



Look for These 2022-2023 Supply Chain Management Highlights:

Dr. Fernando Naranjo, a recent Ph.D. graduate from Western University in London, Ontario, joins the Lewiston campus faculty in September 2022 in a full-time tenure-track position. He will teach the graduate strategic supply chain management course and the undergraduate operations course. Dr. Naranjo’s degree is in supply chain and operations and his expertise is in lean supply chain management and food industry operations.

The student supply chain management club will kick off the post-COVID era by partnering with the Institute for Supply Management’s Buffalo chapter. In addition to attending many of their monthly meetings, site visits and more in-class speakers sponsored by our industry partners will return to the schedule. Dr. Jim Kling, the student club coordinator, said he looks forward to “great student leadership and lots of opportunities to interact with the industry.”

The next supply chain briefing led by Jack Ampuja, executive-in-residence, will be held in mid-January. Ampuja provides a logistics and transportation industry update on costs and trends and uses insight from his lifetime of experience and contacts to interpret what the data really means. Associate professor Jim Kling provides an introduction by highlighting inventory trends and energy market prices and forecasts. These one-hour briefings are now provided free online. If you are interested in attending or sponsoring this program, email JTAmputja@niagara.edu.

The Niagara University SCM certificate program series, now in its 22nd year, will be held March 13-17, 2023. Led by Jack Ampuja and Jim Kling, these practical courses are designed for new supply chain professionals or those seeking to broaden or update their career knowledge and skills. In daily order of offerings:

Supply Chain Management – Monday, March 13

Procurement, Purchasing, & Negotiation – Tuesday, March 14

Inventory & Warehousing Management – Wednesday, March 15

Freight Management & Transportation – Thursday, March 16

Global Logistics – Friday, March 17

For registration and pricing information, please contact Gerry Catalano at GCatalano@niagara.edu. For content information and customized training options, contact Jim Kling at 716.286.8174 or JKling@niagara.edu. Also, see our website at www.niagara.edu/supplychain.

- Thank you to all of our advisory board members and partners, including:**
- Speed Global Services
 - J.B. Hunt
 - Praxair Linde
 - Rich Products
 - IBM
 - The Niagara Falls Bridge Commission
 - Canusa Logistics
 - The Erb Group
 - Roswell Park
 - ROAR Logistics
 - Harborside Capital Resources
 - M&T Bank
 - Logistics Solutions & Services Canada
 - Fourth Street Partners
 - A. Duie Pyle
 - Liberty Shipping
 - Morethanmilesconsulting



What’s New in 2022?

I am truly excited to contribute to the inaugural newsletter for the Center for Supply Chain Excellence at Niagara University! I am also immensely proud to be a part of our center and the programs, and to work with the exceptional people who make them special.



I came to the Niagara University College of Business, now the Holzschuh College of Business Administration, in 2018. It was easy to see the strength and potential of our college in the area of supply chain management. With a core of outstanding, experienced faculty and executives-in-residence, with long-standing relationships with the business community, and with our location in a region that sees the greatest amount of commerce between the US and Canada, we were well-positioned to become an internationally recognized educator in the field of supply chain management.

In the past few years, we have added expert academic and practitioner faculty, developed new partnerships with key players in the business and trade communities, and created a dedicated supply chain advisory board made up of dynamic leaders in the field. These developments make us the go-to information resource for the regional business community, and allow us to maintain a relevant and forward-looking curriculum and prepare our students for successful careers in this robust field.

With this newsletter, we proudly present the people, activities, and programs that make the Holzschuh College of Business Administration at Niagara University the home of a truly exceptional Center of Excellence in Supply Chain Management. I invite you to learn more about us and what we have to offer!

All the best,

Mark Frascatore, Ph.D.
Dean, Holzschuh College of Business Administration
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NU Receives \$10 Million Gift from Jeff and Mary Helen Holzschuh

Jeff and Mary Helen Holzschuh, members of NU’s Class of 1982, have pledged a gift of \$10 million to the university. In recognition of the gift, the university renamed the college of business to the Holzschuh College of Business Administration.

Honoring their individual programs of study at Niagara University, a major portion of their gift will be used to support the university’s Trustee Scholarship Program for students in the Holzschuh College of Business Administration and the College of Nursing. The scholarship will support students in the highest academic performance range, qualifying for either the presidential or trustee-level scholarship, with a preferential focus on Pell-eligible students from economically middle-class backgrounds. In addition, a portion of the gift will also be used to support the men’s and women’s basketball programs.

Leonard’s Express Brings High-Tech Truck to Campus, Executive to the Classroom

Mike Riccio, vice president of marketing for Leonard’s Express, partnered with Dr. Jim Kling to teach the transportation systems course. Riccio shared his expertise in trucking operations, sustainability, legal issues, software, and careers in trucking and logistics. Here, Riccio (in purple sport coat) explains the key features of Leonard’s high-tech EPA certified Smartway refrigerated tractor-trailer.



A Q&A with Mike Riccio

By Phil Catanese, Director of Centers and College Outreach

What prompted you to want to try your hand at teaching and work with Dr. Kling?

During my employment at Leonard’s Express, our company had formed a relationship with the supply chain department at Niagara University. During a meeting with Dr. Kling and Jack Ampuja, I had expressed an interest in teaching someday. I have always been interested in teaching over the years. I have benefited from various mentors and teachers who have shared their experiences and knowledge with me and I wanted to try to assist young individuals who may be interested in the supply chain or transportation industry. I was asked to serve on Niagara’s supply chain advisory board and, after a meeting one day, Dr. Kling reached out to me to discuss the idea of co-teaching a class with him. I thought it was a great idea to “dip my toe” into teaching to see what the experience was like.

