

Salman A. Mufti

Queen's School of Business
Queen's University
Kingston, ON, Canada K7L 3N6
E-mail: smufti@business.queensu.ca
Tel: +1.613.533.3158 Fax: +1.613.533.6589

Profile

Salman Mufti is Associate Professor of Management Information Systems at Queen's School of Business and Visiting Associate Professor at The Johnson School of Management at Cornell University. His teaching and research specializes in the areas of managerial decision making and information technology strategy.

He has extensive teaching experience in both degree and non-degree executive education at Queen's School of Business, and with other national and international schools such as University of Alberta School of Business in Canada, Cornell University Johnson School of Management in United States, Institute of Business Administration (IBA) Karachi and Lahore University of Management Sciences (LUMS) both in Pakistan, and IEDC-Bled School of Management in Slovenia.

As a former Director of both Queen's Executive MBA and Queen's MBA, he has had a significant role in the success and recognition garnered by Queen's School of Business. He has also served as Director of Curriculum Development and Program Design with the Queen's Executive Development Centre. He is the recipient of a Queen's Executive MBA and two Queen's MBA Teaching Excellence Awards.

Prior to joining Queen's, he spent twelve years as a manager, entrepreneur and consultant working with organizations in the private and public sectors. He continues to advise senior managers in corporations and the government, and is a regular speaker on in-company and custom executive education programs.

He has a BSc from McMaster University and an MBA from Queen's University, and has a PhD from McGill University.

His clients include: Syncrude Ltd., Business Development Bank of Canada, Stantec Inc., Enbridge Inc., Bell Canada, Telekom Slovenia, Croatian Telekom, Sun Life Insurance, Export Development Canada, Canadian Institute of Private and Public Commercial Real Estate Companies, The Canadian Real Estate Association, Environics Communications, Canadian National Railway, Canadian Broadcasting Corporation, National Defence Canada, and Public Works and Government Services Canada.

Academic Qualifications

Doctor of Philosophy, McGill University, Montreal, Canada 2010

Master of Business Administration, Queen's University, Kingston, Canada 1997

Bachelor of Science, McMaster University, Hamilton, Canada 1986

Academic Teaching – Degree Programs

Course: Information Technology Strategy
Program: Cornell Executive MBA, 2006-now

Course: Management Information Systems
Program: Queen's-Cornell Executive MBA, 2006-now

Course: Management of Information Technology
Program: Queen's Executive MBA, 1998-now

Course: Managing Information Technology
Program: Queen's MBA, 2001-2006

Course: Management of Information Systems
Program: IEDC Executive MBA, Bled School of Management, 2001-2009

Course: Management Information Systems
Program: Queen's Bachelor of Commerce, 2007-now

Course: E-Business Strategy
Program: Queen's MBA for Science & Technology, 2001

Course: Information Systems Analysis and Design I
Program: Queen's Bachelor of Commerce, 1997-1999

Course: Information Systems Analysis and Design II
Program: Queen's Bachelor of Commerce, 1999

Executive Education – Non-Degree Programs

Session: Strategic Decision Making
Program: Queen's Strategic Leadership Program, 2006-now
Session: Information Technology Strategy

Session: Managerial Decision Making
Program: Queen's Executive Program, 2006-now

Session: Information Management
Program: University of Alberta, Senior Executive Management Development, 2004-now

Session: Information Technology and Knowledge Management
Program: University of Alberta, Management Development, 2004-now

Session: Information Technology
Program: General Management Program, IEDC-Bled School of Management, 2001-now

Session: Strategic Decision Making
Program: Institute of Business Administration (IBA), 2010

Session: Analytical and Intuitive Decision Making
Program: Lahore University of Management Sciences (LUMS), 2005

Session: Managerial Decision Making
Program: Queen's In-Company Custom Programs, 2005-now

Session: E-Business Strategy
Program: Queen's Strategy Program, 2002-2005

Session: E-Business Strategy and Architecture
Program: General Management Program, IEDC-Bled School of Management, 2001-2005

Session: E-Business Models, Information Technology Architecture
Program: Queen's Information Technology Program, 1997-now

Session: E-Business Marketing
Program: Queen's Marketing Program, 1999-2004

Session: E-Business Models and Sales
Program: Queen's Sales Program, 2000-2004

Session: E-Government
Program: Queen's Public Executive Program, 2000-2001

Session: E-Business Models, E-Business Architecture
Program: Queen's E-Business Program, 2000

Session: Value Chain Analysis
Program: Queen's-Mitel Custom Program, 2000-2001

Session: Value Chain Analysis
Program: Queen's-Canadian National Railway Custom Program, 1999

Session: E-Business Models, E-Business Architecture
Program: Memorial University Executive Program, 2000

