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ACADEMIC/PROFESSIONAL BACKGROUND

Degrees Attained

- Ph.D. UNC Chapel Hill, Operations Management, 1984
- M.S. Clarkson University, Industrial Management, 1977
- B.S. Clarkson University, Chemical Engineering, 1975

Academic Experience

- Associate Professor, The University of North Carolina at Greensboro (1988 - Present), Greensboro, North Carolina.
- Visiting Professor, Duke University at Fuqua Graduate School of Business (August, 1994 - December, 1994), Durham, North Carolina.
- Assistant Professor, The University of North Carolina at Greensboro (1982 - 1988), Greensboro, North Carolina.
- Assistant Professor, Bowling Green State University (1981 - 1982), Bowling Green, Ohio.
- Instructor, University of North Carolina at Chapel Hill (1980 - 1981), Chapel Hill, North Carolina.
- Instructor, Clarkson College of Technology (1976 - 1977), Potsdam, New York.

Consulting Experience

- 2009-2016: Transatlantik Institute in Ludwigshafen Germany, Deliver a 3.0 credit hour course in Supply Chain Management, Executive MBA program for German companies
- 2014: Transatlantik Institute In Ludwigshafen Germany, Spent 11 days in both January and February in Ludwigshafen, delivering 44 contact hours of Operations Management to area executives as part of an MBA program, Executive MBA program for German companies
- 2012: Piedmont Triad firm producing hosiery, Quality Control, Facilitate new quality control program. 2009 thru 2011
- 2010-2012: Ciba Chemicals, Delivered APICS Certification courses at their worldwide Headquarters in Basel, Switzerland
- 2010-2011: Piedmont Triad firm producing hosiery, Quality Control, Facilitate new quality control program. 2009 and 2010
- 2007-2010: Transatlantik Institute in Ludwigshafen Germany, Deliver a 3.0 credit hour course in Supply Chain Management, Executive MBA program for German companies
- 2008: Transatlantik Institute in Ludwigshafen Germany, Executive MBA, Executive MBA program for German companies
- 2006: Transatlantik Institute in Ludwigshafen Germany, BiP Program, As part of a joint program with Transatlantik Institute, BASF, and UNCG's MBA program, deliver UNCG's MBA607 course

Certifications

APICS Certified in Production and Inventory Management (CPIM), 1983

Memberships

ISM, 2015-2017

APICS, 1980-2016

POMS, 2014-2016

TEACHING

Teaching Activities

Course (Existing) - Redesign

2015 - SCM652. Course (Existing) - Redesign.

2015 - SCM432. Course (Existing) - Redesign.

2014 - Course Redesigner. Course (Existing) - Redesign.

Course Coordinator

2004-16 - Course Coordinator for SCM302

Course Redesign (Existing)

2014 - Conceptual Designer. Course Redesign (Existing).

2014 - Course Redesigner. Course Redesign (Existing).

2011 - Quality Matters Application. Course Redesign (Existing).

Course (New) - Creation/Delivery: Conventional

2012 - Course (New) - Creation/Delivery: Conventional.

2011 - New Course. Course (New) - Creation/Delivery: Conventional.

2011 - Course (New) - Creation/Delivery: Conventional.

2010 - Course (New) - Creation/Delivery: Conventional.

2007 - Course (New) - Creation/Delivery: Conventional.

2006 - Course (New) - Creation/Delivery: Conventional.

2006 - Course (New) - Creation/Delivery: Conventional.

Course (New) - Creation/Delivery: Online

2014 - SCM432. Course (New) - Creation/Delivery: Online.

2009 - Course (New) - Creation/Delivery: Online.

2008 - Course (New) - Creation/Delivery: Online.

Program Assessment Projects

2015 - School Liaison. Program Assessment Projects.

2005-16 - Committee Chair. Program Assessment Projects.

Thesis / Dissertation Committee - Member

2015 - Committee Member. Thesis / Dissertation Committee - Member.

2014 - Committee Member. Thesis / Dissertation Committee - Member.

Student Organization Advisor

2015 - Advisor. Student Organization Advisor.

2014 - Student Organization Advisor.
2013 - Student Organization Advisor.
2012 - Student Organization Advisor.
2011 - Student Organization Advisor.
2010 - Student Organization Advisor.

