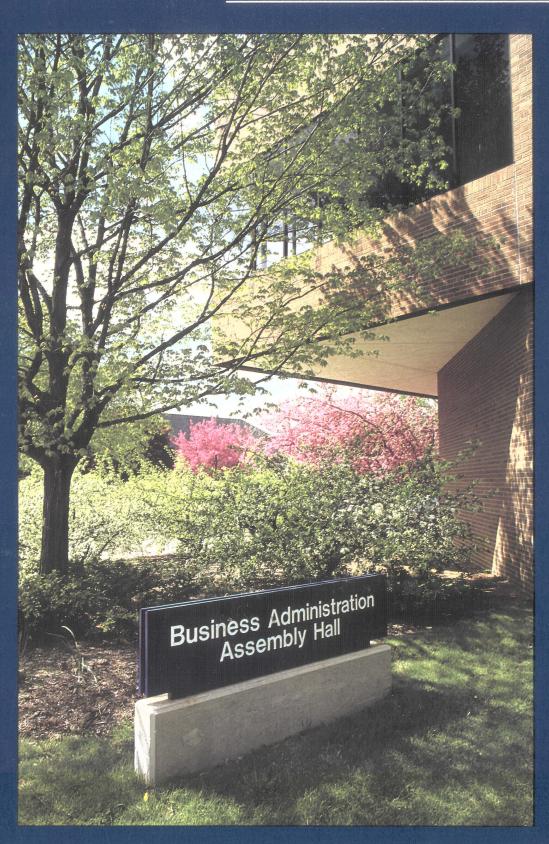
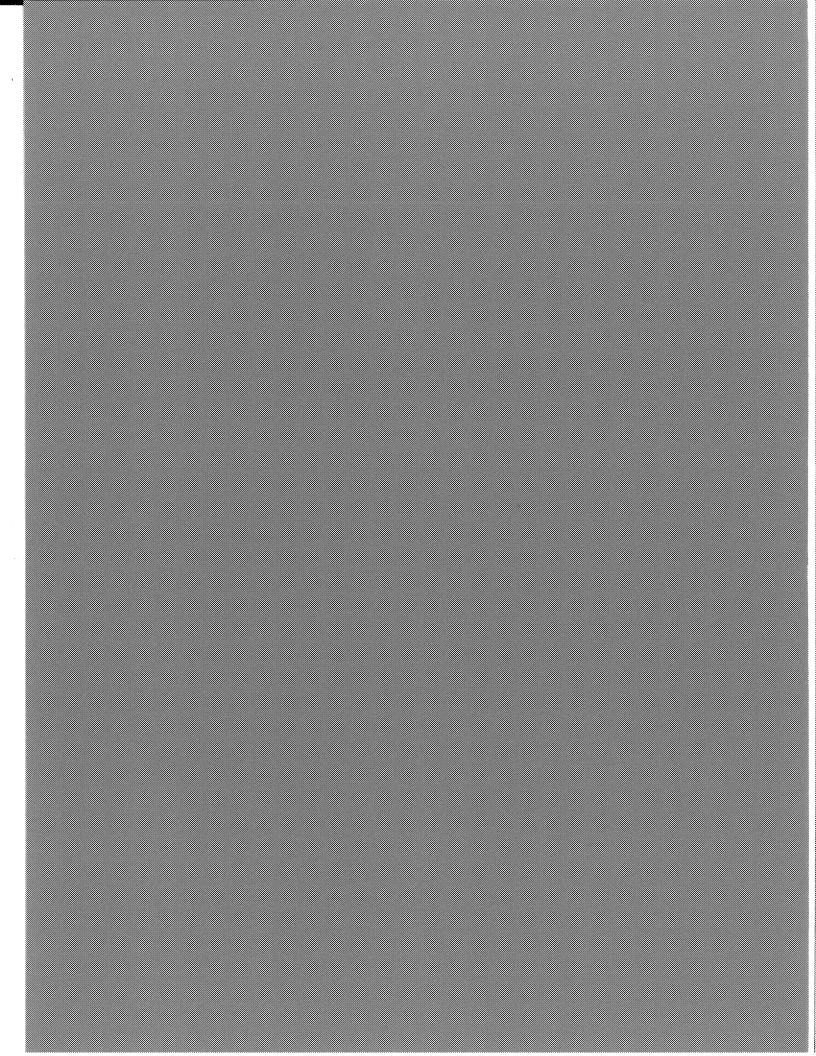
# THE MICHIGAN BUSINESS SCHOOL

ANNUAL REPORT YEAR ENDING JUNE 30, 1991





# THE MICHIGAN

### **BUSINESS SCHOOL**

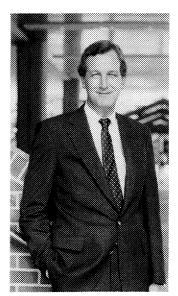
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# FROM THE DEAN



B. Joseph White, Dean

uring my tenure as dean I intend to create a climate at the Michigan Business School in which people are encouraged to be innovative, to try out new ideas, and to keep working at them and modifying them in a process of continuous improvement. This year, a good many innovative things have been initiated, and I'd like to summarize some of them here.

In September some students came to my office to show me a new MBA Program T-shirt they had designed. The standard "Michigan MBA Program" on the front of the shirt was modified by an asterisk at the end which read "\*Subject to change without notice." I was told the students were concerned I would think it was "irreverent," but I love that shirt. The students have picked up our commitment to innovation and continuous improvement, both of which require flexibility and willingness to change.

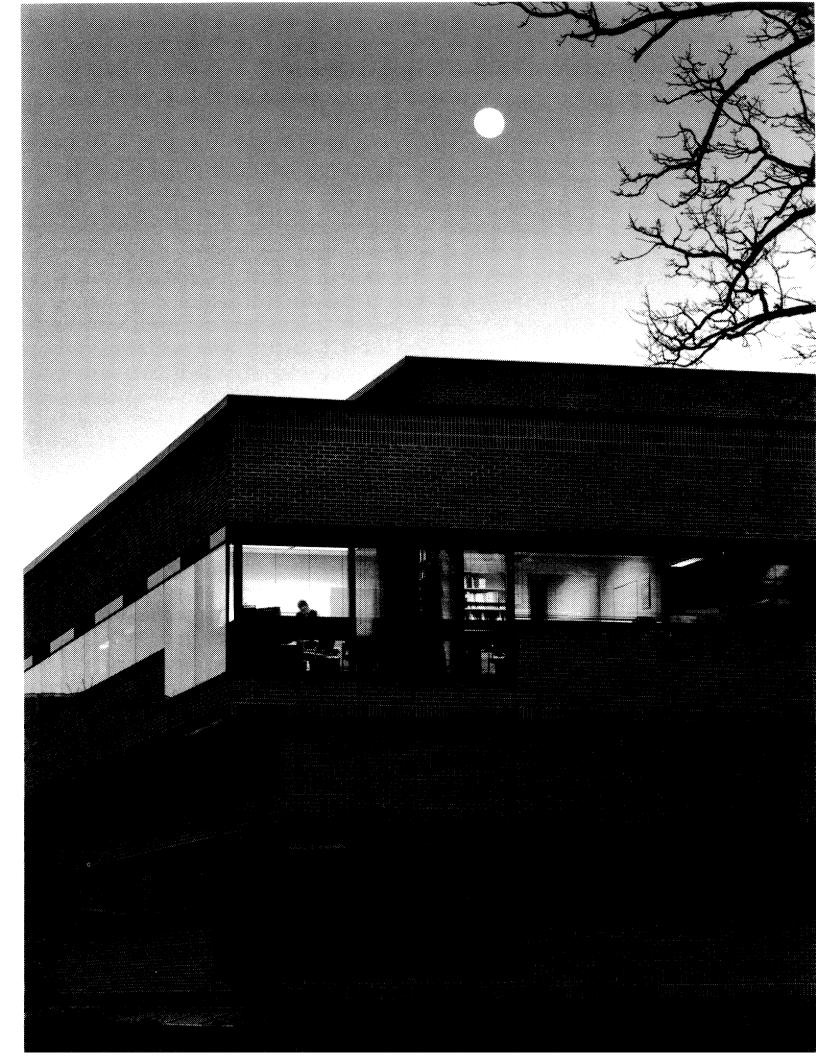
We are now implementing our restructuring of the MBA curriculum. There are several major components to that restructuring, and you will find more detail about it in this report. Part of our new curriculum brings an executive education approach to the MBA, breaching the wall between the traditional classroom and the best of executive education. In a sense, our program will always be "in progress," because evaluation tools such as focus groups, student and recruiter surveys, and a customer satisfaction measure developed by members of the School's marketing faculty will be applied to the

program on a regular basis. That way, we can retain our traditional strengths and at the same time continuously invent tomorrow's business education.

■ The BBA program will be enriched next year by the addition of an optional Senior Seminar which integrates the business and liberal arts components of undergraduate education in an explicit and focused way. It will encourage students to explore one liberal arts field in depth, and then to place that specialized field of study in a business perspective by approaching it through three fundamental questions: What is the history and tradition of the field? What are the social and economic implications to be understood? and What are the ethical and moral issues to be confronted and resolved? The Senior Seminar is being designed to develop an in-depth understanding of a disciplinary subject and a contemporary business issue.

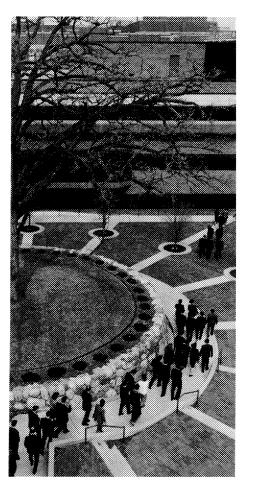
A major project in research this year was the development of a new economic performance index that calculates customer satisfaction on a nationwide, multi-industry scale. No national customer satisfaction index currently exists. An annual index will allow comparisons across different industrial sectors, make it possible to compare individual firms with the all-industry average as well as to make comparisons over time and to facilitate research on customer orientation.

The new index has been devised by Claes Fornell, Donald C. Cook professor of business administration



and professor of marketing, who has already applied the barometer to help Swedish industry. He is developing the index for possible use in the U.S. and is discussing with the Japanese and European Economic Community how to develop a similar index for other countries. Professor Fornell is one of the world's leading experts on customer satisfaction measurement and analysis.

Manother important initiative is a newly developed course entitled "Global Interdependence," that aims to educate both business and liberal arts students in an international studies class that would take a multi-disciplinary, multi-area approach. The course was developed by our new Center for International Business Education (CIBE), and was funded as a curriculum development initiative by a grant from the U.S. Department of Education to the CIBE.



"Global Interdependence," which ran for the first time last fall, examined historical, cultural, political, economic and technological factors underlying increasing global interdependence, with a special focus on international economic exchange in different historical periods and cultures. Guest lecturers were recruited from Michigan's huge resource base of international studies faculty. The course materials were made available to other schools by request, and Professor Linda Lim, a member of our international business department who designed the course, spoke at a joint session of the American Association of Colleges (AAC) and the American Assembly of Collegiate School of Business (AACSB) on "Designing a Course in Global Interdependence: The Intersection of the Liberal Arts and Business."

In the field of Executive
Education, the Michigan Global
Leadership program is a truly innovative offering. International teams of executives from American, European, and Japanese firms study, travel, and work together. Though they share neither common language nor cultures, team members visit countries such as China, Brazil and the U.S.S.R. for a two-week, on-site exercise in determining long-term business prospects.

The program includes a global citizenship component which reinforces corporate responsibility to the society and the environment wherever business is done. Poverty, education, and environmental issues are a vital part of the curriculum and of each country assessment. GLP is also distinguished by the caliber of firms involved, a list which includes IBM, Honda, Sony, Thomson, BOC, General Motors, Merck, Exxon, and ICI. The influence of executive education on our new curriculum

is exemplified by the fact that the community-action module of the new MBA orientation program is patterned after the Global Leadership program.

Motor Company–University of
Michigan LEAD program which
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The process has generated research projects exploring the relationship between culture and quality, the nature of effective cross functional teams, and the problems of helping managers take risks in a highly structured hierarchy. The learnings from these efforts flow back to the company, into the executive classroom, into the MBA classroom, and into the research literature.

May has been developed by the Executive Education Center in cooperation with the School of Social Work and the National Academy of Voluntarism. This two-day program combines research-based modeling of effective leadership styles, behaviors, and strategies with direct applications to social policy issues facing United Ways locally and nationally.

Being part of a world class university allows us to draw upon other resources within the university community to enhance class offerings. The customized program for United Way executives is presented in conjunction with the School of Social Work; the Global Leadership program uses faculty from the

Department of Political Science; the East Asia Business programs include experts from the U-M's Centers for Chinese and Japanese studies.

M A new research center focusing on Asian financial markets opened in fall, 1990 at the Business School. Financed through a \$3 million gift from Mitsui Mutual Life Insurance Company, the Mitsui Life Financial Research Center promises to add substantially to our understanding of this critical region of world economic activity, and also complements existing programs in Asian business at the Business School, and in Asian studies at the University.

"Very little academic research has been conducted on the Tokyo Stock Market, which is the largest stock market in the world, or on the stock markets in Singapore, South Korea, Hong Kong and Thailand, which are the fastest growing in the world," said E. Han Kim, professor of finance at the Business School and director of the new center. "We intend to penetrate that area of academic inquiry."

The examples above illustrate some of the innovative work that has been done this year. With the implementation of our new curriculum this fall, more is on the way. It is an exciting time to be at the Michigan Business School. I look forward to meeting and talking with many of you and getting to know you better. Our alumni and friends are a vital source of guidance and support and a valued constituency for us, as we meet the challenges of the 1990s.



# THE MICHIGAN MBA

his year, the faculty completed work on restructuring the MBA curriculum, which will begin to be implemented in Fall, 1991. Action learning is a major part of the new curriculum, which emphasizes getting students out of the classroom and into corporate and community life. As a key element of this comprehensive program, students will spend seven weeks full-time in an on-site field study, integrating classroom learning with the real world by observing and analyzing actual business problems.

The new week-long MBA orientation program aims to connect businesses, the community, and MBA students and faculty in a global citizenship program that grapples with some of the issues facing the community, and challenges them to work toward solutions in cooperation with local service groups. Ten-member teams working on the community projects include incoming students, an executive from industry, a Business School faculty member, and a second-year MBA student who had participated in a pilot orientation last spring.

An additional aspect of the new curriculum is a computer-based information system called M-Track that will centralize the recruiting process, help students network with fellow classmates, and allow them to track their skills development.

The new curriculum will also allow traditional semesters to be split into sevenweek sessions to give students more flexibility in choosing classes and professors. Also, evaluation tools such as focus groups, student and recruiter surveys, and a customer satisfaction measure developed by the School's marketing faculty, will be applied to the curriculum on a regular basis.

A highlight of this year took place in March, when student delegations from North America's top 30 business schools and representatives from European universities converged on the Business School to attend the 9th annual Graduate Business Conference which serves as a forum for business students to discuss current issues with business, academic, and other student leaders.

The theme of this year's two-day conference was 1992 and the European Economic Community. One day of the conference focused on the challenges and opportunities presented by the elimination of physical, technical and fiscal barriers in the European Economic Community. The second day consisted of workshops and student presentations allowing students to share with each other some of the best and most innovative ideas from their different schools. By this sharing of good ideas, students hope to improve the overall quality of the student experience at the different schools.

Michigan student council members worked especially hard on promoting Michigan as the site of this year's conference. Among other things, they made a special videotape on the School which was shown as part of their bid. The 1991 Graduate Business conference was sponsored by Arthur Andersen and Andersen Consulting.





Since the Graduate Business Conference began in 1982 at Columbia Business School, it has been hosted by nine of the nation's leading business schools. Nearly 1,000 graduate business students have participated, dozens of corporate leaders have shared perspectives in GBC sessions, and the exchange of leadership initiatives (discussed in the student panels) has spawned dozens of new student programs nationwide.

