



SUPPLY CHAIN MANAGEMENT FOR **SOCIETAL GOOD**

UNIVERSITY OF PITTSBURGH

March 22, 2024

**2024 PITT OHIO Supply Chain
Management Symposium**

Pitt Business | Center for
Supply Chain Management

PITT OHIO
SUPPLY CHAIN • GROUND • LTL • TL

DIRECTOR'S MESSAGE

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It is with immense pleasure and anticipation that I extend my warm welcome to you to the **2024 PITT OHIO Supply Chain Management Symposium** scheduled for March 22nd. We are grateful to **PITT OHIO** for being a naming sponsor for the 8th Annual Symposium organized by the Center for Supply Chain Management. It is the third time **PITT OHIO** has honored us by doing so.



We are glad that we are back with an in-person component of the speaking program, having both in-person and virtual speakers and in-person and virtual attendance this year. Our timely and topical theme is **Supply Chain Management for Societal Good**, a theme that bridges suppliers, employees, and customers; products and processes; supply chain innovation and AI; and sustainability, transparency, and accountability. Led by our speakers, the symposium will offer us a platform to engage in meaningful discussions, share insights, and foster collaborations that will undoubtedly contribute to the advancement of this important topic.

Our terrific speaker lineup this year includes: **Vikram Agarwal**, Chief Operations Officer, Danone; **Deepa**, Vice President, Global Supply Chain, BlueScope; **Robert Sockin**, Senior Global Economist, Citi; and **Kyle Young**, Vice President, Global Procurement, Electrical and Electronics, Eaton. We will also have a panel discussion with **Maggie Frey**, VP, Growth – Technology, LegalSifter; **Whit Little**, VP, Administration and CFO, Catalyst Connection; and **Alan Veeck**, CEO & Founder, Summit Procurement.

We are delighted that **Lisa Harrington**, President, Iharrington group LLC will moderate the Symposium this year and share her insights. **Sandra Scardetta Turko**, Industry Consulting Senior Manager, NTT DATA Services and **Lisa Scales**, President and CEO, Greater Pittsburgh Community Food Bank will introduce the speakers and preside over the Symposium. **Lisa**, in a conversation with **Geoff Muessig**, Chief Marketing Officer and Executive Vice President, PITT OHIO, will also provide an update about the Food Bank—an organization whose goals and activities align perfectly with the theme of our Symposium.

Our event day, structured carefully around our esteemed speakers, will include a hot breakfast, coffee break, lunch, student Poster Competition, and wrap up with a networking event/happy hour. For those attending virtually, we will have Zoom breakout rooms open for you to network. We know your day will be productive with learning, networking, and catching up with other supply chain industry professionals and friends.

My sincere gratitude goes out to our speakers, event presiders, and poster competition judges who have volunteered their time and effort to make this event possible. Your contributions are deeply appreciated.

Our Annual Symposium is our marquee event and is integral to the Center's mission. By facilitating an exciting congregation of industry leaders and the academic community, we create an environment conducive to networking and knowledge sharing.

Beyond the Symposium, we invite you to participate in the Center's many activities. Our case competitions, judged by industry leaders, provide students with firsthand experience in real-world issues. Our information sharing and networking events—the Breakfast Speaker Series and the Fast Focus Forum series—host industry experts who lead the discussion and idea exchange on contemporary supply chain issues. Our Pittsburgh Women in Supply Chain group organizes mentoring sessions and dinner-and-discussion events. We would be honored if your organization would sponsor the Center. For more information, please speak with me or connect with the Center at scmcenter@katz.pitt.edu.

I offer my sincere thanks to all our sponsors for making the Center's activities possible. Special thanks go to **PITT OHIO** for renewing their Platinum sponsorship. We are grateful for the generous patronage of our annual sponsors: **ARMADA**, **FedEx Ground**, **MSA**, **UPMC**, **AHN/Highmark**, **PNC**, and **Summit Packaging Solutions**. Many thanks to our student poster competition sponsor, **Traffic Club of Pittsburgh**; our coffee-break sponsor, **Summit Procurement**; our lunch sponsor, **LegalSifter**; our preferred-level event sponsor **Catalyst Connection** and their **Digital Bridge Program**; and our signature-level event sponsor **Pitt Business/Business Analytics & Operations Area**. Your help to the Center is deeply appreciated! I am especially grateful to **GENCO** and its **Executive Chairman, Herb Shear**, for providing the seed funding to establish our Center.

