

## *Short CV*

# **Professor Vicky Mabin**

***Teaching and Learning Director***

**School of Management - Te Kura Whakahaere**

**Victoria University of Wellington - Te Whare Wānanga o te Ūpoko o te Ika a Māui**



### **Public lecture**

**It's just common sense, right? So why is it so uncommon?**

*Inaugural Professorial lecture, Victoria University of Wellington, 12 November 2013.*

Watch presentation at: [http://www.youtube.com/watch?v=Req\\_BuwwABA](http://www.youtube.com/watch?v=Req_BuwwABA)

Slides available at:

<http://www.victoria.ac.nz/vbs/about/news/publications/VickyMabin-lecture.pdf>

### **Introduction**

Prof Vicky Mabin researches and teaches problem structuring, problem solving and decision making methods that can be applied in public, private sector and not-for-profit organisations, at operational and strategic levels. Her research interests focus on Goldratt's Theory of Constraints (TOC) and how it may be used to focus performance improvements - streamlining operations, managing change, variability and uncertainty in organisations, operations and projects. She has developed many applications of TOC on its own and in combination with multi-criteria decision making (MCDM), project management, other operations research and operations management methods, systems thinking and 'soft' OR methods, and behavioural methods using framing and metaphor.

Areas she is interested in supervising include TOC, especially in education, health and other public sector contexts.

Her publications include "*The World of the Theory of Constraints: A review of the international literature*" (2000), the lead chapter on the Thinking Processes in the *Theory of Constraints Handbook* (2010), and many journal articles on TOC, MCDA and related areas.

From 2008 to 2014, Vicky was the inaugural Associate Dean (Teaching and Learning) for Victoria Business School, during which time she led the establishment of assurance of learning

and other assessment processes for accreditation, as well as various initiatives including the Showcasing Teaching Excellence project, the Teaching Matters website, and Victoria Business School's Internationalisation At Home and groupwork projects.

Vicky is a Fellow of the Operational Research Society (UK); past President of the Operational Research Society of New Zealand; and past Chairperson of the Wellington Chapter of the NZPICS. She has served on the examinations board for TOCICO, and as an Associate Editor for the *Decision Sciences Journal of Innovative Education*, and Editor of *International Transactions in Operational Research*, for which she remains on the Editorial Board. She has had a long association with the **Operations Research Society of New Zealand (ORSNZ)** including a term as President, and over 2 decades on the National Council.

Prior to joining Victoria University in 1991, she worked for NZ's main scientific and industrial research institute, working with business, government and industry on a wide range of strategic and operational problems. She has worked with many government organisations and not-for-profits assisting them with priority setting, particularly for project selection, both paid and pro bono.

## Qualifications

- **PhD (Operational Research)** (Lancaster, UK) 1981
- **Postgraduate Certificate in Higher Education Learning and Teaching** (Victoria University of Wellington) 2012
- **BSc(Hons) (First Class - Economics)** (Canterbury, NZ) 1975
- **Goldratt Institute 'Jonah' training**, 1997
- **TOCICO Certification**, 2004
- **FORS** (Fellow of The Operational Research Society) UK, 2004

## Research Interests

- theory of constraints (focused performance/constraints management)
- multi-criteria decision making
- multimethodology
- operational research/ management science methods

