

# Gad Allon

*Curriculum Vita*

**Jeff A. Keswin Professor, Professor of Operations, Information and Decisions  
Director of the Jerome Fisher Management and Technology Program  
Wharton School, University of Pennsylvania.**

Email: [gadallon@wharton.upenn.edu](mailto:gadallon@wharton.upenn.edu)

## Education

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- 2001- **Graduate School of Business, Columbia University, New York**  
2005 PhD in Decisions, Risk and Operations  
Dissertation: Competition in Service Industries
- 1999- **Technion- Israel Institute of Technology, Haifa, Israel**  
2001 M.Sc Operations Research and Systems Analysis  
Dissertation: Convex Entropic Nonparametric Estimation of Production Technologies
- 1991- **Technion- Israel Institute of Technology, Haifa, Israel**  
1995 B.Sc Industrial Engineering and Management (Honors)

## Professional Experience

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- 2016- **Jeff A. Keswin Professor**  
**Professor of Operations, Information and Decisions**  
**Director of the Jerome Fisher Management and Technology Program**  
Wharton School, University of Pennsylvania.
- 2012- **Professor in Managerial Economics and Decision Sciences,**  
2016 Kellogg School of Management, Northwestern University.
- 2009- **Associate Professor in Managerial Economics and Decision Sciences,**  
2012 Kellogg School of Management, Northwestern University.
- 2006- **Assistant Professor in Managerial Economics and Decision Sciences,**  
2009 Kellogg School of Management, Northwestern University.
- 2005- **Donald P. Jacobs Scholar in Managerial Economics and Decision Sciences,**  
2006 Kellogg School of Management, Northwestern University.
- 2004- **Consultant for El-Al (Israeli national airlines):** design and control of its North America  
2005 call center; project based on advanced call center management and planning methods.

1991- Software Developer, I.S.G – (Attunity), Haifa, Israel  
1995

## Publications: Research papers

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- (1) Allon, G., A. Bassamboo and Q. Yu (2017), “*The Reference Effect of Delay Announcements: A Field Experiment*” *Revising for Management Science*
- (2) Allon, G., V. Babich (2019) *Crowdsourcing and Crowdfunding in the Manufacturing and Services Sectors, Forthcoming, **Manufacturing & Service Operations Management***
- (3) Allon, G., A. Bassamboo, S. Iravani and Q. Yu (2017) *Managing Customer Expectations and Priorities in Service Systems, Forthcoming in **Management Science***
- (4) Allon, G., A. Bassamboo and E. Cil (2017), *Skill Management in Large-Scale Service Marketplaces. Forthcoming in **Production and Operations Management***
- (5) Allon, G., D. Zhang and J. Van Mieghem (2017) *Does Social Interaction Improve Service Quality? Field Evidence from Massive Open Online Education. **Manufacturing & Service Operations Management** 19(3):347-367*
- (6) Allon, G., Q. Yu and A. Bassamboo (2017), *How do Delay Announcement Shape Customer Behavior: An Empirical Study, **Management Science** 63(1):1-20*
- (7) Allon, G., A. Bassamboo, R. Cui and J. A. Van Mieghem (2015), *Information Sharing In Supply Chains: An Empirical and Theoretical Valuation, **Management Science** 61(11):2803-2824.*
- (8) Allon, G., S. Deo and W. Lin (2013), *The Impact of Size and Occupancy of Hospitals on the Extent of Ambulance Diversion: Theory and Evidence, **Operations Research**, 61(3), 544-562, 2013.*
- (9) Allon, G., A. Bassamboo and T. Huang (2013), *Bounded Rationality in Service Systems, **Manufacturing and Service Operations Management**, 15(2), 263-279.*
- (10) Allon, G., A. Federgruen and M. Pierson (2013), *Price Competition Under Multinomial Logit Demand Functions with Random Coefficients, **Management Science**, 59(8), 1817-1835.*
- (11) Allon, G., A. Bassamboo and E. Cil (2012), *Large-Scale Service Marketplaces: The Role of the Moderating Firm, **Management Science**, 58(10), 1854-1872.*
- (12) Allon, G., Bassamboo, A., and Gurvich, I. (2011). “We will be right with you”: Managing customer expectations with vague promises and cheap talk. ***Operations research**, 59(6), 1382-1394.*  
This paper is also featured in *Kellogg Insight*.