Another important and innovative event this year was the first Business School Diversity Forum, a student-organized gathering designed to uncover the misunderstandings that take place between the many diverse groups represented at the Business School, and by open discussion to reduce the power of the "Ism" Beast — racism, sexism, ethnocentrism, etc.

The Business School is a national leader in actually *having* such diverse groups. In 1989, the Business School was cited by *Business Week* as having achieved the most diverse crop of students at any of the nation's 250 nationally accredited MBA-granting institutions. That year, 25% of the class was minority and 16% was black. Of the MBA students who entered in 1990, 29% were minority students and 20% were black. Foreign students comprised twelve percent of the class and females were 26%. Twenty-five percent of the class was fluent in a second language.

About 1,000 students pursue their MBA degrees in the Evening Program. This popular option offers working men and women an educational experience that enhances their current careers and opens up new possibilities for the future. Most students complete the MBA evening program in about four years. This year, the evening program experienced record enrollment, with a 14% increase over last year. Students are enjoying the new 14,400 square-foot facility that opened last year. It contains five tiered classrooms, a 22-station computing lab, five group study rooms, and a student lounge and library, and is located at Commerce Park in Dearborn, just north of I-94 at the Greenfield exit.

The international dimension of the MBA program continued to expand, with three new international exchange programs being inaugurated, and a successful student-initiated trip to the Soviet Union taking place in the spring. For more on these and other programs, see page 20.

Applications this year again reached record numbers, with 3,388 applications, a 6% increase over 1990.

PROFILE OF MBA DAY APPLICANTS									
		Mean 8			80% F	0% Range			
Year	Applicants	Matriculants	Age	Male	Female	GPA	GMAT	GPA	GMAT
1984-85	1667	415	25	75%	25%	3.24	611	2.78-3.74	539-689
1985-86	1916	375	25	74%	26%	3.24	614	2.75-3.81	549-693
1986-87	2201	396	25	72%	28%	3.25	610	2.82-3.78	539-695
1987-88	2859	413	26	78%	22%	3.24	620	2.82-3.57	570-670
1988-89	3037	405	26	76%	24%	3.21	620	2.78-3.51	560-670
1989-90	2804	421	26	76%	24%	3.20	620	2.85-3.54	570-670
1990-91	3198	419	26	71%	29%	3.22	610	2.79-3.56	540-670
1991-92	3389	436	26	76%	24%	3.24	630	2.88-3.59	570-680

MINORITY ENROLLMENT — MBA DAY PROGRAM							
Year	Total Applicants	Matriculants	Male	Female			
1984-85	241	43	25	18			
1985-86	359	39	24	15			
1986-87	363	47	25	22			
1987-88	540	75	45	30			
1988-89	673	102	63	39			
1989-90	754	92	53	39			
1990-91	923	120	66	54			
1991-92	891	95	62	33			

UNDERGRADUATE MAJORS OF MBA DAY MATRICULANTS								
Year	Engineering	Economics	Liberal Arts and Sciences	Business Adminis- tration				
1984-85	29%	26%	17%	28%				
1985-86	28%	25%	25%	22%				
1986-87	30%	20%	21%	29%				
1987-88	29%	20%	27%	24%				
1988-89	25%	18%	33%	24%				
1989-90	25%	20%	30%	25%				
1990-91	21%	16%	36%	27%				
1991-92	24%	21%	33%	22%				

PROFILE OF EVENING MBA APPLICANTS										
MBA Evening	Appli- cants	Matricu- lants	Mean Age	Male	Female	Minority	GPA	GMAT	Mid 809 GPA	% range GMAT
1985-86	458	255	28	68%	32%	15	3.19	603	2.72-3.72	536-674
1986-87	576	259	27	69%	31%	20	3.24	608	2.73-3.77	537-691
1987-88	623	263	28	67%	33%	22	3.20	620	2.88-3.60	570-660
1988-89	587	260	27	70%	30%	14	3.29	625	2.85-3.60	580-670
1989-90	567	286	27	70%	30%	39	3.22	625	2.84-3.61	570-680
1990-91	618	298	27	75%	25%	34	3.22	630	2.79-3.69	580-680
1991-92 (Fall only)	331	150	28	75%	25%	19	3.26	630	2.91-3.69	590-680



# THE MICHIGAN MASTER'S IN ACCOUNTING

o date, 93 people have graduated from the Michigan MAcc program.

They received a BBA and MAcc degree at the end of the fifth year. Many MAcc students serve as teaching assistants in accounting during their last year. Also, nearly all of them have summer internships between the third and fourth years and the fourth and fifth years, reflecting how strongly CPA and business firms support the MAcc program.

MAcc students have GMAT test scores and GPAs comparable to our MBA students. They are much in demand in the marketplace. Although most of the graduates have accepted positions in accounting, a number have entered the job market in other areas, such as corporate finance and commercial and investment banking.

The MAcc program began in September, 1983 on an experimental basis, and has proved so successful that it has gained a national reputation as one of the best accounting programs in the nation. The program is highly flexible, allowing students to emphasize areas in addition to accounting. All of the coursework is taken in classes with MBA students.

The program, which consists of three years of undergraduate study, followed by two years of intensive education in graduate accounting, business, and other related courses, was established for BBA students who wanted the broad exposure MBA elective courses can give, along with in-depth study of accounting. The program is highly flexible, allowing students to emphasize areas in addition to accounting. All of the coursework is taken in classes with MBA students.

The three/two-year aspect of the MAcc sets it off from more traditional master's degrees in accounting that add one year of graduate education to a four-year undergraduate degree.



## THE MICHIGAN BBA

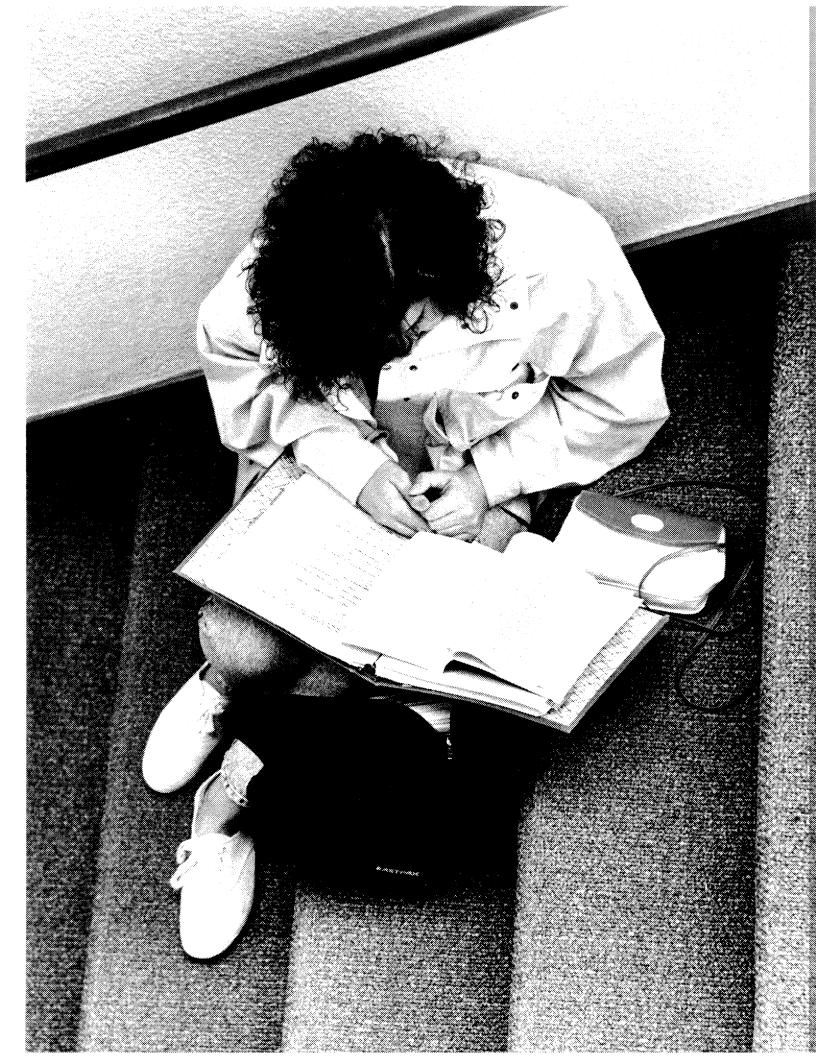
he Michigan BBA is unique from a number of perspectives: in its thoughtful and deliberate integration of liberal arts and professional education; in its relatively small size and selective nature; and in its sense of community, of being a "university within a university."

Michigan's BBA students benefit from the strength of our graduate program, which puts them in contact with accomplished MBA students and gives them access to an unusually strong and distinguished group of senior faculty. Our undergraduates also have the advantage that comes from being part of a truly great university, offering them immense resources and programs of study to enhance their professional education.

Each year, BBA students have an opportunity to introduce themselves to representatives from dozens of organizations at two separate "Meet the Firm" events, one sponsored by the Michigan Honorary Accounting Society and the other hosted by the Career Development Office. During these evening gettogethers, students can discuss their credentials and explore their opportunities with as many as 36 businesses representing the fields of corporate accounting, finance, sales and marketing. In addition, some corporations choose to organize their own separate events at the schools.

The BBA program will be enriched next year by the addition of an optional Senior Seminar, which integrates the business and liberal arts components of undergraduate education in an explicit and focused way. It will encourage students to explore one field in-depth, and then to place that specialized field of study in perspective by approaching it through three fundamental questions: What is the history and tradition of the field? What are the social and economic implications to be understood? What are the ethical and moral issues to be confronted and resolved? The Senior Seminar is being designed to develop an indepth understanding of a disciplinary subject and a contemporary business issue.

A new brochure about the BBA program was prepared this year and will be available for distribution to prospective applicants in Fall, 1991. The brochure will be distributed to target areas within the University and to two- and four-year schools and colleges.



# THE Ph.D. PROGRAM

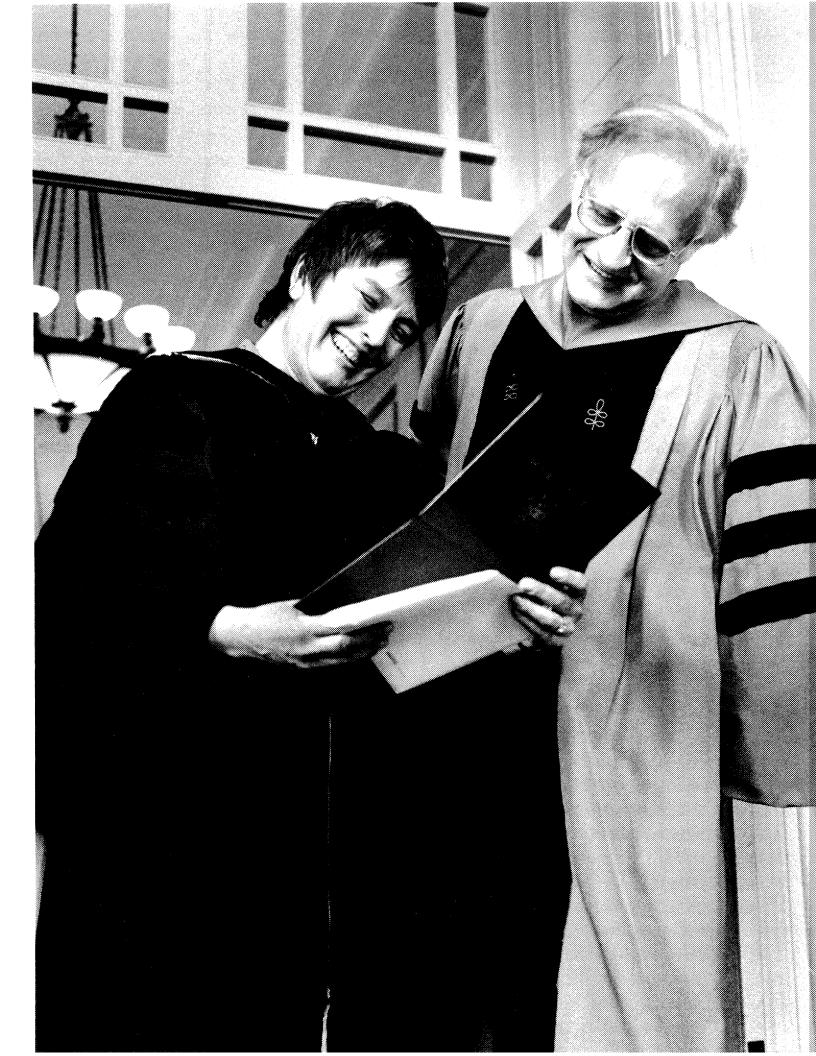
wo nationwide competitions for academic fellowships were won by
Michigan Ph.D. students this year. Mary Beth Tschirhart was one of 13
doctoral students nationwide to be awarded an Indiana University Fellowship
in Governance of Nonprofit Organizations. Her dissertation is focused on the
strategic management of organizational legitimacy among multiple constituents.
Aneil Mishra, who is concentrating in organizational behavior, won the Richard
D. Irwin Doctoral Fellowship, and is also a recipient of a Rackham Pre-Doctoral
Fellowship. His dissertation is on organizational responses to strategic issues
during crisis: the influence of top management team diversity, power and trust.

An important new frontier for the Michigan Ph.D. program in business administration is to train more minority students so that they can join the ranks of business school faculty across the country. Last year, it was reported that total minority enrollment (Black, Hispanic and Pacific American) totaled nine students, or slightly over 7 percent of the total Ph.D. student body. This year, eleven of the students will be students of color, and that represents 9 percent of the total enrollment in the Michigan Ph.D. program. In addition, a new fellowship was established this year to provide financial support for minority doctoral students. The Whitaker Fellowship Fund has been established by former dean and now U-M Provost, Gilbert R. Whitaker, Jr., and his wife, Ruth.

This was the second year the Business School served as host campus for a new Minority Summer Institute, founded to encourage promising Black, Hispanic and Native American students to think about going into business doctoral programs and faculty careers. The six-week program was structured to provide the participants with a substantive and well-rounded look at the demands, responsibilities and rewards of an academic business career.

The Institute, funded by a \$1.2 million grant from the Graduate Management Admission Council (GMAT), with oversight by the AACSB Minority Opportunities Committee, could help to raise the number of doctoral faculty in business schools, where a 15 percent vacancy rate for such posts has been the norm for several years. The University of Michigan was selected from among 11 AACSB member schools that applied to serve as host campus for the Institute.

One measure of the program is the interest demonstrated by those considering a Ph.D. in business administration. During the last academic year, 439 applications were received, a 16 percent increase over academic year 1989-90.



# EXECUTIVE EDUCATION AT MICHIGAN

he commitment of the Michigan Business School to executive education is clearly evident in the number and range of programs offered, and Michigan's Executive Education ranks first in the nation for the number of executives attending university-based management programs. Our continued growth and our number one ranking attest to our success in meeting the needs of our customers.

The Executive Education Center relies heavily on customer feedback. Evaluations from program participants are key in revising and updating program content. Several times a year, 70 human resource executives are invited to campus to discuss their concerns about executive education. Executive Education is also funding a major research project on "Human Resource Competencies in the 1990s." The resulting database provides companies an extensive assessment of how human resource practices may be used to gain sustained competitive advantage.

The Michigan Global Leadership program is one of the truly innovative offerings in the entire executive education field. International teams of executives from American, European, and Japanese firms study, travel, and work together. Though they share neither common language nor cultures, team members visit countries such as China, Brazil, and the U.S.S.R. for a two-week, on-site exercise in determining long-term business prospects.

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Also of interest is the Ford-University of Michigan LEAD program which brings every middle manager from Ford into our executive education classrooms. The objective is to align the middle management mindset to the strategic directions of the company and to help middle managers become leaders. In addition, faculty members join with the company in extensive research based on insights they have gained from the program.

The process has generated research projects exploring the relationship between culture and quality, the nature of effective cross-functional teams, and the problems of helping managers take risks in a highly structured hierarchy. The learnings from these efforts flow back to the company, into the executive classroom, into the MBA classroom, and into the research literature.

