

Panels, Workshops, and Tutorials

Sessions for Friday, May 08

Friday, 01:30 PM - 03:00 PM

76	Friday, 01:30 PM - 03:00 PM, Monroe <i>Session:</i> Doctoral Consortium 1 <i>Chair(s):</i> Rachna Shah	<i>Track:</i> Meetings & Symposiums
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060-1700 Doctoral Consortium 1

Rachna Shah, Associate Professor, University of Minnesota, United States

Only those doctoral students who have registered for this session are invited to attend. The purpose of the POMS Doctoral Consortium is to help doctoral students maximize their chances of having a successful academic career in our globally competitive environment.

87	Friday, 01:30 PM - 03:00 PM, Columbia 5-8 <i>Session:</i> Semi-Plenary on Relevance, Service Operations College: The Grass on the Other Side - How is it being a Mathematician in Industry? <i>Chair(s):</i> Joy Field	<i>Track:</i> Meetings & Symposiums
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060-1698 The Grass on the Other Side - How Is It Being a Mathematician in Industry?

Vaidyanathan Ramaswami, Vice President, Strategy & Research, Color EyeQ, United States

Do the statisticians and mathematicians in industry really get a chance to think and innovate, or do they just have to turn the crank endlessly? Are they given things to do, and if not how do they find interesting things to do? What are the trade-offs between academia and industry?

Panels, Workshops, and Tutorials

Friday, 03:15 PM - 04:45 PM

102	Friday, 03:15 PM - 04:45 PM, Gunston East <i>Session:</i> Meet the Editors 1 <i>Chair(s):</i> Cheryl Gaimon Kalyan Singhal	<i>Track:</i> Meetings & Symposiums
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060-1694 Meet the Editors

Aleda Roth, Professor, Clemson University, United States
Kalyan Singhal, Professor, University of Baltimore, United States

Conference participants are invited to meet the Production and Operations Management Journal's departmental editors and the editor-in-chief to discuss any publication issues. All are welcome.

105	Friday, 03:15 PM - 04:45 PM, Monroe <i>Session:</i> Doctoral Consortium 2 <i>Chair(s):</i> Rachna Shah	<i>Track:</i> Meetings & Symposiums
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060-1701 Doctoral Consortium 2

Rachna Shah, Associate Professor, University of Minnesota, United States

Only those doctoral students who have registered for this session are invited to attend. The purpose of the POMS Doctoral Consortium is to help doctoral students maximize their chances of having a successful academic career in our globally competitive environment.

116	Friday, 03:15 PM - 04:45 PM, Columbia 5-8 <i>Session:</i> Semi-Plenary on Relevance, Healthcare Operations College: Hospital Payment Trends and Alignment with Quality Care <i>Chair(s):</i> David Dobrzykowski Linda LaGanga	<i>Track:</i> Meetings & Symposiums
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060-1710 Hospital Payment Trends and Alignment with Quality Care

Priya Bathija, Senior Associate Director, Policy, American Hospital Association, United States
Akinluwa Demehin, Senior Associate Director, Policy, American Hospital Association, United States
David Dobrzykowski, Assistant Professor, Rutgers University, United States
Linda LaGanga, Director of Quality Systems & Operational Excellence, Mental Health Center of Denver, United States
Vikram Tiwari, Assistant Professor, Vanderbilt University, United States

Presenters from the American Hospital Association explain current and emerging payment approaches and their effect on delivery of high-quality healthcare. Incentives for hospitals and their providers and their alignment with desired results for patients will be discussed, then we will interview presenters for their recommendations and facilitate a question-and-answer session.

Panels, Workshops, and Tutorials

Friday, 05:00 PM - 06:30 PM

134	Friday, 05:00 PM - 06:30 PM, Monroe <i>Session:</i> Doctoral Consortium 3 <i>Chair(s):</i> Rachna Shah	<i>Track:</i> Meetings & Symposiums
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060-1702 Doctoral Consortium 3

Rachna Shah, Associate Professor, University of Minnesota, United States

Only those doctoral students who have registered for this session are invited to attend. The purpose of the POMS Doctoral Consortium is to help doctoral students maximize their chances of having a successful academic career in our globally competitive environment.

