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**Pamela J. Zelbst, Ph.D.**  
**Assistant 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**

- 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, 2011). Impact of RFID Technology Utilization on Organizational Agility. *Journal of Computer Information Systems*.
- Zelbst, P. J., Green, K. W., Sower, V. E., & Reyes, P. (in press, 2011). The Impact of RFID Utilization on Manufacturing Effectiveness and Efficiency within a Supply Chain Context. *International Journal of Operations and Production Management*.
- Sower, V. E., Zelbst, P. J., & Gu, Q. (in press, 2011). The Usage and Effect of Benchmarking on Supply Management Performance Improvement. *Production and Inventory Management Journal*.
- Zelbst, P. J. (in press, 2011). Use of RFID Technology for Automatic Job Costing. *International Journal of Knowledge-Based Organizations*.
- Zelbst, P. J., Frazier, G. V., & Sower, V. E. (2010). A Cluster Concentration Typology for Making Location Decisions. *Industrial Management and 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*.
- Whitten, D., Green, K. W., & Zelbst, P. J. (in press, 2010). Triple-A Supply Chain Performance. *International Journal of Operations and Production Management*.
- Li, K., Zelbst, P., Gu, Q., & Bellah, J. (2010). Warranty Designs in Duopoly. *International Journal of Business Research*.
- Warner, J., Qiannong, G., 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. (2012). *RFID for the Operations and Supply Chain Professional*.

**Proceedings**

**Full Paper**

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

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: .

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*.

#### **Abstract Only**

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*.

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*.

### **Research Monographs and Technical Reports**

#### **Working Papers**

Lilly, J. D., Kavanaugh, J., Zelbst, P. J. , & Duffy, J. (2007). "The Impact of HR Practices in the Context of a Catastrophic Disaster," Initial submission to *Journal of Public Policy & Marketing*.

Zelbst, P. J., Sower, V. E. , & Green, K. W. (2007). "An Experiential Approach to Develop Understanding of RFID Technology," Initial submission to *Journal of Education for Business*.

Zelbst, P. J., Frazier, G., & Sower, V. (2007). "Cluster concentrations: A typology developed and tested from the macro perspective" targeted for *Strategic Management Journal*.

### **Funded External Grants**

#### **Peer-Reviewed Presentations/Posters**

##### **Paper Presentations**

#### **National**

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.

#### **Regional**

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.

### **Work or Professional Experiences**

#### **Experience: Academic**

Assistant Professor, Sam Houston State University (September, 2005 - Present).

Lecturer, Sam Houston State University (September, 2004 - August, Present).

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**

2009: Best Paper Award in the Technology, Innovation and Operations Management Track Southwest Academy of Management.

### **Other Competencies**

2009 - Other : 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 - Special Projects : Managed the \$145,000.00 upgrade to the Sower Business Technology Lab.

## Faculty Development

### Research-Related Conference/Seminar

2009: RFID Symposium. Waco, Texas.

2008: RFID Symposium. Waco, Texas.

2007: RFID Symposium. Waco, Texas.

### Technology-Related Training

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

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