## Memberships

**TOCICO** – Theory of Constraints International Certification Organization;

**DSI** - Decision Sciences Institute;

**ORSNZ** - Operations Research Society of New Zealand;

**ORS** - Operational Research Society (United Kingdom);

**ANZAM** - Australian and New Zealand Academy of Management;

**ProChain University Affiliate Program.**

## Publications

### Refereed Articles

- Mabin, VJ., Yee J, Babington, S., Caldwell, V. & Moore RM. (2017). Using the Theory of Constraints to resolve long-standing resource and service issues in a large public hospital. *Health Systems*, online, <http://dx.doi.org/10.1080/20476965.2017.1403674> .
- Mirzaei, M. & Mabin, V. (2017) Agile project management and public policy development projects: A case study from New Zealand. *New Zealand Journal of Applied Business Research*, 15(1), 59-75.
- Peace, C., Mabin, V. J., Cordery, C. (2017) Due diligence: a panacea for health and safety risk governance? *Policy and Practice in Health and Safety*, DOI: 10.1080/14773996.2016.1275497
- Sommer KA & Mabin VJ. (2015). Insights into the eldercare conundrum through complementary lenses of Boardman's SSM and TOC's Evaporating Cloud, *European Journal of Operational Research*, DOI 10.1016/j.ejor.2015.06.033
- Moore, RM & Mabin VJ. (2014). Reaching Community Consensus on Reforms for More Sustainable Urban Water Management Systems: The Case of Kāpiti, New Zealand. *International Journal of Systems and Society*, 1(2), pp 23-40.
- Clark, G. & Mabin, VJ. (2011). Navigating Aged Care Options: A multi-framing approach, *OR Insight* 24 (1), 1-16.
- Davies, J & Mabin VJ, (2009). A Systems Perspective on the Embedded Nature of Conflict: understanding and extending the use of the TOC conflict resolution process using a multi-methodological approach, *Systemist*, Vol 31, 25th anniversary edition, 2009, pp 63-81.
- Kim, S, Cox, JF & Mabin VJ. (2009). An exploratory study of protective capacity in a re-entrant line, *International Journal of Production Research*, published 9 July 2009, doi 10.1080/00207540902991666: 1-26.
- Davies, J., & Mabin, V. (2009). Research Issues: Theory of Constraints. *Decision Line*, Vol. 40, No. 2, March 2009, pp. 9-15.
- Davies, J., Mabin, V. & Elias, A. (2008). Agricultural and energy policies - biofuels and food: a systems perspective. *Systemist*, Vol 30 (2), September 2008, pp. 106-116.
- Mabin, VJ, Davies, J and Kim S, Rethinking Tradeoffs and OR/MS Methodology, *Journal of The Operational Research Society*, doi: 10.1057/jors.2008.90
- Davies, J, Howell, B. & Mabin V. Telecommunications Regulation, Regulatory Behavior and its Impact – A Systems View, *Communications and Strategies*, 70, 2nd Quarter, 2008: 1-23.
- Kim, S., V. J. Mabin, & Davies J. (2008). "The theory of constraints thinking processes: retrospect and prospect " *International Journal of Operations & Production Management* 28 (2): 155 - 184.
- Davies, J. & Mabin, V. (2007). Investing in the research and science system – Government choices, systemic consequences, *The International Journal of Business Strategy*, 2007, Vol VII, Number 1, pp. 56-71.
- Davies, J., Mabin, V. & Howell, B., (2006) 'Systems approaches to Understanding the Plight of Telecommunications Regulators', *The International Journal of Business Research*, Vol V, 1.
- Mabin, V., Davies, J. & Cox, J., 'Using the Theory of Constraints Thinking Processes to Complement Systems Dynamics' Causal Loop Diagrams in Developing Fundamental Solutions', *International Transactions in Operational Research*, 13 (2006), pp. 33-57.
- Cox, J., Mabin, V. & Davies, J., 'A Case of Personal Productivity: Illustrating Methodological Developments in TOC', *Journal of Human Systems Management* 24, Special Issue on Theory of Constraints, (2005), pp.39-65.

- Davies, J., Mabin, V.J. & Balderstone S.J., 'The Theory of Constraints: a methodology apart? – a comparison with selected OR/MS methodologies', *OMEGA The International Journal of Management Science*, 33, 6, (2005), pp. 506–524.
- Mabin, V.J. & Davies, J., 'A Framework for Understanding the Complementary Nature of TOC Frames: Insights from the Product Mix Dilemma', *International Journal of Production Research*, 41, 4 (2003), pp. 661-680.
- Mabin, V. J. & Balderstone, S. J., 'The Performance of the Theory of Constraints Methodology: Analysis and Discussion of Successful TOC Applications', *International Journal of Operations & Production Management*, 23, 6 (2003), pp. 568-595.
- Mabin, V. J., Forgeson, S. & Green L., 'Harnessing Resistance: Using the Theory of Constraints to Assist Change Management', *Journal of European Industrial Training* 25, 2/3/4 (2001), pp. 168-191.
- Davies, J. & Mabin, V.J., 'Knowledge Management and the Framing of Information: A Contribution of OR/MS Practice and Pedagogy', *Journal of Operational Research Society*, 52, 8 (August 2001), pp. 856-872.
- Mabin, V., Menzies, M., King, G. & Joyce, K., 'Public Sector Priority Setting using Decision Support Tools', *Australian Journal of Public Administration*, 60, 2, (June 2001), pp. 44-59.
- Mabin, Victoria J., 'Toward a Greater Understanding of Linear Programming, Theory of Constraints and the Product Mix Problem', *Production and Inventory Management Journal*, 42, 3 (2001), pp. 52-54.
- Davies, J. & Mabin, V., 'Assessing the Relative Effectiveness of Sports Organisations: a case study reviewing an application of MCDA in sport', *European Journal for Sport Management*, 7, 1, (2000), pp. 56-81.
- Mabin, V. & Gibson, J.O., 'Synergies from Spreadsheet LP used with the Theory of Constraints: A Case Study', *Journal of the Operational Research Society*, 49, 9 (September 1998), pp. 918-927.
- Mabin, V., Menzies, M., King, G. & Joyce, K., 'Electronic Meeting Support and Multi-Criteria Decision Analysis as Tools to Assist Decision Making in the Public Sector', *Public Sector*, 20, 2 (June 1997), pp. 13-18.