- (13) Allon, G., and Bassamboo, A. (2011). The impact of delaying the delay announcements. *Operations research*, 59(5), 1198-1210.
- (14) Allon, G. and E. Hanany (2012) Cutting in Lines: Social Norms in Queues, *Management Science*, 58(3), 493-506.
- (15) Allon, G. and A. Bassamboo (2011), Buying from the Babbling Retailer? The Impact of Availability Information on Customer Behavior, *Management Science*, 57(4).
- (16) Allon, G., Federgruen, A., and Pierson, M. (2011). How much is a reduction of your customers' wait worth? An empirical study of the fast-food drive-thru industry based on structural estimation methods. *Manufacturing & Service Operations Management*, 13(4), 489-507.
- (17) Allon, G. and J. Van Mieghem (2010), Global Dual Sourcing: Tailored Base Surge Allocation to Near and Offshore Production, *Management Science*, 56(1).  
This paper is also featured in *Kellogg Insight*.
- (18) Allon, G. and I. Gurvich (2010), Pricing and Dimensioning Competing Large-Scale Service Providers, *Manufacturing and Service Operations Management*, 12(3).  
This paper is also featured in *Kellogg Insight*.
- (19) Allon, G. and A. Federgruen (2009), Competition in Service Industries with Segmented Markets, *Management Science* 55(4).
- (20) Allon, G. and A. Federgruen (2008), Service Competition with General Queueing Facilities, *Operations Research*, 56(4).
- (21) Allon, G. and A. Federgruen (2007), Competition in Service Industries, *Operations Research*, 55 (1).
- (22) Allon, G., & Van Mieghem, J. A. (2010). The Mexico-China sourcing game: Teaching global dual sourcing. *INFORMS Transactions on Education*, 10(3), 105-112.
- (23) Allon, G., and Zeevi, A. (2011). A note on the relationship between pricing and capacity decisions in make-to-stock systems. *Production Oper. Management*, 20(1), 143-151.
- (24) Allon, G., Beenstock, M., Hackman, S., Passy, U., & Shapiro, A. (2007), Nonparametric estimation of concave production technologies by entropic methods, *Journal of Applied Econometrics*, 22(4), 795-816.
- (25) Allon, G., Kroese, D. P., Raviv, T., & Rubinstein, R. Y. (2005). Application of the cross-entropy method to the buffer allocation problem in a simulation-based environment. *Annals of Operations Research*, 134(1), 137-151.

## Publications: Books and Book Chapters

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- (26) Allon, G. and M. Kremer, (2018) *Behavioral foundations of queueing systems*, in, The Handbook of Behavioral Operations, Wiley
- (27) Allon, G., A. Bassamboo and E. Cil (2017) *Large-scale Service Marketplaces: The Role of the Moderating Firm in Sharing Economy: Making Supply Meet Demand*, in *Springer Series in Supply Chain Management*.
- (28) Allon, G. and A. Bassamboo (2017), *Cheap Talk in Inventory Systems*, in "Information Exchange in supply chains"
- (29) Van Mieghem, J. A. and G. Allon (2014), *Operations Strategy: Linking Strategy and Execution, 2nd edition*
- (30) Allon, G. and A. Bassamboo (2011), *Cheap Talk in Operations: The Role of Intentional Vagueness, Consumer-Driven Demand and Operations Management Models*, S. Netessine and C. Tang, editors, Springer
- (31) Allon, G. (2012), *Pricing and Scheduling Decisions*.  
*Encyclopedia of Operations Research and Management Science*, Wiley

## Publications: Submitted paper

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- (32) Allon, G, K. Drakopoulos and V. Manshadi (2018) *Information Inundation on Platforms and Implications*
- (33) Allon, G., A. Bassamboo and Q. Yu (2017), "The Reference Effect of Delay Announcements: A Field Experiment" Revising for *Management Science*
- (34) Allon, G., A. Bassamboo and E. Barlow (2015) Worker Poaching in a Supply Chain: Enemy from Within? Revising for *POMS*
- (35) Allon, G. and D. Zhang (2015) Managing Service Systems in presence of Social Networks, Submitted to *Management Science*
- (36) Allon, G, K, Hu and A. Bassamboo Understanding Customers Retrial in Call Centers: Preferences for Service Quality and Service Speed, Submitted to *Management Science*
- (37) Allon, G, and A. Federgruen (2014), Outsourcing Service Processes to a Common Service Provider under Price and Time Competition, Revising for *Management Science*
- (38) Allon, G., A. Bassamboo and M. A. Lariviere (2015) Will The Social Planner let Bags Fly Free? Revising for *MSOM*
- (39) Sinchaisri, P., G. Allon and M. Cohen (2018) "The Impact of Economic and Behavioral Drivers on Gig Economy Workers"