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combines research-based modeling of effective leadership styles, behaviors, and strategies with direct applications to social policy issues facing United Ways locally and nationally.

Being part of a world class university allows us to draw upon other resources within the university community to enhance class offerings. The customized program for United Way executives is presented in conjunction with the School of Social Work; the Global Leadership program uses faculty from the Department of Political Science; the East Asia Business programs include experts from the U-M's Centers for Chinese and Japanese Studies.

# INTERNATIONAL OUTREACH

ajor curriculum initiatives were launched this year under the auspices of the Business School's new Center for International Business Education (CIBE). The center was made possible through a three-year grant from the U.S. Department of Education.

The CIBE's goal is to develop programs that will enable students to graduate better informed about international business opportunities and equipped with the business, language and cultural skills necessary to take advantage of them. In the winter semester of this year, new courses focusing on European business were taught in the French and German languages to business and liberal arts students who have a fourth-year capability in those languages. Next year, the CIBE will move into promoting the acquisition of "exotic" language skills important in newly emerging markets for U.S. business, starting with a focus on the Russian, Arabic and Indonesian languages.

Another major initiative was the new course entitled "Global Interdependence," that aimed to educate both business and liberal arts students in an international studies course that would take a multidisciplinary, multi-area approach.

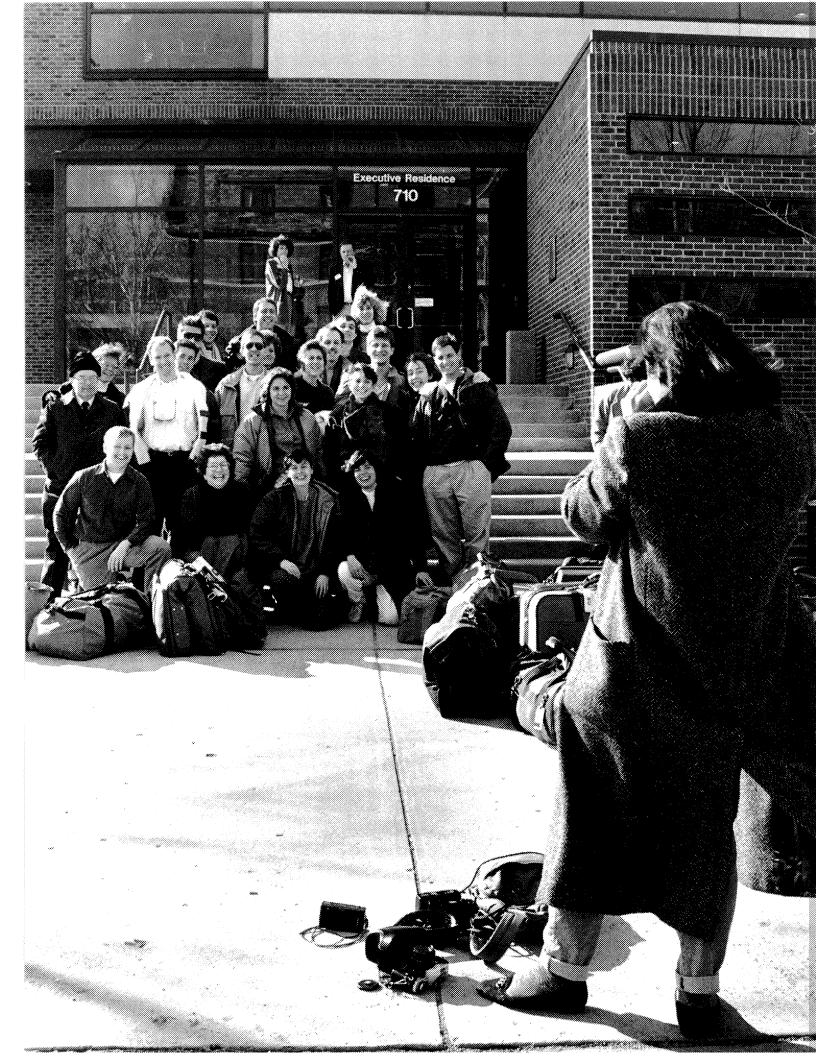
The course, which ran for the first time last fall, examined historical, cultural, political, economic and technological factors underlying increasing global interdependence, with a special focus on international economic exchange in different historical periods and cultures. Guest lecturers were recruited from Michigan's huge resource base of international studies faculty. The course materials were made available to other schools interested in designing a similar course.

In the summer, a workshop addressing teaching and curriculum issues associated with internationalism and multiculturalism took place under the auspices of the Center for International Business Education.

The workshop brought together ten faculty members from four historically black universities — Clark Atlanta, Grambling, North Carolina A&T, and Tuskegee — for two intensive weeks of discussion and debate with members of the University of Michigan faculty. Participants were selected by their institutions because they had particular teaching or research interests in the international or multicultural aspects of business and because they would be agents for curriculum change on their campuses.

The workshop surveyed important topics in the international business curriculum, ranging across finance and political economy, strategy, human resource management and organizational behavior, marketing, and management, as well as regional focuses on developing countries, the European Community, and Japan. Participants received a thick notebook with contributions from each daily discussion leader. The notebook contained teaching materials such as syllabi, reading lists, teaching notes, and seminal research articles.

Each session, led by a Michigan faculty member, addressed the important international and/or multicultural teaching and research issues associated with each functional area. Topics discussed included model course syllabi, effective





teaching techniques, and the selection and ordering of course content. Speakers placed special emphasis on the reasons behind these course design decisions, i.e., the philosophy of and goals of the course.

Also this year, a trip to the Soviet Union took place during spring break. The purpose of the course was "to give students a living case example of doing business in a difficult and different and challenging environment," said Gunter Dufey, professor of international business and finance, who team-taught the class with Morris Bornstein, professor of economics and former director of the U-M's Center for Russian and East European Studies.

The trip began when members of the MBA class of 1991 petitioned Dean B. Joseph White to establish the class, persuaded Professors Dufey and Bornstein to teach it, and organized an admissions procedure through a competitive essay contest (56 people applied for 25 places).

After returning from the Soviet Union, student teams did research reports focusing on five industry groups: agribusiness, energy, computers and telecommunications, chemicals and pharmaceuticals, and retail trade and services. "In some respects this course represented a preview of what business courses will look like in the future," commented Professor Dufey. "It included theory, background, and implementation components, and worked very well as a living case study of a challenging, very different, business environment."

For the second year, the Michigan Business Assistance Corps sent 17 students to Poland this summer. The students have been involved in international joint ventures, developing market plans and helping to construct business plans for joint ventures or submitting applications to the Polish American Enterprise Fund. The Polish internship program has been partially funded by Sam Zell, chairman of the board of Equity Financial and Management Company, The Whirlpool Foundation, and the Jameson Foundation. The School was also awarded a grant from the Department of Education in order to support the administrative structure of the internship program. The Department of Education believes that the Michigan Business School has developed a model that can be followed by other universities and colleges.

These new initiatives are in addition to our regular international exchange programs; our faculty summer internship program developed in cooperation with Citibank/Citicorp; the Executive MBI program, developed as a joint venture between the Michigan Business School and Erasmus University of Rotterdam, The Netherlands; and numerous conferences held throughout the year on international topics.

# THE RESEARCH ENTERPRISE

new research center focusing on Asian financial markets opened in Fall, 1990 at the Business School. The work of the center promises to add substantially to our understanding of this critical region of world economic activity, and also complements existing programs in Asian business at the Business School, and in Asian studies at the University.

The center was financed through a \$3 million gift from Mitsui Mutual Life Insurance Company, and is named the Mitsui Life Financial Research Center. It sponsors faculty and doctoral student research, a distinguished lecture series, and a working paper and reprint series, along with the expansion and maintenance of financial data on Pacific-rim capital markets.

"Very little academic research has been conducted on the Tokyo Stock Market, which is the largest stock market in the world, or on the stock markets in Singapore, South Korea, Hong Kong and Thailand, which are the fastest growing in the world," said E. Han Kim, professor of finance at the Business School and director of the new center. "We intend to penetrate that area of academic inquiry."

The Mitsui Center joins three interdisciplinary research centers at the Business School. They include the Office of Tax Policy Research and Analysis, founded to facilitate research on the tax system by economists, accountants, and scholars of other disciplines; the Office of Manufacturing Research, designed to foster interdisciplinary work on manufacturing management; and the J. Ira Harris Center for the Study of Corporate Finance, founded to stimulate productive interaction between financial executives from industry and Wall Street and the faculty and students of the School.

Another major research project this year was the development of a new economic performance index that calculates customer satisfaction on a nationwide, multi-industry scale. No national customer satisfaction index currently exists. An annual index will allow comparisons across different industrial sectors, making it possible to compare individual firms with the all-industry average as well as to make comparisons over time and to facilitate research on customer orientation.

The new index has been devised by Claes Fornell, Donald C. Cook professor of business administration and professor of marketing, who has already applied the barometer to help Swedish industry. He is developing the index for possible use in the U.S. and is discussing with the Japanese and the European Economic Community how to develop a similar index for other countries. Professor Fornell is one of the world's leading experts on customer satisfaction measurement and analysis. He has been a consultant to several U.S. and European companies, including General Motors, Ford, GTE, IBM, Strohs, Gould, Lorillard, Unilever (U.K.), Wehkamp (The Netherlands), Nordbanken (Sweden), and others. He has written more than 50 published articles and two books.

The Business School faculty continues to win awards for the quality and scope of the work done here. For example, for the first time in the history of the Academy of Management, one person was awarded both their lifetime achievement award and the award for the best article of the current year.



The two awards went to Karl E. Weick, the Rensis Likert Collegiate Professor of Organizational Behavior and Psychology at the Business School. He received the Irwin Award for Scholarly Contribution to Management at the annual meeting of the Academy of Management in San Francisco. This award is for *lifetime* contributions to the study of management, and has been given only eight times previously.

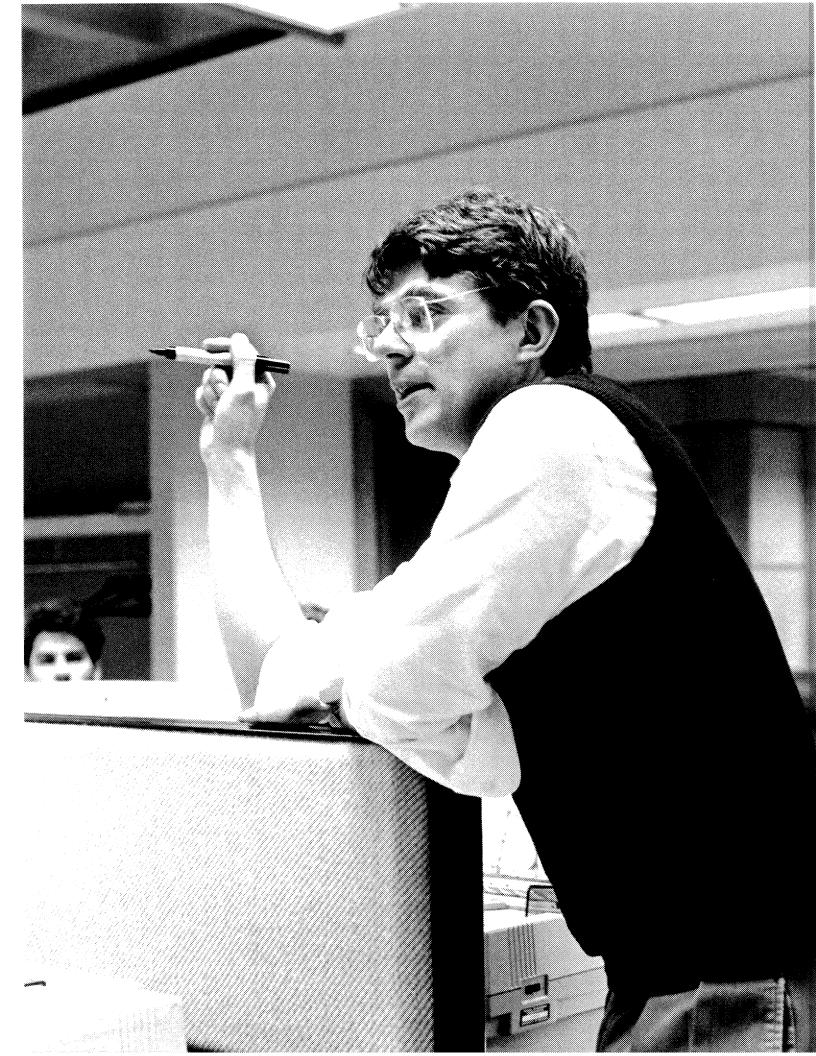
At the same time, Professor Weick was also given the award for the best article of the year to be published in the *Academy of Management Journal*. The prizewinning article was entitled "Theory Construction as Disciplined Imagination," and was cited as a pathbreaking description of the thinking processes theorists use to gain an understanding of managerial behavior.

Among Weick's contributions over his career are studies on topics such as how people make sense of confusing events, the effects of stress on thinking and imagination, techniques for observing complicated events, self-fulfilling prophesies, substitutes for rationality, determinants of effective managerial performance, high reliability organizations and the management of professionals. Weick is the author of four books and numerous reviews and articles. He is former editor of *Administrative Science Quarterly*, the leading research journal in the field of organizational studies.

For the second year in a row, C. K. Prahalad, professor of corporate strategy and international business, and Gary Hamel, lecturer in business policy and management at the London Business School, have won the McKinsey prize, awarded to the best article(s) published in the *Harvard Business Review* for the year. Hamel received his Ph.D. in international business from the U-M in 1990.

The McKinsey Award from the McKinsey Foundation for Management Research, Inc. recognizes outstanding and readable articles in the *Harvard Business Review* that contribute significantly to top managers of businesses and are likely to have major influence on their actions. For 1990, a panel of distinguished leaders selected "The Core Competence of the Corporation," published in the May-June, 1990 issue, to be the second-place winner of the award. In 1989, the article "Strategic Intent," by Hamel and Prahalad, which appeared in the May-June, 1989 issue, won first place. The *Harvard Business Review* announced the 1990 McKinsey Award winners in the January-February, 1991 issue.

For a list of research publications produced by Business School faculty over the past year, see the following pages.