145	Friday, 05:00 PM - 06:30 PM, Columbia 5-8 <i>Session:</i> Semi-Plenary on Relevance, College of Humanitarian and Crisis Management: Preventing, Preparing for, and Responding to Disasters <i>Chair(s):</i> Jarrod Goentzel	<i>Track:</i> Meetings & Symposiums
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060-1721 Preventing, Preparing for, and Responding to Disasters

Trevor Rikken, VP, American Red Cross, United States

Trevor Rikken, Vice President, Disaster Operations & Logistics at the American Red Cross, will share insights from a comprehensive organizational assessment of all ARC preparedness, response, and recovery programs, which resulted in revamped processes to improve service delivery in disasters small and large. There will be time for Q&A.

Panels, Workshops, and Tutorials

Sessions for Saturday, May 09

Saturday, 08:00 AM - 09:30 AM

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Saturday, 08:00 AM - 09:30 AM, Columbia 5-8

Track: Meetings & Symposia

Session: Practice Leaders Semi-Plenary Session: Operations Strategies

Chair(s): Christopher Tang

060-1711 Operations: Concepts and Issues from Practitioners' Perspective

ManMohan Sodhi, Professor, Cass Business School, United Kingdom

Nicole DeHoratius, Professor, University of Chicago, United States

This session examines different conceptual and practical challenges observed by three practice leaders in Consulting, Information Service, and Consumer Goods Industries. These challenges create research opportunities for OM researchers.

Panels, Workshops, and Tutorials

Saturday, 09:45 AM - 11:15 AM

181	Saturday, 09:45 AM - 11:15 AM, Columbia 11	Track: Tutorials and Panel Discussions
	Session: Frontier Analytics for Practical Production and Operations Management	
	Chair(s): David Yao George Shanthikumar	

060-1696 Risk Analytics

David Yao, Professor, Columbia University, United States

This tutorial provides a survey on risk analytics as a fundamental tool---applying analytical methods to turn data into models and optimal decisions---much the same way as business analytics has in recent years supported, with considerable success, the end-to-end supply chains of most enterprises. The difference between the two also makes them distinctly complementary to each other. The focus of business analytics is on issues of productivity and efficiency: cost savings and revenue/profit optimization; whereas the emphasis of risk analytics is on issues of sustainability and resiliency: risk-return tradeoff, disaster mitigation, and related resource allocation decisions and hedging strategies. Some of the applications we shall focus on include: resilient urban infrastructures, resilience financing and insurance, analytics for entrepreneurship and innovation, and healthcare analytics.

060-0001 Panel Discussion on Frontier Analytics

David Yao, Professor, Columbia University, United States

George Shanthikumar, Professor, Purdue University, United States

Vaidyanathan Ramaswami, Vice President, Strategy & Research, Color EyeQ, United States

Qi Feng, Associate Professor, Purdue University, United States

189	Saturday, 09:45 AM - 11:15 AM, Gunston East	Track: Meetings & Symposiums
	Session: Meet the Editors 2	
	Chair(s): Aleda Roth Kalyan Singhal	

060-1695 Meet the Editors

M Johnson, Professor, Vanderbilt University, United States

Kalyan Singhal, Professor, University of Baltimore, United States

Conference participants are invited to meet the Production and Operations Management Journal's departmental editors and the editor-in-chief to discuss any publication issues. All are welcome.

192	Saturday, 09:45 AM - 11:15 AM, Monroe	Track: Product Innovation and Technology Management
	Session: PITM Education Panel: Innovating B-School Education	
	Chair(s): Sebastian Fixson	

060-1122 Learn by Doing: Lean for Social Innovation

Wiljeana Glover, Assistant Professor, Babson College, United States

Online platforms may be ineffective in teaching hands-on POM concepts, e.g., lean's "learn by doing." Translating this practice to the classroom requires close collaboration with industry. This presentation highlights lessons learned from the Lean for Social Innovation course at Babson College supported by the Toyota Production System Support Center (TSSC).

