

# Conference Tracks

## Behavioral Issues in Operations Management (BIOM)

Cynthia Wallin, Brigham Young University [cynthia.wallin@byu.edu]

Natalia Santamaria, Universidad De Los Andes [n-santam@uniandes.edu.co]

The focus of this track is the analysis of human behavior with relevance to operations management, it is open to studies of all aspects of behavior that is not completely determined by perfect rationality. Examples include decision making under uncertainty and complexity, social preferences, team dynamics, decision making across cultures, collaboration across cultures, etc. Research submitted to this track should have a clear operations context. All research methodologies are welcome.

## Empirical Research in Operations Management (EROM)

Manpreet Hora, Georgia Institute of Technology [manpreet.hora@scheller.gatech.edu]

Robert Klassen, University of Western Ontario [rklassen@ivey.uwo.ca]

Submissions in this track should focus on empirical methodology and application research, and operations or supply chain management research. Specifically, the research should be based on data from sources including but not limited to case studies, controlled experiments, archival records, surveys and simulations. The data could be from any industry including retail, manufacturing, financial, wholesale, and other services, etc. The reported research should apply or advance operations and supply chain concepts and should provide insights helpful to make strategic and operational decisions. Keywords: Econometrics, Time series, Retrospective, Path analysis, Statistics, Analysis of Variance, Case Study, Cluster Analysis, Content Analysis, Empirical Methodology, Data Envelopment Analysis, Event Study, Factor Analysis, Moderation, Mediation, Profile Deviation, Regression, Simulation, Structural Equation Model, Critical Incident, Cross Section, Experiment, Longitudinal, Panel, Population, Sample, Scale Development, Survey, Operations Strategy.

## General Track (GENT)

Jayanth Jayaram, University of South Carolina [jayaram@moore.sc.edu]

Mark Ferguson, University of South Carolina [mark.ferguson@moore.sc.edu]

This track is for any presentation whose topic does not fit well within the other existing tracks

## Healthcare Operations Management (HLTC)

Ken Klassen, Brock University [kklassen@brocku.ca]

Hari Balasubramanian, University of Massachusetts Amherst [hbalasubraman@ecs.umass.edu]

For the Healthcare Operations track, we seek submissions that highlight the effectiveness of operations management in improving overall patient outcomes by enhancing the processes and systems critical to the delivery of healthcare. While traditional issues ailing healthcare – inefficiencies, waste and redundancy, inadequate resources – remain unsolved, newer issues such as ever-decreasing reimbursements, conflict-of-interests among healthcare providers, pay-for-performance, private versus public financing of healthcare, etc. keep making the processes surrounding the delivery of care more complicated. Addressing these challenges requires developing and applying knowledge and skills within the operations management domain to the healthcare industry. We seek a mix of research papers that highlight the variety of healthcare operations management approaches tackling both well-known and emerging challenges: (1) research that addresses operations management issues motivated by the healthcare industry, in order to build theoretical knowledge benefitting the greater operations management community; (2) research that adapts operations management techniques in fundamentally novel ways to address healthcare operations issues; (3) and research that applies existing

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operations management knowledge to solve healthcare issues at one or more healthcare organizations, and therefore demonstrates direct and implementable relevance to other healthcare providers. Keywords: Patient and process flow modeling, analysis, and improvement; Scheduling models for staff, patients, or resources (e.g., operating rooms); Clinical capacity planning/management; Behavioral operations in healthcare delivery systems; Operations strategy in the healthcare sector; Healthcare logistics / supply chain management, including response to epidemics and pandemics; Quality and safety improvement in healthcare; Managing and forecasting patient demand; Designing and improving healthcare delivery environments and patient experiences; Knowledge transfer and learning in healthcare organizations; New product development in medical, pharmaceutical, and healthcare-related industries; Technology innovation and diffusion in healthcare; Analytical and empirical models of adoption of IT initiatives (EMR, CPOE, eMAR etc.) in healthcare organizations at local/regional/statewide level; Application of Lean methodology in healthcare; Medical outcome measurement; Evidence based delivery of medical care; Models of healthcare finance, including payer-provider issues; Competition in healthcare.

