journal of Management in Education*, 4 (4), 446-462.
- Zelbst, P. J., Green, K. W., & Sower, V. E. (2009). Impact of RFID technology utilization on operational performance. *Management Research News*.
- Zelbst, P. J., Green, K. W., Sower, V. E., & Reyes, P. (2009). Impact of Supply Chain Linkages on Supply Chain Performance. *Industrial Management & Data Systems*, 109 (5 & 6), 665-682.
- Zelbst, P. J., Green, K. W., Sower, V. E., & Baker, G. (2009). RFID Utilization and Information Sharing: The Impact on Supply Chain Performance. *Journal of Business & Industrial Marketing*, 25 (8).

Zelbst, P. J., Sower, V. E., & Green, K. W. (2008). An Experiential Approach to Develop Understanding of RFID Technology. *International Journal of Management in Education*.

Carter, C. R., Sanders, N. R., Dong, Y., & Green, K. (2008). OSM Forum. *Journal of Operations Management*.

Lilly, J. D., Kavanaugh, J. K., Zelbst, P. J., & Duffy, J. (2008). The Impact of Human Resource Practices on Low-income Workers in the Context of a Natural Disaster. *Journal of Behavioral and Applied Management*.

Book/TextBook

Zelbst, P. J. & Sower, V. E. (2012). *RFID for the Operations and Supply Chain Professional*. New York, New York: Business Expert Press.

Chapters

Refereed

Duffy, J. & Zelbst, P. (2000). Financial Challenges Facing Women Entrepreneurs: An Exploratory Cross-National Study. In Mastorakis (Ed.), *Mathematics and Computers in Modern Science* (pp. 239-243). Athens, Greece: World Scientific and Engineering Society.

Proceedings

Full Paper

Zelbst, P. J., Green, K. W., Sower, V. E., & Abshire, R. D. (2012). Impact of RFID and Information Sharing on JIT, TQM, and Operational Performance. *Southwest Decision Sciences Institute*.

Li, K., Gu, Q., Bellah, J. C., & Zelbst, P. J. (2011). Active Learning in Operations Management Class: An X-bar Chart Experiment. *Southwest Academy of Management*.

Zelbst, P. J., Green, K. W., Sower, V. E., & Abshire, R. D. (2011). Impact of RFID Technology Utilization on Organizational Agility. *Southwest Academy of Management*.

Warner, J., Zelbst, P. J., Gu, Q., & Glissmeyer, M. (2011). Service Learning Projects-If a Client Quits Does the Learning Stop? Evidence from a Grounded Theory Analysis. *Southwest Decision Sciences Institute*.

Green, K. W., Zelbst, P. J., Meacham, J., & Bhadauria, V. (2011). Do Green Supply Chain Management Practices Improve Organizational Performance? *Southwest Decision Sciences Institute*.

Zelbst, P. J. & Lilly, J. (2011). Innovation and New Product Development: The Story of the Align Drive. *Southwest Case Research Association Annual Meeting*.

Zelbst, P. J., Green, K. W., Sower, V. E., & Reyes, P. (2009). Supply Chain Linkages: Power, Benefits, and Risk Reduction. *Southwest Decision Sciences Institute*.

Zelbst, P. J., Frazier, G. V., & Sower, V. E. (2009). An Improved Cluster Concentration Typology for Examining the Fit between Organizational Needs and Cluster Concentration Characteristics in Location Decision Making. *Southwest Academy of Management*, Oklahoma City, Oklahoma: .

Zelbst, P. J. & Kavanaugh, J. K. (2009). Southwest Beverage Container Corporation (SBCC). *North American Case Research Association*.

Lilly, J., Kavanaugh, J., Zelbst, P., & Duffy, J. (2007). The Impact of HR Practices in the Context of a Catastrophic Disaster: Evidence from Hurricanes Katrina and Rita. *Western Academy of Management Conference*.

Zelbst, P. J. & Torrez, B. (2006). Quake, Rattle & Explode: A Supply Chain Network Typology Derived from the Geological Theory of Plate Tectonics. *Southwest Academy of Management Conference*.

