

Steven A. Yourstone Ph.D.

Anderson Schools of Management
University of New Mexico
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Education

Ph.D. University of Washington (1988)
Major Area: Operations Management
Minor Area: Industrial Engineering
Minor Area: Manufacturing Strategy
Minor Area: Research Methods

MBA University of Washington (1981)
Major Area: Finance
Minor Area: International Economics
Minor Area: Quantitative Methods

BA University of Washington (1970) Cum Laude
Major Area: Marketing

Research

Publications (Journals):

“How Managers Can Reduce Errors in Services”, 2004.
Estrategica, Vol.2, No.1, p.8-15.

“Learning Curves in Healthcare”, with D. Waldman and H. Smith. Healthcare Management Review, Aspen Publishers. Volume 28, Number 1, January-March. 2003. pp. 41-54.

“Managing System Errors and Failures in Health Care Organizations”, S. Yourstone and H. Smith. Health Care Management Review. Aspen Publishers. Volume 27, Number 1, Winter 2002, pp. 50-61

“Managed Care and Medical Practice Guidelines”, H. Smith, S. Yourstone, D. Lorber, and B. Mann. Advances in Health Care Management, (1): 251-272, 2000

“Training, Performance Evaluation, Rewards, and TQM Implementation Success,” with Suleiman Kassicieh. Journal of Quality Management, Volume 3, Issue 1, 1998, pages 25-38.
"SPC-Pro: An Expert System Approach for Variables Control Charts," with William J. Zimmer
Steven A Yourstone, Ph.D.

and Suleiman Kassicieh, University of New Mexico. Quality Engineering, Volume 7, No.1, August-September, 1994.

"Proposed Design of a DSS for the Justification of Advanced Manufacturing Technologies," with S.K. Kassicieh and H.V. Ravinder. IEEE Transactions on Engineering Management, November 1993, Volume 40, No. 4, pages 398-403.

"Non-normality and the Design of Control Charts for Averages," with William J. Zimmer. Decision Sciences, Volume 23, No. 5, September/October 1992, pages 1099-1113.

"Detection of Process Upsets -- Sample Autocorrelation Control Chart and Group Autocorrelation Control Chart Applications," with Douglas C. Montgomery, Department of Industrial and Management Systems Engineering, Arizona State University, Tempe, Arizona. Quality and Reliability Engineering International, Wiley Interscience Publications, May-June 1991, Volume 7, Number 3, pages 133-140.

"A Time -series Approach to Discrete Real-time Process Quality Control," with Douglas C. Montgomery, Department of Industrial and Management Systems Engineering, Arizona State University, Tempe, Arizona. Quality and Reliability Engineering International, Wiley Interscience Publications, October-December 1989, Volume 5, Number 4: pages 309-317.

Working Papers

"Learning in HealthCare," with J. D. Waldman, MD MBA and H. L. Smith, PhD

"Service System Failures" S.A. Yourstone. This paper addresses the failure-based approach to the reduction of errors in service systems. The paper compares and contrasts the known approaches to failure reduction in services. The final stage of the paper will develop a conceptual model. To be submitted for review in 2004.

Publications (Refereed Conference Proceedings):

"Quality Improvement in High Performance Computer System Workcells," with Kazumi Salazar and Anthony Willetto, Digital Equipment Corporation, Proceedings of the Rocky Mountain Quality Conference, May 1993, Denver, Colorado.

"SPC-Pro: An Expert System Approach for Control Chart Analysis," with William J. Zimmer and Suleiman Kassicieh, University of New Mexico, Proceedings of the Decision Sciences Institute, Annual Meeting, November 22-24, 1992, San Francisco, California.

"A Non-symmetric Control Chart for Means", with William J.Zimmer, Department of Mathematics, University of New Mexico, Proceedings of the November 1990 Decision Sciences Institute 21st annual meeting, San Diego.

Publications (Book Chapters):

Industrial Engineering and Manufacturing Systems by Chapman and Hall - Chapter 2: A DSS for Steven A Yourstone, Ph.D.

the Justification of Computer Integrated Manufacturing, with Suleiman Kassicieh and H.V. Ravinder. 1996

Volunteer Management Handbook - Chapter 6: Training Volunteers in Quality Management Techniques and Tools, with J. E. Champoux, John Wiley & Sons, Inc. 1995. Pp. 103-122.