(40) A. Singh, G. Allon, Y. Askalidis, R. Berry, N. Immorlica and K. Moon (2018) "Ratings and Version Updates in the Mobile App Market"

(41) Allon, G., A. Bassamboo and E. Barlow (2018), The Lean Autonomous Flexible Labor Force

(42) Xin LU, Shuo QIN, Petter HOLME, Fanhui MENG, Yanqing HU, Fredrik LILJEROS, Gad ALLON, Beyond the Coverage of Information Spreading: Analytical and Empirical Evidence of Re-exposure in Large-scale Online Social Networks

## Work-in-Progress

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(42) Allon, G, K. Drakopoulos and V. Manshadi (2018) "Origins and Control of misinformation: Experimental Study"

(43) Allon, G. A. Bassamboo and K. Sarkar (2018) "Managing Differentiated Services in the Presences of Social Learning"

(44) Allon, G. A. Bassamboo and N. Sharma (2018) "Platform competition: network effects vs congestions effects"

(45) Allon, G. and N. Shamir (2015), The Impact of Collusion on Service Quality

(46) Allon, G. and P. Guo (2015), Information sharing in the presence of loss averse customers

(47) Allon, G. and With A. Bassamboo (2013), Service Introduction by product-oriented firms: Pricing, Quality and Variety

(48) Allon, G., R. Cui, A. Bassamboo and J. Van Mieghem (2015), Constant days of inventory replenishment policy

(49) Allon, G. A. Bassamboo and M. Kremer (2015), The impact of delay announcements on customers behavior: an experimental approach

(50) Sinchaisri, P., G. Allon and M. Cohen, K. Moon (2019) "The Impact of Economic and Behavioral Drivers on Gig Economy Workers. Structural Estimation Approach"

(51) A. Singh, G. Allon, and K. Moon (2018) Optimizing Services in Retail Networks Using High-dimensional Panel Data

(52) G. Allon, J. Carlstein, and Y. Gur, (2020) Agreement and Disagreement in Discussions

## Research Awards

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MSOM student paper competition - Finalist (2004)

Junior Faculty Interest Group of INFORMS – Second prize (2008)

POMS Skinner Early Career Award - winner (2011)

## PhD Students

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Eren cil, co-advisor - *“Managing Service System with Self-Interested Actors”*,

Margaret Pierson - co-advisor, *“An empirical study of the fast-food drive-thru industry based on structural estimation methods”*,

Tingliang Hang – *Dissertation committee.*

Qiuping Yu - *co-advisor.*

Ruomeng Cui – *co-advisor.*

Evan Barlow – *co-advisor*

Kejia Hu – *co-advisor*

Dennis Zhang – *co advisor*

Park Sinchaisri – *advisor*

Amandeep Singh – *Co-advisor*

Koushiki Sarkar - *Co-advisor*

Neha Sharma - *Co-advisor*

## Invited talks in Academic Institutions

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Technion- Haifa, December 2003  
Kellogg School of Management, Northwestern University, January 2004  
Tuck School of Business, Dartmouth College, January 2005  
Stanford University, Graduate School of Business, January 2005  
The Wharton School, University of Pennsylvania, January 2005  
University of Wisconsin-Milwaukee, I&ME, January 2005  
Clemson University, Dept. of Mathematical Sciences, January 2005  
Ohio University, Business School, January 2005  
Kelley School of Business, Indiana University, Bloomington, January 2005  
Stern School of Business, New York University, February 2005  
Sloan School of Management, MIT, February 2005  
Harvard Business School, February 2005  
Michigan Business School, Michigan University, February 2005  
Boston University, ME, February 2005  
Stanford University, MS&E, November 2007  
Technion- Haifa, January 2008  
Tel Aviv University, January 2008  
Hebrew University - Jerusalem, January 2008  
Olin School of Management, Washington University – April 2008  
Hass, Berkeley – April 2008  
Fuqua, Duke University – February 2009  
Columbia, GSB – March 2009  
London Business School – March 2009  
Kenan Flagler, UNC – March 2009  
Johnson School of Management, Cornell– November 2009  
McCombs School of Business, UT Austin – February 2010  
Sloan School of Management, MIT - March 2010  
Stern School of Management, NYU - March 2010  
Hong Kong University of Science and Technology – March 2010  
Chicago Booth GSB – April 2010  
Tel Aviv University – June 2010  
Sauder School of Management, University of British Columbia – November 2010  
Marshall School of Business, University of Southern California – January 2011  
Microsoft Research – January 2011  
INSEAD – March 2011  
University of Minnesota – November 2011  
University of Toronto– October 2012  
Purdue – November 2012  
Emory – November 2012  
Wharton – December 2012  
Tel Aviv University – July 2013  
University of Maryland – Sep 2013  
MIT – Dec 2013  
Polytechnic University of Hong Kong – March 2014  
Stanford GSB – May 2014