Finally, I would like to express my gratitude to my colleagues at the Center—Associate Director and Clinical Associate Professor **Eric Paljug** and Program Manager **Janice Trygar**—as well as the members of our Breakfast Speaker Series Planning Committee and Corporate Advisory Board. Many of them are attending the Symposium and supporting the related activities in a variety of ways. A special thank you to **Ash Brady**, IT Business Partner at the University of Pittsburgh. I deeply appreciate their support, and contribution to the planning, coordination, and execution of the Symposium.

Whether you are joining us virtually or in-person, I hope that the Symposium will be a fulfilling and rewarding experience for all.

Best regards,
Prakash

EVENT SCHEDULE

Friday, March 22, 2024

7:30 - 7:50 AM	Check-in, Coffee, and Speed Networking
7:50 - 7:55 AM	Welcome by Prakash Mirchandani
7:55 - 8:05 AM	PITT OHIO Greeting by Geoff Muessig
8:05 - 8:10 AM	Speaker Introductions by Sandy Turko
8:10 - 8:38 AM 8:38 - 8:48 AM	Supply Chains for Societal Good: Connecting Performance with Sustainability Talk by Vikram Agarwal Q&A
8:50 - 9:18 AM 9:18 - 9:28 AM	Forging a Greener Future in the Steel Supply Chain Talk by Deepa Q&A
9:30 - 9:54 AM 9:54 - 10:08 AM	Panel Discussion with Maggie Frey, Whit Little, and Alan Veeck Q&A
10:08 - 10:30 AM	Coffee + Networking (Virtual attendees network in Zoom Breakout Rooms)
10:30 - 10:40 AM	Post-break Speaker Introductions by Lisa Scales
10:40 - 11:08 AM 11:08 - 11:18 AM	Supply Chains Amidst the Next Phase of Globalization Talk by Robert Sockin Q&A Coffee + Networking (Themed Rooms)
11:20 - 11:48 AM 11:48 - 11:58 AM	How Our Supply Chain Digital Twin is Transforming Our Supply Chain and the Way We Work Talk by Kyle Young Q&A
12:00 - 12:15 PM	A Conversation with Lisa Scales led by Geoff Muessig Food Bank Update by Lisa Scales
12:15 - 1:00 PM 12:30 - 1:45 PM	Lunch and Networking Visit the Poster Competition
12:30 - 1:15 PM 1:15 - 1:45 PM 1:45 - 2:00 PM	Poster Competition Judges Deliberate Awards Presentation
2:00 - 2:05 PM	Wrap Up
2:05 PM	Thank You Message and Survey
2:05 - 3:00 PM	Open Networking — Meet with Board Members and Speakers

SPEAKERS



VIKRAM AGARWAL | CHIEF OPERATIONS OFFICER | DANONE

With 35 years' experience in supply chains around the globe, Vikram has had the opportunity to work at leading companies like Unilever, Avon Cosmetics, Dole Packaged Foods, and PE Funds. Besides being well-versed with most disciplines within the supply chain he possesses a successful track record in supply chain turnaround, digitalization of operations, route to market expansion, procurement strategies, new business development, and M&A projects. He is also an avid advocate of sustainability in operations. His breadth of experience working with international teams in global/ regional/ local roles while based variously out of India, Singapore, South Africa, UK and France has informed his belief that agile supply chains play a pivotal role in helping businesses grow faster and become more competitive. And, that a talented team of people in the supply chain inspired into excellence by authentic leadership lie at the heart of this value creation. He has been chief operations officer at Danone since January 2022 where he is driving a wide-ranging transformation of its end-to-end supply chain. Born in India and now a UK resident, he is a graduate in Mechanical Engineering from IIT in India, with a certificate in Global Management from INSEAD.



DEEPA | VICE PRESIDENT | GLOBAL SUPPLY CHAIN | BLUESCOPE

Deepa is the vice president, Global Supply Chain, at BlueScope, the largest Australian steelmaker with global operations, including in the U.S. and Asia. Deepa's passion for manufacturing has shaped her professional journey and influenced her perspectives. She has held leadership supply chain positions in multiple industries: Automotive, Electrical, Medical Devices, CPG and now in Steel. She was the vice president of Global Supply Chain Planning at Stanley Black & Decker and the director of Global Supply Chain at Boston Scientific prior to joining BlueScope. Deepa is focused on delivering growth, creating value and driving employee engagement. A continuous learner, Deepa strives to effect meaningful change and growth through collective action with her team. Her extensive experiences have not only expanded her knowledge and expertise but also instilled in her a deep sense of responsibility and a drive to make a positive impact simultaneously on both people and planet.