060-1249 Teaching Interdisciplinary Product Design

Jennifer Bailey, Assistant Professor, Babson College, United States

We will share our experiences teaching an interdisciplinary product design course. The course is a collaboration across three independent colleges: Babson College, Olin College of Engineering and Massachusetts College of Art and Design. The course is co-taught by faculty from each of the three colleges.

060-1258 Experiential Learning through Internships in Innovation-labs

Sihem Ben Mahmoud-Jouini, Associate Professor, Hec Paris, France

We will present and reflect on a master program in innovation that has been running for twelve years. It is designed around an experiential learning experience: a specific innovation project to be developed within a firm. The program mixes students from two backgrounds : business and Sci.&Techno.

060-1438 Innovation and Product Development

Jeremy Hutchison-Krupat, Assistant Professor, University of Virginia, United States

Raul Chao, Assistant Professor, University of Virginia, United States

In this session we will discuss some of the teaching activities at Darden relating to innovation and product development.

060-1477 Creating Space for Innovation

Sebastian Fixson, Associate Professor, Babson College, United States

Victor Seidel, Assistant Professor, Oxford University, United Kingdom

Jennifer Bailey, Assistant Professor, Babson College, United States

What is the effect of physical space on teaching and learning how to innovate? In this presentation we consider how to design a physical space most conducive to learning the innovation process. We present the design of one space, the Babson "Design Zone" that takes into account these requirements.

203	Saturday, 09:45 AM - 11:15 AM, Columbia 5-8	Track: Meetings & Symposiums
	Session: Practice Leaders Semi-Plenary: Operations Challenges and Opportunities 1	
	Chair(s): Christopher Tang	

Panels, Workshops, and Tutorials

Saturday, 09:45 AM - 11:15 AM

060-1712 Operations: Challenges and Opportunities from Practitioners' Perspective - 1

ManMohan Sodhi, Professor, Cass Business School, United Kingdom

Nicole DeHoratius, Professor, University of Chicago, United States

This session presents various operational challenges observed by Practitioners in three different industries: healthcare, packaging, and car manufacturing. These challenges create research opportunities for OM researchers.

Panels, Workshops, and Tutorials

Saturday, 11:30 AM - 01:00 PM

205	Saturday, 11:30 AM - 01:00 PM, Columbia 2	<i>Track:</i> Closed Loop Supply Chains
	<i>Session:</i> Panel Discussion: Managing Consumer Returns	
	<i>Chair(s):</i> Michael Ketzenberg	

060-1677 Managing Consumer Returns

Michael Ketzenberg, Associate Professor, Texas A&M University College Station, United States

Necati Ertekin, Student, Texas A&M University College Station, United States

James Abbey, Assistant Professor, Texas A&M University College Station, United States

This panel focuses consumer returns across multiple industries, with particular attention on cross-methodological and cross-disciplinary examinations of the multi-billion dollar impact that returns have on consumer-facing firms. Panelists will present a structural overview of current literature that provides a typological pathway for continued research into consumer returns.

213	Saturday, 11:30 AM - 01:00 PM, Cardozo	<i>Track:</i> Information in Operations Management
	<i>Session:</i> Panel Discussion	
	<i>Chair(s):</i> Vijay Mookerjee	

060-1653 Panel Discussion: Operations Management and Information System Interface

Vijay Mookerjee, Professor, University of Texas Dallas, United States

Asoo Vakharia, Professor, University of Florida, United States

Subodha Kumar, Professor, Texas A&M University College Station, United States

Karthik Kannan, Associate Professor, Purdue University, United States

Geoffrey Parker, Professor, Tulane University, United States

Janice Carrillo, Associate Professor, University of Florida, United States

This panel will discuss the research and publication ideas in Operations Management and Information System Interface.