### Humanitarian Operations and Crisis Management (HOCM)

Kate Hughes, Heriot-Watt University [kate.hughes@hughes-scm.com]

Nezih Altay, Depaul University [naltay@depaul.edu]

Natural disasters and crises are omnipresent threats to our lives and local and global economies. Although these threats are ever present their nature, sources and impacts have evolved in time. Consequently, the humanitarian and emergency management field is fast changing to adapt to these changes and we as operations and supply chain management researchers need to not just simply keep up but hopefully lead that change. For this upcoming meeting we invite quality submissions within the scope of humanitarian operations, crisis management and community supply chains on topics such as: research dealing with policies; disaster management; emergency response and management; vulnerability mapping; coordination and collaboration among humanitarian actors; information issues and challenges; humanitarian partnerships; modeling humanitarian operations; practice-academia gap in humanitarian logistics; sustainable humanitarian supply chains and the impact of climate change; procurement and pre-positioning; buyer-supplier relationships, data sources in humanitarian operations, OR/MS approaches to humanitarian problems, rebuilding and restoration activities and impact on beneficiaries, current disaster management challenges; methodological and challenges and tools; and country or regional-themed research. We are open to empirical research, modelling and simulation, concept papers, theoretical papers as well as case studies.

### Inventory Management (INVM)

Lingxiu Dong, Washington University St Louis [dong@wustl.edu]

Tim Huh, University of British Columbia [tim.huh@sauder.ubc.ca]

The Inventory Management Track invites a variety of submissions that study the inventory, capacity, and production related topics in manufacturing, service, and retailing operations, including research at the interface of inventory and marketing, finance, and other disciplines. In addition to mathematical models and empirical studies, best practices, case studies, tutorials, and panel discussions are also welcome.

### Learning and Knowledge Management in OM (LKOM)

Aravind Chandrasekaran, Ohio State University [chandrasekaran.24@osu.edu]

Michael Lapré, Vanderbilt University [michael.lapre@owen.vanderbilt.edu]

We invite submissions that focus on operational level learning and knowledge management

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issues. Topics in this track include organizational learning curves, front-line employee learning, team/project learning, productivity dilemma, exploration – exploitation tensions, ambidextrous organizations, social networks, knowledge management within and across organizations, distributed knowledge work and management of intellectual property. We welcome research from a variety of industry context including manufacturing, healthcare, financial, R&D, Information Technology, Medical Device etc. Papers can also traverse different units of analysis such as individual, project, business unit, supply chain and networks.

## Manufacturing Operations (MANF)

Santosh Mahapatra, Clarkson University [smahapat@clarkson.edu]

Farzad Mahmoodi, Clarkson University [mahmoodi@clarkson.edu]

Manufacturing and Operations management plays a critical role in producing and delivering goods and services to customers. It involves planning, designing, controlling and improving the organization's resources and processes to transform capital, skills, and materials into products and services. Effective management of operations enables companies to gain a competitive advantage by creating cost leadership, exceptional quality, quick response to customer needs, and on-time delivery of products and services to market. It is important that any manufacturing and operations strategy be aligned with the overall business strategy. This track will focus on theoretical and managerial issues in the field of manufacturing and operations management, including manufacturing strategy, capacity planning, collaborative planning and forecasting, advanced manufacturing systems, manufacturing processes, project management, total quality management (TQM), lean and six sigma, manufacturing and operational flexibility, agile manufacturing, facility location and network design, facility layout, vehicle routing, enterprise resource planning, etc.

## Marketing and Operations Management Interface (MOMI)

Michael Galbreth, University of South Carolina [galbreth@moore.sc.edu]

Glen Schmidt, University of Utah [glen.schmidt@utah.edu]

We invite submissions investigating the interface between marketing (typically charged with generating demand) and operations (typically charged with generating supply), who must jointly work to match supply with demand. The challenge in coordinating these two tightly linked areas creates a fertile ground for research to provide relevant new insights for practice. All methodological approaches to issues at this interface are welcome.