GEOFF MUESSIG | CHIEF MARKETING OFFICER AND EXECUTIVE VICE PRESIDENT | PITT OHIO

Geoffrey Muessig is the chief marketing officer and executive vice president of PITT OHIO. He has more than 30 years of experience in the transportation industry, and in his role, leads the sales and marketing efforts of PITT OHIO. He has successfully brought many new PITT OHIO service offerings to market including: Fast Track, an award-winning, expedited Less-Than-Truckload (LTL) guaranteed shipping service; Heat Track, a guaranteed protect from freeze LTL shipping service, and The Reliance Network (TRNet) which was a nationwide LTL network that spanned North America. Geoff received an MA degree from the University of Chicago as well as an Executive MBA from the University of Pittsburgh, Joseph M. Katz Graduate School of Business. Pitt Business presented Geoff with the 2023 H. J. Zoffer Medal for Meritorious Service. He has resided with his wife in Pittsburgh, PA since 1995.



ROBERT SOCKIN | SENIOR GLOBAL ECONOMIST | CITI

Robert Sockin joined Citigroup as a senior global economist in June 2022. Robert previously worked at Citi as an economist from 2011 to 2014. He has extensive experience in both financial markets and economic policy. Most recently, Robert was a senior economist at SPX Capital covering the U.S. and Canadian economies. Robert also worked as an economist at UBS, a policy advisor at the U.S. Treasury Department, and started out his career researching global trade in the International Finance Division at the Federal Reserve Board of Governors. In addition to being cited in policy reports and academic papers, Robert's work has been covered in major media outlets including *The Financial Times* and *Wall Street Journal*. Robert received his bachelor's degree from Columbia University and his master's degree in economics from New York University.



KYLE YOUNG | VICE PRESIDENT | GLOBAL PROCUREMENT, ELECTRICAL AND ELECTRONICS | EATON

Kyle Young is the vice president, Global Procurement, for Eaton, a global intelligent power management company. Since joining Eaton's Supply Chain Leadership Development Program in 2012, Kyle has held positions of increasing responsibility in supply chain management, material management, new product development sourcing and category management. His strengths include negotiations, category strategy, supply chain risk mitigation, digitalization and driving efficiency. Most recently, Kyle led Eaton's Global Procurement for Electrical, Electronics and Batteries, representing \$2.7B in direct material spend, from Eaton's Office of Supply Chain in Dublin, Ireland. Kyle received a BS in Industrial Management with Operations and Finance from Purdue University and a MBA from the University of Mississippi. Kyle also is a Certified Professional in Supply Management (CPSM) through ISM and Certified Professional in Inventory Management through APICS. Hobbies/interests include running, cycling, functional fitness, golf, reading and travel.

EVENT PRESIDERS



LISA H. HARRINGTON | PRESIDENT | LHARRINGTON GROUP LLC (LHG)

Lisa Harrington is president of the lharrington group LLC (LHG), a woman-owned small business - founded in 1991. LHG LLC provides strategic consulting services as well as qualitative and quantitative research in all facets of supply chain for both the private and public sectors. Clients include the US. Department of Defense, NASA, USAID, Microsoft, Caterpillar, Lockheed Martin, Northrup Grumman, FedEx and more. For 20 years, Lisa was a professor of supply chain management at the Robert H. Smith School of Business, University of Maryland; and co-founder and former Associate Director of the Supply Chain Management Center at Smith. Currently she is a Senior Research Fellow at the Smith School, and Senior Research Scholar, Center for Governance of Technology and Systems, School of Public Policy, University of Maryland.



LISA SCALES | PRESIDENT AND CEO | GREATER PITTSBURGH COMMUNITY FOOD BANK

Lisa Scales has been president and CEO of Greater Pittsburgh Community Food Bank since 2012, leading the organization in distributing food for nearly forty-five million meals annually through a network of nearly 1,000 community partners in eleven counties of southwestern Pennsylvania. She holds a Juris Doctor (J.D.) degree from Boston University School of Law and Bachelor of Arts degree in Social Sciences from Seton Hill University, from which she received the 2019 Distinguished Alumna Leadership Award. Scales serves on the Board of Directors of Adagio Health where she is the vice chair. She is an advisory board member of the Center for Supply Chain Management at the University of Pittsburgh, the Centers for Community Engagement at Robert Morris University, and the University of Pittsburgh Johnson Institute for Responsible Leadership. Scales currently serves as Chair of Feeding Pennsylvania, a statewide association of Feeding America food banks. In 2018 Scales was the recipient of the Greater Pittsburgh ATHENA Award; in 2020 she received Duquesne University's Eileen Zungolo Spirit of Service Award; in January 2021 *Pittsburgh Magazine* named Scales as Pittsburgher of the Year; in December 2021 she received the Coleman Award for Excellence in Community Service from the University of Pittsburgh Institute of Politics; and in February 2022 and 2023 was included in the *Pittsburgh Business Times* Power 100 list of most influential business leaders.



