

Problem Solving, Plan Development, Outstanding Execution: Recognized process redesigns and change agent with extensive experience with analysis and strategy formulation, managing complex organizations, and planning implementation. Expertise includes continuous improvement, business process restructuring and organizational change management. Corporate and academic experience in Fortune 500 companies including Procter and Gamble and PepsiCo and AACSB accredited B-schools at Butler University and Eastern Kentucky University.

Demonstrated Successes...

- **Federal Baldrige Examiner** 2003, 2004, 2006, 2012 (applied for 2015)
- At **Procter & Gamble** turned around the Crest Dentifrice operation and saved \$2 million through cost savings projects using internal craftsmen by reducing job backlogs; ultimately capitalizing 50% of internal labor costs.
- At **PepsiCo** led engineering for the \$2 million plant expansion and high speed can line installation, training and start-up working with multiple subcontractors such as Sverdrup and Continental Can. The start-up was the best in the history of the company; 90% productivity in 90 days versus >1 year to achieve 90%.
- At **Butler University** oversaw the budget of the college and the \$22 million Lilly Foundation grant. Initiated and oversaw the design and installation of the \$2.5 million college classroom and office upgrade with \$250,000 for new technology and was chair of curriculum committee that designed new programming that is the foundation for the college ranking. Developed a faculty training program that led to a new university standard and wrote a much cited article with the training team published in Computers in Education.
- At **Roosevelt University** managed turnaround of the college; built a high-performing leadership team, Led mission and strategy development, Led assessment program development, initiated new MS in Accounting Forensics and new undergraduate majors, encouraged and increased publications, initiated an incubator, built a trading room and new high tech classrooms, published a book, applied for AACSB pre-accreditation in 2010, built an advisory board from scratch and raised over \$10 million in 6 years.

EXPERTISE THAT DRIVES ORGANIZATIONAL EXCELLENCE

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|------------------------------------|---------------------------------|
| • STRATEGY DEVELOPMENT | • PROCESS ANALYSIS |
| • INCLUSIVE LEADERSHIP | • TEAM BUILDING AND ADVANCEMENT |
| • P&L MANAGEMENT | • FAST-PACED TURNAROUNDS |
| • INNOVATION AND EXECUTION | • TALENT ACQUISITION |
| • TRAINING PROGRAM AND DEVELOPMENT | • LEADING CHANGE |
| • ORGANIZATIONAL STRUCTURING | • FUTURE ORIENTATION |

VISION, LEADERSHIP, AND TEAM BUILDING FOR NAVIGATING CHALLENGES

Professional Consultant, Doctus Consulting, LLC
CEO

1992-present

Analyzing tactical and strategic issues, developing operational processes that achieve the goals and strategies of the client. Seeing and building on the client's own opportunities; driving success through difficult problems.

- Vistage Chair 2015
- Adbook Assistant.com Chief Operating Officer 2014-2015
- Kickstarter Campaign for Tiny Docs, Operations and Financing Consulting 2014-2015
- Under discussion: Oracle Krakow consulting 2014-2015
- Executive MBA Course Crakow University of Economics, Operations Strategy and Management 2014
- Annual teach course on the NAFTA for La Sorbonne, Paris France 2014
- Training courses on international management, international leadership and international supply chain management at Tecnologia de Monterrey in Queretaro Mexico 2013
- Fogelson Inc. Strategy development and business plan development 2013

- City of Bardstown Profitability analysis, development of solutions to reduce costs
- Sherwin Williams quality analysis and supervisor training for faster problem solving
- R R Donnelley line operator training in TQM and statistics to teach problem-solving and reduce costs, increase profitability
- Toyota USA developed supervisor training program for good management and TQM applications

Professor of Management, Heller College of Business

Roosevelt University *Roosevelt University is one of the most diverse private universities in the U.S. with about 6000 students that are predominantly first time college graduates in their family. Heller Business College has about 1300 students, 700 Graduate students.*

- Currently on leave through December 2015

Dean, Heller College of Business, Walter E Heller and Alyce B. DeCosta Endowed Chair, Full Professor 2008 – 2014

Roosevelt University *Roosevelt University is one of the most diverse private universities in the U.S. with about 6000 students that are predominantly first time college graduates in their family. Heller Business College has about 1300 students, 700 Graduate students.*