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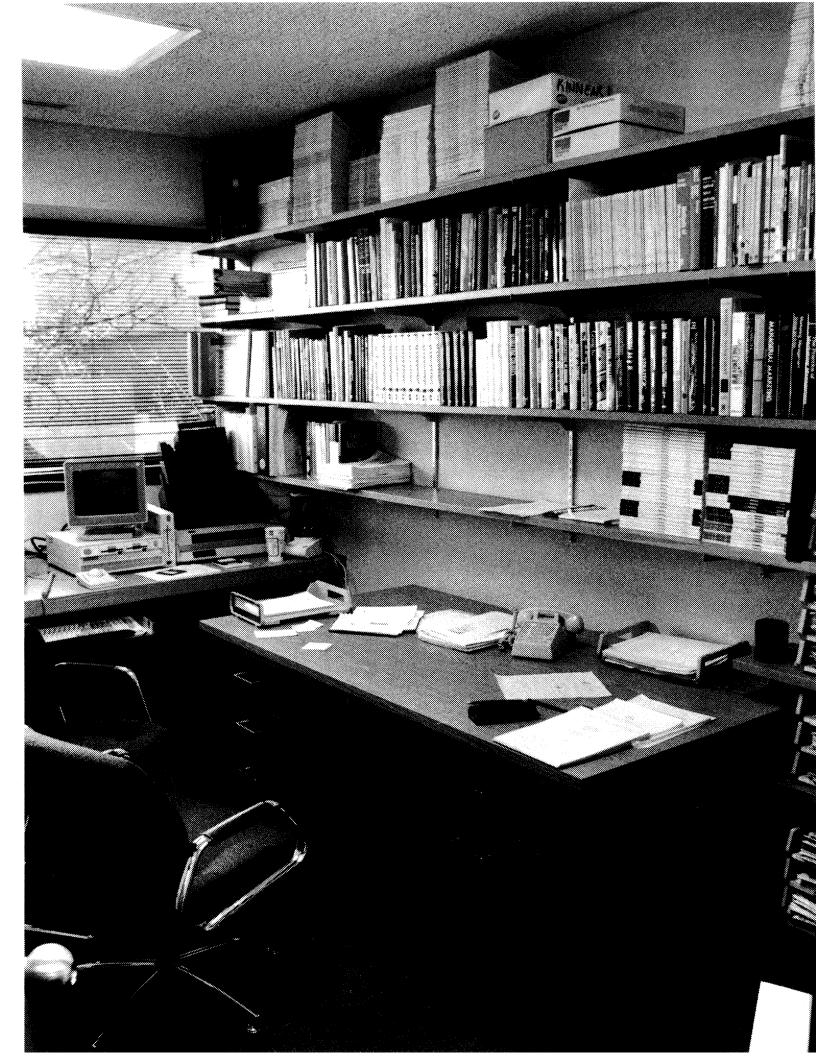
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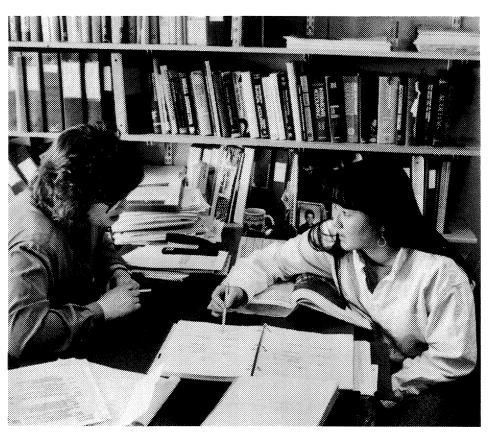
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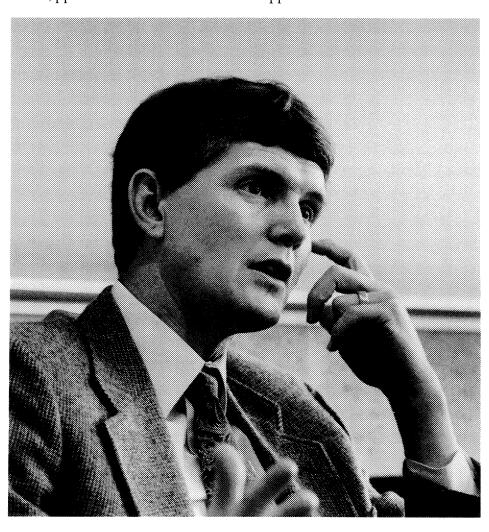
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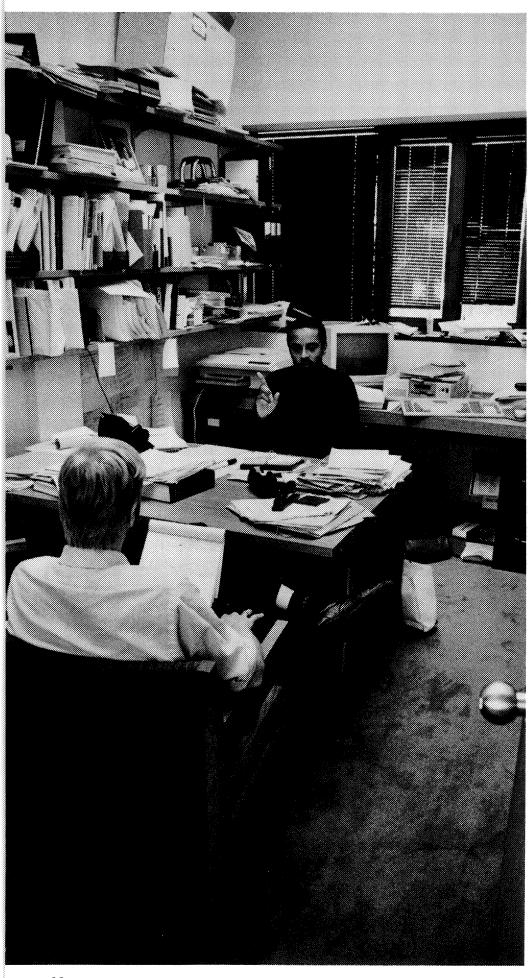
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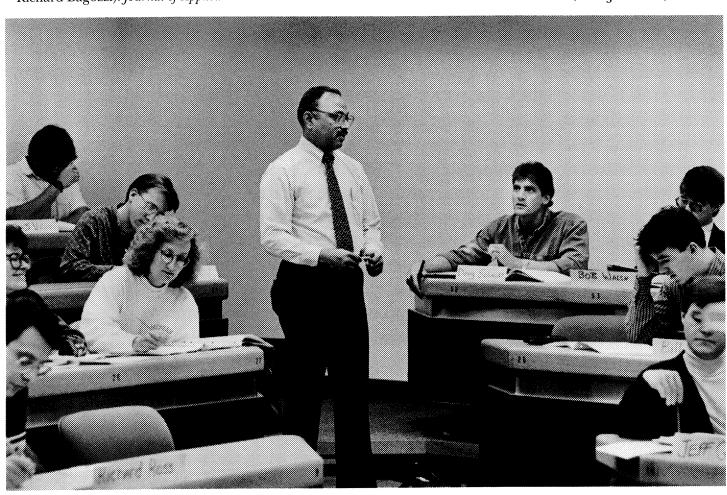
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# BUSINESS & INDUSTRIAL ASSISTANCE DIVISION

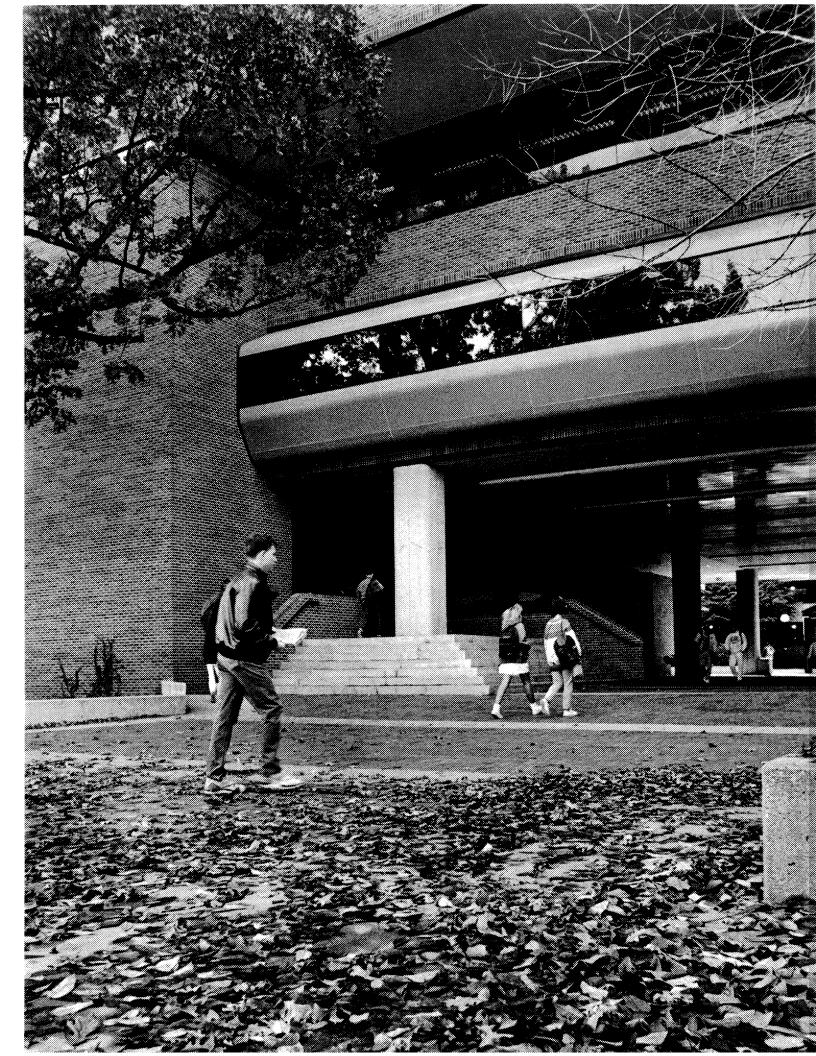
he Business & Industrial Assistance Division (BIAD) joined the Michigan Business School in 1990 with a mission of providing management and technical assistance to business firms in Michigan, and to generally foster global competitiveness among industrial firms in the Midwest. BIAD marshals the knowledge and experience of faculty, staff, and students in the Business School and other University departments, and makes this expertise available to industrial firms and other economic entities.

BIAD currently operates five interrelated programs:

- **™** The Great Lakes Trade Adjustment Assistance Center (GLTAAC), which is funded in part by the U.S. Department of Commerce, provides in-depth consulting to manufacturing firms in Michigan, Ohio, and Indiana that have been losing their traditional domestic markets to import competition. The main objective of the GLTAAC is to help these trade-impacted firms formulate and implement a turnaround program that will enable them to compete effectively in domestic and global markets.
- **The Technology Transfer Network (TTN),** funded and administered by the Michigan Department of Commerce, serves as a referral clearinghouse to technology-based firms in Michigan that are seeking specialized assistance and information.
- The Minority Business Services program provides consulting, research, and advisory services to new as well as established minority-owned firms, helping them identify sources of financing and to penetrate new markets.
- The Flint/Genesee Recovery Project was established to bring the strengths of the academic sector to bear on the serious social, economic and health problems faced by the Flint/Genesee community, caused in part by the region's massive economic restructuring. The Project's intent is to strengthen the community's social and economic infrastructure by linking University of Michigan resources with industrial firms and service agencies in order to help diversify the economy and improve the quality of life.
- The Office for Research on Industrial Facilities (ORIF) studies problems associated with functional obsolescence of older industrial plants, and utilizes a comprehensive early warning strategy to help prevent plant shutdown and identify new alternative uses for older industrial facilities.

A key element in the effectiveness of BIAD's programs is the active participation of Michigan MBA students, who provide client firms with expert analysis of industry trends, competitive threats, and emerging opportunities. BIAD's MBA interns often interact directly with senior management of client firms, thereby complementing their academic education with valuable hands-on experience.

In addition to providing technical and management assistance, BIAD also conducts research on industrial firms, with a particular view to increasing our knowledge of issues that are critical to small manufacturers. One recent study identified a set of operational weaknesses that inhibit Midwest manufacturers from competing effectively against the challenge of foreign imports.



# INFORMATION RESOURCES

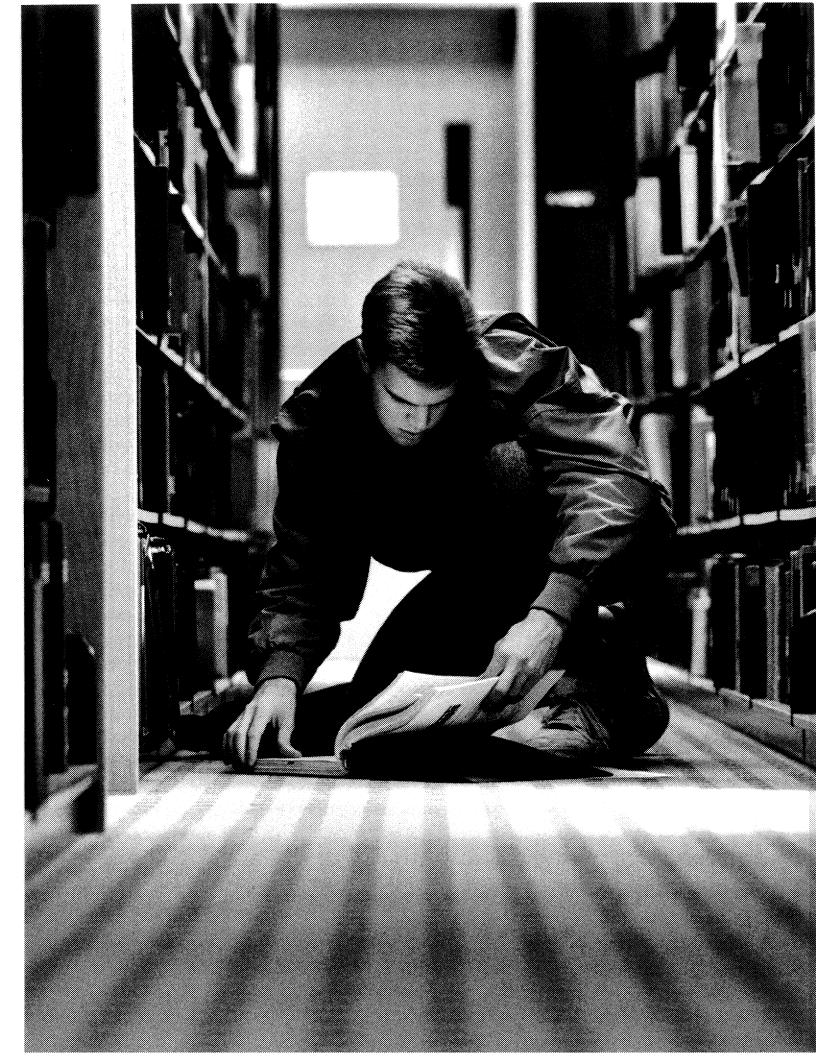
nformation Resources, which consists of the Kresge Business Administration Library and Computing Services, has expanded its role in planning for the future information management needs of the Business School. One major effort has been the development of a new student information system, named "M-TRACK," to support the new MBA curriculum. This system provides an electronic working document to help students monitor and manage their professional growth. A career development module gives students easy access to information on campus recruiting schedules, corporate presentations, and office of career development events. A personal database and networking module helps students locate others with similar career interests or experience, plan internships and other professional experiences, and participate in areas of personal interest. Additional components will be developed over the coming year.

Another student-focused system developed this year involved computerized course bidding. Students enter their required and elective course selections into a program running in the student labs. After all selections are entered, the system equitably assigns courses based on all students' preferences and course capacity. The class selection assignments are then transferred to the University's online registration system (CRISP).

The increasing sophistication of our students is illustrated by the fact that use of lab computers by students continues to grow over previous years. Although there are more computers in the labs than last year, the annual usage of DOS and Macintosh computers was up 59% and 2%, respectively. In December alone, the lab experienced a 150% increase in DOS computer usage (from 10,830 applications launched to 24,950), and an 850% increase in Macintosh usage (from 769 applications to 7,367). At times, the lab was wall-to-wall with people either working on term papers, group assignments or just waiting for a computer.

Administrative projects to support external relations, admissions and doctoral studies were implemented this year. The gift acknowledgement system developed for external relations incorporates information from the University's development office to process prompt recognition of alumni donations. The admissions office's batch upload of newly admitted students to the University mainframe eliminates redundant data entry and ensures that our new students receive timely information concerning housing, student loans and work-study appointments. The doctoral student database provides a sophisticated tracking mechanism for administration of the Ph.D. program by doctoral studies' staff.

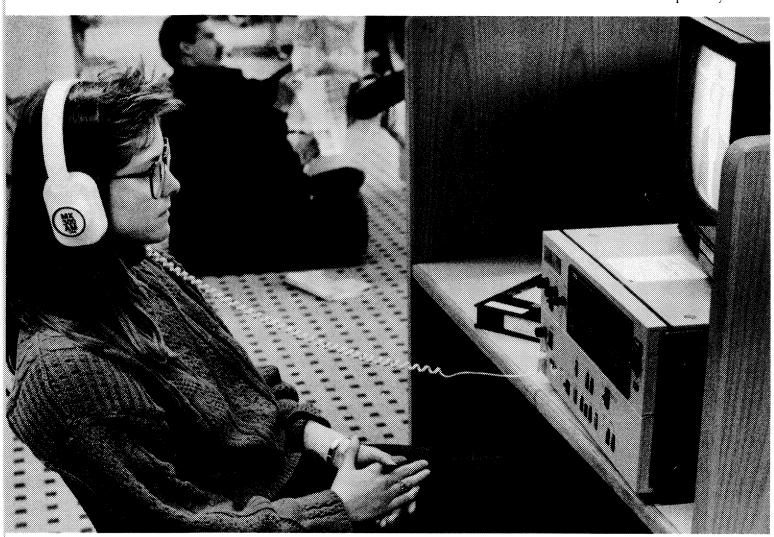
A preliminary design for a School-wide network is under review in conjunction with the University's telecommunications department. The plan calls for a multivendor, multi-protocol environment with links to the campus fiber backbone network and the world-wide Internet. This will enable students, faculty and staff to have easy access to a broad range of shared resources. In a related effort, the Business School is now connected to the campus broadband system, enabling the School to receive video transmissions from across the world. A new online bulle-tin board of daily events will be displayed in selected locations within the School this fall.



