



# FACULTY PROFILE



## Ronald S. Lau

Visiting Associate Professor  
Department of Information Systems,  
Business Statistics and Operations  
Management  
HKUST

PhD, MA, University of Alabama

### Area of Expertise

- Enterprise Resource Planning
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- Integrated Business Solutions
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- Supply Chain and Logistics Management
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- Service and Quality Management

### Consulting and Executive Education Experience with Companies/Organizations:

Professor Lau has taught many courses in advanced supply chain management and enterprise resource management for executive programs at HKUST. He also serves as the academic director for logistics and business programs at the HKUST College of Lifelong Learning.

Staying close to the current industry practices, Professor Lau also maintains an active connection with management in financial, logistics, information technology, and business consulting industries. Over the years, he has completed many consulting projects for manufacturing, logistics, and e-learning businesses.

### Relevant Teaching Experience with Universities:

Professor Lau teaches undergraduate, graduate, professional, and executive courses in operations management, project management, enterprise resource planning, logistics, and supply chain management. His excellence in teaching has been well documented and recognized.

Professor Lau has previously taught courses at University of Alabama (1988-1992), University of South Dakota (1992-2001), and City University of Hong Kong (1999). Currently he is developing new courses that use SAP R/3 system as the enterprise resource planning tool at HKUST.

### Selected Teaching and Professional Awards:

- Winner of the HKUST Best Ten Lecturers, 2006
- Winner of the Franklin Prize for Teaching Excellence, 2004, 2008
- Finalist of the Franklin Prize for Teaching Excellence, 2002, 2003, 2007
- Winner of the Governor Janklow's Award of Teaching with Technology, 1999
- Finalist of the Belbas-Larson Award for Excellence in Teaching, 1995

### Research and Publications:

Professor Lau maintains an active research program on information technology issues for supply chain and enterprise management. He has published over 30 articles in refereed, academic journals, including *Logistics and Transportation Review*, *S.A.M. Advanced Management Journal*, *Production and Inventory Management Journal*, *Journal for Quality and Participation*, *American Business Review*, *Human Resource Development Quarterly*, *Industrial Engineering Research*, *International Journal of Management*, *International Journal of Service Industry Management*, *International Journal of Operations & Production Management*, *International Journal of Production Research*, *International Journal of Quality & Reliability Management*, *Computers & Industrial Engineering*, and *Business Process Management Journal*.

As part of his service to a larger academic community, Professor Lau also reviews research papers for professional associations and prestigious academic journals, including *MIT Sloan Management Review*, *Journal of Operations Management*, and *Journal of Supply Chain Management*.

### Industry Experience:

In addition to many years of management experience from his family-owned manufacturing business, Professor Lau gained his practical research experience when he was working for the second largest bank in Hong Kong as a cost and operations analyst for over five years, analyzing the dynamic business environment through many projects before returning to the academic world. He also served as the director of operations and marketing for three years at a federal credit union in USA.