Accomplishments

- Took college through ACBSP maintenance of accreditation fall 2013, passed with no conditions
- Initiated alternate revenue source through executive education that provided funding for faculty research of \$2700 per year per person over six years.
- Raised over \$10.8 million by building a vibrant and effective Chicago network and increasing alumni network to over 5000 members, releasing talented colleagues to assist the process and building new programs to excite potential donor's interest.
- Developed a marketing plan for graduate programs that exceeded forecasted enrollment every year. Increased retention of undergraduate freshmen from 36% to 73% over three years. Began international recruiting raising full time graduate students and increasing revenues. Maintained \$23 million in revenue despite university declining head count of over 2000 lost.
- Initiated Executive Education and 6 new annual events for new revenue streams, by year two had made over \$100,000.
- Built a new active advisory board of 30 executives in Chicago from scratch, initiated a new alumni advisory board to help faculty with the curriculum reviews to keep current and proactive.
- Developed new graduate concentrations in Business Analysis and Social Entrepreneurship, new MS in Accounting Forensics and new undergraduate program in Social Entrepreneurship. Two new degrees MBA + Psychology and + Pharmacy started in less than one year with students enrolled.
- Hired 5 Accounting faculty, 2 HRM faculty and Entrepreneurship faculty members with outstanding and diverse backgrounds consistent with our mission.
- Instituted new Internship courses, free mentoring program and short courses taught by international faculty to help students gain the needed professional skills. Revamped the internship program that went for 8 to over 40 students per semester participating.
- Initiated Incubator sites on both campuses for new business opportunities, investment in community and relationships with students and faculty. First resident successfully launched his company, made significant progress on sales due to our advice and gave his product to all Heller students for free in gratitude. Now 9 residents. Received grant for \$100,000 from City of Chicago for incubator activities collaborating with all city incubators and John Marshall Law School.
- Collaborations with organizations in Chicago for meetings on our site. Students and faculty are invited free to many development opportunities this way. National Hispanic Sales Network, Hispanic Association for Career Enhancement, the Latino Network, and Boardology are just a few of the organizations we collaborated with.
- Oversaw the data collection process and development of a college strategic plan that was unanimously passed by faculty in 2009, reviewed and revised in 2012; included all stakeholders. Work with leadership team annually to develop goals consistent with the strategy. Helped develop a strategic plan for the Goldie Scholar program.
- Developed, designed, oversaw the Heller CBA space in the new RU 32-story building, designed unique high-tech classrooms, incubator sites, boardrooms, won Cisco Telepresence Technology \$150,000 donation.
- Reduced sections and costs by \$600,000 in year 2 of \$1.2 million operating budget and \$23 million revenue, managed the reduction of operating expenses by 10% over the last 4 years, kept morale high despite declining university revenue.
- Initiated classroom visits for adjuncts with teaching issues, mandated orientations each semester to make sure adjuncts are on board and aware of policies and procedures.

FRIEL, December 2014

- Initiated a new assessment program that is now being run by faculty, used as an exemplar by the university.

Associate Dean

2007– 2008

Butler University *Butler University is a small private university with about 4000 students with A&S and professional colleges and about \$120 Million in revenue. The CBA has 800 students.*

Accomplishments

- Managed college budget, grants and accreditation issues in preparation for the maintenance visit in 2008, passed with no reviews
- Initiated and led \$2.5Million highly innovative upgrade of classrooms and offices, designed new office space, new high-tech classrooms, new lobby and entry to be a showplace for the university
- Initiated and implemented an assessment program from scratch on an accelerated timeline for accreditation visit
- Designed and managed a new innovative training program of faculty on new technology with team of faculty, 90% success rating from participants. Wrote and published a journal article on faculty training that is often cited.
- Initiated Assessment program using data already collected and new processes.
- Chaired curriculum committee that overhauled the curriculum developing Freshman Business Experience, Sophomore Real Business Experience and Graduate Boot camp.
- Helped staff and develop the Butler Business Accelerator
- Managed, hired, trained Executives in Residence, built a team to support the new programs that were developed by the curriculum committee during my chairmanship
- Initiated Indiana Baldrige Quality award program

Associate Professor

2000 – 2008

Butler University

- Taught classes in Operations Management, International Business, Statistics
- Developed and taught NAFTA course online for five years to students in Kentucky Consortium that included UK, EKU, NKU, Morehead, WKU and UL students.
- One of the first NAFTA courses in the nation, was copied numerous times

Associate Professor

1991 – 2000

Eastern Kentucky University *EKU is a medium size state university with about 16,000 students and a focus on Appalachia and first time college students in the family.*