### **Books/scholarly editions/monographs**

- Mabin VJ, Daniell EJ & Hislop LJ, *A practical guide to the theory of constraints*. Victoria University of Wellington, (2017), 6th Ed., 110pp.
- Mabin, V.J. & Beattie, M., 'A Practical Guide to Multi-Criteria Decision Analysis: A Workbook Companion to V.I.S.A.', Victoria University of Wellington, 6th Edition, May (2016), 109 pp.
- Mabin, VJ & Balderstone, S, '*The World of the Theory of Constraints: A Review of the International Literature*', (Boca Raton Florida, St. Lucie Press/APICS Series on Constraints Management, 2000), 223pp.

### **Chapters**

- Kimani, S, Mabin, V & Davies, J. (2016). Application of Theory of Constraints-Thinking Process to Achievement of University Students' Learning Goals. In Adhiambo J. M & Kang'ethe N. S. (Eds) Reorienting the curriculum for sustainability. Proceedings of the 8th Interdisciplinary session. CUEA Press, Nairobi, Kenya. Pp 1-20.
- Mabin, VJ & Davies, J. (2010) 'The TOC Thinking Processes: Their Nature And Use - Reflections And Consolidation', Chapter 23 in Cox, JF and Schleier, J. *Theory of Constraints Handbook*, New York: McGraw-Hill, pp 631-669.

- Cox, JF & Mabin, VJ (2008) Addressing Chronic Conflict Using the Evaporating Cloud—Current Reality Branch—Future Reality Branch (Composite) Method: A Systemic and Systematic Approach, in *Una máquina generadora de Efectivo*, Ed Luis Armando Zarruk and Alejandro Fernandez, published by Universidad Externado de Colombia, in Spanish 1<sup>st</sup> Edition, August 2008, ISBN 978-958-710-350-2
- Cox, J., Mabin, VJ & Davies, J., 'A Case of Personal Productivity: Illustrating Methodological Developments in TOC', in *The Theory of Constraints: Practice and Research*, B. Ronen (Ed), 2006, ISBN Amsterdam: IOS Press, 1-58603-575-4, pp39-66.
- Mabin, VJ. & Davies, J., 'A Case of Ethical Dilemma: A Multi-Framing Approach', *International Business Trends: Contemporary Readings*, Fullerton, S & Moore, D.L. (eds), (Academy of Business Administration: Ypsilanti, MI, 2004), pp. 8–20. ISBN 1-887676-22-8.
- Mabin, V. & Davies, J., 'A Case of Ethical Dilemma: A Multi-Framing Approach', *International Business Trends: Contemporary Readings*, Fullerton, S & Moore, DL (eds), Academy of Business Administration (Ypsilanti, MI, 2004).
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- Johnston, R., Davenport, S., Dunford, R & Gilbertson, D. and Mabin, V., 'Technology Strategy in Australia and New Zealand Industry', in A. Kouzmin, L.V. Still and P. Clarke (eds), *New Directions in Management* (Sydney, McGraw-Hill, 1994), Ch. 4, pp. 464-478.
- Mabin, V. & Gilbertson, D., 'The Application of Constraint Management to Manufacturing and Services in New Zealand', in A. Kouzmin, L. Still and P. Clarke (eds), *New Directions in Management: The Best Management Research in Australasia* (Sydney, McGraw-Hill, 1996), Ch. 11.

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<https://www.victoria.ac.nz/som/about/staff/vicky-mabin>

For details of Prof Vicky Mabin's:

*Refereed conference proceedings;*

*Conference presentations;*

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