INTELLECTUAL CONTRIBUTIONS

Refereed Journal Articles

Heath, D., Singh, R., Ganesh, J., & Taube, L. (2013). Building Thought Leadership Through Business-to-Business Social Media Engagement at Infosys. *Management Information Systems Quarterly Executive*, 12 (2), 37-54.

Taube, L. R. & Bryant, M. (2010). The Evolution of Electronic Procurement within Supply Chains. *The Business Review, Cambridge*, 16 (1), 33-40.

Taube, L. R. & Gargeya, V. B. (2007). A Global Perspective and an Integrative Case Study: The Corporate Card Services Group at American Express. *The Business Review, Cambridge*, 7 (1), 45-52.

Taube, L. R. & Gargeya, V. B. (2005). An Analysis of ERP System Implementations: A Methodology. *The Business Review, Cambridge*, 4 (1), 1-10.

Brown, L., Mullins, T., Taube, L., & Wingler, T. (2003). SecureHome, Inc.: An Integrative MBA Case. *Case Research Journal*, 24 (1).

Iyer, L. S., Taube, L., & Raquet, J. (2002). Global E-Commerce: Rationale, Digital Divide, and Strategies to Bridge the Divide. *Journal of Global Information Technology Management*, 5 (1), 43-68.

Mullins, T. W. (1991). SecureHome, Inc.: An Integrative MBA Case. *Case Research Journal*, 225.

Refereed Proceedings

Full Paper

Taube, L. R. (2012). Improving Online Course Delivery. *48th Annual Meeting of Southeast INFORMS*. [Status: Published] [Refereed] [Teaching and Learning Scholarship]

Taube, L. R. & Bryant, M. (in press, 2010). The Evolution of Electronic Procurement within Supply Chains. *The Economics, Finance & International Business Research Conference*. [Status: In Press] [Refereed] [Basic or Discovery Scholarship]

Taube, L. R. & Gargeya, V. B. (in press, 2007). A Global Perspective and an Integrative Case Study: The Corporate Card Services Group at American Express. *Global Management and Information Technology Research Conference, New York*. [Status: In Press] [Refereed] [Teaching and Learning Scholarship]

This Proceedings highlights the various products and services of the Corporate Card Services Group (CCSG) at American Express. American Express' vision is to become the world's Number One most respected service brand. To achieve that, American Express has created technology platforms to deliver products and services in new ways that customers prefer. The CCSG business unit must address how their operations strategy will achieve the above focus, and how specific ideas will be implemented.

Taube, L. R. & Gargeya, V. B. (2005). An Analysis of ERP System Implementations: A Methodology. *Global Business and Finance Research Conference, London*. [Status: Published] [Refereed] [Applied or Integrative/application Scholarship]

Enterprise Resource Planning (ERP) systems are software packages that allow companies to have more real time visibility and control over their operations. There are

many ERP success stories, and many failures within the business world. This paper investigates and analyzes common factors and circumstances that occur within most ERP projects, and determines the areas that are critical to successful implementations.

Iyer, L., Gupta, B., & Taube, L. (2002). *Global E-Commerce: Analysis of Growth Limitations*. *Global Information Technology Management World Conference*. [Status: Published] [Refereed] [Applied or Integrative/application Scholarship]

Provides a general framework including a discussion of present advantages of international EC growth, national and corporate EC comparisons, an analysis of EC limitations, and the development of strategies for international e-commerce growth.

Iyer, L. S., Taube, L., & Raquet, J. (2001). *International E-Commerce Growth: Advantages, Comparisons, Limitations and Strategies*. *Global Information Technology Management*. [Status: Published] [Refereed] [Basic or Discovery Scholarship]

This paper provides a general framework including a discussion of present advantages of international EC growth, national and corporate EC comparisons, an analysis of EC limitations, and the development of strategies for international e-commerce growth.

