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7. Biographies

Teresa Verduzco-Garza is a Researcher Professor at the Industrial and Systems Engineering School in University of Monterrey (UDEM) in Mexico. She received a BS in Industrial and Systems Engineering in 1998, an MS in Business Administration in 2005, and a MS in International Commerce in 2006 at UDEM. At the moment, she is a PhD Candidate in Management focused on logistics and supply chain operations at the Autonomous University of Nuevo León (UANL) in Mexico. Her expertise focuses on Logistics clusters for competitiveness, Operations Management, Supply Chain Operations, and Soft Systems Management. Prior industry experience includes 12 years improving enterprises performance though project management and strategic planning. She is an active member of the American Production and Inventory Control Society (APICS) and The Competitiveness Institute (TCI). She has published and presented her work at international forums like IISE World Conferences, TCI Global Conferences, SISE World Conferences and other regional conferences.

Marcos Cisneros is currently a fulltime engineer in a food manufacturer enterprise. He holds a Bachelor degree in Industrial and Systems Engineering from University of Monterrey. He also had developed cost reduction projects in logistics and distribution, as well as projects related to change management and human resources at the company he works for.