Biography

Philip Moscoso is an associate professor in the department of Production, Technology and Operations Management and holder of the Eurest Chair of Excellence in Services.

His primary area of interest is the management of service operations, developing strategies and systems that help firms achieve service excellence and profitable growth. His second work stream focuses on the design of operations management systems from a systemic and strategic point of view.

He has published extensively in international journals, congress proceedings, and business newspapers, both for practitioners as well as for the academic community. He has also authored teaching materials and a recent book about production management.

Prof. Moscoso has completed a Service Operations Management Program at Harvard Business School, a General Management Program (PDG) at IESE, and an M.Sc. and Doctorate in industrial engineering and management at the Swiss Federal Institute of Technology (ETH) in Zurich.