UNC, Kenan Flagler Business School – September 2014  
Georgia Tech College of Business – October 2014  
University of Wisconsin, Madison – December 2014  
University of Alberta – January 2015  
Technion, Israeli Institute of Technology – January 2015  
USC – January 2015  
University of Minnesota – February 2015  
NYU – March 2015  
Penn State – March 2015  
Wharton, University of Pennsylvania, October 2015  
George Washington University, Feb 2016  
London Business School, Nov 2016  
University College London, Nov 2016  
SMU, Nov 2016  
Arizona State University, January 2017  
Ohio State University, February 2017  
UT Dallas – March 2017  
Duke, April 2017  
Yale, SOM, October 2017  
John Hopkins, November 2017  
IESE, December 2017  
Texas A&M – November 2018  
MIT – May 2019  
Vanderbilt – November 2019

## Conferences and Workshops

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*Behavioral foundations of queueing system*

INFORMS Annual Meeting, invited talk, MSOM Cluster, Seattle, November 2019

*Information Inundation on Platforms and Implications*

INFORMS Annual Meeting, invited talk, MSOM Cluster, Seattle, November 2019

Pricing and Prioritizing Differentiated Services when Customers Learn Socially

INFORMS Annual Meeting, invited talk, MSOM Cluster, Phoenix, November 2018

The Impact of Economic and Behavioral Drivers on Gig Economy Workers  
Operations Management Workshop in Fudan University, Shanghai, China

Managing Service Systems in presence of Social Networks,  
Utah Operations Winter Workshop, February 2018

Managing Service Systems in presence of Social Networks,  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Houston, November 2017

Origins and Control of misinformation

INFORMS Annual Meeting, invited talk, MSOM Cluster, Houston, November 2017



Ratings and Version Updates in the Mobile App Market  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Houston, November 2017

Forecasting for startups in the era of big data  
MSOM conference, Chapel Hill, NC, June 2017, Supply Chain SIG

Managing Service Systems in presence of Social Networks,  
MSOM conference, Chapel Hill, NC, June 2017

Managing Service Systems in presence of Social Networks,  
Operations Management Workshop in Fudan University, Shanghai, China

Managing Service Systems in presence of Social Networks  
Workshop in Management Science, Chile, January 2017, Keynote

Behavioral Service Operations  
International Behavioral OM Conference, China, December 2016, Keynote

*Innovation in Educational Technology*  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Nashville, November 2016

Managing Service Systems in presence of Social Networks  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Nashville, November 2016

Managing Service Systems in presence of Social Networks  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Philadelphia, November 2015

Managing Service Systems in presence of Social Networks  
MSOM conference, Toronto, Canada, June 2015

Managing Service Systems in presence of Social Networks  
Workshop on marketplaces, Columbia University, NY, June 2015

*The Reference Effect of Delay Announcements*  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2014

*How do Delay Announcement Shape Customer Behavior: An Empirical Study*  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2014

*How do Delay Announcement Shape Customer Behavior: An Empirical Study*  
Collaborative Academic/Practitioner Workshop on Operational Innovation, London  
July 2014

*Innovation in Educational Technology*  
Utah Operations Winter Workshop, January 2014

*Opportunities in Behavioral Service operations*  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Minneapolis, October 2013

*Would the Social Planner Let Bags Fly Free?*  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Minneapolis, October 2013

*Managing Customer Expectations and Priorities using Delay Announcements*  
MSOM conference, Columbia University, NY, 2012

