

**George S. Easton**  
Goizueta Business School  
Emory University  
1300 Clifton Road  
Atlanta, GA 30322  
(404) 727-3326

*Education:*

**Princeton University**, Princeton, New Jersey. Ph.D. in Statistics, October 1985. Advisor: Professor John W. Tukey. Dissertation topics: Robust Estimation and Small Sample Asymptotics.

**Princeton University**, Princeton, New Jersey. M.A. in Statistics, June 1983.

**University of North Carolina at Chapel Hill**, Chapel Hill, North Carolina. M.S. in Operations Research and Systems Analysis, August 1981.

**Duke University**, Durham, North Carolina. A.B. *Cum Laude* in Mathematics and Zoology, June 1979.

*Experience:*

**Associate Professor, Information Systems and Operations Management (ISOM)**, Goizueta Business School, Emory University, Atlanta, GA. Research interests: Six Sigma, quality management, team-based problem solving (e.g., DMAIC), statistical methods in quality improvement, data science, data visualization, data mining, robust estimation, regression, saddlepoint and Laplace approximation methods. Current teaching: undergraduate and MBA courses in Data Science and in Six Sigma. Previous teaching: undergraduate courses in introductory statistics; MBA and Executive MBA courses in quantitative analytic methods, operations management, quality management, and Six Sigma. July 1996 – Present. Area Coordinator, Jan 1998 — Dec 2006.

**Editor**, *Quality Management Journal*, American Society for Quality, July 1994 – July 1997.

**Associate Professor**, Department of Management Science and Computer Information Systems, Faculty of Management, Rutgers University, Newark, NJ. September 1995 – June 1996.

**Associate Professor of Statistics and Quality Management**, Graduate School of Business, University of Chicago, Chicago, IL. September 1989 – August 1995.

**Assistant Professor of Statistics**, Graduate School of Business, University of Chicago, Chicago, IL. September 1985 – August 1989.

**Senior Examiner**, Malcolm Baldrige National Quality Award, 1991 and 1992. Involved with scoring or feedback for 22 companies which applied for the Award between 1989 and 1992. Participated in three site visits, including two as team leader.

**Examiner**, Malcolm Baldrige National Quality Award, 1989 and 1990.

**Consulting Experience:** Extensive statistical and analytical consulting experience in wide range of areas including data mining and predictive analytics and as a statistical expert supporting litigation. Also, extensive experience performing Baldrige Award based assessments for both large service and manufacturing companies, numerous speeches and presentations on Six Sigma, quality management, and business excellence. Clients include a Baldrige Award winner in the manufacturing category.

*Grants and Fellowships:*

“Strategic Quality Planning: An Analysis of Factors Driving Effectiveness,” National Science Foundation Transformations to Quality Organizations program, June 1995 – August 1999.

National Science Foundation Mathematical Sciences Postdoctoral Fellowship, July 1988 – May 1991.

*Honors*

Academician, International Academy for Quality

*Grant Review Panel:* National Science Foundation Transformations to Quality Organizations Program, 1994 and 1995.

*Certifications:* American Society for Quality Control Certified Quality Engineer, 1991 – 1994.  
American Society for Quality Control Certified Quality Auditor, 1991 – 1994.

*Publications:*

(with G. Baumann) “Micro- and Macrokinetic Behavior of the Subunit Gating Channel,” *Journal of Membrane Biology*, **52**: 237–43 (1980).

(with G. Baumann) “Markov Process Characterization of a Single Membrane Gating Site,” *Journal of Theoretical Biology*, **93**: 785–804 (1981).

(with G. Baumann) “Modeling State-Dependent Sodium Conductance Data by a Memoryless Random Process,” *Mathematical Biosciences*, **60**: 265–276 (1982).

(with G. Baumann) “Charge Immobilization Linked to Inactivation in the Aggregation Model of Channel Gating,” *Journal of Theoretical Biology*, **99**: 249–261 (1982).

Solution manual for *Probability and Statistics for Engineers*, by Irwin Miller and John E. Freund, 3rd Ed., Prentice-Hall, Inc., Englewood Cliffs, NJ (1985).

(with C. E. Goodall and C. Stoughton), “Delineation Plots for Bivariate Data: An Example and Outline of the Method,” *American Statistical Association Proceedings of the Statistical Graphics Section*, American Statistical Association, Alexandria, VA, 81–85 (1986).

(with E. Ronchetti) “General Saddlepoint Approximations with Applications to L-Statistics,” *Journal of the American Statistical Association*, **81**: 420–430 (1986).

(with G. Baumann, S.R. Quint, and R.N. Johnson) “Molecular Switching in Neuronal Membranes,” in *Molecular Electronic Devices II*, Forrest L. Carter, Editor, Marcel Dekker, New York (1987), 55–70.

(with H. V. Roberts and G. C. Tiao) “Making Statistics More Effective in Schools of Business,” *American Statistical Association Proceedings of the Business and Economics Section*, American Statistical Association, Alexandria, VA, 83–85 (1987).