Zelbst, P. J. (in press, 2005). Would International Benchmarking in Services Provide a Competitive Advantage? *Southern Management*.

Zelbst, P. J. (in press, 2004). The Effect of Liquidity Stress on the Entrepreneurial Organization in Relation to the Determinants of Strategy. *Southwest Academy of Management Conference*.

Zelbst, P. J. & Frazier, G. (in press, 2004). A Discussion of Inconsistency of Meaning or Terms in Strategy: Components, Characteristics, and Tools. *Decision Sciences Institute Annual Meeting*.

Jiang, B. & Zelbst, P. (in press, 2004). The Decision Making on an In-House Logistic Division's Operation Strategies. *Southeast Decision Sciences*.

Zelbst, P. & Duffy, J. (2000). An Exploratory Cross-National Study of Women Entrepreneurs. *Allied Academies International Conference*, 6 (2), Academy of Entrepreneurship, 49-53.

Abstract Only

Zelbst, P. J., Green, K. E., Abshire, R. D., & Sower, V. E. (in press, 2009). Marketing Orientation, JIT, TQM, Agility, Operational Performance and Logistical Performance. *Decision Sciences Institute Annual Meeting*.

Zelbst, P. J., Gu, Q., Warner, J., & Glissmeyer, M. (in press, 2009). Experiential Approach: Taking Students to the Level of Insight using

RFID Projects. *Decision Sciences Institute Annual Meeting*.

Lilly, J., Baker, G., & Zelbst, P. (in press, 2006). Do Students Learn More When They Write? *Decision Sciences Institute Annual Meeting*.

Zelbst, P. J., Lilly, J., & Davis, C. (in press, 2006). The Students View of Writing: A Reflective Evaluation. *Decision Sciences Institute Annual Meeting*.

Research Monographs and Technical Reports

Chapters, Cases, Readings, Supplements

Duffy, J. & Zelbst, P. (2000). Financial Challenges Facing Women Entrepreneurs: An Exploratory Cross-National Study. In Mastorakis (Ed.), *Mathematics and Computers in Modern Science* (pp. 239-243). Athens, Greece: World Scientific and Engineering Society.

Working Papers

Bellah, J. C., Green, K. W., Zelbst, P. J., & Sower, V. E. (2014). "Adoption of RFID as an Environmental Sustainability Strategy," targeted for International Journal of Production Economics.

Zelbst, P. J., Green, K. W., & Sower, V. E. (2014). "MO, RFID, and LP Model," targeted for Industrial Management & Data Systems.

Inman, A., Green, K. W., Zelbst, P. J., & Sower, V. E. (2014). "Comprehensive Production and Operations Management Model," targeted for Journal Of Operations Management.

Funded External Grants

Peer-Reviewed Presentations/Posters

Paper Presentations

National

Bellah, J. C., Warner, J., Wipawaykool, K., & Zelbst, P. J. (2012). *Seeing Your Prospects Clearly: A Methodolgy for Tracking Data Visualization*. Decision Sciences Institute Annual Meeting, San Fransico, CA, United States of America.

Warner, J., Zelbst, P. J., Glissmeyer, M., & Gu, Q. (2010). *When Clients Quit Does Learning Stop?: An Examination of Experiential Learning*. Decision Sciences Institute Annual Meeting, San Diego, CA, United States of America.

Warner, J., Gu, Q., Glissmeyer, M., & Zelbst, P. J. (2009). *Experiential Approach: Taking Students to the Level of Insight Using RFID Projects*. Decision Sciences Institute Annual Meeting, New Orleans, LA, United States of America.

Zelbst, P. J., Green, K. W., Abshire, R. D., & Sower, V. E. (2009). *Marketing Orientation, JIT, TQM, Agility, Operational Performance and Logistical Performance*. Decision Sciences Institute Annual Meeting, New Orleans, LA, United States of America.

