

Boston University School of Management
Operations and Technology Management Department
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Education

Ph.D. in Operations and Information Management, The Wharton School, University of Pennsylvania, 2003.

M.S. in Operations Research, The Wharton School, University of Pennsylvania, 2001

M.A. in Applied and Agricultural Economics, University of Wisconsin-Madison, 1998

B.S. in Business and Economics with Honors, Nanjing Agricultural University, China, 1995

Academic Experience

Assistant Professor, Boston University School of Business, 2003-present.

Teaching Fellow, The Wharton School, University of Pennsylvania, 1998-2000

Research Assistant, University of Wisconsin-Madison, 1996-1998

Published Papers

1. Measuring Imputed Costs in the Semiconductor Equipment Supply Chain (with M. Cohen, T. Ho, C. Terwiesch), *Management Science*, **49** (12). 1653-1670, December 2003.
2. An Empirical Analysis of Forecast Sharing in the Semiconductor Equipment Industry (with M. Cohen, T. Ho, C. Terwiesch), *Management Science*, **51**(2). 208-220, February 2005.
3. Call-center Outsourcing: Coordinating Staffing Level and Service Quality (with Y. Zhou), *Management Science*, forthcoming.
4. An Empirical Analysis of Forecast Sharing in the Semiconductor Equipment Supply Chain (Extended Abstract of Winners of 2002 MSOM Best Student Paper Award), *Manufacturing and Service Operations Management*, **5**(1) (Winter 2003). 70-73.

Manuscripts under Review/Working Papers

5. Sharing Forecast Information in a Long-term Supply Chain Relationship (with M. Cohen, T. Ho, C. Terwiesch), under revision.

6. An Empirical Analysis of Inventory Policy Choices and Optimal Stocking Level (with G. Usanmaz, S. Willems), under review.
7. Should Hospitals Services be Regionalized? An Empirical Investigation (with X. Wang), under review.
8. Process Consistency and Service Quality in US Hospitals: An Empirical Investigation (with X. Wang), under review.
9. Service Outsourcing: Information Asymmetry and Service Quality (with F. Zhang), under review.
10. Estimating Hospital Demand and Its Associated Service Quality (with. C. Theokary), to be submitted.

Manuscripts In Preparation

11. Evaluating Hospital Quality Using Measure-level Data: A Hierarchical Latent Variable Approach (with E. Pekoz, J. Restuccia, M. Shwartz, X. Wang)
12. Volume and Variability: An Empirical Analysis of Service Quality in US Hospitals (with X. Wang)

Work In Progress

- Are Better Hospitals More Profitable? (with E. Pekoz, J. Restuccia, M. Shwartz, X. Wang)
- First-mover Advantage under Information Asymmetry (with J. Chod)
- The Impact of Re-trials in Service Outsourcing (with Y. Zhou)

Honors and Awards

Production and Operations Management Society (POMS) Early Career Award, 2007

M&SOM Meritorious Service Award, 2006

INFORMS Junior Faculty Paper Competition, 2nd Place, 2006 for the paper "Call-center Outsourcing: Coordinating Staffing Level and Service Quality" (with Y. Zhou)

Young Researcher Roundtable, INFORMS, 2006

Emerging Scholars Program, Production and Operations Management Society (POMS), 2005

Supply Chain And Logistics Engineering (SCALE) Doctoral Dissertation Proposal Award Competition, Finalist, 2004

INFORMS George B. Dantzig Dissertation Award, Honorable Mention, 2003

INFORMS MSOM Best Student Paper Award, Honorable Mention, 2002

Best Teaching Assistant, The Wharton School, University of Pennsylvania, 2000

Wharton Doctoral Fellowship, The Wharton School, University of Pennsylvania, 1998-2002.

Grants

Junior Faculty Research Fund, Boston University School of Management, 2003-Present

Wharton Decision Processes Student Research Grant, 1999

Invited Presentations

Should Hospitals Services be Regionalized? April 2007. The Wharton School, University of Pennsylvania, Philadelphia, PA

An Empirical Analysis of Inventory Policy Choices and Optimal Stocking Level. International INFORMS 2007, Puerto Rico

Drivers of Quality and Demand in US Hospitals. POMS 2007, Dallas, TX

Why do Some Managers Use a Non-optimal Inventory Policy? Workshop on Empirical Research in Operations Management, 2006. The Wharton School, University of Pennsylvania, Philadelphia, PA

INFORMS JFIG Paper Competition Presentation. INFORMS 2006, Pittsburgh, PA

Evaluating Hospital Quality Using Measure-level Data: A Hierarchical Latent Variable Approach. INFORMS 2006, Pittsburgh, PA

Sharing Forecast Information in a Long-term Supply Chain Relationship. INFORMS 2006, Pittsburgh, PA

Service Quality in US Hospitals: Endogeneity and Variability. INFORMS 2006, Pittsburgh, PA

Service Outsourcing: Information Asymmetry and Service Quality. INFORMS 2006, Pittsburgh, PA

Call-center Outsourcing: Coordinating Staffing Level and Service Quality. INFORMS 2006, Pittsburgh, PA

Measuring the Volume-Service Quality Relationship in US Hospitals. MSOM 2006, Atlanta, Georgia.

Call-center Outsourcing: Coordinating Staffing Level and Service Quality. INFORMS 2005, San Francisco, CA.

Call-center Outsourcing: Coordinating Staffing Level and Service Quality. MSOM 2005, Evanston, IL.

George B. Dantzig Dissertation Award Presentation: Sharing Forecast Information in a Supply Chain. INFORMS 2003, Atlanta, GA

Sharing Forecast Information in a Long-term Supply Chain Relationship. INFORMS 2003, Atlanta, GA

Teaching

Modeling in Excel: Optimization and Simulation (MBA Elective), 2007

Core Operations Management (Undergraduate), 2003-2006

Research Seminar (Doctoral), 2006

Investment Management (Executive MS), 2006

Professional Activities

Invited Session Chair, POMS Conference, 2007

Judge, INFORMS MSOM student paper competition, 2006

Review board member, Manufacturing and Service Operations Management (MSOM) Conference 2006

Reviewer, *Management Science*, 2003-Present

Reviewer, *Operations Research*, 2006

Reviewer, *Manufacturing and Service Operations Management*, 2004-2006

Reviewer, *Naval Research Logistics*, 2003,2006.

Reviewer, *Journal of Operations Management*, 2004

Service

Faculty Recruiting Committee, OTM Department, Boston University School of Management, 2006-Present

Doctoral student advisor, Boston University School of Management, 2006-Present

OM concentration advisor, Boston University School of Management, 2006-Present

OM323 course coordinator, Boston University School of Management, 2006

Academic Computing Committee, Boston University School of Management, 2006-Present

Organizer, OTM Department Seminar Series, Boston University School of Management, 2003-Present

Faculty advisor for student organizations, Boston University, 2005-Present

Consulting

INTEL, Capital Equipment Development, 2001.