Accomplishments

- Taught Operations Management, TQM, Management Science and International Management
- Taught televised courses simultaneously to three locations
- Handled course scheduling for the department
- Trainer at the Executive Education Center, developed Supervisor Certification program

Maintenance Manager, Designated next Plant Manager of Dallas, TX plant

1986 – 1988

PepsiCo Mesquite TX *Fortune 500 Southwest Region production facility employing 1000 factory workers, sales force and managers, regional headquarters.*

Accomplishments

- Two year project: \$2 million building expansion and \$2 million high-speed can line installation, start up and employee training for best startup in company history 90% productive in 90 days.
- Trained High-speed can-line team, maintenance and operators
- Repaved surrounding lot without shutdown over 3 months.

Production Manager

1983 – 1986

Fries and Fries, Cincinnati, OH *Second largest flavor company in the world, 15 day order response time, 5000 active recipes, 250 employees, and subsidiary of Mallinckrodt, Inc.*

Accomplishments

- Designed, staffed, started-up and supervised Cherry Coke Flavor resulting in the largest profit in the history of the company.
- Product startups and scaleups, worked with Accounting, Sales and Research, Maintenance, Engineering.
- Oversaw the revision of accounting for standard and actual costing of all flavor lines resulting in more profitability due to proper costing and guidance for sales.
- Supervised the design, build and start-up and subsequently supervised the Savory, Sweet and Chemical natural flavor lines.
- Built, Started-up, Staffed and Managed 2 remote plants; Bloomington, IL Bacon Flavor Plant and South Cincinnati Chicken Flavors Plant.

Research Engineer, Japanese Shampoo, Department Supervisor Dentifrice, Plant Maintenance Manager 1980 – 1983

Procter and Gamble, Cincinnati, OH *Fortune 500 Company, Corporate Headquarters World's largest consumer goods company*

Accomplishments

- Led research and development of shampoo for Japan, managed successful pilot production in Takasaki, Japan
- Dentifrice employee morale turnaround, achieved higher productivity and cost savings of \$50,000
- Maintenance manager for the plant, reduced costs, capitalized labor reducing subcontracting, reduced breakdowns in the plant, developed high-performing team of maintenance employees. Saved \$1 million in 2 years.

EDUCATION

Southern Methodist University, Dallas, TX

- 1991 DE Engineering Management: "A Study of Engineering Cooperative Education in a High Tech Environment."
 - 1990 MS Engineering Management

Xavier University Cincinnati, OH, and Butler University, Indianapolis, IN

- 1982 MBA classes, 2003-2004 Spanish classes

University of Louisville, KY

- 1980 MEng Masters in Chemical engineering with thesis: "Laminar Flow of Newtonian Fluid Through a Cylindrical Device"
 - 1979 B.S.ChE Bachelor's degree in chemical engineering with cooperative education
- Internships: Union Carbide, Paducah KY, and BF Goodrich Louisville, KY BFGoodrich Patent Awarded for process

Eastern Kentucky University, KY

- 1997 BA in French

COMMUNITY ACTIVITIES AND MEMBERSHIPS (2010-2012)

- Society for the Advancement of Management
- National Association of Professional Women (NAPW)
- 2011 Outstanding Woman of the year
- Senior Women Leaders Forum
- AIDS Foundation of Chicago Board Member
 - Executive Committee, T2 Committee, Development Committee
- ITAGC (International Trade Association of Greater Chicago) Board Member
- YWCA Circle of Friends Team Leader [fundraiser for \$100,000 fund]
- Global Targeting founding board member
- WOB2020 Chicago Chapter Board member
- Council of Global Affairs Presidential Circle
- Fundraiser and Triathlete for AIDS Foundation of Chicago
- Association of International Business (AIB)
- Executive's Club of Chicago
 - International Committee. Reception Committee. Mentoring Committee, Civic Affairs Committee
- YWCL School career day and project reviewer
- 2010-2012 President, University of Louisville Alumni Association of Greater Chicago
- National age group qualifier Olympic distance Tri
- World age group qualifier Iron Man 70.3 triathlon

PROFESSIONAL PAPERS AND PATENTS

- Manufacturing Baldrige Assessment, 2003, 2004, Health Care Baldrige Assessment, 2006, 2012
- Report to NCEDA on the consolidation of NCEDA, Tourism, BIDC and COC, January 2001
- XXX Technologies, Kentucky Quality Award Assessment paper
 - (Confidential, therefore name withheld) Fall 2000
- Family Medical Center Final Consulting Report, Doctus Consulting Group.
- Central Baptist Hospital, Lexington, KY. Research Report
- KAWC Customer Service Problems, Consulting Report
- Columbia Water Company Process Improvement, Case study developed from consulting work
- BF Goodrich patent (awarded during college for work as engineering intern) 1980