Gargeya, V. B. & Taube, L. (2000). *A Global Perspective: American Express Company*. *Proceedings of the 31st Annual Meeting of the Decision Sciences Institute*, 129-131. [Status: Published] [Refereed] [Basic or Discovery Scholarship]

Refereed Presentations

International

Taube, L. & Gargeya, V. (2007, May). *A Global Perspective and an Integrative Case Study: The Corporate Card Services Group at American Express*. *Global Management and Information Technology Research Conference*, New York, New York, New York. [Status: Accepted] [Refereed] [Basic or Discovery Scholarship]

Taube, L. R. & Gargeya, V. B. (2005, July). *An Analysis of ERP System Implementations: A Methodology*. *Global Business and Finance Research Conference*, London, London, Great Britain. [Status: Presented] [Refereed] [Basic or Discovery Scholarship]

Iyer, L. B., Gupta, B., & Taube, L. (2002, June). *Global E-Commerce: Analysis of Growth Limitations*. *Global Information Technology Management Association Conference*, New York, New York. [Status: Presented] [Refereed] [Basic or Discovery Scholarship]

Iyer, L. S., Taube, L., & Raquet, J. (2001, June). *International E-Commerce Growth: Advantages, Comparisons, Limitations and Strategies*. *Global Information Technology Management*, Dallas, Texas. [Status: Presented] [Refereed] [Basic or Discovery Scholarship]

National

Taube, L. R. & Bryant, M. (2010). *The Evolution of Electronic Procurement within Supply Chains*. *The Economics, Finance & International Business Research Conference*, Miami, Florida. [Status: Presented] [Refereed] [Basic or Discovery Scholarship]

Tolbert, L., Taube, L., & Zerwas, S. (2008). *Rediscovering General Education - First Steps*. *SACS Annual Meeting*, San Antonio, Texas. [Status: Presented] [Refereed] [Applied or Integrative/application Scholarship]

Description: Objectives:

- 1) Participants will be able to identify key elements of general education programs and relate these elements to their existing general education delivery model.
- 2) Participants will be able to identify strategies for promoting the rediscovery of general education principles at their institutions.
- 3) Participants will identify strategies for promoting increased participation and involvement in general education programs.

Regional

Taube, L. R. (2012). *Improving Online Course Delivery*. 48th Annual Meeting of Southeast INFORMS, Myrtle Beach, South Carolina. [Status: Accepted] [Refereed] [Teaching and Learning Scholarship]

Working Papers

Heath, D., Singh, R., Ganesh, J., Kroll-Smith, J.S., & Taube, L. (2013). "Strategic Organizational Engagement in Social Media."

Non-Refereed Presentations

International

Taube, L. R., Parkes, D., & Nemer, C. (2015). *Preparing Leaders to Live in a Virtual World – A Template to Enhance Effectiveness of Various Online Global Supply Chain*. POMS 27th Annual meeting to be held in May 2016, Orlando, Florida. [Status: Accepted] [Non-Refereed] [Applied or Integrative/application Scholarship]

Description:

This presentation will provide insight into the practical use of two commercially available Business Simulations in a Virtual Learning Environment. The presentation will show a template and “Road Map” (course design elements) for demonstrating the importance of specific operational processes related to Supply Chain Management and the importance of communication.

Gargeya, V. & Taube, L. (2015, May). *Outcomes-Based Course Design and Assurance of Learning*. POMS 27th Annual meeting to be held in May 2016, Orlando, Florida. [Status: Accepted] [Non-Refereed] [Applied or Integrative/application Scholarship]

Description:

OM faculty at two universities have integrated assessment (AoL) into the continuous improvement of their courses and programs. The presentations will illustrate that design for assessment can result in a process that simultaneously satisfies both administrative and instructional priorities with little additional burden on the faculty.

Taube, L. R. & Gargeya, V. (2014). *On-Line Degree Completion Program in Supply Chain Management*. 2015 Annual Meeting of the Production and Operations Management Society, Washington DC, District of Columbia. [Status: Accepted] [Non-Refereed] [Applied or Integrative/application Scholarship]

Description:

The University of North Carolina at Greensboro has had a long history of delivering the Supply Chain and/or Operations Management undergraduate curriculum. In the early 2000s, student demand dried up. The paper describes the development of an online program, enhancing enrollment from 4 students to 54 students in two years.

