



## **Dr. Mark J. Cotteleer**

### ***Managing Director, Deloitte Consulting***

#### **Summary**

Dr. Mark Cotteleer is a Managing Director in Deloitte's industry-leading Supply Chain and Network Operations (SCNO) Consulting practice, where he specializes in "Digital Supply Networks." Along with his team, he collaboratively works with clients and other stakeholders to identify, choose, and deploy solutions in pursuit of true operational and organizational value. His approach combines a deep technical understanding with a human-centered approach to technology deployment. Immediately prior to joining Deloitte Consulting, Mark was a research director for the firm, leading Deloitte's well-regarded Center for Integrated Research.

Throughout his career, Dr. Cotteleer's practice and research has focused on the application of advanced operations and information technologies (OT and IT) in pursuit of value delivery. A sought-after advisor, researcher, and speaker, he has developed a global reputation as a thought leader in these knowledge domains. At Deloitte, he led global research efforts around Industry 4.0, Future of Work, Future of Mobility, Additive Manufacturing, Digital Reality, Blockchain, and other technology-related subjects.

Prior to joining Deloitte, Dr. Cotteleer was a professor at Marquette University where he taught and conducted research on technology and supply chain management and led the Marquette University Center for Supply Chain Management. He was also a Visiting Associate Professor of Operations Management at the University of Chicago's Booth School of Business. His research is widely published in top management and academic journals such as the Harvard Business Review, Production and Operations Management, MIS Quarterly and others. In addition, he has published numerous practitioner articles and best-selling case studies.

Mark is the recipient of several research and teaching related awards including "Best Paper 2008" from the Journal of Operations Management, the George S. Dively Award for Outstanding Research from Harvard Business School, "Educator of the Year" (2007 and 2009) from the Marquette Executive MBA program, and the John P. Raynor, S.J., Faculty Award for Teaching Excellence (2012).

Prior to Marquette, Mark was a postdoctoral research fellow at Harvard Business School and a research assistant at both the University of Michigan Business School's Office of Manufacturing Management Research and the Center for International Business Education.

In addition his academic work, Mark has nearly 30 years of independent and Big Four based consulting experience. He has consulted for Ernst & Young, LLP where he led Business Process Reengineering teams in the design and development of technology-enabled business processes, and for Andersen Consulting (now Accenture), focusing on the design and implementation of order management and production planning information systems. In independent practice, Mark has worked with numerous clients in manufacturing, supply chain, distribution, business analytics, healthcare, and service industries.

Mark received his Bachelor's degree in Finance (cum laude) from Marquette University, where he earned the Wall Street Journal Award for the Outstanding Student in Finance. He earned a MBA (high distinction) in Operations Management from University of Michigan Business School and a Master's degree in Industrial and Operations Engineering from the College of Engineering at the University of Michigan, where he won the Arthur Andersen Award for Outstanding Student in the Joint MBA/MS-IOE program.

Mark lives in Franklin, WI with his wife Angela, and his three children – Andy, Matt, and Laine. The family dog is named Wally.