GRANTS

- Motorola \$10,000, \$25,000, and \$30,000 grants for high school entrepreneurship program
- Clearinghouse Corporation Foundation grant \$200,000
- BIE Grant applications \$189,000 2006, 2007, 2010, 2011
- GLOBE Grant \$180,000 from NEA 2001-2002
- Canadian Consulate \$700 grant HEC University of Montreal 1998

LEADERSHIP AND PROFESSIONAL DEVELOPMENT ACTIVITIES

Invited Speeches

Society of Women Engineers, Finance and Budgeting at the University, October 2014
NAGAP Keynote speaker January 2014
NAPW Panelist on Managing Small Business, April 15, 2012
La Sorbonne, Paris, France, January 2012, 2013
EPS Medical Conference, November, 2011
Society of Women Engineers, Finance and Budgeting at the University, October 2011
AACSB New Dean's Seminar Panelist, June 28, 2011
IU CIBER Pedagogy for International Business Workshop
Bloomington, IN. 2003. Presentation NAFTA Class.
Kentucky Canadian Studies Roundtable, Keynote Canadian Economy, September 19, 2003.

Courses and Development Activities

Professional Coaching 2011-2012, Lee Hecht Harrison
Mentor: President Charles Middleton, Roosevelt University
2012-2013
ACE Advancing to the Presidency (ATP) Workshop,
Washington, DC on October 17-18, 2011
Rockhurst University Effective Communication, July 22, 2011
BDM: Building Organizational Capabilities for Nonprofits –
The Role of Strategy and Compensation, 2011
990 Analysis and Understanding, 2012
Boardroom Bound, board and governance training 2010
Baldrige Examiner Training, May 2003, 2004, 2006, 2012

PUBLICATIONS

WORKS IN PROGRESS

Investigations of Fraud in Higher Education. With Undine Stinnette and Husam Abu-Khadra. Publication plans for up to five articles. Initial research completed, in writing phase.

Friel, Advanced Management for Deans IAP- Information Age Publishing PO Box 79049 Charlotte, NC 28271 Phone: 704-752-9125 Global compilation from experienced deans, edited by Terri Friel. Publication 2015

REFEREED PUBLICATIONS

Scholarship Focus: I have focused on areas of excellence and efficiency throughout my career. This has covered financial, employee development, process and leadership issues.

Friel Management for Deans IAP – Information Age Publishing Inc PO Box 79049 Charlotte, NC 28271 Phone: 704-752-9125

Friel, Terri and King, Barry, “The Domestic versus Foreign Sourcing Decision: Development of a Mathematical Model,” *International Journal of Management*, 2013, VOL 30, NOS 1-4

Terri Friel, Jody Britten, Beverly Compton, Amy Peak, Kurt Schoch, W. Kent VanTyle, “Using pedagogical dialogue as a vehicle to encourage faculty technology use,” *Computers and Education*, February 6, 2009.

Uchida, M., Caldwell, C., Friel, T., Lad, L. (Fall 2007). Building momentum for business school curriculum change: Measurable lessons from a pilot course in real business experience. *Journal of the Academy of Business Education*, 8, 1-14.

Friel, Terri; Jobin, Marie-Helene, “Blaze the Trail for Sustainable Value Creation in the Supply Chain,” *Emerging Issues in Supply Chain Management*, Macmillan Publishing India, 2004.

Friel, Terri and King, Barry, “W&W Goes Global,” CIBER Case Collection, European Case Clearing House, January 2003

Brown, Steve, Davig, Bill, Tabibzadeh, Kambiz, and Terri Friel, “Quality Management in Small Manufacturing,” *Industrial Management and Data Systems*, v 103, n 2, 2003 pp 68-77.

Brewer, Peggy, Friel, Terri and Davig, Bill, “Importing Quality in the Management Classroom-From the Outside In,” *Quality Progress* January 2002, pp 67-71.

Jobin, Marie-Helene; Friel, Terri, “Sur la piste de la reaction durable de valeur a travers la chaine logistique,” *Logistiques et Management*, v9, no2, pp 27-33, 2001.