"Real-Time Process Quality Control in a Computer Integrated Manufacturing Environment," Published in: B.J. Keats and D.C. Montgomery (editors) Statistical Process Control in Manufacturing. New York: Marcel Dekker, Inc. 1990.

Publications CD ROM:

An Electronic Companion to: Operations Management. R.Maurer & S.A.Yourstone, Cogito Learning Media, San Francisco. 1997

Editorial Work:

Manuscript review for *Quality and Reliability Engineering International*, MS #01-125, Simultaneous Monitoring of the Mean, Variance and Autocorrelation Structure of Serially-Correlated Processes. Submitted, August 2001. Reviewed (2002) This manuscript contained citations to:

"Detection of Process Upsets -- Sample Autocorrelation Control Chart and Group Autocorrelation Control Chart Applications," with Douglas C. Montgomery, Department of Industrial and Management Systems Engineering, Arizona State University, Tempe, Arizona. *Quality and Reliability Engineering International*, Wiley Interscience Publications, May-June 1991, Volume 7, Number 3, pages 133-140.

"A Time -series Approach to Discrete Real-time Process Quality Control," with Douglas C. Montgomery, Department of Industrial and Management Systems Engineering, Arizona State University, Tempe, Arizona. *Quality and Reliability Engineering International*, Wiley Interscience Publications, October-December 1989, Volume 5, Number 4: pages 309-317.

Textbook manuscript review: *Business Process Management*, Scott Shafer, Jack Meredith, and Timothy Smunt. Wiley Interscience Publications 2002

Prospectus review for Duxbury Press: *The Economic Management of Quality*, S. Andrew Sarbird and Paul M. Thompson. 2001

Manuscript reviews (three) for submission to the Healthcare Theme/Quality and Productivity Track of the 2001 Decision Sciences Institute Conference.

Manuscript review for Duxbury Press: *Statistical Thinking for Business*. 1999.

Manuscript review for *IIE Transactions on Quality and Reliability Engineering*, 1998 & 1999
Steven A Yourstone, Ph.D.

Complete first and second reviews for: Operations Management: A Systems Approach, Marty Starr, Columbia University, under contract with Boyd & Fraser Publishing Company 1997.

Review of Manuscript: "Introduction to Business Statistics" fourth edition, by Kvanli, for South-Western College Publishing. 1997

Manuscript reviews for IEEE Transactions, 1996

Manuscript reviews: Quality and Reliability Engineering International, Wiley Interscience. 1996

Manuscript review for Industrial Statistics text for Addison-Wesley Publishing, 1996

Review of Manuscript: "Factors Influencing Quality Development," for the *International Journal of Quality Science*. 1996

Review of Manuscript: "Business Statistics: Contemporary Decision Making," by Ken Black, for West Educational Publishing. 1996

Review of Manuscript: "Relevant Business Statistics", by David Gerbing, for West Educational Publishing. 1996

Reviewer for OM/MIS papers for the 1995 Southwest Academy of Management Meeting.

Reviewer for Operations Management Papers for the 1995 Decision Sciences Institute National Meeting.

Manuscript review for new text on Statistical Process Control for PWS-Kent Publishing. 1995

Manuscript review for new text on Business Statistics for West Educational Publishing. 1995

Software program design review for PWS-Kent Publishing 1995

Presentations:

"Service System Failures: thinking traps, design elements, service guarantees, mistake-proofing, and the role of human error." Forthcoming at the annual meeting of the Production and Operations Management Society, Savannah, Georgia, April 4th-7th 2003.

"Learning Curves in Healthcare-Lessons from Cardiology." With D. Waldman. Production and Operations Management Society, annual Meeting, Orlando, Florida, March 30th through April 3rd 2001

"Learning Curves in Cardiac Care." D. Waldman and S. Yourstone. Production and Operations Management Society, annual Meeting, San Antonio, Texas. April 4, 2000

“Health Care Process Improvement Practices”, Production and Operations Management Society, annual meeting, March 1999, Charleston, South Carolina.

Session Chair for the Quality, Performance, and Productivity track at the Production and Operations Management Society, annual meeting, March 1999, Charleston, South Carolina.

“Understanding and Teaching the Baldrige Criteria in POM Classes”, POMS 1998, March, 1998, Santa Fe, New Mexico.