After extensive review of library automation packages, the Kresge Business Administration Library has begun preparation for the move to an online integrated library system. Once implemented, this system will permit the library to offer its catalog in an easily manipulated online environment searchable by author, title, subject and keyword. At the touch of a finger, users will be able to identify any item the library holds, browse the full catalog, identify complete lists of reserve titles in a course, see what's on order and check out a book quickly and easily.

New CD-ROM databases have been added to the library's collection. These focus on company and industry news, international company information and selected U.S. government trade and export promotion data. As part of the School's continuing relationship with University Microfilms, the Library is serving as a beta test site for a jukebox prototype holding 240 CD-ROM discs. This permits multi-user access to ABI/Inform and its companion product, the full-text Business Periodicals Ondisc (BPO), which contains the complete text of about 300 of the indexed journals. An accompanying laser printer provides quick printing of both text and graphics.

An important new resource is NEXIS, a group of databases containing the complete text of a variety of publications of interest to researchers. Reference librarians initiated a database education program for faculty and doctoral students, focusing on how to search the library-supported databases. A growing number of campus online databases can now be accessed directly from faculty offices. The additional access to CD-ROMs and online databases partially



accounts for the increase in overall reference desk activity of 19% over the preceding year.

Another new resource for School researchers is financial information from the Japan Development Bank. Data tapes are loaded onto the campus mainframe (MTS), translated into English, and formatted for data analysis. This project was particularly challenging considering that no one on staff speaks Japanese!

For the second consecutive summer, Information Resources was a key player in the program that brings European managers and executives to Ann Arbor as participants in the Executive MBI program developed jointly between the Business School and Erasmus University of Rotterdam, The Netherlands. The two-year Master of Business Informatics program is designed to train experienced managers to solve interdisciplinary and complex practical management problems involving information systems and technology. Dr. Didier served as Director of the University of Michigan part of the program.

On a lighter note, Information Resources has benefited from several donations of art during the year. The works of Matthias Biehler, a German artist who spent 1989-90 as an artist-in-residence at the School of Art, were exhibited in a special show in Assembly Hall. The generosity of some Business School friends resulted in the purchase of "Umbrellas" for the Library and six silkscreen works for the upper computing lab. In memory of her late husband, Thomas George Gies, Professor of Finance, 1957-85, Thelma Rivette donated "One Thousand and One Knots," by Millie Danielson. A portrait of Merwin H. Waterman, Professor of Finance, 1932-72, was donated by his family and now hangs in the Library. A sculpture, "Making Waves," is displayed in the Library lobby courtesy of the BBA classes of 1990 and 1991 and Allstate Sprinkler corporation. These generous gifts have contributed to the beauty of the School.

Kresge Library		Computing Services		
Collection		Computers		
Total Volumes	210,000	DÔS	486	
Total Microforms	369,000	Macintosh	170	
Periodical Subscriptions	3,200	BTOS	125	
Working Papers	5,000	Total	781	
Information Services		Laser Printers	114	
General Inquiries	10,400	Computer Projection Devices	5	
Reference Questions Business School/U-M	19 500	Help Desk Calls	3,100	
Business School/U-M 12,500 Corporate 4,600		Ann Arbor Student Lab Usage		
Total	17,100			
Faculty Document	•	Macintosh Applications	80,000	
Retrieval Requests	14,750	MS-DOS Applications	139,000	
Online Database Searches	900			
Circulation				
Book Circulation	10,000			
Reserve Circulation	48,000			
Career Resources Center	13,200			
In-Library Usage				
(reference books,				
journals, microfiche)	125,800			
Total	197,000			
Comp. Services/Kresge Lib.				
Presentations/Instructions	270			

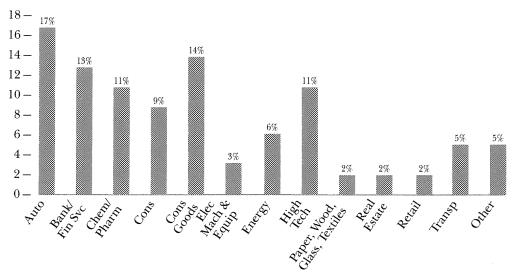
# OFFICE OF CAREER DEVELOPMENT

ven though 1991 was a year of uncertainty, including a recession and a war, it was a good year at the Michigan Business School. The employers were here, and they were hiring. The results are summarized below and in the charts that follow.

- 96% of the MBA Class of '91 worked in a professional position during the summer of 1990.
- 367 companies came to campus to recruit Michigan MBAs and 202 companies were here to recruit Michigan BBAs.
- 34 companies interviewed at the Business School for the first time.
- 137 companies recruited students for summer internships.
- Over 600 job opportunities were posted, reflecting the growth in the small company sector.
- The mean salary reported by the MBA Class of '91 was \$54,600. The MBA salaries ranged from \$28,000 to \$130,000.
- The mean salary reported by the BBA Class of '91 was \$31,300. The BBA salaries ranged from \$17,500 to \$73,000.

A series of interviewing workshops was presented by corporate recruiters for candidates interested in a particular industry or career area. Representatives from Procter & Gamble repeated their session for students interested in brand management — this was the third year this workshop has been offered. In addition, new workshops were offered for advertising, consulting, and corporate finance candidates. Managers from Leo Burnett conducted a workshop for students interested in advertising. A representative from Chase Manhattan Bank presented the session on corporate finance and consultants from McKinsey & Co. presented a session on case interviewing for MBAs interested in management consulting.

# MBA — CLASS OF 1991 ACCEPTANCES BY INDUSTRY TYPE

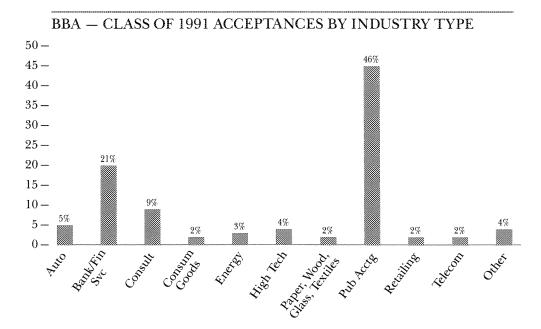


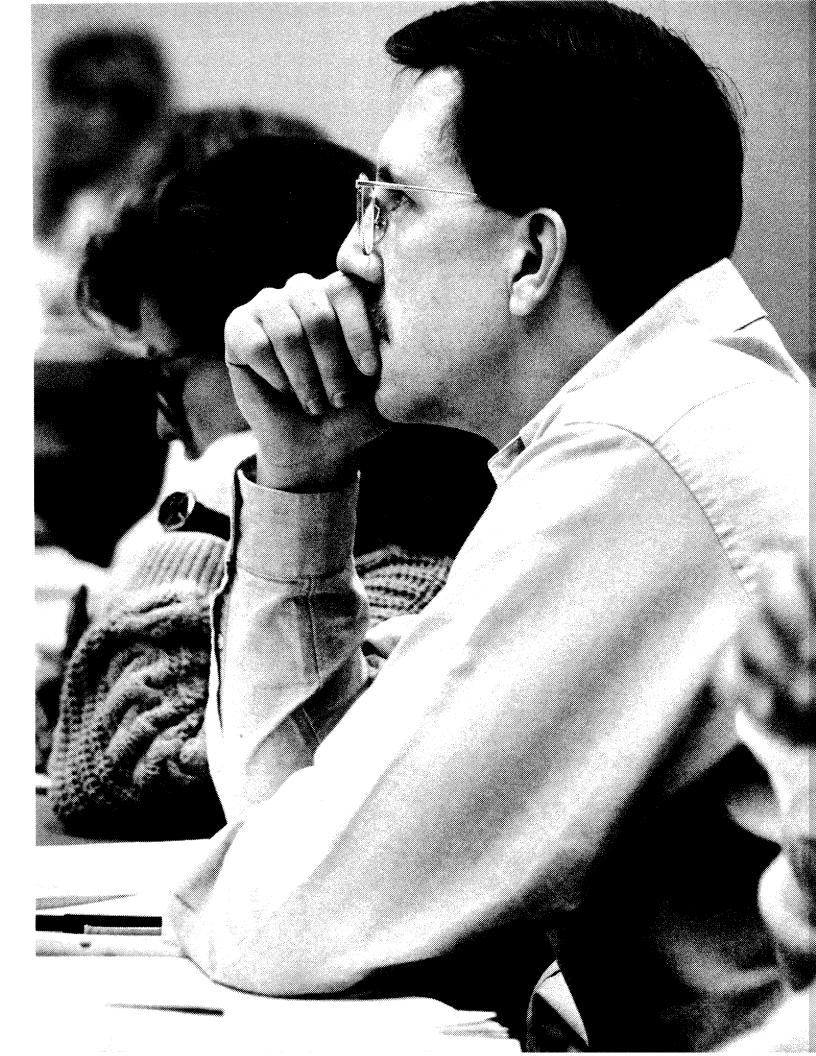


Career Counselors — second-year MBAs who work as peer advisors in the Office of Career Development — expanded their drop-in hours and weekly videotaped mock interviews. The demand for practice interviews continued strong throughout the year. Two additional counselors (for a total of 12) were hired so that even more videotaped mock interviews could be offered during the 1991-92 year.

Other new programs included sessions for technical and non-technical MBA career changers and a half-day workshop for second-year MBAs entitled "Using the Myers-Briggs Type Indicator to Understand Your Leadership Style."

Thirty juniors participated in a ten-week non-credit course funded by a grant from Bankers Trust Company Foundation. The Michigan Business School was one of three schools awarded such a grant, based on a winning proposal submitted by the Office of Career Development. The course included self-assessment exercises for identifying skills and interests, job search strategies and techniques, and panel discussions with corporate representatives as well as current MBA students.





# **COMPANIES** RECRUITING AT THE **BUSINESS SCHOOL** 1990-91

**Total Companies 455** + = New Companies 34 **Bold** = Intern Companies 137 April 30, 1991 S. Grabczynski

Abbott Laboratories Aetna Life & Casualty Insurance Air Products and Chemicals, Inc. Airco Gases **AIS** Continental Allied-Signal Inc. **American Airlines** American Cyanamid Company American Express Travel Related Services American Home Food Products, American Management Systems, Ameritech Development Corporation Ameritech/Michigan Bell AmeriTrust Company

The Amethyst Corporation Amoco Chemical Company **Amoco Corporation** Amoco Oil Company Andersen Consulting Arthur Andersen & Co. Anheuser-Busch Companies Apple Computer, Inc. **ARCO** Chemical Company **ARCO** Coal Company ARCO International Oil & Gas Company ARCO Oil & Gas Company ARCO Products Company ARCO Transportation Company The Baker Financial Group Banc One Corporation Bankers Trust Company **Banque Paribas** + Barnes & Noble Bookstores, Inc. **BASF** Corporation Baxter Healthcare Corporation **BDO Seidman** Beene, Garter & Co. Best Foods Baking Group Blue Cross Blue Shield of Michigan + Boehringer Mannheim Corporation Booz Allen & Hamilton Inc. **BP Oil Company** + Brantley Venture Partners, L.P. Bristol-Myers Squibb Company Leo Burnett U.S.A. Cardiac Pacemakers, Inc. Cargill, Inc. Carnation Company Carolina Freight Carriers Corporation The Chase Manhattan Bank, N.A. **Chemed Corporation** Chemical Bank Chesebrough-Pond's USA **Chevron Corporation Chrysler Corporation** CIGNA Property and Casualty Companies + Cincinnati Milacron Citicorp Mortgage, Inc. Citicorp/Citibank Liz Claiborne Inc.

Cleveland Consulting Associates The Clorox Company + Cole Vision Corporation

+ Colgate-Palmolive Company Comerica, Inc. Complete Business Solutions, Inc. Compuware Corporation Comshare Consolidated Electrical Distributors, Inc. Consolidated Rail Corporation

+ Consultants for Management Decisions, Inc.

Continental Bank Coopers & Lybrand Corporate Capital Group Corporate Decisions, Inc. Cushman & Wakefield, Inc. Dana Commercial Credit Dana Corporation D'Arcy Masius Benton & Bowles, Data General Corporation

+ Daymon Associates, Inc. **Dayton Hudson Corporation** DDB Needham Worldwide, Inc. Dean Witter Financial Service Group Dean Witter Reynolds Inc. Deere & Company Deloitte & Touche

**Detroit Edison** + Detroit Tigers

Digital Audio Disc Corporation The DMW Group, Inc.

+ Dobson-McOmber Donaldson, Lufkin & Jenrette Securities Corporation The Dow Chemical Company **Dow Corning Corporation** The Drackett Company E. I. du Pont de Nemours and

Company Ducker Research Company, Inc.

**Duff & Phelps Financial** Consulting Company

+ Dynamet Inc. **Eastman Kodak Company** Electronic Data Systems Corporation Emerson Electric Company The Equitable Life Assurance Society

Ernst & Young + Experience America, Inc. **Exxon Corporation** 

Federal-Mogul Corporation + Fidelity Investments Institutional Services

The First Boston Corporation The First National Bank of Chicago

**FMC Corporation** Follmer, Rudzewicz & Company Ford Motor Company Ford Motor Credit Company

Frito-Lay, Inc. General Dynamics Corporation

General Electric Capital Corporation

**General Electric Company** General Foods USA General Mills Restaurants, Inc.

General Mills, Inc.

General Motors Acceptance Corporation **General Motors Corporation** 

General Signal Corporation

50

Goldman, Sachs & Company The BFGoodrich Company W. W. Grainger, Inc.

+ Great Lakes Gas Transmission Company

**GTE** Corporation

Hallmark Cards Hanes Hosiery, Inc.

Harris Trust and Savings Bank Harvard Management Company,

Inc.

Haworth, Inc. Hay Group, Inc.

+ Healthcare Knowledge Resources

+ Heinz U.S.A. Helene Curtis, Inc. Heller Financial, Inc. Heublein Inc. **Hewitt Associates** 

Hewlett-Packard Company

+ Hibbard Brown & Company, Inc. Hillshire Farm & Kahn's Honeywell Inc. Houlihan Lokey Howard & Zukin

Household International **Hughes Aircraft Company** 

**IBM** Corporation

**IDS Financial Services Inc.** 

+ Index Group, Inc. Information Resources Inc. **Intel Corporation International Paper** IPC Group, Inc. **IVAC Corporation** 

**James River Corporation** + Johnson & Johnson Consumer

Products, Inc. S. C. Johnson & Son, Inc.

The David J. Joseph Company **Kellogg Company** 

Kidder, Peabody & Company

**Kmart Corporation** Kohler Company

**KPMG Peat Marwick** 

Kraft U.S.A.

LaSalle National Bank Laventhol & Horwath

Leasing Dynamics, Inc.

L'eggs Products, Inc.

Kenneth Leventhal & Company

Lever Brothers Company Eli Lilly and Company

Lincoln National Corporation

+ Loral Space Information Systems **Macy's** 

Manufacturers National Bank of

Marion Merrell Dow Inc. Market Opinion Research

Mars, Inc.

The Martec Group

The May Department Stores Company

McKinsey & Company, Inc.

McMaster-Carr Supply Company

MEDSTAT Systems, Inc.

Menasha Corporation

William M. Mercer Inc.

Merck Sharp & Dohme

Merck & Co., Inc.