Beaulieu, Martin, Landry, Sylvan, and Terri Friel, “Point of Care Logistics,” *Supply Chain Forum*, Vol. 2, not1, 2001, pp 26-30.

Friel, Terri, Beaulieu, Martin; Duguay, Claude, and Sylvan Landry, “Healthcare 2001: Centre Hospitalier de St. Valoir,” CIBER Case Collection, European Case Clearing House, August 2001.

Friel, Terri “A Dramatic Method to Demonstrate Concurrent Engineering,” *Journal of Engineering Education*, July 2000.

Friel, Terri and Tabibzadeh, Kambiz, “Simulation: The Forgotten Tool of TQM,” *Systems Engineering*, v2, n 4 1999.

Friel, Terri, “A Statistical Study of Engineering Cooperative Education,” *Journal of Engineering Education*, Jan 1995, v 86, n4, pp 25-30.

Friel, Terri, “Analysis of Cooperative Education Employer Benefits,” *Journal of Student Employment*, Winter 1995, v 7, n 1, pp 38-40.

E. Douglas Harris and Terri L. Friel “Technology level can indicate management strategy,” *Engineering Management Journal*, v 1 n1, pp 10-15, 1190 (Presented at the International Engineering Management conference, Toronto, Canada 1989).

PROCEEDINGS AND CONFERENCE PRESENTATIONS:

Friel, Terri, McLaughlin, Joesetta, “Sustainable Development, Climate Change, and Business School Curriculum,” IABS conference International Association for Business & Society (IABS) Asheville, North Carolina, USA • June 14-17, 2012 accepted

FRIEL, December 2014

Friel, Terri, "5 True Things and 5 False Things About Managing Faculty," AACSB New Dean's Conference Panel, Chicago IL Marriott, June 2011

Friel, Terri and King, Barry, "Scheduling College Classes at Two Universities Using Operations Research Techniques," www. Industrygateway.org (online)

Friel, Terri, "Using Technology to Gain Faculty Consensus," Society for the Advancement of Management, Orlando FL, March 31- April 3 2011

F Friel, Terri, and McLaughlin, Josetta, "Supporting the New Management Reality: Curricular Change to Address Sustainable Development and Climate Change," North American Management Society, MBAA conference, Chicago IL March 23, 2011

Friel, Terri, and McLaughlin, Josetta, "A review of the courses and programs for sustainability in colleges of business," UN PRME conference, Copenhagen Business School, Copenhagen, Denmark, October, 2009

King, Barry and Friel, Terri, "An Analytical Model for Assessing the Decision to Make Domestically or Purchase Globally," MBAA, Chicago, IL, March 15-17, 2009

King, Barry and Friel, Terri, "Scheduling Classes at Two Universities Using Operations Research Techniques," MBAA, Chicago, IL, March 15-17, 2009.

King, Barry and Friel, Terri, "Scheduling College Classes at Two Universities Using Operations Research Techniques," EURO XXIII conference, Bonn, Germany, July 508-2009.

Uchida, M., Caldwell, C., Friel, T., Lad, L. (Fall 2007). Building momentum for business school curriculum change: Measurable lessons from a pilot course in real business experience. *Journal of the Academy of Business Education*, 8, 1-14.

Friel, Terri, "An Investigation of the Factory in the Garment Industry at Aguascalientes," Oxford Round Table, St. Antony's College of University of Oxford, Oxford, England, August 1-6, 2004

Friel, Terri, "A Case Study Investigation of Quality Program Usage in Maquiladoras," CORS/INFORMS Joint International meeting, Banff Alberta, Canada, May 16-19, 2004 (abstract only, no proceedings)

Friel, Terri, Mahenthiran, Sakthi, and Kershaw, Russ, "A simulation Integrating Management Accounting and Operations Courses," MBAA Proceedings, OMEA Division, March 17-19, Chicago, Illinois.

Friel, Terri and Tabibzadeh, Kambiz, "The Development of Governing Principles for Business Applications from the Field of Physics," MBAA, OMEA Division, March 12-14, 2003, Chicago.

Friel, Terri and King, Barry, "An Analytical Model for Assessing the Decision to Make Domestically or Purchase Globally," Proceedings of International Business and Economic Research Conference, Las Vegas, NV, October 7-11, 2002.

Brown, Steve; Davig, Bill, Friel, Terri; Tabibzadeh, Kambiz, "Differences in Training Levels Among Small Manufacturers" Industry Engineering and Management Systems Proceedings, March 11-13, 2002.