## Operations Management and Economic Models (OMEM)

Fernando Bernstein, Duke University Durham [fernando@duke.edu]

We invite submissions that explore economic models in operations management. Submissions might study any issue related to supply chain management, contracting, strategic behavior in supply chains, etc.

## Operations Management Practice (OMPR)

Sanjay Ahire, University of South Carolina [ahire@moore.sc.edu]

Richard Metters, Texas A&M University College Station [rmetters@mays.tamu.edu]

The goal of the "OM Practice" track is to enhance the connections of OM academics and researchers to OM practice. We invite submissions from practicing managers and consultants, from academic/industry consortiums, and from academics engaged in industry/practice outreach. The submissions should highlight how OM competencies and techniques have enabled/advanced OM practice and/or how OM practice has informed OM research.

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## Product Innovation and Technology Management (PITM)

Jeremy Hutchison-Krupat, University of Virginia [krupatj@darden.virginia.edu]  
Nektarios Oraopoulos, Cambridge University [nektarios@gatech.edu]

We invite submissions that use mathematical or empirical approaches to address the challenges of the innovation process. For the purposes of this track, this includes product, process, service, and business-model innovation, technology strategy, identification and commercialization of new technologies, the management of the R&D process, collaborative structures and processes, coordination and incentives. While the track approaches innovation and new product development with an Operations orientation, emphasizing processes and execution, designing successful new products is inherently cross disciplinary, and therefore we encourage close ties to other disciplines. Keywords: Product development, innovation, development process, technology, execution.

## Production Planning and Scheduling (PRPS)

Meltem Denizel, Ozyegin University [meltem.denizel@ozyegin.edu.tr]  
Tevhide Altekin, Sabanci University [altekin@sabanciuniv.edu]

Within this track we seek contributions to cover recent advances in Production Planning and Scheduling. While production planning involves the acquisition and allocation of limited resources to meet customer demand over a given time horizon, scheduling entails generation of a plan with reference to the sequence of time allocated for the completion of an item. We welcome variety of topics related to production planning, including but not limited to capacity planning, lot sizing models, design of production systems, design of product and material recovery systems, coordinating suppliers and key customers in a supply chain, inventory management, sales and operations planning, and production innovations. Whilst classical scheduling addresses various shop environments ( single-machine, parallel machines, flow shops, job shops, open shops), scheduling is also widely applied not only in health care operations such as patient scheduling and nurse scheduling but also in timetabling used to schedule university classes and conferences. Studies of any other scheduling topics are welcome, too.

## Purchasing and Supply Management (PRSM)

Stephan Wagner, Swiss Federal Institute of Technology Zurich [stwagner@ethz.ch]  
Feryal Erhun, Stanford University [ferhun@stanford.edu]

Purchasing and supply management is crucial for the effective and efficient operation of manufacturing and service firms. This track is designed to facilitate presentations that advance knowledge and theory of practices evolving in the field of purchasing and supply management. Topics of interest in this track include but are not limited to outsourcing, global sourcing, risk and disruption in the upstream supply chain, supply networks, service purchasing, relationship management and buyer-supplier relationships, supplier innovation, supplier development, contracting, behavioral issues, as well as issues related to sustainability and green supply management. Furthermore, this track welcomes papers based on all types methodologies.

## Retail Operations Management (RTOM)

Hans S Heese, Indiana University [hheese@indiana.edu]

This track focuses on all topics related to the retailing industry. Themes that are of interest include (but are not limited to): retail assortment planning, inventory planning, retail store design, retail network design, Internet and multi-channel retailing, and retail supply chain management. Submissions of papers on the role of technology in retail operations (e.g., RFID technology or Business Analytics) and on the interface of retail operations with other functions

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(e.g., finance or marketing) are also encouraged. The track is open to papers based on all types of methodologies, including theoretical, empirical, and field based research.