SANDRA SCARDETTA TURKO | INDUSTRY CONSULTING SR. MANAGER | NTT DATA SERVICES

Sandra is an accomplished supply chain and IT professional. Her 25+ year experience spans a broad range of supply chain, IT and sales functions across technology, utility, manufacturing, and healthcare industries. Sandra currently works for NTT Data and leads the advancement of IT Project Delivery Services for her client. She is accountable for leading cross-functional teams to define and effectively implement innovative systems and processes to build out world class information technology solutions for a growing organization. Prior experience also includes serving as lead internal ISO 27001 auditor for the first self-driving car company to achieve global ISO 27001 Certification, building/rebuilding PMOs and working closely with the CIO and CFO to evaluate IT Contracts/Services and transfer of assets for a \$200+Million USD divestiture. She actively volunteers for youth sports programs, local charities and serves as the EMBA Ambassador supporting recruitment events for the Katz EMBA Program. Sandra earned her B.A in Philosophy/Pre-Law from St. Bonaventure University and MBA from the University of Pittsburgh's Katz Graduate School of Business.

ABSTRACTS

VIKRAM AGARWAL | SUPPLY CHAINS FOR SOCIETAL GOOD: CONNECTING PERFORMANCE WITH SUSTAINABILITY

Danone is an FMCG leader in early-life and adult nutritional products, bottled water, dairy and plant-based foods, and beverages, with well-known brands such as Silk, Oikos, Activia, and Evian. In this talk, Vikram Agarwal, Chief Operations Officer at Danone, who is responsible for Danone's worldwide supply chain, will specifically focus on how key programs driven by his teams will enable the company to achieve key 2030 sustainability objectives, and how these initiatives can result in improved performance at Danone.

DEEPA | FORGING A GREENER FUTURE IN THE STEEL SUPPLY CHAIN

BlueScope is Australia's largest steelmaker with more than 160 global facilities across 15 countries. While steel itself is infinitely recyclable—making it one of the most sustainable products—the traditional process of manufacturing steel is coal-based and results in 11% of global CO2 emissions and 7–9% of global GHG emissions. In this talk, Deepa, Vice President, Global Supply Chain, BlueScope, provides a glimpse of how the three pillars of BlueScope, Purpose, Bond and Strategy are redefining how BlueScope develops, manufactures and sells steel. Her end-to-end supply chain view shows how BlueScope collaborates with suppliers and customers, ensures accountability, and innovates its processes to build a resilient and sustainable supply chain.

ROBERT SOCKIN | SUPPLY CHAINS AMIDST THE NEXT PHASE OF GLOBALIZATION

Global supply chains have largely shaken off their pandemic distortions, but two recent Citi surveys highlight that firms are unlikely to return to business as usual. In this talk, Robert Sockin, Senior Global Economist at Citi discusses salient findings from these surveys and several interrelated themes that will continue to shape supply chain operations and strategies. For one, inventory management is being reevaluated. Historically, firms tended to keep inventories lean (just-in-time) to contain costs, but the pandemic showed the benefits of more ample inventories (just-in-case) to accommodate unexpected increases in demand. Citi's survey results showed that the trade-off between inventory strategies is the highest priority for suppliers. Two, firms will increasingly embrace digitization, automation, and the adoption of new technologies to enhance the monitoring and supply chain flexibility. Three, geopolitical realities and broader concerns about operational resilience will continue to lead to some movement of production away from China. Citi's surveys also showed that most suppliers with operations in China have diversified production to include other countries or are considering pursuing a "China Plus One" strategy. In addition, many firms will also be restructuring supply chains with an eye toward societal good including the implementation of sustainability policies and initiatives. How deeply these themes will be embraced will vary, but the direction of travel is clear.

KYLE YOUNG | HOW OUR SUPPLY CHAIN DIGITAL TWIN IS TRANSFORMING OUR SUPPLY CHAIN AND THE WAY WE WORK

Eaton, a global power management company, helps its customers manage their power challenges safely, efficiently, and sustainably. In this talk, Kyle Young, Vice President, Global Procurement, Electrical and Electronics at Eaton, discusses how Eaton achieves environmental and social targets, advancing efficient and low carbon power management solutions, supporting strong communities, and setting new standards for governance, transparency, and business ethics. Throughout its supply chain, Eaton is fully committed to driving to this standard and embracing the latest technologies available to increase visibility, transparency, and risk detection across the enterprise. Kyle discusses how they drive their supply chain strategies with greater data insights and leveraging AI to support real-time decisions making. Eaton's procurement leaders partner with their engineering and sustainability teams to develop emissions reduction roadmaps and execute their corporate sustainability goals as One Eaton, One Supply Chain.

