

Panels, Workshops, and Tutorials

Friday, 08:00 AM - 09:30 AM

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Friday, 08:00 AM - 09:30 AM, Quince

Track: Teaching/Pedagogy in P/OM

Session: Innovative Delivery Methods in Teaching Operations and Supply Chain Management Courses/Topics (Workshop)

Chair(s): Mark Davis Ravi Behara

065-2054 Innovative Delivery Methods in Teaching Operations and Supply Chain Management Courses/Topics

Mark Davis, Professor, Bentley University, United States

Ravi Behara, Associate Professor, Florida Atlantic University, United States

We present a variety of delivery methods in teaching Operations/Supply Chain Management courses and topics to help navigate today's learning environment. These include service learning, undergraduate research, project-based learning, and interactive exercises. We propose a set of recommendations to help navigate the disruptions by adopting a "pragmatic liberal" approach.

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Friday, 08:00 AM - 09:30 AM, Salon 4-5

Track: Panels, Tutorials, Meetings

Session: Practice Leaders Semi-Plenary 1: Operational Challenges and Opportunities

Chair(s): Nicole DeHoratius ManMohan Sodhi

065-2062 Practice Leaders Semi-Plenary 1: Operational Challenges and Opportunities

Dirk DeWaart, Partner, Pricewaterhousecoopers, United States

Motz Feinberg, Executive Director, Supply Chain, Kaiser Permanente, United States

Ken Fordyce, Director of Analytics, Arkieva, United States

This session presents various operational challenges observed by practice leaders in management consulting, healthcare, and semiconductor industries respectively. Their views present research opportunities for OM researchers. Topics include best practices in service supply chains, workforce planning models in healthcare, and capacity planning in consumer and industrial products.

Friday, 09:45 AM - 11:15 AM

58	Friday, 09:45 AM - 11:15 AM, Quince <i>Session:</i> Innovations in Teaching Simulations: Fresh Connection (Workshop) <i>Chair(s):</i> Steve Melnyk	<i>Track:</i> Teaching/Pedagogy in P/OM
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065-2055 Innovations in Teaching Simulations: Fresh Connection

Steve Melnyk, Professor, Michigan State University, United States

Students learn in various styles. An emerging style is learning by doing, hence simulation. The Fresh Connection is a supply chain simulation of a juice manufacturer losing money due to poor supply chain decisions. This gives learners the opportunity to experience the results of the application of the SCM principles.

60	Friday, 09:45 AM - 11:15 AM, Begonia <i>Session:</i> Panel: Big Data in Supply Chain Management <i>Chair(s):</i> Nada Sanders Ram Ganeshan	<i>Track:</i> Supply Chain Analytics
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065-2033 Panel: Big Data in Supply Chain Management

Edward Anderson, Professor, University of Texas Austin, United States

Aditya Jain, Assistant Professor, Baruch College, United States

John Ettlie, Professor, Rochester Institute of Technology, United States

Thomas Goldsby, Professor, Ohio State University, United States

Nada Sanders, Professor, Northeastern University, United States

Big Data holds significant promise for improving supply chain management. Analyzing vast amounts of varied data in real time helps firms better understand customers, reduce costs, better manage risk, improve sourcing decisions, and can lead to unprecedented revenue generating sources. This panel discussion will explore these opportunities.

71	Friday, 09:45 AM - 11:15 AM, Salon 4-5 <i>Session:</i> Practice Leaders Semi-Plenary 2: Operational Challenges and Opportunities <i>Chair(s):</i> Nicole DeHoratius ManMohan Sodhi	<i>Track:</i> Panels, Tutorials, Meetings
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065-2063 Practice Leaders 2: Operational Challenges and Opportunities from the Practitioners' Perspective.

Keith Holliday, Director Corp. Supply Chain and Operating Excellence, Sonoco Products Company, United States

Edwin Keh, , University of Pennsylvania/ Wharton, China

Edward Koch, Director, 2016, United Kingdom

This session presents various operational challenges observed by practice leaders in the packaging, retail and beverage industries respectively. Speakers will address portfolio complexity in the brewing industry as well as changes in global supply chains pertaining to the "innovative Chinese company". Their views offer research opportunities for OM researchers.