(with G. Baumann and Andres A. Manring) “Blueprints for a Molecule-Based Signaling Device: Lessons Learned from Proteins that Switch Currents in Nerve,” in *Molecular Electronic Devices: Proceedings of the 3rd International Symposium on Molecular Electronic Devices*, Forrest L. Carter, Ronald E. Siatkowski, and Hank Wohltjen, Eds., North Holland, Amsterdam (1988)

- (with H. V. Roberts and G. C. Tiao) "Making Statistics More Effective in Schools of Business," *Journal of Business and Economic Statistics*, **6**: 247–260 (1988).
- "Comment on 'Combining Robust and Traditional Least Squares: A Critical Evaluation' by Marius Janson," *Journal of Business and Economic Statistics*, **6**: 432–441 (1988).
- "The Seven Management Tools for Quality Control, Part II," *Proceedings of the IIE Integrated Systems Conference and Society for Integrated Manufacturing Conference*, invited paper, Institute of Industrial Engineers, Norcross, GA, 14–20 (1989).
- (with R. E. McCulloch) "A Multivariate Generalization of Quantile-Quantile Plots," *Journal of the American Statistical Association*, **85**: 376–386 (1990).
- (with R. E. McCulloch) "Fuzzy Quantile-Quantile Plots for Multivariate Data," *American Statistical Association Proceedings of the Business and Economic Statistics Section*, invited paper, American Statistical Association, Alexandria, VA, 30–39 (1990).
- "Compromise Maximum Likelihood Estimators for Location," *Journal of the American Statistical Association*, **86**, 1051–1064 (1991).
- "Location Compromise Maximum Likelihood Estimators," Chapter 11 in *Configural Polysampling: A Route to Practical Robustness*, S. Morgenthaler and J. W. Tukey, Editors, Wiley, New York, 157–192 (1991).
- "The 1993 State of U.S. Total Quality Management: A Baldrige Examiner's Perspective," *California Management Review*, **35**, No. 3, 32–54 (Spring, 1993). Reprinted in *Foundations of TQM: A Readings Book*, J. G. Van Matre, Ed., The Dryden Press, New York.
- "A Simple Dynamic Graphical Diagnostic Method for Almost Any Model," *Journal of the American Statistical Association*, **89**, 201–207 (1994).
- "Configural Polysampling and Some Related Research," *American Statistical Association Proceedings of the Statistical Computing Section*, invited paper, American Statistical Association, Alexandria, VA (1994).
- "A Baldrige Examiner's Assessment of U.S. Total Quality Management," Chapter 2 (pp. 11–41) in *The Death and Life of the American Quality Movement*, Robert E. Cole, Ed., Oxford University Press (1995).
- "Discussion of 'Enhancing the Bottom-Line Impact of Statistical Methods' by Roger W. Hoerl," *Quality Management Journal*, **2**, No. 4, 81–87, 1995.
- (with Mary W. Sullivan) "Discussion of 'Indirect Financial Benefits of Service Quality' by Peter J. Danaher and Roland T. Rust," *Quality Management Journal*, **3**, No. 2, 76–85 (1996).
- (with S. Jarrell) "An Exploratory Empirical Investigation of the Effects of Total Quality Management on Corporate Performance," Chapter 2 (pp. 9–53) in *The Practice of Quality Management*, U. Karmarkar and P. Lederer, Eds., Kluwer Academic Publishers, Boston An (1997)
- (with S. Jarrell) "The Effects of Total Quality Management on Corporate Performance: Empirical Investigation," *Journal of Business*, **71**, No. 2 (April), 253–307 (1998). Reprinted as Chapter 10 (pp. 237–270) in *The Quality Movement and Organization Theory*, R. Cole and R. Scott, eds., Sage Publications, Thousand oaks, CA (1999). Reprinted in *The American Workplace: Skills, Pay, and Employee Involvement*, C. Ichniowski, D. Levine, C. Olson, and G. Strauss, eds., Cambridge University Press.

- “Getting Better Together,” *Professional Roofing*, 28, No. 12 (December), 19–23 (1998).
- (with S. Jarrell) “The Emerging Academic Research on the Link Between Total Quality Management and Corporate Financial Performance: A Critical Review,” Chapter 2 (pp. 27–70) in *Perspectives in Total Quality*, M. J. Stahl, ed., Blackwell Publishers, Malden, MA (1999).
- (with S. Jarrell) “Patterns in the Deployment of Total Quality Management: An Analysis of Interviews with Forty-Four Leading Companies,” Chapter 5 (pp. 89–130) in *The Quality Movement and Organization Theory*, R. Cole and R. Scott, eds., Sage Publications, Thousand Oaks, CA (1999).
- (with S. Jarrell) “U.S. Policy Deployment: A Discussion of U.S. Implementations of *Hoshin Kanri*,” in *Advances in the Management of Organizational Quality*, **4**, 187–212 (1999).
- (with S. Jarrell and R. Kieschnick) “An Analysis of Fluctuations in the IPO Market,” working paper. Presented at the Fall 1998 FMA meetings.
- “Reminiscence of William A. Golomski,” *Quality Management Journal*, 2002.
- (with E. Overby and B. Konsynski) “Size Matters: Heteroskedasticity, Autocorrelation, and Parameter Inconstancy in Large Sample Data Sets,” with Eric Overby and Benn Konsynski (2005). Presented at the 2005 Statistical Challenges in Electronic Commerce Research Symposium.
- (with E. D. Rosenzweig) “Tradeoffs in Manufacturing? A Meta-Analysis and Critique of the Literature,” *Production and Operations Management*, **19**, No. 2 (March-April), 127–141 (2010).
- (with E. D. Rosenzweig) “An Empirical Analysis of Improvement Trajectories in Six Sigma Systems,” working paper, 2011.
- (with E. D. Rosenzweig) “The Role of Experience in Six Sigma Project Success: An Empirical Analysis of Improvement Projects,” *Journal of Operations Management*, **30**, Nos. 7–8 (November), 481–493 (2012).
- “Hitting the Target: Process Control, Experimentation and Improvement in a Catapult Competition,” Chapter 6 in *The Handbook of Behavioral Operations Management: Social and Psychological Dynamics in Production and Service Settings*, E. Bendoly, W. VanWezel, and D. Bachrach (editors), Oxford University Press, 97–119 (June 2015).
- (with E. D. Rosenzweig) “Team leader experience in improvement teams: A social networks perspective,” *Journal of Operations Management*, **37**, July 2015, 13–30.