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Dr. Jonathan Byrnes is a Senior Lecturer at MIT, where he has taught the graduate course, Case Studies in Logistics and Supply Chain Management for twenty-five years. He also teaches in MIT executive programs. Dr. Byrnes has authored over one hundred books, articles, cases, notes, and expert submissions – and he wrote a monthly column on managing profitability, called "The Bottom Line," in Harvard Business School's Working Knowledge e-newsletter (hbswk.hbs.edu) 2002-06. He earned a DBA from Harvard University and an MBA (Smith Prize for academic distinction and leadership) from Columbia University. He has advised over fifty major companies and industry associations, and he is the founding partner of Profit Isle (www.profitisle.com), a trusted partner that combines state of the art big data analytics and change management to accelerate the profitability of tens of billions of dollars of annual client revenues. He has led a number of projects that have produced high value and lasting innovations, including direct development of several new, widely-followed business practices, including vendor-managed inventory. Jonathan is the author of *Islands of Profit in a Sea of Red Ink: Why 40% of Your Company is Unprofitable and How to Fix It* (Penguin/Portfolio, October 2010), which Inc. named one of 2010 Best Books for Business Owners. He serves on the Board of Directors of MSC Industrial Direct (NYSE-MSM), and Harvard Magazine.

Chris Caplice

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Dr. Chris Caplice is the Silver Family Research Fellow, and the Executive Director of MIT CTL, where he is responsible for the planning and management of the research, education, and corporate outreach programs. He created and leads the MITx MicroMaster's Program in Supply Chain Management – the first online credential offered at MIT. As Director he develops, delivers, and manages all aspects of this online educational initiative. Prior to this, he served as the Executive Director of the MLOG Program. He is also the founder of the MIT FreightLab – a research initiative that focuses on the way freight transportation is designed, procured, and managed. His primary research is in all aspects of freight transportation to include combinatorial procurement auctions, robust planning, portfolio management, performance metrics, and infrastructure design. He is also the Chief Scientist for Chainalytics, the leading analytical supply chain consulting firm. In this role, he pioneered the Chainalytics Freight Market Intelligence Consortium (FMIC). Dr. Caplice also served five years in the Army Corps of Engineers, achieving the rank of Captain. His writing has appeared in numerous academic and business journals and publications. He received a Ph.D. from MIT, a Master of Science in Civil Engineering from the University of Texas at Austin, and a Bachelor of Science in Civil Engineering from the Virginia Military Institute (VMI).

Jarrold Goentzel

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Jarrold Goentzel is founder and director of the MIT Humanitarian Response Lab, which connects MIT faculty and students with the practical challenges of meeting human needs in resource-constrained settings. His research focuses on supply chain management, information systems and decision support technology. Since 2004, Dr. Goentzel has worked with humanitarian and global health organizations such as World Food Programme, Oxfam, International Rescue Committee, Partners In Health, the International Red Cross and Red Crescent Movement and USAID to develop supply chains that effectively meet needs. Dr. Goentzel has developed graduate-level courses in humanitarian logistics, international operations and supply chain finance, and has extensive experience using simulation games to develop intuition and leadership skills. He received a Ph.D. from the School of Industrial and Systems Engineering at the Georgia Institute of Technology.

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Eva Ponce is the Executive Director of the MITx MicroMaster's in Supply Chain Management, as well as a Research Associate at the MIT Center for Transportation & Logistics. Her current research focus is the design of distribution models for last mile deliveries (urban logistics). She also leads research initiatives on Reverse Logistics and Closed-Loop Supply Chains. Prior to joining CTL, Dr. Ponce was an Associate Professor of Supply Chain Management and Logistics in the School of Industrial Engineering at Universidad Politécnica de Madrid (UPM) in Spain, where she led the Research Group on Industrial Engineering and Logistics and she conducted the Ph.D. line on Supply Chain Management. Dr. Ponce has over fifteen years of experience in teaching and researching on operations management, supply chain management and quantitative models for industrial engineering. She received her Ph.D. in Industrial Engineering from Carlos III University of Madrid in 2002. Her dissertation has received two awards with special distinction in the Spanish context. She has an active publication record, including journal papers, conference proceedings and refereed abstracts.

