



MARK P. FINSTER

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Biographical sketch

Mark P. Finster is an associate professor in the School of Business and the College of Engineering at the University of Wisconsin-Madison, and a contributing member in the Center for Quality and Productivity Improvement, the Consortium for Global Electronic Commerce and the Center for Quick-Response Manufacturing. He also serves on the governing boards of the Center for Manufacturing and Technology Management and the Center for Manufacturing Systems Engineering.

Professor Finster designed, teaches and directs the Graduate School of Business master's and Ph.D. programs in the management of improvement and quality and is active in executive and outreach education. He has received the Gaumnitz Distinguished Faculty Award and the Mabel W. Chipman Excellence in Teaching Award. Dr. Finster has also helped improve the management systems of more than 200 businesses, government agencies, and nonprofit organizations from four continents.

Professor Finster received his Ph.D. from the University of Michigan and has served as a professor at Cornell and Johns Hopkins Universities. He is a five-time National Science Foundation (NSF) Scholar and has chaired the NSF session that established a national research agenda in organizational excellence and quality. He serves as an associate editor of the American Society for Quality's Quality Management Journal and is a Board Director at Home Savings Bank.

Professor Finster has published in a wide variety of world-class journals including the Journal of Industrial Ecology, Quality Management Journal, Journal of the American Statistical Association, Proceedings of EcoDesign, Quality Engineering, Information Systems Management, Journal of Sequential Analysis, Proceedings of the American Statistical Association, Annals of Statistics, and the Annals of Probability. Teaching and research interests include strategy and design of e-businesses and e-government, customer-focused improvement of complex systems, design of services and products, environmental management, sustainability, creativity and innovation, strategic breakthrough management, quality and productivity improvement, system-wide performance management, quality function deployment, employee involvement and empowerment, policy management and deployment, cross-functional management, quality control, learning organizations and knowledge management, benchmarking, quality assurance, quality planning, structure and organization for performance management, cycle-time reduction, and service management.