Friday, 01:30 PM - 03:00 PM

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Friday, 01:30 PM - 03:00 PM, Gardenia

Track: Service Operations

Session: Teaching Service Design in an OM/SCM Course: The Best Two Sessions of the Semester! (Workshop)

Chair(s): Scott Sampson

065-2048 Teaching Service Design in an OM/SCM Course: The best two sessions of the semester!

Scott Sampson, Professor, Brigham Young University, United States

Service design can be a highlight of your OM/SCM course. Service design techniques show students how to document a service operation, analyze operating characteristics, and identify opportunities for process improvement. This workshop will show how you can easily teach two sessions on service design in an engaging way.

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Friday, 01:30 PM - 03:00 PM, Salon 4-5

Track: Panels, Tutorials, Meetings

Session: Practice Leaders Semi-Plenary Panel: Operational Challenges and Opportunities

Chair(s): Nicole DeHoratius ManMohan Sodhi

065-2064 Practice Leaders Semi-Plenary Panel: Operational Challenges and Opportunities

Dino Petrarolo, Vice President, CCI Inc., United States

Anssi Kaki, Development Manager, UPM Ltd, Finland

Liang Lu, Lecturer, Heriot-Watt University, United Kingdom

This panel discussion will cover various operational challenges and opportunities by practice leaders from management consulting, energy, online retail, and the high-tech industries. This includes supply chain excellence and how companies should prepare for rapid developments in technology, information systems, supplier selection, and manufacturing 4.0. Their discussion will offer research opportunities for OM researchers.

Friday, 03:15 PM - 04:45 PM

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Friday, 03:15 PM - 04:45 PM, Salon 4-5

Track: Panels, Tutorials, Meetings

Session: POMS Applied Research Challenge: Final Presentations

Chair(s): Felipe Caro

065-2084 From Predictive to Prescriptive Analytics

*Dimitris Bertsimas, Professor, Massachusetts Institute of Technology, United States
Nathan Kallus, Assistant Professor, Cornell University, United States*

We develop new frameworks and solutions for data-driven optimization given an observation of auxiliary covariates. We prove generality, tractability, and asymptotic optimality. Managing inventory for a distributor with 1-billion-unit annual throughput, our method achieves 88% improvement measured in our new "coefficient of prescriptiveness" by leveraging large-scale internal and web-search-trend data.

065-2085 Optimal Purification Decisions for Engineer-to-Order Proteins at Aldevron

*Tugce Martagan, Assistant Professor, Eindhoven University of Technology, Netherlands
Ananth Krishnamurthy, Associate Professor, University of Wisconsin Madison, United States
Peter Leland, , ,
Christos Maravelias, , ,*

We analyze protein purification operations in the pharmaceutical industry. We develop a Markov decision model, and partition the state space into distinct decision zones. These zones provide a comprehensive assessment of the purification capabilities and business risks. Implementation at Aldevron indicates an average 20% reduction in lead times and costs.

065-2086 Quantifying Uncertainties Using Expert Assessments in a Dynamic New Product Development Environment

*Saurabh Bansal, Assistant Professor, Penn State University University Park, United States
Genaro Gutierrez, Associate Professor, McCombs School of Business, United States
John Keiser, , ,*

We discuss a novel approach for estimating operational uncertainties using a domain expert's judgments for probability distributions, in the absence of data. The approach has been implemented at Fortune 100 agribusiness firm for making a large-scale annual capital investment decision with significant benefits.