STUDENT POSTER COMPETITION

- Event Sponsor: Traffic Club of Pittsburgh -

Graduate and undergraduate students from local universities were able to explore their areas of interest in supply chain management through the poster session.

GRADUATE DIVISION FINALISTS		UNDERGRADUATE DIVISION FINALISTS	
Team	Poster Title	Team	Poster Title
Daisha Antunes Ahmed Ghandour Shoeb Mohammed Mark Thomas	Optimizing Breast Cancer Screening Facilities Locations	Hannah Ye	Transforming Supply Chains with GenAI: Unlocking Performance Excellence through Organizational Readiness
Shreyas Bari Malikarjunaswamy Saketh Pandurangi	Unique Challenges in the Retail Supply Chain	Jackie Burich Emma Pfeiffer Jeremy Rawicz Ellen Shanahan	The Last Flexible Mile (Utilizing gig economy workers as a resource to ship freight)
Charles Bookheimer Chioma Nkpuechina Emmanuella Nnodim Blesson Yohannan	Long-term COVID-19 Impact on Healthcare: A Telemedicine Perspective at UPMC	Kevin Carr Dominic Esposito Jack Forsythe Brianna Pierce	Learnings from Covid 19 Production and Distribution
Shubham Dabhade Ganesam Rahul Reddy	Charging Forward: Overcoming Supply Chain Bottlenecks in Electric Vehicle Manufacturing	Michael Bourne Aiden Boyle Cooper Nice Jacob Warren	The Role of Humanitarian in Disaster Relief Efforts
Nixon Barnes Jonathan Kallon James Fixon Owoo	Challenges in Healthcare Supply Chain	Stewart Adams Raed Alzahrani Joshua Gerber Maria Wallez	The Future of Autonomous Vehicles in Supply Chain Management
Kartikey Shukla	Sustainability and Responsiveness: Allies or Enemies?	Amit Bhambhwani Aedan Colan Connor Daniels Zachary Shane	Autonomous Transportation: The Present and Future of Logistics

JUDGES

GRADUATE DIVISION

Lisa Harrington | President | lharrington group LLC
Geoff Muessig | CMO and EVP | PITT OHIO
Kyle Young (Chair) | VP, Global Procurement | Eaton

UNDERGRADUATE DIVISION

Kelly Coxon | Senior Director, Procure to Pay | UPMC
J.R. Ellis | VP, Supply Chain Engineering | ARMADA
Robert Sockin (Chair) | Senior Global Economist | Citi

FIRST ROUND JUDGES

Ying Cao | Assistant Professor | Penn State University – Behrend
Eric Paljug | Associate Professor | Poster Coordinator
Michael Hamilton | Assistant Professor | University of Pittsburgh
John Russo | Associate Professor | Duquesne University

Zak Sener | Assistant Professor | Penn State University – Beaver
Sangho Shim | Associate Professor | Robert Morris University
Terrance Smith | Assistant Professor | St. Vincent College
John Stakeley | Assistant Professor | Chatham University

PRIZES

GRADUATE POSTER ENTRIES

- \$750 for First Place
- \$400 for Second Place
- \$250 for Third Place

UNDERGRADUATE POSTER ENTRIES

- \$600 for First Place
- \$300 for Second Place
- \$200 for Third Place

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SPECIAL THANKS TO OUR EVENT PRESIDERS:

Lisa Harrington | President | lharrington group LLC

Lisa Scales | President & CEO | Greater Pittsburgh Community Food Bank

Sandra Scardetta Turko | Industry Consulting Sr. Manager | NTT DATA

The Center has been established with funding from GENCO,
and its (former) Executive Chairman, Herb Shear.



Give Today!

**During these challenging times,
consider a donation!**

**Donate Here: [Greater Pittsburgh
Community Food Bank](#)**



Center News

**PITT OHIO renews
Platinum Sponsorship.**

**Pitt Business MBA Supply
Chain students place #1 in the
Americas and #2 globally in the
Global Sustainability Supply
Chain Student Competition.**

Get Involved

Center for Supply Chain Management

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Eric Paljug, Associate Director
Janice Trygar, Program Manager

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The Center was established with funding from GENCO
and its former Executive Chairman, Herb Shear.