Jim Rice

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Jim Rice joined the MIT Center for Transportation & Logistics in 1995 and was appointed Deputy Director in 2007. In this capacity serves as the Director of the Supply Chain Exchange, and runs CTL's Executive Education Programs. His research is focused on supply chain resilience, security, and innovation. He conducted the base research and led the Supply Chain Response project at CTL. His work on resilience continues via the U.S. Department of Homeland Security Center of Excellence. In this research, he is leading efforts to develop principles and frameworks for creating resilient maritime transportation systems, specifically resilient ports, and has developed an online application that the USCG currently uses to aid in their response to port disruptions. Jim has helped identify key success factors and methods for pursuing and achieving Supply Chain Innovation. He also teaches in the graduate degree program and CTL's executive education programs. His teaching includes case instruction on supply chain design for strategic advantage, supply chain finance, and workshops and simulations focused on strategic alignment, business continuity planning, and supply chain dynamics. In 2013 he was selected as one of DC Velocity's Rainmakers. In addition to his role at MIT, Jim is also a Visiting Faculty Member at Politecnico di Milano MBA School and serves on the editorial boards of *Supply Chain Management Review* and *Supply Chain Forum: An International Journal*. Prior to joining MIT, Jim managed manufacturing and distribution operations at P&G, and served as a sales and market manager at General Electric. He earned his MBA in Operations and Finance from the Harvard Business School, and a BSME from the University of Notre Dame.

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Dr. Jeanne Ross is Director and Principal Research Scientist at the MIT Sloan School's Center for Information Systems Research (CISR). She directs and conducts academic research that targets the challenges of senior level executives at CISR's seventy-five global sponsor companies. She studies how firms develop competitive advantage through the implementation and reuse of digitized platforms. Her work has appeared in major practitioner and academic journals, including *Sloan Management Review*, *Harvard Business Review*, the *Wall Street Journal*, *MISQ Executive*, and *CIO Magazine*. Jeanne is coauthor of three books: *IT Governance: How Top Performers Manage IT Decision Rights for Superior Results*, *Enterprise Architecture as Strategy: Creating a Foundation for Business Execution* through Harvard Business School Press, and *IT Savvy: What Top Executives Must Know to Go from Pain to Gain*. She has served on the faculty of customized courses for a number of major corporations, including PepsiCo, McKinsey, General Electric, TRW, Pfizer, News Corporation, Commonwealth Bank of Australia, IBM, BP, and Credit Suisse. She regularly appears as a speaker at major conferences for IT executives. Jeanne earned a B.A. at the University of Illinois, an MBA from The Wharton School at the University of Pennsylvania, and a Ph.D. in Management Information Systems from the University of Wisconsin-Milwaukee. She is a founding senior editor and former editor in chief of *MIS Quarterly Executive*.

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Yossi Sheffi is the Elisha Gray II Professor of Engineering Systems at the Massachusetts Institute of Technology, where he serves as Director of the MIT Center for Transportation & Logistics. He is an expert in systems optimization, risk analysis, and supply chain management and is the author of four books: *Urban Transportation Networks*; *The Resilient Enterprise: Overcoming Vulnerability for Competitive Advantage*; *Logistics Clusters: Delivering Value and Driving Growth*; and *The Power of Resilience: How the Best Companies Manage the Unexpected*.

Under his leadership, the Center has launched many educational, research, and industry/government outreach programs, including the MIT Master of Engineering in Logistics Program; the MIT-Zaragoza International Logistics Program in Spain; the Center for Latin American Logistics Innovation in Colombia; the Malaysia Institute for Supply Chain Innovation; the Luxembourg Centre for Logistics and Supply Chain Management; and the Ningbo Supply Chain Innovation Institute China in 2016. Outside the Institute, Dr. Sheffi has consulted with leading enterprises and founded or co-founded five successful companies: LogiCorp (acquired by Ryder); PTCG (acquired by Sabre); e-Chemicals (acquired by AspenTech); Logistics.com (acquired by Manhattan Associates), and Syncra Systems (acquired by Retek).

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Josué Velázquez-Martínez is the Director of the MIT Supply Chain and Global Logistics Excellence (SCALE) Network for Latin America. His main role is to lead the Center for Transportation & Logistics' Latin American academic affiliate program that is part of the MIT Global SCALE Network. He is also the Director of the MIT Graduate Certificate in Logistics & Supply Chain Management (GCLOG), an elite program designed for outstanding students from Latin America. He specializes in Logistics and Supply Chain Management in the process, food and retail industries, and has research experience in applied projects on Carbon Efficient

Supply Chains and Logistics in Megacities. His current research focuses on understanding the logistics and operational challenges of SMEs & Startups in Latin America. In 2009, he was appointed Director of the BSc of Industrial and Systems Engineering at Monterrey Tech in Santa Fe, where he was twice awarded as the best program director of the Engineering School. During that period, he also was part of the first class in the STVP – Faculty Fellows Program at Stanford. In 2013, Josué was a Postdoctoral Researcher at Eindhoven University of Technology, where he worked on the 4c4Chem project for the chemical sector in Europe, in collaboration with the Dutch Institute for Advanced Logistics. Prior to joining MIT, in 2014-2015 he was the Dean of the Engineering School at Monterrey Tech in Santa Fe. He holds a MSc in Manufacturing Systems and a Ph.D. in Industrial Engineering from Monterrey Tech, Mexico.