Regional

Welsh, D. & Taube, L. (2012). *Establishing Living Learning Communities*. Lily Conference in Greensboro, NC, Greensboro, North Carolina. [Status: Accepted] [Non-Refereed] [Teaching and Learning Scholarship]

SERVICE

Service to the University

Department Assignments

Chair:

2010 – 2011: ISOM Undergraduate Committee

Department Assignments

Chair:

2005-2006 – 2007-2008: Undergraduate Committee

2003-2004 – 2004-2005: Student Recognition Committee

Member:

2013-2014 – 2015-2016: External Relations Committee

2012-2013 – 2015-2016: ISSCM Undergraduate Committee

2007-2008: External Relations Committee (TISEC & ISOM Board)

2006-2007 – 2007-2008: Student Societies/Recognition Committee

2006-2007: External Relations Committees (TISEC and ISOM Board)

2005-2006: Student Recognition Committee

2005-2006: External Relations Committee (TISEC & ISOM Advisory Board)

2004-2005: Undergraduate Committee

2004-2005: External Relations Committee

Department Assignments

Other Institutional Service Activities:

2004-2005 – 2006-2007: Technology & Integrated Systems Education Council (TISEC) : Organized half-day educational seminars for Triad area IS and SCM executives. Provided all necessary activities for one seminar in 2004, three in 2005, and three in 2006, including program selection and design, speaker selection, publicity, company contact, and logistical services.

School Assignments

Chair:

2005-2006 – 2007-2008: Undergraduate Program Committee

Member:

2005-2006 – 2007-2008: Deans Committee

2005-2006: Assurance of Learning Task Force

2003-2004 – 2004-2005: Undergraduate Program Committee

School Assignments

Other Institutional Service Activities:

2006-2007 – 2015-2016: Undergraduate Program Director: Undergraduate Program in the Bryan School of Business and Economics

School Assignments

Chair:

2013-2014 – 2015-2016: UPC Task Force on International Study Opportunities: Task Force consists of two people: Associate Dean Bill Brown and myself. We have enlisted outside experts as we have needed them, including: Dr. Amy Williamsen, Dr. Erick Byrd, Professor Wade Maki, and others.

The Task Force has introduced a Bryan Summer Abroad Program, with the first scheduled visit in Summer 2016 to Costa Rica. We have selected a travel partner, worked with IPC, and have recruited 15 students to join Professor Maki and myself to Costa Rica. My responsibilities include working with all parties and recruiting students via publicity and visits to MGT301, ECO300, and various STH classes.

2008-2009 – 2015-2016: Undergraduate Program Committee

2011-2012: Committee on Teaching and Learning Enhancement: Led monthly committee meetings for a new Faculty Governance committee. Organized a series of Master Teaching Seminars.

2010: Bryan School's Undergraduate Program Committee

School Assignments

Member:

2008-2009 – 2015-2016: Bryan's Leadership Committee: 2-4 hours per month

2006-2007 – 2008-2009: Assurance of Learning Task Force: Charge: assurance of undergraduate student learning through learning objectives, goals and rubrics.

University Assignments

Assurance Of Learning - Institutional Service:

2013-2014: General Education certification as part of the Office of Accrediation and Assessment: Part of a team that planned assessments and then evaluated student work products.

University Assignments

Assurance Of Learning - Institutional Service:

2011-2012 – 2013-2014: Institutional Effectiveness Committee: Charged with preparing for SACS Review

2011-2012: UNCG Assessment: Received a course buyout from the Provost in Spring 2011. Delivered a ton of work assessing the Student Learning Enhancement processes of 183 UNCG academic programs.

Chair:

2011-2012 – 2013-2014: SACS Reaffirmation Standard Chair: For SACS Standard 3.3.1.1: Educational programs to include student learning outcomes

2010 – 2011: LLC on Sustainable Entrepreneurship in Jefferson Suites

2009-2010 – 2011-2012: SLEC - Student Learning Enhancement Committee: Learning Assessment of all UNCG Programs. Reporting to Faculty Senate. 5-15 hours per month.

2009-2010 – 2010-2011: Co-Principal Proposer of Sustainable Entrepreneurship LLC: Worked with Dianne Welsh, and we received a four year University grant worth \$352,000.

2005-2006: General Education Review Task Force: Produced Task Force Report on General Education at UNCG; received course reduction for my service as chair. Also served as Chair for the Sub-Committee on GEC Curriculum.

University Assignments

Chair:

2010-2011 – 2013-2014: Student Learning Enhancement Committee

University Assignments

Chair:

2008-2009 – 2009-2010: Subcommittee of GEC: Assessment: Committee has met four times in Fall 2008, for 1.5 hours each meeting. We are producing assessment subdimensions and rubrics for the General Education faculty to consider. We have also presented at Faculty Senate Forums and one Faculty Senate meeting.