Zelbst, P. J., Frazier, G., & Sower, V. (2007, November). *Cluster Concentrations: A Typology Developed and Tested from the Macro Perspective*. Decision Sciences Institute Annual Meeting, Phoenix, Arizona.

Zelbst, P. J. (2007, February). *Attractiveness as an Element of Strategic Decision Making: The Effects of Infrastructure Dynamics*. American Society of Business and Behavioral Sciences Conference, Las Vegas, Nevada.

Zelbst, P. J. (2006, November). *The Evolution of Concentration Infrastructure*. Decision Sciences Institute Annual Meeting, San Antonio, Texas.

Zelbst, P. J. & Frazier, G. (2004, November). *A Discussion of Inconsistency of Meaning or Terms in Strategy: Components, Characteristics, and Tools*. Decision Sciences Institute Annual Meeting, Boston, Massachusetts.

Regional

Warner, J., Gu, Q., Glissmeyer, M., & Zelbst, P. J. (2010). *When Project Failure is a Success: An Experiential Approach in the Classroom*. Southwest Academy of Management, Dallas, Texas.

Zelbst, P. J., Green, K. W., Sower, V. E., & Baker, G. (2009, February). *RFID Utilization and Information Sharing Impact on Supply Chain Performance*. Association of Collegiate Marketing Educators, Oklahoma City, Oklahoma.

Zelbst, P. (2005, November). *Would International Benchmarking in Services Provide a Competitive Advantage?* Southern Management, Charleston, South Carolina.

Zelbst, P. J. & Torrez, B. (2005, March). *Quake, Rattle & Explode: A Supply Chain Network Typology Derived from the Geological Theory of Plate Tectonics*. Southwest Academy of Management Conference, Dallas, Texas.

Jiang, B. & Zelbst, P. (2004, March). *The Decision Making on an In-House Logistic Division's Operation Strategies*. Southeast Decision Sciences, Charleston, South Carolina.

Zelbst, P. J. (2004, March). *The Effect of Liquidity Stress on the Entrepreneurial Organization in Relation to the Determinants of Strategy*. Southwest Academy of Management Conference, Orlando, Florida.

Work or Professional Experiences

Experience: Academic

Associate Professor, Sam Houston State University (September, 2011 - Present).
Assistant Professor, Sam Houston State University (September, 2005 - September, 2011).
Lecturer, Sam Houston State University (September, 2004 - August, 2005).
Adjunct Professor, University of Houston (January, 2004 - December, 2004).
Lecturer, Sam Houston State University (September, 2000 - August, 2002).

Experience: Non-Academic

National

Director of Client Services, Managed Profit America, Inc. (January, 2000 - January, 2004).
Owner, Family Realty (January, 1986 - December, 1992).

Honors and Awards

Award

2010: *Faculty Excellence Award for the College of Business Administration*. College of Business Administration, Sam Houston State University. The Faculty Excellence Award from the College of Business Administration is given to one recipient each year.
2009: *Best Paper in the Technology, Innovation and Best Paper Track*. Southwest Academy of Management. Best Paper Award in the Technology, Innovation and Operations Management Track

Honor

2011: *Recognition and Appreciation for Service*. Southwest Academy of Management. Recognition for service from 2007-2011 as secretary for SWAM.
2010: *Awarded Coin*. 3rd ACR, K Troop, Ft. Hood, Texas.
2009: *Certificate of Appreciation*. Lightening Troop, Thunder Squadron. Given for support of returning soldiers coming home from Iraq.
2009: *Bearkat Battalion ROTC*. ROTC Sam Houston State University. Awarded for service and support of the Bearkat ROTC Battalion