“Streamlining Processes Through Measurement and Evaluation”, invited presentation at the New Mexico Hospitals and Health Systems Association Conference, Albuquerque New Mexico, September 11, 1998.

“A Sample of Statistical Methods for Environmental Data”, a tutorial at the 1998 BAER, Radiochemistry Conference, Albuquerque, New Mexico, November 16, 1998

“Training, Performance Evaluation, Rewards, and TQM Implementation Success,” with Suleiman Kassicieh, Decision Sciences Institute, Annual Meeting, November 22-25, 1997, San Diego, California.

"Quality Improvement in High Performance Computer System Workcells," with Kazumi Salazar Digital Equipment Corporation, the Seventeenth Annual Rocky Mountain Quality Conference, May 7, 1993, Denver, Colorado.

"SPC-Pro: An Expert System Approach for Control Chart Analysis," with William J. Zimmer and Suleiman Kassicieh, University of New Mexico, Proceedings of the Decision Sciences Institute, Annual Meeting, November 22-24, 1992, San Francisco, California.

"Average Run Length Comparisons: Symmetric Versus Nonsymmetric Control Charts," with William J. Zimmer, Department of Mathematics, University of New Mexico, at the Fifth National Symposium on Statistics in Design and Process Control: Keeping Pace with Automated Manufacturing, Arizona State University February 11-13, 1991.

"An Integrated Decision Support Framework for the Justification of Computer Integrated Manufacturing," with S.K. Kassicieh. TIMS/ORSA conference in Anaheim, California, October 6-9, 1991.

Session chair for quality control papers at the joint ORSA/TIMS conference in Las Vegas, Nevada, May 7-9, 1990.

"Detection of Process Upsets - Sample Autocorrelation Control Chart and Group Autocorrelation Control Chart Applications," with Douglas C. Montgomery, Department of Industrial and Management Systems Engineering, Arizona State University, Tempe, Arizona. ORSA/TIMS Joint national conference, May 7-9, 1990, Las Vegas.

"Process Quality Control and Just-In-Time Management," Decision Sciences Institute 21st annual meeting, San Diego, California, November 19-21, 1990.

"A Non-symmetric Control Chart for Means," with William J.Zimmer, Department of Mathematics, University of New Mexico, proceedings of the Decisions Sciences Institute 21st annual meeting, San Diego, California, November 19-21, 1990.

"The Role of the Educational Process in World-Class Quality," World-Class Quality Seminar, Anderson Schools of Management, October 9,1990.

"Real-Time Process Quality Control in a Computer Integrated Manufacturing Environment," at the Third National Symposium on Statistics in Design and Process Control: Keeping Pace with Automated Manufacturing, Arizona State University November 14-16, 1988

"Project Scheduling When Learning Effects are Present," ORSA/TIMS Joint National Meeting, St.Louis, Missouri, October 25, 1987.

Research and Teaching Experience

Management Development Center, 1993 through the present: Anderson Schools of Management, University of New Mexico. EMBA Statistics and Operations Management classes. Certificate programs in Operations Improvement, Decision-Making and Problem-Solving.

Skill Dynamics - an IBM Company, 1990-1993: Teaching: Process Improvement, Statistics, and Statistical Process Control classes.

Management Development Center, 1993: Anderson Schools of Management, University of New Mexico. Teaching classes on quality improvement for Public Service Company of New Mexico, Gas Company of New Mexico, and the Revenue and Taxation Department of the State of New Mexico

Associate Professor, May 1993-present, Anderson Schools of Management, University of New Mexico. Teaching: graduate and undergraduate Management of Quality, graduate and undergraduate Operations Management, and graduate statistics.

Assistant Professor, August 1988 - May 1993, Anderson Schools of Management, University of New Mexico, Teaching: Management of Quality, Operations Management, and Service Operations Management. Awarded professor of the year for teaching excellence, graduate and undergraduate instruction, 1991-1992 and 1992-1993.

IBM Research Associate, March 1987 - March 1988, Department of Mechanical and Industrial
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Engineering, University of Washington, Seattle, Washington

Teaching Assistant to Dr. Douglas C. Montgomery, March 1987 - May 1988 for Statistical Process Quality Control classes, and Design of Experiment classes at the Boeing Quality Improvement Center, Renton, Washington

Operations Management Instructor, October 1983 - March 1985 Management Science Department, University of Washington, Seattle, Washington

Research Assistant, April 1985 - June 1985, Business Policy Area, Graduate School of Business, University of Washington, Seattle, Washington.