2001-2002 – 2009-2010: Undergraduate Program Committee (for Bryan School): This committee meets monthly throughout the school year, charged with the responsibility for all undergraduate curriculum at UNCG.

2003-2004: Undergraduate Curriculum Committee: This committee meets monthly throughout the school year, charged with the responsibility for all undergraduate curriculum at UNCG. Responsibilities for this year including conducting meetings in absence of chair.

University Assignments

Interdisciplinary Service Activities:

2013-2014 – 2014-2015: Title III faculty / professional learning community on advising: Chaired by John Sopper

University Assignments

Member:

2010: 2 Strategic Goal Implementation Task Forces

2008-2009 – 2009-2010: General Education Council: Committee meets 9 times per year for two hours each meeting. Additional responsibilities outside of meeting dates.

2007-2008: General Education Council: Produced a two week Summer 2008 General Education workshop for UNCG faculty. One of five planning members. Participated in all 10 days of activities, plus many more hours of planning for the event.

University Assignments

Member:

2014-2015 – 2015-2016: Global Leadership Committee Steering Committee: GLP is charged with the enhancement of global learning for all UNCG students. The committee strives to offer new international learning programs, and is producing a badge system for our students to earn recognition for their global learning. We meet eight monthly for 2-2.5 hours per month.

University Assignments

Member:

2010-2011 – 2012-2013: Task Force on Communication across the Curriculum

2010 – 2011: Program Review for Career Services Center

2009-2010: Goal 1.7 Implementation Team
2009-2010: Goal 3.5 Implementation Team
2009-2010: Search Committee for Assessment Coordinator for University
2009-2010: UNCG in Three Task Force

University Assignments

Member:

2014-2015 – 2015-2016: UTLC Curriculum Committee: The University Teaching & Learning Commons Curriculum committee is charged with managing some components of general education curriculum and its assessment. It meets six times a year for two hours each meeting.

2005-2006 – 2006-2007: Undergraduate Curriculum

University Assignments

Member:

2008-2009 – 2011-2012: Wesley-Luther Foundation Treasurer: Treasurer for Campus Ministry

2007-2008: Wesley-Luther Foundation: Board of Directors

2000-2001 – 2002-2003: Undergraduate Curriculum Committee: This committee meets monthly throughout the school year, charged with the responsibility for all undergraduate curriculum at UNCG.

Other Institutional Service Activities:

2009-2010: Goal 3.5 Subcommittee: Chair of Faculty Development Subcommittee

Service to the Profession

Academic Conf: Chair/Track/Program

2015 – 2016: POMS 27th Annual meeting to be held in May 2016, Orlando, Florida. Track Chair with Dr. Vidya Gargeya. We proposed a new Track for the Annual International Conference for POMS in May 2016, and we have organized 16 different sessions, inviting some of the top educators and assessment practitioners in the Operations/Supply Chain Management fields.

2015: 2016 Decision Sciences Institute Annual Conference, Austin, Texas. Track Chair for Online Teaching at annual DSI conference, November 2016.

Academic Conf: Discussant/Moderator/Panelist

2014: AACSB Washington DC Sustainability Conference, Washington, District of Columbia. Discussion Leader for Table Topic at AACSB Washington DC Conference on Sustainability

2010: The Economics, Financial & International Business Research Conference. Session Chair

2001 – 2002: SAP Curriculum Conference.

Reviewer - Article / Manuscript

2003: Journal of Operations Management.

2003: Decision Sciences.

2003: Journal of Electronic Commerce Research.

Editorial Review Board for PRJ Journal

2003: Journal of Operations Management.

Officer: Organization / Association

2004: Region XI APICS. Board Member for this Region (NC, SC and VA).

2004: Piedmont Triad Chapter of APICS. Served as Education Chairman

2003: Piedmont Triad Chapter of APICS. Vice President of Professional Education. Organized a panel discussion on Supply Chain Management, facilitated by Dean James K. Weeks. Excellent evaluations from 100 members in attendance.

Other Professional Service Activities

2011: Participate in Master Teaching seminar led by Tom Angelo at ETSU.

2011: Virginia Academic Assessment Conference.

2004: SAP Curriculum Conference. Attended annual conference

2003: APICS. Assisted the Asheville APICS chapter with their recovery plan (arranged monthly presenters and education programs).