Meredith Corporation

Metropolitan Life Insurance

Company

Richard Metzler & Associates Michigan National Bank

State of Michigan

+ Microsoft Corporation

+ Miller Brewing Company

The Mitsubishi Bank, Ltd. Mobil Chemical Company Mobil Oil Corporation Monroe Auto Equipment Monsanto Chemical Company Morgan Stanley & Co., Inc. Morgan Stanley Realty, Inc. J. P. Morgan & Company, Inc.

Morrison Knudsen Corporation Motorola Inc.

NAC Reinsurance Corporation

+ NAMBU Foundation

NASA Lewis Research Center National City Corporation **National Futures Association** 

NBD Bank, N.A

**NCNB** Corporation

**NCR** Corporation

**Nestle Foods Corporation** 

Nissan Motor Corporation U.S.A. Northern Telecom Corporation

The Northern Trust Company

+ Northwest Airlines

Northwestern Mutual Life

Norwest Banks

John Nuveen & Company, Inc. Occidental Chemical Corporation

The O'Connor Partnerships

Old Kent Bank and Trust

Company

**Oracle Corporation** 

Owens-Corning Fiberglas

Parker Hannifin Corporation

+ Pemco Aeroplex Inc.

Pepsi-Cola Company Peterson & Co. Consulting

Philip Morris U.S.A. **Physio-Control Corporation** 

The Pillsbury Company

Plante & Moran

**PNC Financial Corporation Polaroid Corporation** 

PPG Industries, Inc.

+ PPOM

Price Waterhouse

The Procter & Gamble Company

**Progressive Companies** 

**Prudential Capital Corporation** 

The Prudential Financial **Prudential Power Funding** 

Associates

The Prudential

Pulte Homes of Michigan

Corporation

The Quaker Oats Company

+ Ragu Foods Company

Raychem Corporation Rochester Telephone Corporation

Ross Roy Inc.

Ryder System, Inc.

Kurt Salmon Associates

Sara Lee Bakery

Schering-Plough

Schumaker & Company, Inc.

**Sealed Power Technologies** 

G. D. Searle & Company

Sears, Roebuck and Company

Security Pacific Merchant Bank

Senn-Delaney Management

Consultants

+ Silicon Graphics, Inc.

Smith Barney, Harris Upham & Co., Inc.

Sony Corporation of America

The State Teachers Retirement

System of Ohio Steelcase Inc.

Stein Roe & Farnham, Inc.

+ Sverica Partners

Systematics, Inc.

Tandem Computers Inc.

Texas Instruments Inc.

J. Walter Thompson

Three M

The Timken Company

+ Toyota Manufacturing, U.S.A., Inc.

+ Toyota Motor Sales, U.S.A., Inc. Trammell Crow Company

The Travelers Companies TRINOVA Corporation

TRW Inc.

Unilever

**Union Pacific Railroad** 

+ Union Pump Company

**United Airlines** 

United Research Company, Inc. United Technologies Corporation

The University of Michigan

+ The Valspar Corporation Van Den Bergh Foods Company

Vector Securities International,

Vlasic Foods, Inc.

Volkswagen of America, Inc.

Warner-Lambert Company Wasserstein Perella & Company,

Weirton Steel Corporation

Wells Fargo Bank

Westinghouse Electric Corporation

**Whirlpool Corporation** 

**Xerox Corporation** 

Young & Rubicam

**ZS** Associates

# ALUMNI RELATIONS

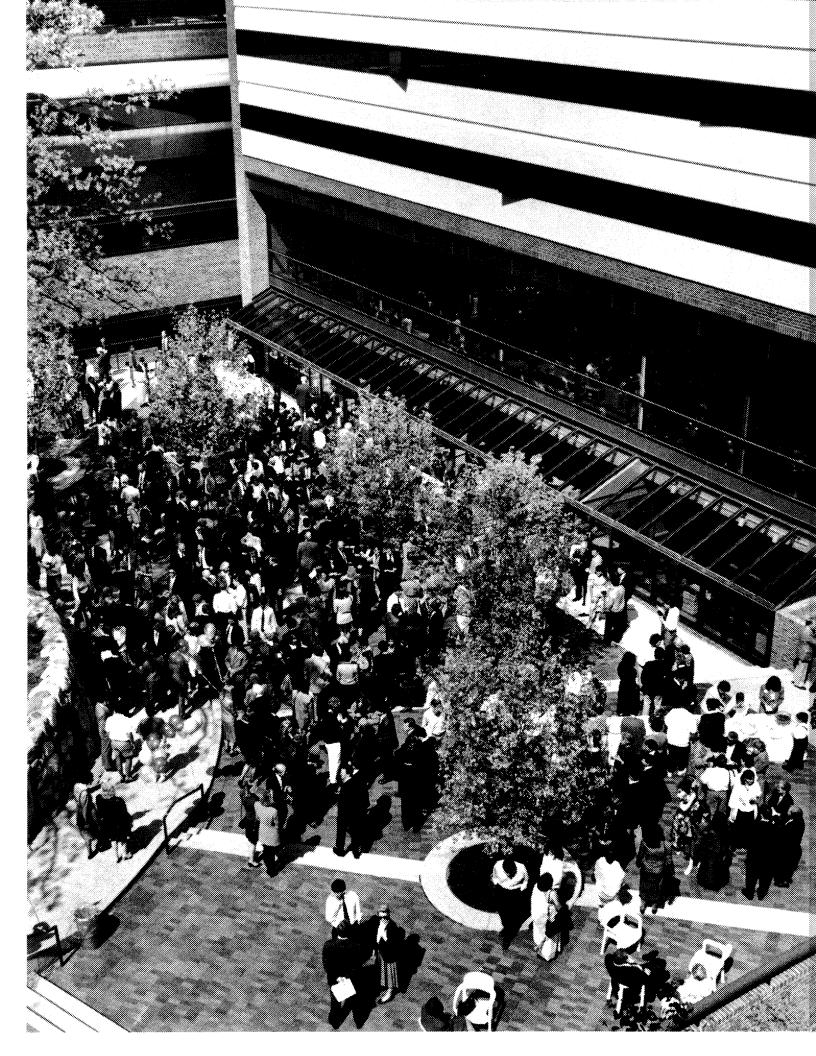
ommunication among alumni was enhanced this year with the publication of the 1991 Business School Alumni Directory. The new directory updates the addresses of nearly 23,000 alumni and has alphabetical, class year, geographical, and industry listings. In addition, various classes communicated among themselves, sending over 20 Global Blue newsletters to class and sectionmates. Class and section representatives provide a valuable and appreciated service to both their classmates and the School.

Several major Alumni Awards were given this year. Professor Emeritus Wilbur K. Pierpont, MBA '38, PhD '42, received the Bert Wertman Alumni Service Award. The award recognized Pierpont for his 26-year service to the University as its vice president and chief financial officer from 1951 through 1976. Professor Pierpont, who was a member of the accounting faculty at the School of Business Administration for over four decades, was also a charter member of the School's Development Advisory Board. In the early 1980s, he chaired the planning committee for the expansion of the Business School campus. A volunteer on the School's \$15 million building campaign, Professor Pierpont continues to serve as a key advisor to the Dean on current development activities.

At Commencement, the Alumni Achievement Award was given to L. William Seidman, MBA '49, chairman of the Federal Deposit Insurance Corporation. Seidman has had an illustrious career combining accomplishments in business, education, and public service. He has served as Dean of the College of Business at Arizona State University, as President Gerald Ford's assistant for economic affairs, as vice-chairman and CFO of the Phelps Dodge Corporation, and as managing partner of Seidman & Seidman.

At the annual Growth Capital Symposium this spring, the Alumni Society Board of Governors presented their Entrepreneur Award to Richard Rogel, BBA '70, chairman of PPOM. Rogel started PPOM in 1982 and in 1990 it became the fastest growing privately held business in Michigan. The company makes arrangements with a network of health care providers who agree to perform services at set rates. The reimbursement methods developed by the firm help keep costs down by directing the flow of payments so that a doctor makes more money for cognitive reasoning and surgical skills and less for ancillary services. The Southfield company's revenues grew at a compounded rate of 97.18 percent over the past five years.

This spring, members of the Alumni Society Board of Governors added a new twist to their meeting. Some of them arrived a day early in order to take advantage of a "Back to Class" program, during which they were able to sit in on MBA, BBA and Executive Education classes. In some of the classes, the professors included board members in the discussion. At their subsequent meeting, the Board voted to establish three new awards. The awards will recognize the class giving the most significant contribution to the Annual Fund, the class that has the largest percentage of members donating, and the class with the greatest participation in reunion.



# **DEVELOPMENT**

he year began on a splendid note: \$3 million gift from Mitsui Mutual Life Insurance Company established the Mitsui Life Financial Research Center. The Mitsui gift was the largest corporate gift ever made to the Michigan Business School. The goal of this research center is to arrive at a better understanding of Asian and global financial markets. Activities of the center include: The Mitsui Life Distinguished Lecture Series of about four speakers per year; a working paper and reprint series, with distributions to various academic institutions worldwide; expansion and maintenance of financial data on Pacific-rim capital markets; faculty and doctoral research grants through a competitive award program; and an annual symposium on global financial markets, which will alternate its location between Ann Arbor and Tokyo. The Center has already sponsored two major lectures and will sponsor a symposium in the fall of 1991.

Richard Rogel, BBA '70, and his wife Susan, announced a \$600,000 gift for an endowed scholarship fund to support undergraduate minority students at the Business School. The gift to establish the Rogel Scholars is in addition to a portion of a \$5 million life insurance policy that has been designated by the Rogels to go to discretionary funds for the Business School, for the Office of Minority Affairs and for the use of the president of the University, as well as to athletic scholarships. The Rogel leadership gift represents a commitment of \$1,050,000 to the upcoming University capital campaign. Leadership commitments to the upcoming University capital campaign were also received from current and former Development Board members Keith Alessi, MBA '79; Barnett Helzberg, BBA '56; and Sanford Robertson, BBA '53, MBA '54. The campaign, which will focus on endowment and annual support for students and faculty, will be publicly announced in the fall of 1992.

Two new scholarships for minorities and doctoral students were established, one by former dean and now University of Michigan provost Gilbert R. Whitaker, Jr., and his wife Ruth, and the other by the accounting firm of Price Waterhouse. The Whitaker Fellowship Fund has been established to provide financial support for minority doctoral students, so that more minority Ph.D. students can join the ranks of business school faculty across the country. Price Waterhouse's minority academic scholarship was created to further encourage minority students to become public accountants.

In addition, the first grants of the Linda S. Awrey Scholarship and the Ross Wilhelm Scholarship were awarded. The Linda S. Awrey Scholarship Fund was established by the family, friends, and colleagues of Linda S. Awrey, BBA '73, in her memory. Perry Drug Stores, in cooperation with family and friends of Ross Wilhelm, created the Ross Wilhelm Scholarship Fund to honor this late professor of economics and public policy. The first recipient of the J. Philip Wernette Scholarship was also designated this year. The Wernette scholarship honors the memory of the late J. Philip Wernette, professor emeritus of business administration and editor emeritus of *The Michigan Business Review*.

Also this year, a project to establish an endowed chair in insurance/risk management at the Business School has raised more than \$850,000 from friends and



corporations toward the goal of \$1,200,000. Heading up this effort is William T. Dobson, MBA '48, of the Dobson-McOmber Insurance Agency in Ann Arbor. As the funds approach the \$1 million mark, a search/advisory committee has been appointed to begin consideration of the parameters of the proposed professorship.

In response to the tremendous changes going on in Eastern Europe, the Michigan Business Assistance Corps (MBA Corps) was created to assist emerging democracies in the privatization of their economies while providing summer interns with a unique and meaningful business experience. This first year was funded by Sam Zell (chairman of the Board of Equity Financial & Management Co. and friend of the Michigan Business School) and the Business School Annual Fund. Air fare was donated by American Airlines.

The School's corporate friends are listed on pages 110-112. This group of corporations and firms continues to play an important role in the School's development program through membership in the Corporate Associates, the affiliate programs of the J. Ira Harris Center for the Study of Corporate Finance, support of the Global Leadership program, the Manufacturing Forum, and the Conference on Tax Reform. Corporations continue to invest in special scholarship programs and to support faculty research efforts. The continuing and increasing involvement of corporations through financial support as well as other activities continues to be a vital element in the life of the School.

We continue to be grateful for the devoted efforts of all our volunteers, and for the support we continue to receive from our alumni and friends.

TOTAL PRIVA	TE SUPPORT					
			Amount Donates	d		
	1985-86	1986-87	1987-88	1988-89	1989-90	1990-91
Alumni	\$ 926,000	\$1,663,700	\$1,830,350	\$1,708,800	\$1,928,145	\$1,513,920
Non-Alumni	\$3,062,500	\$3,756,200	\$2,817,200	\$2,904,234	\$3,340,908	\$4,127,562
Bequests	\$ 50,000	\$ 70,000	\$ 184,900	\$ 57,900	\$ 25,280	\$ 20,000
Total	\$4,038,500	\$5,489,900	\$4,832,450	\$4,670,934	\$5,294,333	\$5,661,482
			Number of Donor	rs		
	1985-86	1986-87	1987-88	1988-89	1989-90	1990-91
Alumni	5,180	6,083	5,415	7,015	6,255	5,689
Non-Alumni	1,380	1,895	1,760	2,036	2,030	1,754
Total	6,560	7,978	7,175	9,051	8,285	7,443



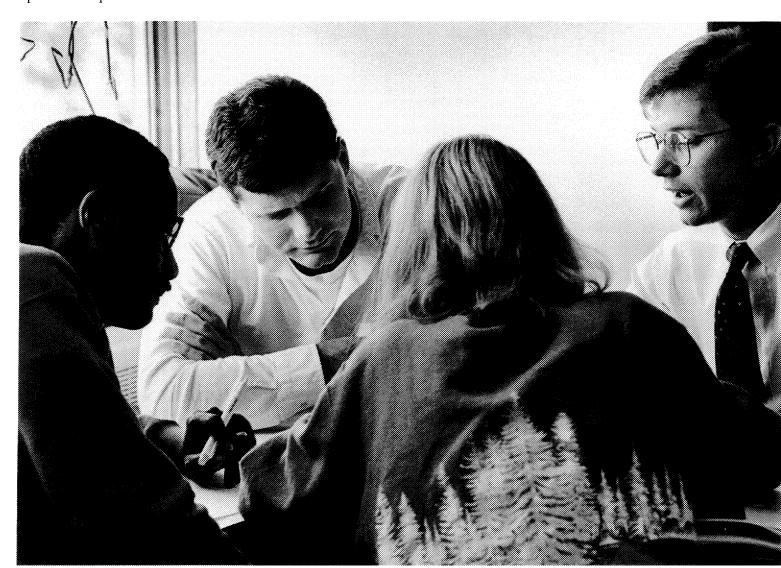
# THE DEAN'S ANNUAL FUND

he Dean's Annual Fund, because it is our sole source of undesignated dollars, gives the Michigan Business School room to maneuver, the opportunity to be flexible, creative, and strategic in allocation of funds. It makes a real difference to our work on a daily basis. Here are some examples of what this year's gifts to the Annual Fund made possible.

- Many of our Annual Fund contributions went to scholarships. Without these gifts, deserving students would have to forego a Michigan business education. As costs rise and economic pressures increase, the need to expand our scholarship program is one of our major challenges.
- It was the Annual Fund that made it possible for a faculty member to teach "Emerging Business Opportunities in the Soviet Union," a new course requested by an enterprising group of students who followed up their class work with an independent fact-finding trip to Moscow.
- It was Annual Fund gifts that helped us move ahead on one of the largest and most significant projects the School has undertaken in recent history: the design and implementation of a new MBA curriculum.
- Gifts to the Annual Fund enabled us to update our classrooms, and benefit students at every level, with the addition of large-screen projection units. This state-of-the-art equipment, which interfaces with a computer, includes a video data projector, remote control, and tape player to enhance presentations by faculty and students.
- It was the Annual Fund that enabled us to organize and launch the School's much acclaimed Michigan Business Assistance Program in Poland. This internship, which continues to generate tremendous media interest here and abroad, serves the dual purpose of assisting Poland to make the difficult transition to a market economy while offering Michigan MBA students a hands-on international learning experience at the front lines of privatization in Eastern Europe.
- ™ Throughout the school year, Annual Fund contributions were an important source of funding for major events such as the School's well-attended MBA and BBA Alumni Forums, which bring graduates back to campus for formal presentations and informal discussions with students.
- ™ Thanks to Annual Fund donors, we were able to implement the Global Blue Alumni Network, a means for encouraging Business School students to keep in touch with each other through professional and social events, and to remain in contact after they graduate through a regularly published newsletter.

