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Surprises: The warranty, the reliability, and the systemability**Keywords**

warranty, reliability, systemability

Abstract

In the fast growing, competitive global market and dynamic environments, we not only depend upon the continued functioning of a wide array of complex machinery and equipment of our everyday safety, security, mobility and economic welfare but also expect our electric appliances, automobile, transportation stations and data exchange systems to perform and perform well wherever and whenever we need them in order to survive. Such expectation is seldom realistic since it eventually breaks down, particularly when the system (or product) nowadays is operating in a complex random operating environment. Strong warranties are becoming more useful tactics for developers to attract potential customers especially due to the slowing economy. This talk discusses the research challenges and trends, and the reflections of the perception between the warranty, the reliability and the systemability.

Brief bio:

Dr. Hoang Pham is Professor and Chairman of the Department of Industrial and Systems Engineering at Rutgers University, New Jersey, USA. Before joining Rutgers, he was a senior engineering specialist at the Boeing Company, Seattle, and the Idaho National Engineering Laboratory, Idaho Falls. Dr. Pham's research lies in reliability and maintenance computing, and bioenvironmental risk assessment. He received the B.S. degree in mathematics, B.S. degree in computer science, both with high honors, from Northeastern Illinois University, Chicago, the M.S. degree in statistics from the University of Illinois, Urbana-Champaign, and the M.S. and Ph.D. degrees in industrial engineering from the State University of New York at Buffalo.

He is the author of 4 books and over 200 journal articles, conference papers and book chapters. He has edited 10 books, 2 handbooks and more than 25 conference and workshop proceedings. He is the editor-in-chief of the *International Journal of Reliability, Quality and Safety Engineering*, associate editor of the *IEEE Trans. on Systems, Man and Cybernetics*, and an editorial board member of a dozen journals. He is also the editor of Springer Series in Reliability Engineering and World Scientific Series in

Industrial and Systems Engineering. He has been conference chair and program chair of over 30 international conferences and workshops. He is a fellow of the IEEE.