### Revenue Management and Pricing (RVMP)

Noel Perez, Rensselaer Polytechnic Institute [perezn@rpi.edu]

We invite submissions on revenue management and pricing (RMP). The research can be on pricing optimization or study other aspects of pricing. There are no restrictions on research methodology used or in application areas. We encourage research papers on applications of RMP to new industries as well as research that build analytical models, use empirical methods, or study behavioral issues related to RMP.

### Scheduling and Logistics (SCHL)

Charles Munson, Washington State University Pullman [munson@wsu.edu]

Amit Eynan, University of Richmond [aeynan@richmond.edu]

Scheduling and logistics are important fields in operations management. Major topics in these fields include, but are not limited to, machine scheduling, workforce scheduling, vehicle routing, distribution, warehousing, cargo handling, transportation, transshipments, material flow, coordination of resources and operations, procurement, and other aspects of supply chain management.

### Service Operations (SERV)

Ravi Behara, Florida Atlantic University [rbehara@fau.edu]

Gang Li, Bentley University [gli@bentley.edu]

This track is designed along the objectives of the POMS College of Service Operations. We invite submissions from scholars and practitioners interested in all aspects of research, teaching, and practice in Service Operations Management. Subjects may include, but are not limited to, service measurement, service productivity, service supply chains, product-service systems, service design, service quality, service recovery, lean service, IT-enabled services, service innovation, service analytics, service organizational design and structures, service value, performance management systems in services, coordinating service strategy and operations, behavioral service operations, global service operations, non-profit services operations, public services operations, and teaching service operations. We welcome all research methodologies, including theoretical, empirical, case studies and field studies, presentations from practitioners, and papers on teaching service operations. Tutorials and panel sessions are also encouraged. Keywords: inter-disciplinary studies in services, global services, non-profit and public services, service organizational design, service strategy, service innovation, service analytics, service practice, and teaching service operations.

### Supply Chain Contracting (SCHC)

Vishal Agrawal, Georgetown University [va64@georgetown.edu]

Christopher Tang, University of California Los Angeles [chris.tang@anderson.ucla.edu]

We invite submissions that explore contracting and incentive issues in supply chains using any methodology. Topics may include, but are not restricted to, design of supply contracts, outsourcing, managing decentralized supply chains, alignment of incentives, managing supplier relationships, managing risk in supply chains, and behavioral aspects involved in contracting.

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## Supply Chain Management (CSCM)

Canan Savaskan, Southern Methodist University [csavaskan@mail.cox.smu.edu]

Qi Feng, Purdue University [AnnabelleFeng@Purdue.Edu]

The focus of this track is on research that studies the management of a network of interconnected businesses involved in the provision of product and service packages required by the end customers in a supply chain. Supply chain management spans all movement and storage of raw materials, work-in-process inventory, and finished goods from point of origin to point of consumption as well as returns of goods that do not satisfy well the customer needs. This track is open to all types of studies that have an impact on supply chain management. We welcome empirical as well as analytical work.

## Supply Chain Risk Management (SCRM)

Brian Tomlin, Dartmouth College [brian.tomlin@tuck.dartmouth.edu]

Yimin Wang, Arizona State University Tempe [yimin\_wang@asu.edu]

We invite submissions on the general theme of risk management in supply chains. We are interested in a range of methodologies, e.g., analytical, behavioral, empirical, and field-based, and a range of topics including but not limited to cost, disruption, quality, reputation, and yield risks and strategies/tactics to manage these risks.

## Sustainable Operations (SUST)

Eda Kemahlioglu-Ziya, University of North Carolina Chapel Hill [eda\_kemahliogluziya@unc.edu]

This track is open to papers that apply operations management principles in the context of environmental, social and economic sustainability. We welcome papers based on all types of methodologies, including theoretical, empirical, and field-based research.

## Work Force Planning (WRFP)

Fred Glover, University of Colorado [glover@opttek.com]

Gary Kochenberger, University of Colorado Denver [Gary.Kochenberger@ucdenver.edu]

This track welcomes papers that focus on the strategic, operational, and tactical issues of work force planning.