Presentation

2005: APICS. Served Region XI as a presenter during two regional meetings.

2005: APICS. Offered a CPIM certification workshop to the local APICS chapter.

2004: APICS. Offered 2 certification workshops to the local APICS chapter.

Reviewer: Referee Journals

2006 – 2007: Journal of Operations Management. One peer review completed each academic year

2005: Journal of Operations Management. Review completed June 2005

2004: Decision Sciences.

2004: Journal of Electronic Commerce Research.

Service to the Community

Board Member

2008 – 2015: Board of Directors for Homeowners' Association, Treasurer; 2 hours per month on average

2008 – 2013: Wesley-Luther Campus Ministries, Treasurer; 4 hours per month on average.

2002 – 2004: Board of Trustees for Greensboro Montessori School, I served on this board for a three year term. Specific Activities included annual budgeting process, marketing of the program, and web site development.

Member of a Committee

2006 – 2007: Advisory Board for Guilford Day School, Served on Publicity Committee of the Board, charged with developing publicity opportunities for this private school.

2002 – 2004: Christ United Methodist Church, Church Communications committee worked in internal and external publications, included church website, newsletters and church directory.

Speech / Presentation at a Community Meeting

2012: Adirondack Mennonite Heritage Association, Presentation at their Quarterly Meeting

2012: Lewis County (NY) Historical Society, Presentation at their Quarterly Meeting

FACULTY DEVELOPMENT

Academic/Professional Development Activities

Instructional-Related Conference

2010: 2010 AACSB Sustainability Conference, Denver, Colorado. Attended and Hosted Discussion Table at May Conference

2010: Lily Conference in Greensboro, NC, Greensboro, North Carolina.

2009: McGraw-Hill Symposium on Teaching Operations Management, Chicago, Illinois. Three day symposium on effective teaching techniques, software, demonstrations for Operations Management courses.

2009: Lily Conference in Greensboro, NC, Greensboro, North Carolina.

2008: 13 Things about Ning, Greensboro, North Carolina. Application of social networks in undergraduate courses.

One hour workshop offered by TLC.

2008: Elluminate Live! for Blackboard, Greensboro, North Carolina. Application of online real-time lectures for undergraduate courses.

One hour workshop offered by TLC.

Integrated into Summer 2009 and Fall 2009 SCM302 classes.

2008: Three Brief Hybrid Workshops on Teaching Online, Greensboro, North Carolina. Hands-on applications of different online teaching techniques.

One hour workshop offered by TLC.

Other Professional Development

2012: 48th Annual Meeting of Southeast INFORMS, Myrtle Beach, South Carolina.

Professional Conference/Seminar/Workshops

2010: SACS Annual Meeting, Louisville, Kentucky. Focus on AoL and SACS accreditation in December 2010

2010: AACSB Seminar on Continuous Improvement, New York, New York. Focused on AoL and AACSB accreditation

2010: IUPUI Assessment Conference, Indianapolis, Indiana. Focused on AoL and General Education AoL

2008: SACS Annual Meeting, San Antonio, Texas. Presented Rediscovering General Education in December 2008.

2008: AAC&U Summer Institute on General Education, Minneapolis, Minnesota. Attended a five day workshop on General Education in May/June 2008. One of five General Education Council members to attend, with the charge to produce a summer 2008 Gen Ed workshop at UNCG.

2007: Annual Conference of AACSB, Tampa, Florida. April 2007

2007: AACSB Seminar on Continuous Improvement, Baltimore, Maryland. Attended conference to learn about recent trends/experiences regarding Assurance of Learning from an AACSB viewpoint.

2006: AACSB Seminar, Tampa, Florida. Attended AACSB two day seminar on Assessment of Learning II

2003: San Francisco, California. Attended 2003 SAP Innovation Watch Conference

2001: San Diego, California. Attended SAP Curriculum Conference

Technology-Related Training

2002: Miami, Florida. Attended SAP Curriculum Conference

HONORS-AWARDS-GRANTS

Award/Honor/Grant

Honor

2003: , Case Research Journal, Vol 1&2, Winter/Spring 2003. 'SecureHome, Inc.: An Integrative MBA Case' was republished with 5 other classic cases published between 1980 and 1991.

Although the authors have previously received publication credit for this case, its selection and republication as a classic case is a statement on the case's quality and value..

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