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ACADEMIC EXPERIENCE

The Wharton School, University of Pennsylvania

- Professor, 2022 – present
- Associate Professor with Tenure, 2011 – 2022
- Associate Professor, 2009 – present

London Business School, London

- Associate Professor with Tenure, 2008 – 2009

Columbia University, Graduate School of Business, New York

- Associate Professor, 2004 – 2008
- Assistant Professor, 2001 – 2004

EDUCATION

Ph.D. in Operations and Information Management, the Wharton School, University of Pennsylvania, 2001; Ph.D. in Physics, University of Pennsylvania, 1996.

RESEARCH INTERESTS

- Capacity and Patient Flow Management in Health Care Operations
- Performance-Based Incentives in Health Care and Education
- Crowdfunding and Online Service Platforms
- Diffusion Models for New Products and Services

PUBLICATIONS ([Google Scholar Profile](#))

Published and Forthcoming

1. Ho, T.-H., S. Savin, and C. Terwiesch. Managing Demand and Sales Dynamics in New Product Diffusion, *Management Science*, **48** (2002), 187-206.
2. Savin, S. and C. Terwiesch. Optimal Product Launch Times in a Duopoly: Balancing Lifecycle Revenues with Product Cost, *Operations Research*, **53** (2005), 26-47.
3. Terwiesch, C., S. Savin, and I.-H. Hann. Online Haggling at a Name-Your-Own-Price Retailer: Theory and Application, *Management Science*, **51** (2005), 339-351.
4. Savin, S., M. Cohen, N. Gans, and Z. Katalan. Capacity Management in Rental Businesses with Two Customer Bases, *Operations Research*, **53** (2005), 617-631.
5. Green, L., S. Savin, and B. Wang. Managing Patient Service in a Diagnostic Medical Facility, *Operations Research*, **54** (2006), 11-25.
6. Netessine, S., S. Savin, and W.-Q. Xiao. Dynamic Revenue Management through Cross-Selling in E-Commerce Retailing, *Operations Research*, **54** (2006), 893-913.
7. Gans, N., and S. Savin, Pricing and Capacity Rationing in Rentals with Uncertain Durations, *Management Science*, **53** (2007), 390-407.
8. Green, L., S. Savin, and M. Murray. Providing Timely Access to Care: What is the Right Patient Panel Size?, *Joint Commission Journal on Quality and Patient Safety*, **33** (2007), 211-218.
9. Marinelli, C., and S. Savin. Optimal Distributed Dynamic Advertising, *Journal of Optimization Theory and Applications*, **137** (2008), 569-591.
10. Green, L., and S. Savin. Reducing Delays for Medical Appointments: a Queueing Approach, *Operations Research*, **56** (2008), 1526-38.

11. Gozzi, F., C. Marinelli, and S. Savin. On Controlled Linear Diffusions with Delay in a Model of Optimal Advertising under Uncertainty with Memory Effects, *Journal of Optimization Theory and Applications*, **142** (2009), 291-321.
12. Besbes, O., and S. Savin. Going Bunkers: Joint Route Selection and Refueling Problem, *Manufacturing and Service Operations Management*, **11** (2009), 694-711
13. Celik, S., A. Muharremoglu, and S. Savin. Revenue Management with Costly Price Adjustments, *Operations Research*, **57** (2009), 1206-1219.
14. Jiang, H., S. Netessine, and S. Savin. Robust Newsvendor Competition Under Asymmetric Information, *Operations Research*, **59** (2011), 254-261.
15. Ho, T.-H., S. Savin, C. Terwiesch. Note: A Reply to “New Product Diffusion Decisions Under Supply Constraints,” *Management Science*, **57** (2011), 1811-1812.
16. Powell, A., S. Savin, and N. Savva. Physician Workload and Hospital Reimbursement: Overworked Servers Generate Less Revenue per Patient, *Manufacturing and Service Operations Management*, **14** (2012), 512-528.
17. Jiang, H., J. Pang, and S. Savin. Performance-Based Contracting for Outpatient Medical Services, *Manufacturing and Service Operations Management*, **14** (2012), 654-668.
18. Green, L., S. Savin and Y. Lu. Primary Care Physician Shortages Could Be Eliminated Through Use of Teams, Non-Physicians, and Electronic Communication, *Health Affairs*, **32** (2013), vol. 1, 11-19.
19. Green, L., S. Savin, and N. Savva. “Nursevendor Problem”: Personnel Staffing in the Presence of Endogenous Absenteeism,” *Management Science*, **59** (2013), 2237-2256.
20. Pac, F., S. Savin and C. Velu. When to Adopt an Innovation: Nash Equilibria in a Competitive Diffusion Framework, *European Journal of Operations Research*, **271** (2018), vol. 3, 968-984.
21. Bretthauer, K. and S. Savin. Introduction to the Special Issue on Patient-Centric Healthcare Management in the Age of Analytics, *Production and Operations Management*, **27** (2018), Vol. 12, pp. 2101–2102.
22. Bavafa, H., C. Leys, L. Örmeci, and S. Savin. Managing Portfolio of Elective Surgical Procedures: A Multidimensional Inverse Newsvendor Problem, *Operations Research*, **67** (2019), 1543–1563.
23. Bavafa, H., S. Savin, and C. Terwiesch. Managing Patient Panels with Non-Physician Providers, *Production and Operations Management* (2019), Vol. 28 (6), pp. 1577-1593.