*Managing Customer Expectations and Priorities using Delay Announcements*  
MSOM conference, Columbia University, NY, 2012

Bounded Rationality in Queues  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2011

Cutting in Lines: Social Norms in Queues  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2011

Buying From The Babbling Newsvendor?  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2011

Would the Social Planner Let Bags Fly Free?  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2011

Outsourcing to a Common Service Provider under Service Competition  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Charlotte, November 2011

A Game Theoretic Perspective on Social Norms in Queues  
MSOM Conference, Ann Arbor Michigan, 2011

Bounded Rationality in Queues  
MSOM Conference, Ann Arbor Michigan, 2011

*Markdown Management: Pricing as a Signaling Device*  
Revenue Management and Dynamic Pricing conference, Columbia University, NY, 2011

The Impact of Delaying the Delay Announcements  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Austin 2010

A Game Theoretic Perspective on Social Norms in Queues  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Austin 2010

Buying from the Babbling newsvendor – Cheap Talk and Availability Information  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Austin 2010

Buying from the Babbling newsvendor – Cheap Talk and Availability Information  
MSOM Conference, Technion, June 2010

How much is a reduction of your customers' wait worth? An empirical study of the fast-food drive-thru industry based on structural estimation methods  
Utah Operations Winter Workshop, January 2010

Teaching Dual Sourcing: the Mexico China Game  
INFORMS Annual Meeting, invited talk, Informs Transaction on Education Cluster, San Diego October 2009

Buying from the Babbling newsvendor – Cheap Talk and Availability Information  
INFORMS Annual Meeting, invited talk, Applied Probability Cluster, San Diego October 2009

Bounded Rationality in Queues  
INFORMS Annual Meeting, invited talk, Applied Probability Cluster, San Diego October 2009

Cheap Talk in Queues

INFORMS Annual Meeting, invited talk, MSOM Cluster, San Diego October 2009

Global Dual Sourcing: Tailored Base Surge Allocation to Near and Offshore Production  
MSOM, Supply Chain Special Interest Group Conference, MIT, June 2009

The Impact of Delaying the Delay announcement  
MSOM Conference, MIT, June 2009

Do Large Hospitals or Busier hospitals Divert More Ambulances?  
Empirical Operations Management workshop,  
Wharton, University of Pennsylvania, November 2008

“We will be Right with you”: Managing Services with Vague Promises  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Washington DC November  
2008

The Impact of Delaying the Delay announcement  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Washington November 2008

Buying from the Babbling newsvendor: Availability Information and Cheap Talk  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Washington November 2008

Global Dual Sourcing: Tailored Base Surge Allocation to Near and Offshore Production  
INFORMS Annual Meeting, invited talk, Applied Probability Cluster, Washington  
November 2008

“We will be Right with you”: Managing Services with Vague Promises  
Operations Management Workshop, Kellogg School of Management, September 2008

Buying from the Babbling newsvendor: Availability Information and Cheap Talk  
MSOM Conference, University of Maryland, June 2008

“We will be Right with you”: Managing Services with Vague Promises  
Call Center Forum, Wharton, University of Pennsylvania, February 2008

“We will be Right with you”: Managing Services with Vague Promises  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Seattle November 2007

“We will be Right with you”: Managing Services with Vague Promises  
Customer Driven Operations Models: Washington University, St. Louis, October 2007

Competition in Large Scale Service Systems: Do Waiting Time Standard Matter?

INFORMS Annual Meeting, invited talk, MSOM Cluster, Seattle November 2007

Outsourcing Service Processes to a Common Service Provider under Price and Time Competition

INFORMS Annual Meeting, invited talk, MSOM Cluster, Seattle, November 2007

Outsourcing Service Processes to a Common Service Provider under Price and Time Competition

INFORMS Annual Meeting, invited talk, MSOM Cluster, Pittsburgh, November 2006

The Role of Services: Pricing and Durability

INFORMS Annual Meeting, invited talk, MSOM Cluster, Pittsburgh, November 2006

Outsourcing Service Processes to a Common Service Provider under Price and Time Competition

The 6th Annual Inform's Revenue Management and Pricing Section Conference, Columbia University, NY, June 2006

Competition in Service Industries with Segmented Markets

MSOM Conference, Georgia Tech, Atlanta, June 2006

Outsourcing Service Processes to a Common Service Provider under Price and Time Competition