Saturday, 09:45 AM - 11:15 AM

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Saturday, 09:45 AM - 11:15 AM, Fuschia

Track: Empirical Research in Operations Management

Session: Panel: Emerging trends and future directions for Empirical OM Research

Chair(s): Kaitlin Wowak Tracy Johnson-Hall

065-0082 Emerging Trends and Future Directions for Empirical OM Research

Kenneth Boyer, Professor, Ohio State University, United States

Craig Froehle, Professor, University of Cincinnati, United States

Ujjal Mukherjee, Assistant Professor, University of Illinois Urbana-Champaign, United States

Enno Siemsen, Professor, University of Wisconsin Madison, United States

Kaitlin Wowak, Assistant Professor, University of Notre Dame, United States

This panel will focus on emerging trends and future directions for empirical operations management research. The session will begin by each of the speakers providing an overview of emerging research opportunities - both research topics and empirical methods - and then we will open it up to the audience.

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Saturday, 09:45 AM - 11:15 AM, Azalea

Track: Supply Chain Risk Management

Session: Panel: Risk, Resilience, and Supply Chain Management - The Next Generation

Chair(s): Steve Melnyk

065-0501 Risk, Resilience, & Supply Chain Management - The Next Generation

Steve Melnyk, Professor, Michigan State University, United States

George Zsidisin, Professor, Virginia Commonwealth University, United States

Christopher Zobel, Professor, R.B. Pamplin Professor of BIT, United States

William Ritchie, Associate Professor, James Madison University, United States

This session brings together a panel of leading researchers in risk management and resilience to discuss the new developments that are shaping the future of this area. To be discussed are issues in methodology, cybersecurity, uncertainty, adjacency risk, and strategic risk. The implications for research are discussed.

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Saturday, 09:45 AM - 11:15 AM, South Ballroom

Track: Panels, Tutorials, Meetings

Session: Doctoral Consortium 1

Chair(s): Rachna Shah

065-2066 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.

Saturday, 01:30 PM - 03:00 PM

262	Saturday, 01:30 PM - 03:00 PM, Rose Session: Panel: Sourcing in the Analytics Driven Economy Chair(s): Sachin Modi	Track: Purchasing and Supply Management
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065-2045 Panel: Sourcing in the Analytics Driven Economy

Sachin Modi, Associate Professor, Iowa State University, United States
WC Benton, Professor, Ohio State University, United States
Constantin Blome, Professor, University of Sussex, United Kingdom
Ram Narasimhan, Professor, Michigan State University, United States
Nada Sanders, Professor, Northeastern University, United States
Srinivas Talluri, Professor, Michigan State University, United States
Stephan Wagner, Professor, Swiss Federal Institute of Technology Zurich, Switzerland

Large volumes of supplier data presents opportunities for firms to make more informed sourcing decisions. This panel discussion is aimed at discussing the current state of research and exploring research opportunities related to "sourcing in the analytics driven economy" for operations and supply chain scholars.

265	Saturday, 01:30 PM - 03:00 PM, Gardenia Session: Tutorial: Agent based computational economics and its application for IS Research Chair(s): Karthik Kannan	Track: Information in Operations Management
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065-2058 Agent based computational economics and its application for IS Research

Karthik Kannan, Professor, Purdue University, United States

Micro-motives of individual agents can have significant implications on macro-behaviors (Schelling, 1971). With computers increasing in sophistication, agent-based models to replicate such micro-motives for analysis in various contexts is becoming easier. Agent-based computational modeling is useful in obtaining insights into empirically observed behaviors, mechanism design, and for theory generation purposes.

284	Saturday, 01:30 PM - 03:00 PM, South Ballroom Session: Doctoral Consortium 2 Chair(s): Rachna Shah	Track: Panels, Tutorials, Meetings
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065-2067 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.