TOTAL BUSIN	ESS SCHOOL	ANNUAL FUN	D SUPPORT*			
			Amount Donates	d		
	1985-86	1986-87	1987-88	1988-89	1989-90	1990-91
Alumni	\$522,000	\$ 795,000	\$ 720,000	\$ 866,594	\$ 793,791	\$ 819,472
Non-Alumni	\$354,000	\$ 547,000	\$ 475,000	\$ 558,909	\$ 458,273	\$ 423,405
Total	\$876,000	\$1,342,000	\$1,195,000	\$1,425,503	\$1,252,064	\$1,242,877
			Number of Donor	rs		
	1985-86	1986-87	1987-88	1988-89	1989-90	1990-91
Alumni	4,900	5,800	5,200	6,790	5,804	5,295
Non-Alumni	1,000	1,325	1,315	1,639	1,516	1,282
Total	5,900	7,125	6,515	8,429	7,320	6,577

<sup>\*</sup>Figures include annual gifts to the Business School Fund, departmental funds, and accounting firm professorships.



# ANNUAL FUND VOLUNTEERS

FRANK T. WESTOVER, BBA '61 Senior Vice President, Controller Whitman Corporation

GARY T. WALTHER, MBA '63 Managing Director

Kemper Securities Group, Inc. RICHARD J. METZLER, MBA '66

President
Richard Metzler & Associates

RONALD F. TESARIK, MBA '61

# **DETROIT**

JOHN C. MARSH, MBA '66 Chair

Account Executive

First of Michigan Corporation

MICHAEL J. BRENNER, MBA '68
Managing Partner
Coopers & Lybrand

Stephen H. Epstein, BBA '64 Partner

Coopers & Lybrand Stanley Frankel, MBA '64

Frankel Associates

A. H. Magnus, Jr., BBA '53, MBA '54

Partner

Jenkins, Magnus, Volk & Carroll

ROBERT T. TORKELSON, MBA '67 Vice President, Development Lutheran Social Services

George R. Troost, BBA '49, MBA '50 General Auditor

General Madior

**General Motors Corporation** 

ERWIN B. WITTUS, BBA '49, MBA '50 Parker Wittus & Co.

HOWARD S. HEYMAN, BBA '78

President

Continental Sales Co.

DAVID J. CAPLAN, BBA '55 Vice President Merrill Lynch

DONALD F. TUCKER, BBA '68 Tucker & Rolf, P.C.

JOHN R. EDMAN, BBA '50, MBA '51 Chairman General Motors Acceptance Corp.

GERALD M. WOLBERG, MBA '58

GERALD M. WOLBERG, MBA '58 President GM Wolberg, CPA, P.C.

## **NEW YORK**

ALAN B. GELBAND, BBA '65, MBA '67 Co-Chair President Alan Gelband Company DOHN L. KALMBACH, BBA '60, MBA '62 Co-Chair General Partner Berman, Kalmbach & Co.

STANLEY BERKMAN, BBA '82 Vice President Banque Paribas

MELVIN S. BERNHAUT, MBA '55 Senior Vice President Shearson Lehman Hutton

RICHARD R. DOLL, BBA '55, MBA '56 Managing Director
Doll Capital Management, Inc.

John A. Emmerling, BBA '60 *Chairman* 

John Emmerling, Inc.

E. Ann Finlayson, MBA '75 Partner Deloitte & Touche

JEFFREY K. LACKEY, MBA '85 Associate McKinsey & Company

MICHAEL J. LASHENDOCK, BBA '83 Corporate Bond Sales Morgan Stanley

SHARON MARIE MEADOWS, MBA '76

Managing Director

First Boston Corporation

SALLY ODLE, MBA '77

President
The Bottom Line

G. LEONARD TEITELBAUM, BBA '64, MBA '65 First Vice President Merrill Lynch

LISA B. WEINSTEIN, MBA '83 Manager of Finance & Analysis Sulzer Brothers, Inc.

# AT LARGE VOLUNTEERS

Coopers & Lybrand

BARNETT C. HELZBERG, JR., BBA '56 Owner Helzberg Diamond Shops, Inc. JOHN H. McCarthy, MBA '68 Partner

# COMPANY GROUPS PROGRAM

William J. Bufe, BBA '69, MBA '72 Partner Plante & Moran

# NATIONAL CHAIR

GARY T. WALTHER, MBA '63
Managing Director
Kemper Securities Group, Inc.

# REGIONAL VOLUNTEER PROGRAMS

## **CHICAGO**

JOHN E. SCHIPPEL, BBA '56, MBA '59 Co-Chair Ist Vice President Homart Development Company

RICHARD C. SLAYTON, MBA '65 Co-Chair

President Slayton International, Inc.

JOHN H. SHUEY, MBA '70 Co-Chair Executive Vice President Amcast Industrial Corporation

KENNETH J. ASHLEY, MBA '66 Treasurer

Covia Partnership

Mary N. Bradbury, BBA '57 *Real Estate Broker* Bradbury, Romey, Egan & Partners

THOMAS B. CASE, BBA '54, MBA '58 Vice President Smith Barney Harris & Co.

THOMAS C. CASSIDY, MBA '81 Vice President Brauvin Real Estate Funds

ROGER E. LUMPP II, MBA '68



# MBA CLASS OF 1981 REUNION GIFT CAMPAIGN

o celebrate the 10th anniversary of the Class of 1981's graduation,
Co-Chairs Jim Parsons, Bob Mahoney, and Dan Hennessy organized
the School's second ten-year Reunion Gift Campaign. Recognizing the Business
School's continuing need for student financial assistance, the Committee is establishing the Class of 1981 Endowed Scholarship. The gift was presented to Dean
White during the 1991 All Class Reunion Weekend.

A strong reunion campaign tradition has tremendous potential to help the School remain competitive with its peer institutions. We are very thankful for the support individual class members have provided, and we are particularly grateful to the volunteers whose efforts have made this gift possible.

In addition to providing much needed financial aid to a deserving MBA each year, Committee members view this effort as an opportunity to begin a tradition of reunioning, a tradition that will bring classmates back to campus to rekindle friendships and experience the electricity of a Michigan football weekend. Those who are returning for the first time since graduation will be pleasantly surprised and impressed with the dramatic physical changes as well as the extensive program developments that have evolved during the last ten years.

# MBA CLASS OF 1981 REUNION GIFT CAMPAIGN COMMITTEE

Daniel Joseph Hennessy Co-Chair General Partner Code, Hennessy & Simmons

ROBERT BUCHANAN MAHONEY
Co-Chair
Corporate Controller
National Semiconductor Corporation

JAMES A. PARSONS
Co-Chair
General Partner
RFE Investment Partners

ROBERT F. BARNETT III 2nd Vice President NBD Bank, N.A.

CHARLES A. BERGHUIS Vice President, Finance Admin. Information Decisions Inc.

PETER M. BERGMAN

Director of Product Management

Epson America, Inc.

RICHARD CARTER BLISS Senior Vice President Mark Twain Bancshar

THOMAS C. CASSIDY Vice President Brauvin Real Estate Funds

JEFFREY S. DEPEW GE ED & C Asia/Pacific Ltd.

D. SCOTT DETER

Manager

Deter Chevrolet-Buick Co.

ALISON L. DOONE

Deputy Director of Investments

Fed. Ret. Thrift Investment Board

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Vice President
Smith Barney Harris Upham & Co.

Dane Arthur Gaschen Account Supervisor H/M/S CINDY GERTZ
Assistant Controller
Freddie Mac

Mark C. Goebel Manager Arthur Andersen

GEORGE BARLOW HUBER President Murphy & Associates

WILLIAM E. LEAVITT, JR. Vice President Grand Metropolitan Food Service

JANE E. MATHEWS

Manager of Human Resources

General Electric—Technical Division

PETER C. MERTZ
Divisional Manager
International Paper Company

GREGORY MARTIN MULLEN President Mullen Properties

JEROME JOSEPH PEREZ Director of Marketing Kenner Products

KARL H. SCHUMACHER General Manager, Mailing, SW Division Pitney Bowes

ROBERT L. SCHWAB
Assistant Vice President
1st National Bank of Chicago

SHARON REED WALKER Director of Strategic Planning Soft Sheen Products, Inc.

WILLIAM E. WATCH
President
1st Commercial Realty &
Development

AMY JOAN WEINSTEIN
Retail Accounting Manager
Exxon Co. USA

TERESA LYNN WELSH McKinley Associates, Inc.

# LIST OF CONTRIBUTORS MBA Class of 1981 Reunion Gift Campaign

Wendell Irvin Anderson, Ir. Paul H. Anker Cynthia M. Aretakis Robert F. Barnett III Lisa L. Bates John J. Belian Charles A. Berghuis Peter M. Bergman Marc A. Bernstein Richard & Marguerite Bliss Michael A. Boot Karen A. Boring Rita Jaessing Brauneck Margaret H. Bruno Joseph Michael Buonaiuto Kristeen L. Burks David G. Calkins Mark L. Capra Carolyn Leonard Cardoni Charles A. Carroll Nancy L. Casadevall Thomas C. Cassidy Cheryl Shy Chapekis John J. Cichon Arthur Randall Cohen Helaine L. Cohen Noel H. Cooperberg William J. Cope Loretta Elaine Davis Todd S. Davis John Robert Defriece Patrice M. Delaney-Davies David P. De Maagd Jeffrey S. Depew Jeffrey Richard Diehl J. Robert Dobbins Alison L. Doone Jane Skubik Duperrault Cynthia Lohmann Dutt David B. Ehrlich Michael W. Ellmann Robert A. Englander Gerald P. Esmer Robert L. Fantini Charles Andrew Fast Jeffrey Arvin Fink Jeanne M. Fitzgerald Harry W. Forbes Joel Barry Friedman Thomas Michael Fussner John F. Gajewski Dane Arthur Gaschen Cindy Gertz Barry Alan Gesserman **James Richard Getchell** 

Brian M. Gillespie Robert J. Gluck Marc C. Goebel Douglas Robert Grant Gordon F. Gregory Paul Andrew Hammonds Roger Lee Harris Cynthia C. Haubold Daniel Joseph Hennessy Janet R. Holm Jeffrey Bruce Hoover George Barlow Huber Andrew G. Hurst Arthur S. Hvde Laurie M. & Ronald S. Jackson Donald Bruce Jacobson Miguel L. Vargas Jimenez Dorea & Robert John Ann Miller Jones Jean Ann Keller Paula K. Kelly Patricia Ann Kiebach Robert Terrance Kleiman Judy L. Klein Alison Muir Kolb Douglas Kourtijan John L. Kuipers Susan Andrews Laslavic William E. Leavitt, Jr. David Barry Lee Eric William Leininger James Wai-Jing Leong Mary E. Lord Donald Lee Lubben Anthony Carlisle Lyddane Robert Buchanan Mahoney Daniel J. Maksymowicz Jane E. Mathews Larry F. Mathews Roger S. McEniry Radhuveerk Mendu Peter C. Mertz Seth D. Moldoff Patricia T. Moreland Gregory M. Mullen Kenneth C. Murray Verlyn George Nachtrieb Susan B. Nash Gregory George Olsen James Patrick O'Neill Matthew Frederick Ott James Randall Park James A. Parsons John D. Penick David Anthony Plastino

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# THE STUDENT PLEDGE PROGRAM

ach year, about 20 MBAs and 15 BBAs serve on the Student Development Advisory Board. This group interacts with the External Relations staff as well as the Dean and administrators in Placement and Admissions, listening as well as providing suggestions and counsel from a student perspective on a variety of issues. During the course of the year, Board members also have the opportunity to meet with alumni serving on the School's Development Advisory Board and on the Alumni Society Board of Governors.

During the winter term, the Board is responsible for planning and organizing the Student Pledge Campaign. At this time, members select approximately 60 of their BBA and MBA peers to receive an invitation from the Dean to participate as a volunteer in the three-week campaign. This year's theme was "Reaching New Heights in '91." For each section, the publicity committee posted a lifelike black silhouette of a student, with arms raised to the sky, in the Student Lounge. A large, brightly painted banner announced the campaign. The campaign kickoff offered volunteer training, humorous role plays of pledge solicitations, and remarks from the Dean, National Annual Fund Chairman Gary Walther, and Development Advisory Board President Barnett Helzberg about the importance of private funds and alumni support. A casual supper in Phelps Lounge followed.

The three-year pledges made during the Student Pledge Campaign are primarily for the Dean's Annual Fund, discretionary money which supports a variety of student and faculty programs. This year, the students raised more than \$113,000. Seventy-eight percent of the MBA class members and forty-eight percent of the BBA class members made a pledge.

### STUDENT DEVELOPMENT ADVISORY BOARD

### **BBAs** MBAs/MAccs Darin Aprati Matthew Benson Peter Ramsden **Julie Dickstein** George Brownell Anthony Ruben Shane Fortune Tamara Burgess Mark Silverman Rodney Butler Crystal Fouchard Teresa Sorrentino Kirsten Hirsch Lisa Eichler Brian Tauber Leslie James Daniel Grimberg Kathleen Webster Michael Leifer Kyra Hicks Timothy LeRoux Dennis Joyce Tiga McLoyd Karen Knister Eva Saha Amy Lauer Amy Sheldon Susan McLaughlin Patrick Miller Randy Winograd James Perkins Lyle Wolberg

## STUDENT PLEDGE CAMPAIGN

# **BBA Co-Chair**

Timothy LeRoux

# **BBA Volunteers**

Darin Aprati
Jacqueline Band
Christine Chan
Sandra Danko
Julie Dickstein
Craig Douglas Fischer
Shane Fortune
Crystal Fouchard

Kirsten Hirsch
Leslie James
Michael Leifer
Timothy LeRoux
Tiga McLoyd
Steve Mendelsohn
Vikas Mittal
M. Christina Rodriguez
Michelle Roth
Eva Saha
Amy Sheldon
Randy Winograd
Lyle Wolberg



# MBA Co-Chair

Teresa Sorrentino

# MBA/MAcc Volunteers

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# SOURCES AND USES OF FUNDS

OPERATING FUNDS

SOURCES	1989-90		1990-91	%_
University General Fund (a) Direct Allocation Other Support (plant	\$20,007,200	42.6	\$22,533,600	44.2
operations, MTS, etc.)	2,499,500	5.3	2,970,700	5.8
Executive Education Programs	14,483,600	30.9	16,164,200	31.7
Research/Public Service Grants	3,618,100	7.7	2,529,700	5.0
Gifts and Bequests (Expendable)	3,248,600	6.9	3,050,000	6.0
Investment Income (Expendable)	2,245,900	4.8	2,565,400	5.0
Departmental Activities	822,200		1,191,200	2.3
Total Sources	\$46,925,100	100.0	\$51,004,800	100.0
USES				
Instructional Programs Faculty & Staff Compensation Executive Education Programs	\$12,271,300 11,185,200	26.2 23.8	\$13,265,300 11,674,900	26.0 22.9
Research Activities	4,411,900	9.4	4,587,100	9.0
Public Service Activities	1,343,900	2.9	996,800	2.0
Academic Support Library Computing Services Faculty Support (includes student assistants, travel, prof. dev.)	1,351,600 1,873,000 626,800	2.9 4.0 1.3	1,457,600 2,290,100 913,200	2.9 4.5
Graduate Student Aid Ph.D. (including tuition grants) MBA	2,052,700 1,857,300	4.4 3.9	2,137,400 2,512,300	4.2 4.9
Admissions, Student Services & Career Development	1,075,900	2.3	1,254,000	2.4
External Relations & Development	1,102,200	2.3	1,253,400	2.4
Other Operating Costs Facilities, including utilities Miscellaneous Operations	1,909,400 1,018,200	4.1	2,144,400 1,114,400	4.2 2.2
Operations Subtotal	42,079,400	89.7	45,600,900	89.4
Other Transfers To Endowment Funds To Building/Equipment Funds	1,462,400 803,500	3.1 1.7	$609,800 \\ 1,679,600$	$\frac{1.2}{3.3}$
Subtotal Uses	44,345,300	94.5	47,890,300	93.9
INCREASE IN OPERATING FUND BALANCES	2,579,800	5.5	3,114,500	6.1
Total Uses	\$46,925,100	100.0	\$51,004,800	100.0

<sup>(</sup>a) Tuition and fee revenues generated by Business School students and courses are estimated at \$21,500,000 in 1989-90; and \$24,000,000 in 1990-91.

