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BIOGRAPHY

Bernardo Villarreal is a full professor of the Department of Engineering of the Universidad de Monterrey. He holds a PhD and an MSc of Industrial Engineering from SUNY at Buffalo. He has 20 years of professional experience in strategic planning in several Mexican companies. He has taught for 17 years courses on industrial engineering and logistics in the Universidad de Monterrey, ITESM and Universidad Autónoma de Nuevo León. He has made several publications in journals such as *Mathematical Programming*, *JOTA*, *JMMA*, *European Journal of Industrial Engineering*, *International Journal of Industrial Engineering* and the *Transportation Journal*. He is currently a member of the IIE, INFORMS, POMS, and the Council of Logistics Management.

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Maria-Eugenia Rendón is a CUM LAUDE Industrial Engineer graduated from Universidad de Monterrey (UDEM). She is actually a graduate student of the Industrial Engineering MSc program at UDEM. Her specialty is the operations and logistics improvement. She has participated on several projects such as The Redesign of the Supply Process of Drugs on a Medical Center and the Improvement of the Transport System on a Paperboard Manufacturer. Nowadays, she works at this company on the Commercial Efficiency Department, developing strategies for Improving Productivity.

Sofía García is an industrial engineer graduated with honors from the Universidad de Monterrey (UDEM). She is currently a graduate student of the MSc program of Industrial Engineering at UDEM. Sofía's main work and research interest is supply chain management. She has collaborated in Supply Chain projects for different enterprises such as "Lean Transport Optimization project" at *Sigma Alimentos*. At present, she is a senior Demand Planner for *Oxxo*, the largest convenience store chain in Mexico.