



FACULTY PROFILE



Ronald S. Lau

Associate Professor and UG Program Coordinator (Operations Management)
Department of Information Systems, Business Statistics, and Operations Management
HKUST

Ph.D., Management Science
University of Alabama, USA

Areas of Expertise

Operations & Supply Chain Management

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Decision Analysis

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Enterprise Resource Planning

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. 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 logistics, financial, manufacturing, and e-learning businesses.

Relevant Teaching Experience with Universities:

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

Selected Honors and Teaching Awards:

- HKUST Great Minds, 2012
- HKUST Best Ten Lecturers, 2006
- Franklin Prize for Teaching Excellence, 2004, 2007
- Finalist of the Franklin Prize for Teaching Excellence, 2002, 2003, 2006, 2012, 2017, 2019
- Governor Janklow's Award of Teaching with Technology, 1999
- Finalist of the Belbas-Larson Award for Excellence in Teaching, 1995
- HKUST EMBA Alumni Association Award for Best Case, 2020-21, 2021-22
- Winner of the AAPBS Case Writing Competition, 2022

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*, *Computer & Industrial Engineering*, and *Business Process Management Journal*.

Professor Lau is the author of many business cases and three books, *Enterprise Systems for Digital Transformation*, *Insightful Decisions*, and *Critical Issues in Managing Business Operations*. As part of his service to a larger academic community, he 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 one of the largest banks 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 once served as the director of operations and marketing for three years at a federal credit union in USA.