# ENDOWMENT AND LOAN FUNDS

DIVIDOWINE THE DESCRIPTION OF THE PROPERTY OF	Student Loan Funds	Funds Functioning As Endowment	Endowment	Totals
BEGINNING BALANCES, July 1, 1990	\$1,229,908	\$14,613,076	\$ 8,553,025	<u>\$24,396,009</u>
ADDITIONS				
Gifts and Bequests	8,100	947,127	1,521,655	2,476,882
Investment Income	53,890	935,384	606,986	1,596,260
Transfers from (to) other funds	<b>W</b> ay in proceedings	606,234	3,600	609,834
Subtotal	61,990	2,488,745	2,132,241	4,682,976
DEDUCTIONS				
Transfers to expendable accounts	1,391	813,113	577,062	1,391,566
ENDING BALANCES, June 30, 1991	<u>\$1,290,507</u>	\$16,288,708	\$10,108,204	<u>\$27,687,419</u>
NOTE: Estimated market value of Funds Estimated market value of Endov	wment Funds at	June 30, 1991		\$13,328,300
Total estimated market value of Endo	owment Funds at	t June 30, 1991		\$32,572,900

# BUILDINGS AND EQUIPMENT

SOURCES	1989-90	1990-91
Gifts (Cash and In-kind)	\$ 714,400	\$ 576,800
Investment Income	270,200	269,400
Transfers from Operating Funds	803,500	1,679,600
Other Intrafund Transfers	425,700	115,900
State Special Maintenance Fund	0	329,000
Totals	\$2,213,800	\$2,970,700
USES		
Construction and Minor		
Renovations	\$1,690,800	\$ 156,200
Equipment	168,000	322,800
Increase in fund balances for debt		
retirement and future projects	<u>355,000</u>	$\underline{2,491,700}$
Totals	\$2,213,800	\$2,970,700

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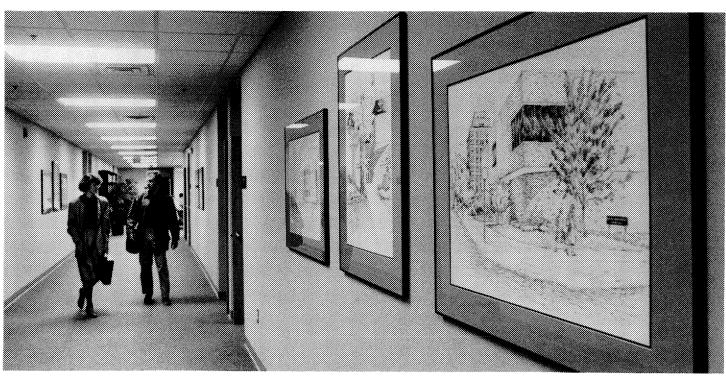
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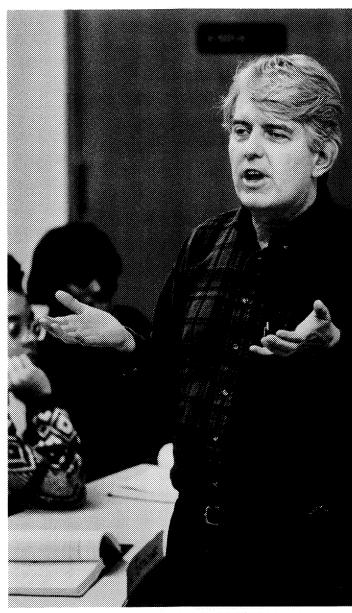
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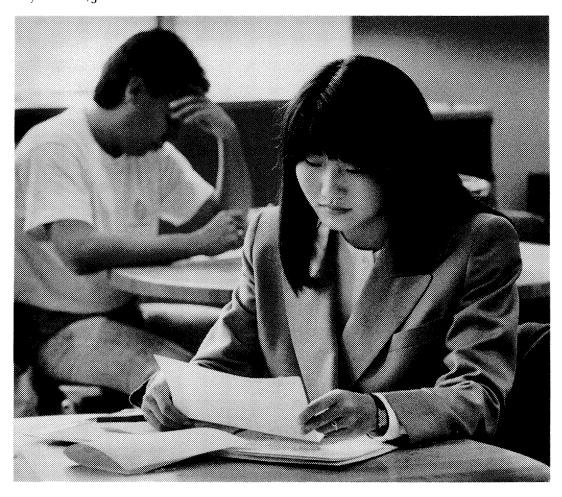
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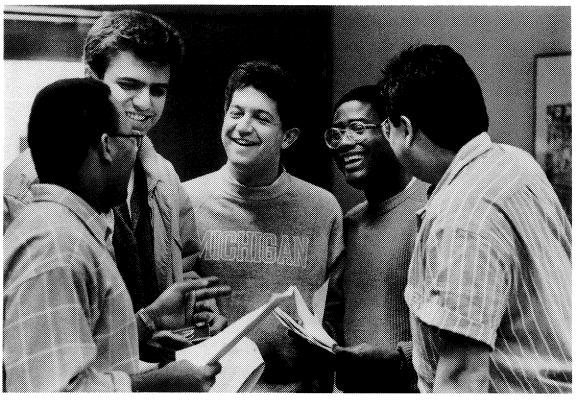
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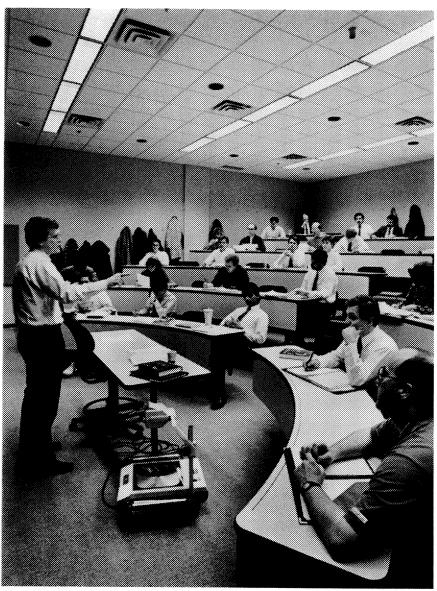


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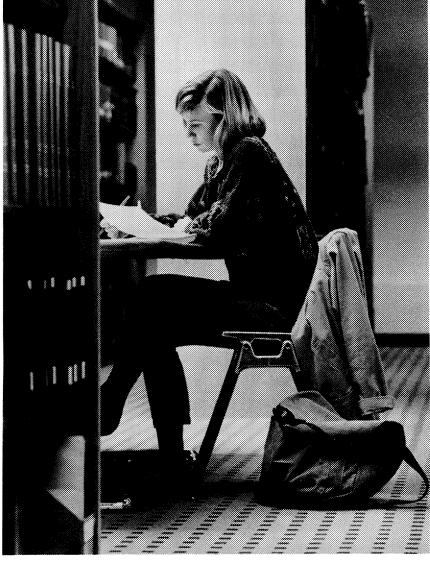
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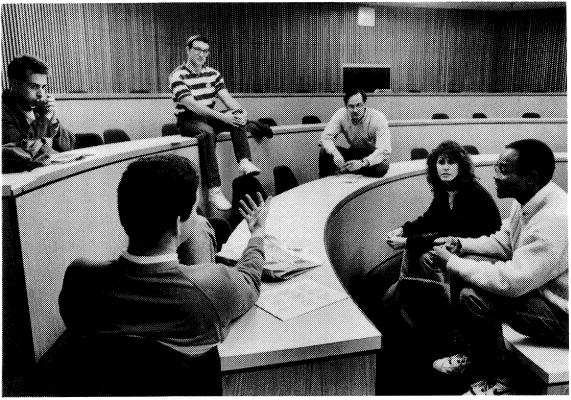
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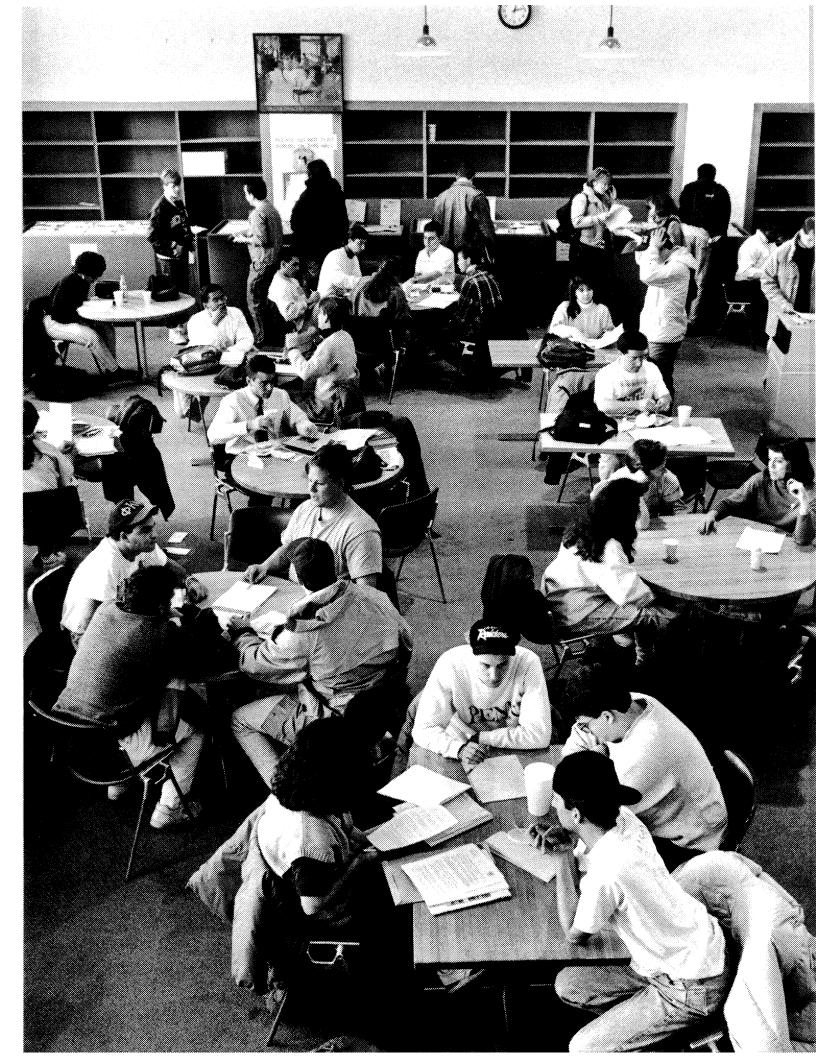
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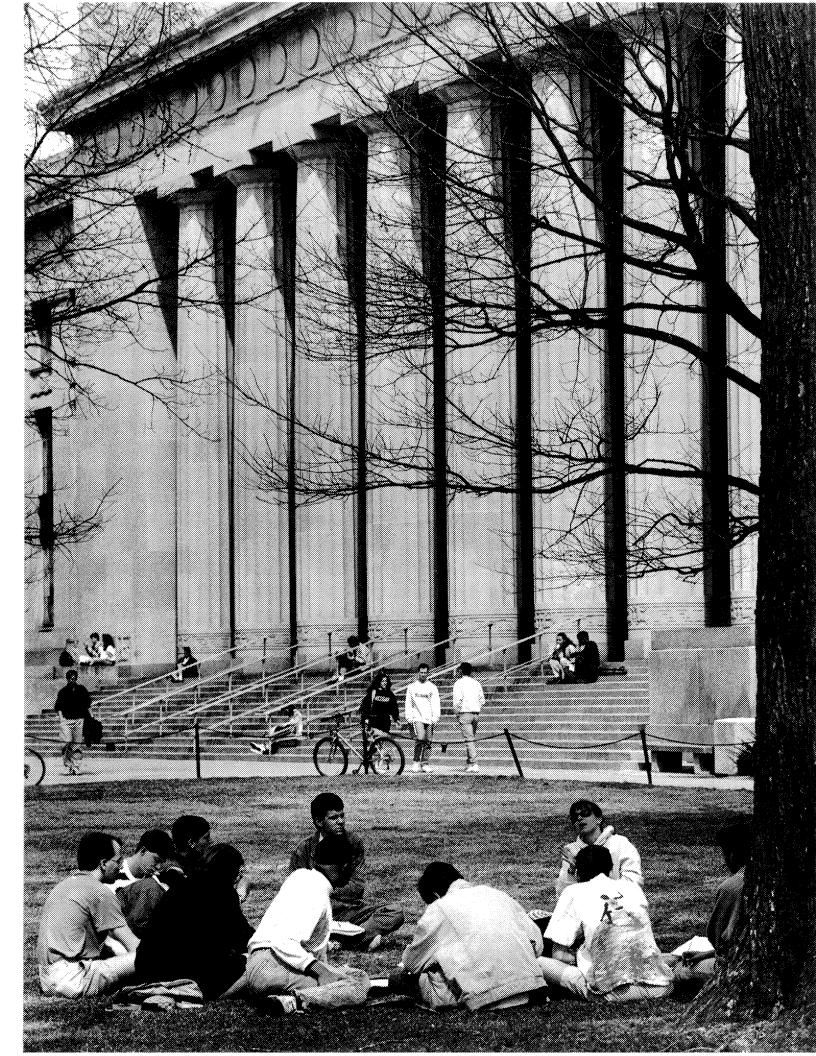
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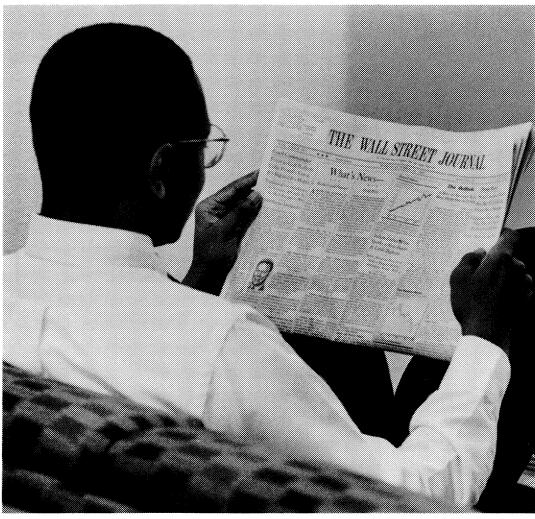
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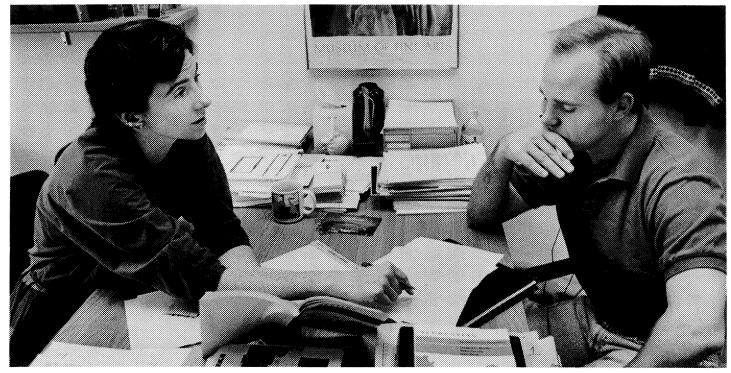
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