What were you able to share with the students?

I was able to share real-world experiences as they pertained to the textbook subject matter they were learning, such as safety, technology, operations, sustainability, government regulations, sales and marketing, etc.

What insight did you gain about supply chain education and NU students?

I learned that the majority of the students in the classroom were very interested in learning about our company and the industry. They were engaged and asked good questions about how things work in the real world.

How would you describe your overall experience of stepping into the shoes of a university professor for a few days?

I was not sure what to expect; however, I enjoyed it very much. Dr. Kling was great and created an easy and comfortable environment for me to learn the ropes. He has a very approachable style that helped me feel more comfortable as the semester continued on into the winter. Overall, it was a great experience.

What would you like us to know about your career at Leonard’s Express and what direction you are taking now?

I helped create and get Leonard’s Express started from day one. The majority of my time was spent in sales and business development, and then I moved into the marketing role the last six years of my time there.

I also got involved in various industry groups and associations, specifically the Transportation Intermediaries Association. Getting involved in the TIA led to exposure to many different 3PL companies’ business relationships and introduced me to many different people, ideas, and methods to resolve challenges within the transportation industry. This, in turn, helped shape me and ease the transition into my current consulting role, as president and owner of More Than Miles Consulting, which helps entrepreneurs improve and grow their business. I love to connect with people that could possibly benefit from one another.

To contact Mike, call 585.734.3699 or email mike@morethanmilesconsulting.com.

NU Team Brings Home Silver in Supply Chain Case Competition

By Erin Faxlanger, ’21

In collaboration with Western New York and Southern Ontario institutions, World Trade Center Buffalo Niagara hosted the fourth annual International Case Competition, inviting teams from colleges and universities on both sides of the border to compete virtually. This year’s competition focused on Speed Global Services, a premier provider of supply chain solutions to clients in the Buffalo-Niagara region. Students were asked to define the challenges faced by Speed Global Services and provide their recommendations on how the company can best use their workforce, technology, and other resources to create stronger systems for their customers.

Niagara University’s team—consisting of Sydney Hart, Michael Rivera Hernandez, Ethan Palinski, and Van Bui—placed second overall in the competition, competing with teams from Brock University, Canisius College, Daemen University, Niagara College of Ontario, and the University at Buffalo.



(From left) Ethan Palinski, Van Bui, Sydney Hart, and Michael Rivera Hernandez competed for Niagara University in the International Case Competition.

Coached by Dr. Jim Kling, associate professor of management, the team developed a basic outline of how to analyze and evaluate a case, examined likely case topics, looked at previous cases, and conducted a sample presentation within the 10-minute time limit.

“I was really proud of the way the Niagara University team came together and took the competition seriously, working as a strong, cohesive team,” said Kling. “The feedback we got was that NU’s professionalism was top notch. Several of our students will be returning as seniors next year, and they are highly motivated to go for gold in 2023.”



Industry Veteran Joins SCM Faculty

Jim Manno, an experienced and well-known logistics leader in the Buffalo-Niagara area, joined Niagara University as a full-time faculty fellow in September 2021. Most recently, Manno was the sales and marketing VP of Sonwil Distribution, a third party warehousing, logistics, and transportation company in Buffalo, N.Y. In his 14 years at Sonwil, Manno oversaw substantial growth of the business, led technology implementation initiatives, and expanded relationships outside of WNY, in particular in Canada. He is a local leader in industry-governmental groups as vice chair of the World Trade Center Buffalo Niagara and co-founder and board president of the Buffalo-Niagara International Trade Gateway Organization. Manno also has experience in the banking, healthcare, and insurance industries, as well as some academic teaching and administrative experience.

Manno considers workforce development and training as critical in his logistics activities and saw this position as an opportunity to share his expertise and stay involved from another angle.

“My private sector job was winding down, and I was not ready to retire, and this looked like an ideal opportunity to continue to help in workforce development,” Manno said. “Years ago, I acquired my teaching certificate, and I had some experience as a college educator, so I knew what I was getting into.”

Manno’s teaching responsibilities are primarily at the undergraduate level, and he has quickly integrated his very current industry knowledge into the classroom.

In addition, he has tapped into his industry colleagues as guest presenters to contribute to curriculum/course content and to ensure relevance in a time of continuing supply chain disruptions. These colleagues have also been eager to interview and secure internships, if not employment after graduation of NU graduates.

“The timing of all the supply chain news in the media makes this an excellent time to discuss current events. That is my emphasis,” he said. “Structuring a course like Supply Chain Logistics to cover the basics and imbed current industry perspectives into the curriculum has been an exciting challenge.”

“We hired Jim as a faculty fellow to make an industry connection with our students and he has gotten off to a great start,” said Mark Frascatore, dean of the Holzschuh College of Business Administration. “He has quickly gotten students involved in cases, projects, and presentations. For instance, students in his classes were asked to pick an industry, seek to understand its supply chain, and then make multiple presentations. Some of the industries students chose were electric vehicles, lumber, coffee, apparel, and footwear.”

When asked what the most satisfying aspects of his first semesters at NU were, Manno said it was the progress his students had made in the quality of their presentations and the way they were able to correctly critique each other as the semester proceeded. One student shared his ability to explain to other NU students what was causing supply chain shortages and attributed this to the knowledge they had gained in the course.

To contact Jim, call 716.998.5805 or email jmanno@niagara.edu.