232	Saturday, 11:30 AM - 01:00 PM, Columbia 5-8	<i>Track:</i> Meetings & Symposiums
	<i>Session:</i> Practice Leaders Semi-Plenary: Operations Challenges and Opportunities 2	
	<i>Chair(s):</i> Christopher Tang	

060-1713 Operations: Challenges and Opportunities from Practitioners' Perspective - 2

ManMohan Sodhi, Professor, Cass Business School, United Kingdom

Nicole DeHoratius, Professor, University of Chicago, United States

This session presents various operational challenges observed by Practitioners in three different industries: Online retailing, technology innovation, and technology products & services. These challenges create research opportunities for OM researchers.

Panels, Workshops, and Tutorials

Saturday, 03:45 PM - 05:15 PM

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Saturday, 03:45 PM - 05:15 PM, Columbia 5-8

Track: Meetings & Symposia

Session: Practice Leaders Semi-Plenary: Trends in Operations

Chair(s): Christopher Tang

060-1714 Operations: New Trends from Practitioners' Perspective

ManMohan Sodhi, Professor, Cass Business School, United Kingdom

Nicole DeHoratius, Professor, University of Chicago, United States

This session presents the knowledge and insights obtained by various consulting firms regarding OM from the perspectives of company executives. This session can generate ideas for researchers to explore new OM research areas.

Panels, Workshops, and Tutorials

Sessions for Sunday, May 10

Sunday, 08:00 AM - 09:30 AM

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Sunday, 08:00 AM - 09:30 AM, Northwest

Track: General Track

Session: Designing and Teaching the OM Core Course Workshop Part I - Content, Scope, and Positioning

Chair(s): Joel Goldhar Arthur Hill

060-0324 Designing and Teaching the OM Core Course Workshop Part I - Content, Scope, and Positioning

Arthur Hill, Professor, University of Minnesota, United States

Joel Goldhar, Professor, Illinois Institute of Technology, United States

This first of two OM Core Course workshops will focus on the design, learning objectives, content, and positioning of the core OM course at the MBA and UG levels. This session will feature a few invited 'Commenters', but leave most of the time for open discussion, sharing, and brainstorming.

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Sunday, 08:00 AM - 09:30 AM, Cabinet

Track: Meetings & Symposiums

Session: Emerging Scholars Program 1

Chair(s): Jack Kanet

060-1707 Emerging Scholars Program 1

Jack Kanet, Professor, University of Dayton, United States

This session is by invitation only. This Program provides new university professionals in OM with career-building advice in developing excellence in their personal programs of teaching, research, and service. The program is highly interactive and features internationally recognized senior OM scholars as discussion leaders.

Panels, Workshops, and Tutorials

Sunday, 09:45 AM - 11:15 AM

295	Sunday, 09:45 AM - 11:15 AM, Columbia 9	<i>Track:</i> Tutorials and Panel Discussions
	<i>Session:</i> Prescriptive Empirical Operations Management	
	<i>Chair(s):</i> David Simchi-Levi George Shanthikumar	

060-1697 Applying Machine Learning in Online Revenue Management

David Simchi-Levi, Professor, Massachusetts Institute of Technology, United States

In a dynamic pricing problem where the demand function is unknown a priori, price experimentation can be used for demand learning. In practice, however, online sellers are faced with a few business constraints, including the inability to conduct extensive experimentation, limited inventory and high demand uncertainty. In this tutorial we discuss models and algorithms that combine machine learning and price optimization and significantly improve revenue. We report results from live implementations at companies such as Rue La La, Groupon and a large European Airline carrier.