Rivard-Royer, Hugo, Beaulieu, Martin, Friel, Terri, "The Clinical Chain: The Evolution of Electronic Commerce in the Healthcare sector," Working paper n 02-09 2002 HEC Montreal.

Mahenthiran, Sakthi, Friel, Terri and Kershaw, Russ, "A Case Study Approach to Integrating Management Accounting and Production Scheduling," Midwest AAA, April 11-13, 2002. Accepted as abstract.

Friel, Terri and Jobin, Marie-Helene, "Catalyzing Value Through a Logistics Perspective," POMS Orlando, March 31-April 1, 2001.

Friel, Terri; Garner, S.J.; Roth, Trisha and Denis Guay, "Getting at Misconceptions," *International Teaching Resources for Business*, No. 18 Fall 2001, pp 4,5.

Friel, Terri and Garner, S.J., "A Cross-Cultural Retail Atmospheric Exercise," *Great Ideas in Teaching Marketing*, April 2001, p. 84.

Landry, Sylvain; Beaulieu, Martin; Friel, Terri and Duguay, Claude R., "Etude internationale des meilleures pratiques de logistiques hospitaliere, Cahier de recherche n. 00-05113 pages. Un project finance par la societe SIBN

Friel, Terri; Garner, S.J.; Roth, Trisha, Guay, Denis, "A Cross Cultural Atmospheric Exercise for International Business

FRIEL, December 2014

Students,” Proceedings SAM 2000, Orlando, March 30-April 1, 2000.

Jobin, M.-H, et T. Friel, 2000, La logistique revisitée ou l'intégration dynamique de plusieurs chaînes de valeur, Actes de colloques RL 2000, Mai 2000, Trois-Rivières, 17 pages.

Friel, Terri, and Tabibzadeh, Kambiz, “Simulation: The forgotten tool of TQM,” INFORMS Spring 1999 R. Brown, Steve, Davig, Bill, Tabibzadeh, Kambiz, and Friel, “Quality Management in Small Manufacturing,” Proceedings INFORMS Spring 1999.

Friel, Terri, “The Yoga of Leadership,” Leadership and Spirituality Track: International Association of Management Conference, Quebec, Aug 6-9, 1997.

Friel, Terri, “Comparison of the Extent of Socially Responsible Activities of Very Large Corporations to Very Small Corporations,” International Association of Management Conference, Quebec, August 6-9, 1997

Rush, Karen and Friel, Terri, “Motivation X: Are They Really Different?” International Association of Management Conference, Quebec, Aug 6-9, 1997.

Tabibzadeh, Kambiz, Davig, William, Friel, Terri and Steve Brown, “The Adoption of Total Quality Management Programs in Small Manufacturing,” SETMS Myrtle Beach, South Carolina, 1996. Best in Track Award.

Friel, Terri, Kambiz Tabibzadeh and J. Faradhi, “Applications of State of the Art Methods in Problems in Design, Capacity and Layout at a Major Automotive Manufacturing Site, SETIMS, October 1994, pp 331-332.

Friel, Terri, “Teaching Operations Management in regional College with a Rural Service Area, SETIMS, October 1994, pp 158-160, First Place Innovative Instruction Track

Friel, Terri, “Industrial Standardization” and “Systems Design, Development and Implementation,” entries in the Encyclopedia of Management, 4th edition, 1999.

Friel, Terri, “Is Quality Common Sense?” ASQ monthly newsletter, December 1999.

Friel, Terri, “Motivation X and the coming trends” The Lane Report, September issue, 1997.

Friel, Terri, “The Truth About Honesty and Trust,” Chamber of Commerce Newsletter, May 1997, p 3.

Friel, Terri, “The Middle East: Understanding Values and Beliefs” CIBER International Teaching Resources for Business n. 19 Spring 2002.

Friel, Terri, Experiencing the Capital Equipment Justification Process,

Friel, Terri, “Learning Curve Benchmarking,” IEMS, Cocoa Beach, FL. March 1994.

Terri L. Friel, “Combining Service and Teaching,” 1993 APICS (American Production and Inventory Control Society) Special Academic Program Proceedings, October 10-11, 1993.

Friel, Terri, Kambiz Tabibzadeh, & J. Faradhi, “Retrofit Machinery Analysis Using Simulation,” Operations Research The Institute of Management Sciences, Myrtle Beach, SC., October 23-26, 1994.

Friel, Terri, “Learning Curve Benchmarking,” IEMS, Cocoa Beach, FL. March 1994.

REFERENCES

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