Research Assistant, April 1985 - December 1986, Management Science Department, University of Washington, Seattle, Washington

Honors and Awards

Quality Hero Award, July 1997, Quality New Mexico

El Paso Natural Gas Foundation Faculty Achievement Award, 1993-1994.

Professor of the Year for Teaching Excellence for undergraduate and graduate instruction, 1992-1993, Anderson Schools of Management, University of New Mexico.

Professor of the Year for Teaching Excellence for undergraduate and graduate instruction, 1991-1992, Anderson Schools of Management, University of New Mexico.

Management Science Department, University of Washington, Scholarship recipient, 1987

IBM Research Associate, 1987-1988, Department of Mechanical and Industrial Engineering, University of Washington, Seattle, Washington

George M. Tyler scholarship recipient, 1980-1981

High Scholastic Achievement, Dean's list 1981

Boeing Airplane Company scholarship recipient, 1970-1971

Professional & Service Activities

Member of the UNM Faculty Senate Undergraduate Committee

Member of the Anderson Schools of Management Curriculum and Programs Committee

Steven A Yourstone, Ph.D.

Attendance at the meetings of the local chapter for the American Society for Quality.

Statistical consultant to Blue Cross and Blue Shield of New Mexico

Instructor for the Management Development Center, Anderson Schools of Management, training program for executives and managers with the State of New Mexico Human Services Department.

Instructor for the Management Development Center, Anderson Schools of Management, training program for executives and managers with the City of Albuquerque.

Instructor for the Management Development Center, Anderson Schools of Management, training program for executives and managers with the New Mexico Small Business Development Centers.

Instructor for the Management Development Center, Anderson Schools of Management, training program for executives and managers at Rust Tractor Corporation.

Member, Policy and Planning Committee, Anderson Schools of Management, University of New Mexico. 2001

Member, Faculty Senate Undergraduate Committee, University of New Mexico. 2000-2001

Senior examiner for the State of New Mexico annual quality awards 1998. Volunteered 65 hours as a lead examiner to review the applications of two organizations operating in the state of New Mexico.

Senior examiner for the State of New Mexico annual quality awards 1997. Volunteered 175 hours as a lead examiner to review the applications of three organizations operating in the state of New Mexico. Served as the lead examiner for the site visit for the New Mexico quality awards. Responsible for a team of five examiners, conduct of the site visit, final feedback reports, and decision making process with the senior judges.

Member, Curriculum Planning Committee, Anderson Schools of Management, University of New Mexico. 1990-1998.

Board of Examiners for the New Mexico Quality Awards 1995

Committee on Learning Effectiveness, Anderson Schools of Management
Policy and Planning Committee, Anderson Schools of Management 1995

Volunteer consulting to the United States Bankruptcy Court, District of New Mexico. I provided
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free consulting advice on quality improvement tools for the docketing process. 1995

Advisor to San Juan Pueblo, Community Farm Quality Management System. 1994

Faculty advisor for the Operations Management Student Organization, Anderson Schools of Management, University of New Mexico 1990-1993.

American Production and Inventory Control Society (APICS), Board of Directors, Albuquerque, New Mexico Chapter. 1989-1990.

American Production and Inventory Control Society (APICS) Student Chapter Director, Anderson Schools of Management, University of New Mexico, Albuquerque, New Mexico. 1990-1991.

Presenter in Module 10, "Statistical Process Control," 1990 Total Quality Management (TQM) Live Videoconference Series, University of New Mexico, Albuquerque, New Mexico.

Presenter in Module 11, "Taguchi Methods," 1990 Total Quality Management (TQM) Live Videoconference Series, University of New Mexico, Albuquerque, New Mexico.

Member, Executive M.B.A Curriculum Improvement Committee 1992-1993.

Member, American Society for Quality Control

Member, Operations Research Society

Member, Decision Sciences Institute

Attendance at Greater Albuquerque Chamber of Commerce luncheon, March 28th 2002.
Recognition of the Duke City Dozen, twelve of Albuquerque's fastest-growing businesses.