

CURRICULUM VITAE

SUHANSA (SUE) RODCHUA, PHD

Professor and Graduate Program Coordinator
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EDUCATION/PROFESSIONAL CERTIFICATION

Doctor of Philosophy (PhD), Indiana State University, IN, Technology Management - Quality Systems, August, 2005.
Education Specialist (EdSp), Central Missouri State University, MO, Human Services/Technology and Arts, December, 2003.
Master of Science (MS), Central Missouri State University, MO, Industrial Management, May, 1999.
Bachelor of Business Administration (BBA), 2/92 Thammasat University, Bangkok, Thailand, Industrial Management and Marketing.
Certified Project Management Professional (PMP), Project Management Institute, December 2015.
Certified Technology Manager (CST), Association of Technology, Management, and Applied Engineering, August 2009.
Certified Quality Matters Applying the Rubric Workshop, November 16, 2009, Hybrid, Extended Campus, UCM.
Certified Quality Manager/Organizational Excellence (CMQ/OE). American Society for Quality (ASQ), March 2007, 2010, 2013, re-certificate in 2016.

WORK EXPERIENCE

Present	Professor, Graduate Program Coordinator, School of Technology, University of Central Missouri (UCM)
08/13 – 08/18	Associate professor in M.S. in Industrial Management and Technology Programs, School of Technology, University of Central Missouri (UCM)
08/09 – 05/13	Assistant professor in M.S. in Industrial Management and Technology Program, School of Technology, UCM
01/07 – 05/09	Instructor/Course Developer, School of Technology, UCM
08/05 – 12/06	Website editor and adjunct instructor, College of Health, Science, and Technology, UCM
03/06 – 12/11	Part-time Consultant - design and develop instructional materials, SATEducation, LLC.
08/01 - 08/05	Doctoral Fellow, School of Technology, UCM
08/99 - 05/01	Graduate Assistant, School of Technology, UCM
05/94 – 04/96	Project and Cost System Analyst Mae Fah Luang Foundation, Doi Tung Project, Chang Rai, Thailand. (garments and carpet factories) Analyzed efficiency and productivity of 300 workers and project cost effectiveness, provided a corrective action plan, and coordinated marketing and production departments to establish forecasting and purchasing plans
03/92 – 04/94	Assistant Project Manager/System Analyst

	Telbiz, Co. Ltd., Bangkok, Thailand. (Consulting Company) Implemented the Automated Fingerprint Identification System (AFIS) for the Thai Royal Police Department, a turkey system. Collected and analyzed data from customers to design and develop a system. Conducted a manual and provided training courses to customers in using a new system.
04/91 – 08/91	Intern – production, scheduling, and quality inspection Thai Itokin Co., Ltd, Bangkok, Thailand (Ladies, Men’s clothing garment factory)
04/90 – 10/90	Intern – market survey research (Household consumer products) Market Research Co. Ltd., Bangkok, Thailand

PUBLICATIONS AND PRESENTATION

Published Books

- Rodchua, S. (2009). The measurement of quality and practices of Internet-based distance learning: A Case of Industrial Management Program. Germany: Lambert Academic Publishing. ISBN: 978-3-8383-0699-5.
- Rodchua, S. (2008). Quality costs and enterprise size in the manufacturing industry. Germany: VDM Verlag Dr. Muller. ISBN: 978-3-639-10438-7.

Articles (peer-reviewed)

