



•Field Service Management, Operations Management, Service Operations Management, Health Care Management, Quality Management, Management Science

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### | Educational background

Hanyang University (Ph.D. of Business Administration)

### | Major Careers

- Member of Advisory Board of the Korea MICE Association
- Head of Interdisciplinary studies for Wellness Service Management
- Former Dean of the College of Business
- Former Dean of the Graduate School of Business
- Former Dean of the Faculty of Business Administration
- Former Director of the Hallym Business Research Institute
- Visiting Professor of the Graduate School of Business, Duke University
- Visiting Professor of the Faculty of Commerce, Kurume University
- Former Member of Editorial Board of the Korea Customer Satisfaction Management Association
- Former Board Member of the Korean Academic Society of Business Administration / the Korean Production and Operations Management Society / the Korean Operations Research and Management Science Society / the Korea Productivity Association
- Former President of the Research Studies for Service Management
- Former Nonexecutive Director of Chuncheon City Urban Corporation
- Former Member of the Managerial Committee of Chuncheon Bioindustry Foundation