INFORMS Annual Meeting, invited talk, MSOM Cluster, San Francisco, October 2005

Competition in Service Industries with Segmented Markets

The Applied Probability Society Conference, Ottawa, Ontario, Canada, July 2005

The Benefits of Capacity Pooling in Decentralized Service Industries

MSOM Conference, Kellogg, Evanston, June 2005

Competition in Service Industries with Segment Markets

The 5th Annual Inform's Revenue Management and Pricing Section Conference, MIT, Cambridge, June 2005

Coordinating Price and Capacity Decisions in Inventory Systems

INFORMS Annual Meeting, invited talk, MSOM Cluster, Denver, October 2004

Competition in Service Industries with Segmented Markets

INFORMS Annual Meeting, invited talk, MSOM Cluster, Denver, October 2004

Competition in Service Industries  
Workshop on "Economic Aspects of Congested Networks and Queue", University of Bonn, July 2004

Coordinating Price and Capacity Decision in Inventory Systems  
MSOM Conference, Eindhoven, Netherlands, July 2004

Price and Service Competition among Service Providers Operating General Queueing Facilities  
The 4th Annual INFORMS Revenue Management and Pricing Section Conference, MIT, Cambridge, June 2004

Competition in Service Industries  
INFORMS Annual Meeting, invited talk, MSOM Cluster, Atlanta, October 2003

Solving the Buffer Allocation Problem Using the Cross Entropy Method  
The 3rd Aegean International Conference on Design and Analysis of Manufacturing Systems, Tinos, Greece, May 2001

Solving the Buffer Allocation Problem Using the Cross Entropy Method  
ORSIS Annual Meeting, Israel 2001

## Teaching

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### Undergraduate (Wharton):

Scaling Technology venture: Linking Operations and Strategy OIDD 236x  
Management and Technology Freshman Seminar

### MBA (Wharton):

Scaling Technology venture: Linking Operations and Strategy OIDD 636x

### WEMBA (Wharton):

Operations Strategy OIDD 615

### Penn Graduate School of Education:

Management in Education

### Executive Education (Wharton):

Scaling Ventures: The Playbook for Profitable Growth (academic director)  
Business Essentials for Executives (academic director)

### MBA (Kellogg): Core - Operations Management, OPNS 430

Elective - Operations Strategy, OPNS 454

Elective – Scaling Operations: Linking Strategy and Execution

Elective – Scaling Operations Lab (Experiential class)

### EMBA (Kellogg): Strategic Decision in Operations OPNSX 455

### PhD: Operations Economics: Topics in Service Management

### Executive Education (Kellogg):

The Science of Lean Six Sigma

Leading Strategic change (FBI)

Kellogg NU Faculty Leadership program

Executive Operational Excellence (joint program with McKinsey, co-academic director)

Operations Strategy (Co-academic director)

### MOOC on Coursera: Scaling Operations: Linking Strategy and Execution

Advisor to Kellogg MMM Integrations Projects: John Deere, PCTel, General Motors, Becton Dickinson, and Lurie Children Hospital.

## Teaching Awards

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*Wharton Teaching Excellence, 2018;*

*Wharton Teaching Excellence, 2019*

*Excellence in Teaching Award in the MBA Program, 2018*

*Excellence in Teaching Award for the Undergraduate Division, 2018*

*Anvil Award Finalist, 2018*

*Excellence in Teaching Award, San Francisco WEMBA Class of 2018.*

*L. G. Lavengood Outstanding Professor of the Year Award 2015*

*Alumni Professor of the Year, 2015*

*Alumni Professor of the Year, 2014*

*Faculty Impact Award for teaching Operations Strategy 2014*

*Executive MBA Program Outstanding Teaching Award: Core (2013-2014)*

*Sidney J. Levy Teaching Award for teaching Operations Strategy (2011-2012)*

*Faculty Impact Award for teaching Operations Management 2009*

*L. G. Lavengood Outstanding Professor of the Year Award 2009*

*Chairs' Core Course Teaching Award for teaching Operations Management (2006-2007)*

*Chairs' Core Course Teaching Award for teaching Operations Management (2008-2009)*

## Cases

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*Lean Improvement in Global Connect (with J. A. Van Mieghem)*

*Variety Management in HP (with J. A. Van Mieghem)*

*Mexico China Dual Sourcing Simulation (with J. A. Van Mieghem)*

*Sugar and Spice Case (with S. Kahn and M. Skeba)*

*The UN's World Food Program in Zambia (with T. Lin)*

*Operations Strategy Analytical Integrative Case (with J. A. Van Mieghem)*

Neuvotella (with with J. A. Van Mieghem)