Case Studies

Title and Location:	Canada Post Corporation, Ottawa, Canada
Subject and Date:	Managerial Decision Making, December 2009 (In Progress)
Title and Location:	W.P. Griffin, PEI, Canada
Subject and Date:	Managerial Decision Making, October 2007
Title and Location:	i3DVR Inc., Toronto, Canada
Subject and Date:	Managerial Decision Making, October 2007
Title and Location:	Tenox Appraisal Systems, Toronto
Subject and Date:	Managerial Decision Making, April 2006
Title and Location:	Noise Solutions Inc., Calgary, Canada
Subject and Date:	Managerial Decision Making, October 2005
Title and Location:	Timber Top Trusses Ltd., Grand Falls, Canada
Subject and Date:	Managerial Decision Making, October 2005
Title and Location:	Apex Hearing Systems Inc., Calgary, Canada
Subject and Date:	Managerial Decision Making, September 2005
Title and Location:	Brampton Hearing Aid Services, Brampton, Canada
Subject and Date:	Managerial Decision Making, September 2005
Title and Location:	The Mad Science Group, Montreal, Canada
Subject and Date:	Entrepreneurial Decision Making, September 2004
Title and Location:	Inventa, Inc., Vancouver, British Columbia, Canada
Subject and Date:	Entrepreneurial Decision Making, October 2004
Title and Location:	First National Railway, Montreal and Vancouver, Canada
Subject and Date:	Business Strategy, June 1998
Title and Location:	Prarie Grain Ltd, Winnipeg, Canada
Subject and Date:	Business Strategy, October 1998

Work Experience and Appointments

Organization: Queen's School of Business, Queen's University, Kingston, Canada

Appointment: Associate Professor

Duration: 14.5 years, July 1997 – Present

Organization: S.C. Johnson School of Management, Cornell University, Ithaca, USA

Appointment: Visiting Associate Professor

Duration: 5.5 years, June 2005 – Present

Organization: Queen's School of Business, Queen's University, Kingston, Canada

Appointment: Director, Executive Education Curriculum Development and Program Design

Duration: 1.2 years, April 2008 – June 2009

Organization: Queen's School of Business, Queen's University

Role: Program Director, Queen's MBA

Duration: 2.0 years, June 2001 – April 2003

Organization: Queen's School of Business, Queen's University

Role: Program Director, Queen's Executive MBA

Duration: 3.0 years, July 1998 – June 2001

Organization: Public Works Canada, Government of Canada, Gatineau, Canada

Role: Project Manager and Senior Consultant

Duration: 1.5 years, February 1997 – September 1998

Organization: Government Services Canada, Government of Canada, Gatineau, Canada

Role: Project Specialist, Information Systems Planning and Quality Assurance

Duration: 2.5 years, June 1994 – January 1997

Organization: Government Services Canada, Government of Canada, Ottawa, Canada

Role: Project Manager, Computer-based Training Systems

Duration: 2.0 years, March 1992 – May 1994

Organization: Systematix Consultants, Inc., Ottawa, Canada

Role: Senior Consultant

Duration: 3.0 years, August 1989 - February 1992

Organization: Atlantis Scientific Systems, Inc., Ottawa, Canada

Role: Director of Marketing and Recruiting

Duration: 1.0 year, October 1988 – August 1989

Organization: Dimensions Computer Consulting, Nepean, Canada

Role: Owner and Manager

Duration: 2.0 years, June 1986 – July 1988

Media Interviews and Appearances

Newspaper: Kingston Whig-Standard, October 6, 2007
Subject: Kingston Economic Development Corporation

Newspaper: The Toronto Star, September 23, 2004
Subject: Executive MBA Programs

Television: CTV, October 21, 2002
Subject: MBA Program BusinessWeek Rankings

Newspaper: The National Post, October 11, 2002
Subject: MBA Program BusinessWeek Rankings

Magazine: Canadian Business, November 11, 2001
Subject: MBA Programs and the Economic Downturn

Television: City Pulse 24, April 4, 2001
Subject: Executive education during economic downturn

Newspaper: The Globe and Mail, March 2, 2001
Subject: High-tech firms buying companies to acquire talent

Newspaper: The Globe and Mail, February 15, 2001
Subject: Dynamic Pricing on the Internet

Magazine: CXO Magazine, December 2000
Subject: The "Next Big Thing" on the Internet

Newspaper: The Globe and Mail, September 14, 2000
Subject: Web stickiness and Internet sales

Newspaper: The Globe and Mail, September 14, 2000
Subject: Customer relationship management systems

Magazine: E-Biz Magazine, August 2000
Subject: Corporate Intranets

Magazine: Academy Online (AACSB) Magazine
Subject: Technology and distance learning

Newspaper: The Globe and Mail, April 25, 2000
Subject: E-Business executive education

Newspaper: The National Post, February 6, 2000
Subject: Role of the CIO