Other Competencies

2012 - TEKLYNX CODESOFT 10 : Secured a donation of software valued at \$7975.00
2011 - Chilling Ties Project : Collected money to purchase and send chilling ties to Marines in Afghanistan.
2011 - AITP Conference : Worked with Dr. Warner, Dr. Wipawaykool, Dr. Bellah, and 5 students to track attendees, using RFID, of the SITP Region 6 Conference.
2011 - Avery Dennison : Secured donation of \$500.00 in RFID inlays
2010 - ADT Security Services : Secured a donation in kind of over \$20,000.00 in RFID equipment
2010 - Returning Single Soldiers Project : Drive to collect items needed by 53 single soldiers upon their return from Iraq.
2010 - Soldiers Phone Home Project : Collected money to purchase phone cards for soldiers deploying to Iraq.
2010 - Avery Dennison : Secured donation of \$200.00 in Monza RFID inlays
2009 - Avery Dennison : Secured two in kind donations for a combined value of \$1500.00.
2009 - Ohio University Auto ID Lab : Secured an in kind donation of \$6750.00 in barcode readers and docking stations.
2009 - : Developed the Test Bank and Power Point Slides for Dr. Victor E. Sower's book Essentials of Quality that will be published by Wiley in 2010.
2009 - Feedback, Inc. : Secured an in kind donation of conference fees and robot parts valued at \$750.00.
2009 - Venture Research, Inc. : Secured three in kind donations for a total value of \$700.00.
2009 - Junior League of Waco : Worked with Baylor and Ohio University to use RFID and track attendees at the event.
2009 - : Managed the \$145,000.00 upgrade to the Sower Business Technology Lab.
2009 - Toys for Iraqi Children : Toy and Candy Drive for Iraqi Children. Distributed by 10th Mountain Division (Ft. Drum, New York) and 3rd ACR (Ft. Hood, Texas) while serving in Iraq.

Faculty Development

Instructional-Related Conference

2012: 2012 SAP, Huntsville, Texas. Introduction to SAP Business by Design.
2011: 2011 SAP University Alliance and Curriculum Development Workshop, Huntsville, Texas. Project Management Module.
2011: 2011 SAP University Alliance and Curriculum Development Workshop, Huntsville, Virtual.
2011: Presenting Data and Information Workshop, Huntsville, Texas.

2010: 2010 SAP University Alliance Training and Curriculum Workshop, Huntsville, Texas. SAP 101 Workshop.

Research-Related Conference/Seminar

2009: RFID Symposium, Waco, Texas.

2008: RFID Symposium, Waco, Texas.

2007: RFID Symposium, Waco, Texas.

Other Professional Development

2014: PMP Certification through the Project Management Institute (PMI), Houston, Texas. Continuing Education.

2013: PMP Certification through the Project Management Institute (PMI), Houston, Texas. Continuing Education.

2012: PMO to Go, The Woodlands, Texas, United States of America.

PMP Certification Training

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2011: PMI Global Conference, Dallas, Texas.

Technology-Related Training

2009: RFID Solutions Center, Dayton, Ohio. RFID Training.

Community Service

Speech / Presentation at a Community Meeting

2012: Huntsville Rotary

Institutional Service

Department Assignments

Member:

2007-2008 – 2008-2009: Degree and Certificate Committee

Department Assignments

Member:

2011-2012: Strategic Planning Sub-committee: Degrees & Certificates: Development of the objectives for the Masters of Science in Project Management

2010-2011 – 2011-2012: Strategic Planning Sub-committee: Degrees & Certificates: Development of the Masters of Science in Project Management

2010-2011: Strategic Planning Sub-committee: Degrees & Certificates: Attended PMI Global Conference to prepare of accreditation of the Masters of Science in Project Management

2009-2010: Strategic Planning Sub-committee: Degrees & Certificates:

Development of the Masters of Science in Project Management

2008-2009: Strategic Planning Sub-committee: Degrees & Certificates:

Development of the Master's of Science in Project Management

College Assignments

Chair:

2011-2012 – 2013-2014: Fort Leavenworth Project

Member:

2011-2012: COBA Curriculum Review Committee: First Committee: Chair Roger Abshire

2009-2010: AACSB Accreditation Maintenance Committee

2008-2009 – 2009-2010: Advisory Committee for the Gibson D. Lewis Center for Business & Economic Development