Coursera (with with J. A. Van Mieghem)

Waste Wizard (with with J. A. Van Mieghem)

FleetComm (with with J. A. Van Mieghem)

*Sweet and Sour Tea* (with with J. A. Van Mieghem)

## Service to the Profession

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**MSOM Society President** July 2017- July 2018

**MSOM Society President Elect and Executive VP** July 2016-June 2017

**Department Editor for Service Science 2019-**

**Department Editor 2014-2017** for Management Science

**Associate Editor** for Management Science, M&SOM, Naval Research Logistics, IIE Transactions and POMS

Co-Chair of the Inaugural MSOM Data Challenge

Referee for Operations Research, Mathematics of Operations Research, Management Science, and Manufacturing and Service Operations Management, and Games and Economic Behavior.

Management Science **Meritorious Award** for 2009 and 2010 and 2013

Topical Editor for the Wiley Encyclopedia of Operations Research and Management Science ("Retail and Service Applications")

Co-chair of the MSOM Service Interest Group Conference 2010

Co-chair of the MSOM Student paper competition 2011

Co-chair of the MSOM Student paper competition 2012

Judge for MSOM student paper competition for 2007, 2008, 2009, and 2010, 2013 and 2014

Panelist MSOM best paper competition for 2012



## Service at Wharton and University of Pennsylvania

University of Pennsylvania, Faculty Senate Executive Committee – Academic year 2019 0- present

Wharton Deans Advisory Council – Academic year 2018-2019

Wharton Faculty Fellows – Academic year 2017-2018

Wharton Academic Freedom and Responsibility, Academic year 2017-2018

MOOC committee: Academic year 2017-2018

## Service at Kellogg and Northwestern

Member of the Kellogg Tenure and Promotion Personnel committee 2015 – 2016

Panel member “Growth and Scaling”, Kellogg Reunion 2014

Co-Founder and regular writer at “The Operations Room” – the official Kellogg Operations Blog

Member of the Northwestern Education Technology Advisory Committee Oct 2012- present

Member of the Provost Faculty Distance Learning Workgroup 2012-present

Member of Task Force for Product Portfolio Review 2012

Chair of Task Force for MMM review Oct 2012-present

Member of the Full Time/Part Time Curriculum committee: 2009 - 2011

Analytical Consulting Major coordinator: 2010 – present

Mentor for an incoming faculty member, Prof. Shin 2008-2009

Mentor for an incoming faculty member, Prof. Bray 2012-present

Panel member at Nota Bene 2010, 2012, 2013, 2106

Speaker at the 2010 and 2012 Kellogg Reunions

Organizing Committee of the Kellogg Operations Workshop 2008, 2010, 2012

Operations Seminar Organizer: 2006-2007

MEDS lunch Seminar Organizer: 2006-2007

Majors Presentation 2006

Mini-MBA presentation to incoming faculty, 2009, 2011, 2012, 2013

Kellogg Debate 2011

## Sample Media Mentions

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*Where do you stand on waiting in line?* Several news papers, including Cleveland Plain Dealer and the Atlanta Journal-Constitution), December 2005

*Dear Customer, you are fired (Hebrew)*, Haaretz, July 2008

*Disconnecting from the people (hebrew)*: Calcalist, March 2010

*Thank you for waiting (Hebrew)*: Haaretz, August 2010

*Mexico or China: dual sourcing (Hebrew)*: Haaretz, October 2010

*40 Best Business School Professors under the age of 40*: Poets and Quants, February 2011

*Small Business Says: Your Wish is...On Demand*. Business News Daily, March 2011

*Japan disasters expose flaws in just-in-time production*. Reuters, March 2011

*Business-school research: Mind if I cut in?* The Economist, November 2011

*Northwestern profs featured in Udemy initiative*, Chicago Tribune, January 2012

*Free Online Classes May Help M.B.A. Students*, US News, February 2012

*Pushing Free Online Learning in a New Direction*, Business Week, February 2012

*Tim Hortons creates double-double lanes to combat 'drive-through rage'*, Maclean's (Canada), June 2012

*Manufacturing making slow resurgence in the suburbs*, Daily Herald, August 2012

*Something for the weekend*, Financial Times, October 2012

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