Saturday, 03:15 PM - 04:45 PM

293	Saturday, 03:15 PM - 04:45 PM, Salon 7	<i>Track:</i> Service Operations
	<i>Session:</i> Panel: The Future of Service Operations Research	
	<i>Chair(s):</i> Joy Field	

065-0194 The Future of Service Operations Research: A Conversation with JOSM Service Operations Expert Research Panel
Liana Victorino, Associate Professor, University of Victoria, Canada
Joy Field, Associate Professor, Boston College, United States
Aleda Roth, Professor, Clemson University, United States
Rohit Verma, Professor, Cornell University, United States
Ryan Buell, Professor, Harvard University, United States
Michael Dixon, Assistant Professor, Naval Postgraduate School, United States
Jie Zhang, Assistant Professor, University of Vermont, United States

To inspire future service operations research, a panel of leading service operations researchers will moderate an interactive conversation about cutting edge research topics and innovative empirical methods. Panelists will also discuss opportunities and strategies for publishing service operations research in service-oriented journals such as the *Journal of Service Management*.

310	Saturday, 03:15 PM - 04:45 PM, Quince	<i>Track:</i> Teaching/Pedagogy in P/OM
	<i>Session:</i> New Interactive Supply Chain Internet Games (Workshop)	
	<i>Chair(s):</i> F. Robert Jacobs	

065-1830 New Interactive Supply Chain Internet Games
F. Robert Jacobs, Retired, Indiana University Bloomington, United States

We demonstrate new supply chain exercises that complement the Internet Beer Game currently available to professors. In one game, the Disaster Relief Supply Chain Management game, students must dynamically allocate a scarce drug to victims of a terrorist attack at three separate sites. We discuss class usage of games.

320	Saturday, 03:15 PM - 04:45 PM, South Ballroom	<i>Track:</i> Panels, Tutorials, Meetings
	<i>Session:</i> Doctoral Consortium 3	
	<i>Chair(s):</i> Rachna Shah	

065-2068 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.

323	Saturday, 03:15 PM - 04:45 PM, Salon 4-5	<i>Track:</i> Panels, Tutorials, Meetings
	<i>Session:</i> Prescriptive Empirical Operations Management (Panel/Tutorial)	
	<i>Chair(s):</i> George Shanthikumar	

065-2051 Prescriptive Empirical Operations Management (Tutorial)
George Shanthikumar, Professor, Purdue University, United States

We provide a framework for prescriptive empirical modeling with specific attention to overcoming structural and statistical errors. We illustrate how data driven modeling using data mining and econometric modeling with machine learning can be used. Data integrated modeling will be demonstrated with operational statistics and objective operational learning.

065-2088 Data Driven Research in Operations Management
David Simchi-Levi, Professor, Massachusetts Institute of Technology, United States

In this talk we show how data-driven research fosters the development of new engineering and scientific methods that explain, predict, and change behavior

Sunday, 08:00 AM - 09:30 AM

337	Sunday, 08:00 AM - 09:30 AM, Gardenia <i>Session:</i> Panel: Circular Economy and Closed Loop Supply Chains: Does Industry Matter? <i>Chair(s):</i> Hale Kaynak	<i>Track:</i> Closed-Loop Supply Chains
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065-2049 Panel: Circular Economy and Closed Loop Supply Chains: Does Industry Matter?
Hale Kaynak, Professor, University of Texas Rio Grande Valley, United States
Mahour Parast, Assistant Professor, North Carolina A&T State University, United States
Gokce Esenduran, Assistant Professor, Ohio State University, United States
Cheon Kwanheui, , ,

There is growing attention to circular economy in the field of sustainable supply chains. This panel will discuss how industry characteristics affect the transition to circular economy and implementation of closed-loop supply chain practices. It will also reflect on the implications of these effects for research and practice.

346	Sunday, 08:00 AM - 09:30 AM, Quince <i>Session:</i> Innovations in Global Sourcing Teaching Approaches I (Tutorial) <i>Chair(s):</i> Jayanth Jayaram	<i>Track:</i> Teaching/Pedagogy in P/OM
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065-0122 Experiences of Teaching a Global Sourcing Course
Jayanth Jayaram, Professor, University of South Carolina, United States

Despite the importance of global sourcing strategies in a supply chain context, few business schools offer courses in Global Sourcing. Culling from an experience base of crafting Global Sourcing courses across different levels, this presentation will highlight and share key design elements for building such a course offering.