2008-2009 – 2009-2010: Academic Scholarship Committee

2007-2008 – 2009-2010: Assurance of Learning Committee

2007-2008: Academic Awards Convocation Committee

2000-2001 – 2001-2002: COBA Career Fair Committee

Other Institutional Service Activities:

2013-2014: Director of the Center for Innovation & Technology

2012-2013 – 2013-2014: Director of the Sower Business Technology Laboratory

2011-2012 – 2012-2013: Center for Innovation and Technology

2011-2012 – 2012-2013: Director of the Sower Business Technology Laboratory

2011: College Presentation About Online Course Development

2009-2010 – 2011-2012: Director of the Sower Business Technology Laboratory

2009-2010: Upgrade of the Sower Business Technolcgy Laboratory:

Upgraded and added new technologies and arranged for training and development of faculty.

University Assignments

Chair:

2011-2012: Tenure Advisory Committee: Faculty Senate Committee

Member:

2011-2012 – 2012-2013: Ad Hoc Campus Art Review Committee for Sam Houston Trail Project

2010-2011 – 2011-2012: Ad Hoc Committee for Campus Art Review The Woodlands Center

University Assignments

Member:

2007-2008: Campus Art Review Committee

University Assignments

Member:

2009-2010 – 2013-2014: Honors College Advisory Committee

2012-2013: Honors College Sub-committee: Admissions

2009-2010 – 2012-2013: Honors College Sub-committee: Undergraduate Research Symposium

2010-2011 – 2011-2012: Campus Art Review Committee

2009-2010: Campus Art Review committee

2008-2009: Campus Art Review Committee

University Assignments

Member:

2007-2008: NCAA Certification Self Study Steering Committee: Project Manager/Recorder

University Assignments

Member:

2006-2007: Women's Advisory Committee

Mentoring Activities:

2004-2005 – 2005-2006: McNair Scholars Program: Roxanne Sustiana

Other Institutional Service Activities:

2013-2014: Director of the Center for Innovation and Technology

2011-2012 – 2013-2014: Faculty Senator

Dissertation Assignments

Member:

2010-2011: Faisal Tehseen Shah: International Referee; University of the Punjab

Professional Service

Academic Conference: Panelist

2010: Sloan Industry Studies (International).

Reviewer - Article / Manuscript

2013: Industrial Management & Data Systems (International).

2007 – 2013: Journal of Business Strategy (Regional).

2012: Industrial Data & Management Systems (International).

2009 – 2012: Journal of Computer Information Systems (International). Also on the Editorial Review Board

2008 – 2012: Journal of Operations Management (International).

2009 – 2011: Industrial Management & Data Systems (International).

2007: Southwest Academy of Management Conference (Regional).

2007: Journal of Management & Enterprise Development (Regional).

2006: Southwest Academy of Management (Regional).

Reviewer - Book / Textbook

2010: McGraw-Hill/Irwin (International).

2009 – 2010: McGraw-Hill/Irwin (International).

2009: Wiley (International).

Officer: Organization / Association

2007 – 2011: Southwest Academy of Management (Regional).

Other Professional Service Activities

2013 – 2014: Director of the PMI Houston Venue for The Woodlands (International).

2013: Southwest Academy of Management Conference (Regional). Track Chair

2011: Southwest Academy of Management Conference (Regional). Session Mentor

2011: Decision Sciences Institute Annual Meeting (National). Session Chair

2010: Southwest Academy of Management Conference (Regional). Session Chair

2010: Decision Sciences Institute Annual Meeting (International). Review of Website at the request of the DSI Board

2009: Decision Sciences Institute Annual Meeting (National). Session Chair

2006: Decision Sciences Institute Annual Meeting (National). Session Chair

Reviewer: Conference Paper

2012: Southwest Academy of Management (Regional).

2008 – 2012: Southwest Academy of Management (Regional).

2009: Decision Sciences Institute Annual Meeting (National).

2004 – 2007: Decision Sciences Institute Annual Meeting (National).

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