060-0003 Panel Discussion on Prescriptive Empirical Research

David Simchi-Levi, Professor, Massachusetts Institute of Technology, United States

George Shanthikumar, Professor, Purdue University, United States

Sridhar Tayur, Professor, Carnegie Mellon University, United States

Vinayak Deshpande, Associate Professor, University of North Carolina Chapel Hill, United States

314	Sunday, 09:45 AM - 11:15 AM, Northwest	<i>Track:</i> General Track
	<i>Session:</i> Designing and Teaching the OM Core Course Workshop Part II - Materials, Pedagogy, and Student Engagement	
	<i>Chair(s):</i> Joel Goldhar Arthur Hill	

060-0325 Designing and Teaching the OM Core Course Workshop Part II - Materials, Pedagogy, and Student Engagement

Joel Goldhar, Professor, Illinois Institute of Technology, United States

Arthur Hill, Professor, University of Minnesota, United States

This second OM Core Course workshop will focus on materials (e.g., cases and games), pedagogies, and student engagement strategies for the core OM course. This session will feature a few invited "star" teachers, but leave most of the time for open discussion, sharing, and brainstorming.

492	Sunday, 09:45 AM - 11:15 AM, Cabinet	<i>Track:</i> Meetings & Symposiums
	<i>Session:</i> Emerging Scholars Program 2	
	<i>Chair(s):</i> Jack Kanet	

060-1708 Emerging Scholars Program 2

Jack Kanet, Professor, University of Dayton, United States

This session is by invitation only. This Program provides new university professionals in OM with career-building advice in developing excellence in their personal programs of teaching, research, and service. The program is highly interactive and will feature internationally recognized senior OM scholars as discussion leaders.

Panels, Workshops, and Tutorials

Sunday, 02:45 PM - 04:15 PM

324	Sunday, 02:45 PM - 04:15 PM, Columbia 9 <i>Session:</i> Panel on Innovations Service Operations Management Empirical Research <i>Chair(s):</i> Aleda Roth	<i>Track:</i> Service Operations
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060-1680 Panel on Innovations Service Operations Management Empirical Research
Sriram Venkataraman, Assistant Professor, University of South Carolina, United States
Ryan Buell, Professor, Harvard University, United States
Rohit Verma, Professor, Cornell University, United States

This interactive session addresses innovative empirical research methods in service operations management. The panelist will discuss novel methods as they have applied to their research in services, including various types of experiments (e.g., classical behavioral, video, story-board, best-worst), econometric techniques, and measurement).

335	Sunday, 02:45 PM - 04:15 PM, Gunston West <i>Session:</i> Corporate Session: Playing an Online Game Used to Teach Operations Management <i>Chair(s):</i> Sam Wood	<i>Track:</i> Meetings & Symposiums
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060-1730 Corporate Session: Playing an Online Game Used to Teach Operations Management
Sam Wood, President, Responsive Learning Technologies, United States

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Panels, Workshops, and Tutorials

Sunday, 04:30 PM - 06:00 PM

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Sunday, 04:30 PM - 06:00 PM, Columbia 9

Track: General Track

Session: Panel: Excellence and Innovation for Business Transformation

Chair(s): Sunil Mithas

060-1690 Excellence and Innovation for Business Transformation

Sunil Mithas, Professor, University of Maryland, United States

Henry Lucas, Professor, University of Maryland, United States

Karim Lakhani, Associate Professor, Harvard Business School, United States

Harry Hertz, , National Institute of Standards and Tech, United States

This panel will discuss the role of innovation, information technology and complementary organizational initiatives such as business excellence in shaping transformations and economic success. We expect that the presentations and conversations will help to develop a more complete understanding to transform globally distributed firms and organizations.

Panels, Workshops, and Tutorials

Sessions for Monday, May 11

Monday, 09:45 AM - 11:15 AM

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Monday, 09:45 AM - 11:15 AM, Holmead West

Track: Scheduling and Logistics

Session: Activities to Engage Students in Large Operations Management Classes

Chair(s): Charles Munson

060-1349 Activities to Engage Students in Large Operations Management Classes

Charles Munson, Professor, Washington State University Pullman, United States

This interactive workshop will allow attendees to participate in several activities as though they were students in a large operations management class. Demonstrated games will include "Improving Conditions for the Dice Game," "Reliability Choices," and "The e-Counting Game." These activities have successfully engaged as many as 100 students in class.