350	Sunday, 08:00 AM - 09:30 AM, Dogwood <i>Session:</i> Emerging Scholars 1 <i>Chair(s):</i> Jack Kanet	<i>Track:</i> Panels, Tutorials, Meetings
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065-2069 Emerging Scholars 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.

Sunday, 09:45 AM - 11:15 AM

386	Sunday, 09:45 AM - 11:15 AM, Dogwood <i>Session:</i> Emerging Scholars 2 <i>Chair(s):</i> Jack Kanet	<i>Track:</i> Panels, Tutorials, Meetings
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065-2070 Emerging Scholars 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 features internationally recognized senior OM scholars as discussion leaders.

Sunday, 02:30 PM - 04:00 PM

406	Sunday, 02:30 PM - 04:00 PM, Rose Session: Responsive Technologies Demo Chair(s): Sam Wood	Track: Panels, Tutorials, Meetings
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065-2080 Corporate Session: Using a new online game to teach sourcing and strategy

Sam Wood, President, Responsive Learning Technologies, United States

The Gleacher Game is a new competitive online simulation where students build firms to design, produce, distribute, and sell wearable monitors. Teams collaborate, and compete with each other. We describe the game, its use in a Sourcing course at Johns Hopkins University, and its use in an Integrated Strategic Management course at the University of Chicago.

413	Sunday, 02:30 PM - 04:00 PM, Lily Session: Panel: Emerging Research Directions in the Internet of Things Chair(s): Amit Mehra	Track: Information in Operations Management
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065-2059 Panel: Emerging Research Directions in the Internet of Things

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

Ravi Bapna, , ,

Venkat Atluri, , ,

In this panel we propose to discuss topics and methods that have the most potential in driving business research in the area of Internet of Things.

418	Sunday, 02:30 PM - 04:00 PM, Quince Session: Teaching using Games and Simulations - A Tutorial Chair(s): Gal Raz	Track: Teaching/Pedagogy in P/OM
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065-2057 Teaching using Games and Simulations - A Tutorial

Gal Raz, Associate Professor, The University of Western Ontario, Canada

Creative, participatory teaching techniques are important tools in every teaching environment. This tutorial explores the use of hands-on games and simulations for teaching Operations and Supply Chain Management. After an overview of how experiential activities can be included in the curriculum, specific examples of games are provided.

604	Sunday, 02:30 PM - 04:00 PM, Palm 4 Session: Panel: Crafting an Empirical Research Agenda as a Participant-Observer in Companies Chair(s): Rachna Shah George Ball	Track: Empirical Research in Operations Management
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065-2036 Panel Discussion - Pursuing Actionable Research as a Participant-Observer

George Ball, Assistant Professor, Indiana University Bloomington, United States

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

Ann Ferriter, , ,

Aleda Roth, Professor, Clemson University, United States

Mark Rutkiewicz, , ,

In this session, a panel of experts will discuss benefits and risks of conducting managerially relevant research in collaboration with industry participants and regulatory agencies. The panel will point to best practices from their individual experiences which could be helpful for future researchers.

Monday, 11:30 AM - 01:00 PM

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Monday, 11:30 AM - 01:00 PM, Quince

Track: Teaching/Pedagogy in P/OM

Session: Outcomes-Based Course Design and Assurance of Learning (Workshop)

Chair(s): Mark Hanna

065-2053 Outcomes-Based Course Design and Assurance of Learning

Mark Hanna, Professor, Georgia Southern University, United States

Jacob Simons Jr, Professor, Georgia Southern University, United States

Gerard Burke, Associate Professor, Georgia Southern University, United States

Larry Taube, Associate Professor, University of North Carolina Greensboro, United States

Amy Strickland , , ,

Vidyaranya Gargeya, Professor, University of North Carolina Greensboro, United States

OM faculty at two universities have integrated assessment (AoL) into the continuous improvement of their courses and programs. The presentations will illustrate that design for assessment can result in a process that simultaneously satisfies both administrative and instructional priorities with little additional burden on the faculty.