- Rodchua, S. (June, 2017). Effective Tools and Strategies to promote Academic Integrity in E-Learning. *International Journal of e-Education, e-Business, e-Management and e-learning* (IJEEEE), Vol. 7, No. 3.
- Hill, D. and Rodchua, S. (May 2017). Computer Networking and Information Security for the Small Business. *International Journal of Scientific and Engineering Research, ISSN 2229-5518* (IJSER) Volume 8, Issue 5.
- Geerman, Y. and Rodchua, S. (December 2015). Customer Services and Technology Used in Financial Institutions: A Survey Research. *Universal Journal of Management*, Vol 4, No. 1.
- Amirhosein J. & Rodchua, S. Total Quality Management & Business Excellence (August, 2013): Survey research on quality costs and problems in the construction environment, *Total Quality Management & Business Excellence*, DOI: 10.1080/14783363.2013.824715
- Rodchua, S., Yiadom-Boakye, G., & Woolsey, R. (July, 2011) Student Verification System for Online Assessments: Bolstering Quality and Integrity of Distance Learning. *Journal of Industrial Technology*, Vol. 27, No. 3.
- Rodchua, S. Comparative Analysis of Quality Costs and Organization Sizes in the Manufacturing Environment. *Quality Management Journal (ASQ)* 2009; Vol. 16; No. 2.
- Rodchua, S. An Effective Instructional System Design and Measurement of Quality and Practice of Web-Based Distance Learning. *Journal of Interactive Instruction Development (JIID)*, Volume 19, No. 4, 2007.
- Rodchua, S. Factors and Measures of Quality Costs Program in the Manufacturing Environment. *Journal of Industrial Technology*, Vol. 22, No. 4, September - December, 2006.

National and International Presentation

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| 06/20/2017 | Effective Tools and Strategies to promote Academic Integrity in E- Learning, 2017 World Conference on e-Education, e-Business and e-Commerce (WCEEE), Phuket, Thailand. |
| 06/20/2017 | Group Collaboration and Effective Communication Tools in Web-Based Learning, 2017 WCEEE, Phuket, Thailand. |

11/03/2016 Assessing student performance of program outcomes: A case illustrating a model process for continuous program improvement and accreditation, ATMAE, Orlando, Florida

11/12/2016 Active Student Branches: How to Connect, Quality Education Conference & Workshop, American Society for Quality (ASQ), Huston, Texas

03/08//2016 Quality Assurance in E-learning System: Learning Effectiveness and Student Satisfaction. 2016 INTED International Convention, Valencia, Spain

03/08//2016 Innovative and Active Learning Strategies in Higher Education: Boosting Satisfaction and Learning Effectiveness. 2016 INTED International Convention, Valencia, Spain

11/21/2014 The comparison of network security and computer systems between small, medium, and large academic institutions, ATMAE, St. Louis, MO

11/13/2013 Customer services and technology used in financial institutions, ATMAE, New Orleans, LA.

04/04/2013 Research on quality costs and problems in the business environment, International Symposium on Business and Management, Kitakyushu, Japan

11/15/2012 Practicing Lean Six Sigma (LSS) in the classroom: Experiences that enhances students satisfaction and learning effectiveness, Association of Technology, Management, and Applied Engineering (ATMAE), Nashville, Tennessee

GRADUATE COURSE TAUGHT

IndM 4010 Current Issues in Industry	Indm 4230 Lean and Quality Management
IndM 4250 Project Management	IndM 4260 Organizational Dynamic
IndM 5230 Seminar in Industrial Management	IndM 5232 Seminar in Lean Six Sigma
IndM 5222 Principle and Practices of Lean Systems	IndM 6580 Advance Strategic Quality and Std
SOT 5010 Applied Research in Technology	SOT 5290 Thesis
TMD 7550 Current Issue in Manufacturing	Doctoral Dissertation and Internship

SYNERGISTIC ACTIVITIES

- Designed and developed new Operation and Project Management Graduate Certificate, 15 credits, School of Technology, 2016-present.
- Organized the annual quality management conference at UCM, between 2009-2016, a total of 8 conferences, between 90-180 participants
- Gathered and analyzed students’ papers from SafeAssign and implemented tools and technology (biometric identification, lockdown browsers, plagiarism software, and pools of assessments) to promote academic integrity
- Established the Global Book Donation Project with ASQ – UCM Student Chapter, 2010-present
- Worked with the team to design the Automated Fingerprint Identification System (AFIS) for the Royal Thai Police Department, Bangkok, Thailand, 1992-1994.

GRADUATE ADVISORS AND THESES COMMITTEE

- Advising 60 Master students in Industrial Management and Technology programs, and 13 PhD students in Technology Management
- ASQ – UCM Student Chapter advisor, 45 ASQ student membership in Spring 2017
- Between 2013-2018, Chair and committee member for 9 MS Theses and 7 PhD Dissertation