24. Jiang, H., Z. Pang and S. Savin. Performance Incentives and Competition in Healthcare Markets, *Production and Operations Management* (2020), Vol. 29 (5), pp. 1145-1164.
25. Bavafa, H., S. Savin, and C. Terwiesch. Customizing Primary Care Delivery Using E-Visits, *Production and Operations Management* (2021), Vol. 30 (11), pp. 4306-4327.
26. Bavafa, H., L. Örmeci, S. Savin, and V. Virudachalam. Surgical Case-Mix and Discharge Decisions: Does Within-Hospital Coordination Matter?, *Operations Research*, **70** (2022), 990-1007.
27. Green, L., S. Savin, G. Greenberg, S. Hines, D. Lake, M. Minear, and R. Murphy. The impact of telehealth on primary care physician patient panel sizes: A modeling study, *Journal of the American Board of Family Medicine*, **35** (2022), 1007–1014.
28. Zhang, J., S. Savin, S. Veeraraghavan. Revenue Management in Crowdfunding, *Manufacturing and Service Operations Management*, **25** (2023), 200-217.
29. He, J., S. Savin, J. Goh, and C.P. Teo. Off-Platform Threats in On-Demand Services, *Manufacturing and Service Operations Management*, **25** (2023), 775-791.
30. Lim, J. M., K. Moon, and S. Savin. Searching for the Best Yardstick: Cost of Quality Improvements in the U.S. Hospital Industry, forthcoming in *Management Science*.
- Winner of 2021 MSOM Student Paper Competition (J. M. Lim)
31. Park, E., H. Ouyang, J. Wang, S. Savin, S.C. Leung, and T. Rainer. Patient Sensitivity to Emergency Department Waiting Time Announcements, forthcoming in *Manufacturing and Service Operations Management*.
- Finalist of 2023 MSOM Practice-Based Research Competition
32. Virudachalam, S. Savin, and M. Steinberg. Too Much Information: When Does Additional Testing Benefit Schools?, *Management Science*, published online in “Articles in Advance,” 1 Nov 2023, <https://doi.org/10.1287/mnsc.2020.01547>.
33. Taiwo, E.S., S. Savin, F.Y. Chen, K.S. Chin. Patient-Controlled use of Non-Physician Providers: Appointment Scheduling in Mixed-Provider Settings, *Production and Operations Management*, (2023) Vol. 32 (8), pp. 2656-2673.

Submitted for Publication

34. Taiwo, E.S., F.Y. Chen, K.S. Chin, and S. Savin. To Carve Out or Not: Managing the Routine and Same-day Appointments for Outpatient Clinics, major revision is prepared for *Production and Operations Management*.

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35. Jiang, H., Z. Pang, and S. Savin. Consolidation in Healthcare Markets: Can Performance Incentives Preserve Access to Care? Minor revision submitted for *Production and Operations Management*.

36. Lu, L., X. Fang, G. Feng, and S. Savin. Taxis on Ride-Hailing Platforms: Managing On-Demand Urban Mobility Ecosystems. Major revision is prepared for *Manufacturing and Service Operations Management*.

37. N. Izady, S. Savin and R. Zanjirani-Farahani. Preparing for the Next Health Emergency: Concurrent Management of Pandemic and Non-Pandemic Demand. Major revision is prepared for *Manufacturing and Service Operations Management*.

Working Papers

38. Savin, S., Y. Xu, and L. Zhu. Delivering Multi-Specialty Care via Online Telemedicine Platforms, https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3479544.

BOOK CHAPTER

“Managing Patient Appointments in Primary Care”, in *Patient Flow: Reducing Delay in Healthcare Delivery*, Springer International Series in Operations Research and Management Science, edited by Randolph Hall, Springer, 2006.

PROFESSIONAL ACTIVITIES AND AWARDS

- Departmental Editor, Healthcare Operations, *Production and Operations Management* (2009 – present)
 - Associate Editor, *Operations Research* (2006 – present), *Management Science* (2009 – present), *Manufacturing and Service Operations Management* (2006 – present)
 - Distinguished Department Editor Service Award, *Production and Operations Management* (2019)
 - Meritorious Service Award, *Manufacturing and Service Operations Management* (2007, 2009, 2010, 2014), *Management Science* (2013, 2014), *Operations Research* (2013, 2014)
 - Judge, INFORMS Pierskalla Best Paper Award (2011, 2013-present)
 - Senior Editor, *Production and Operations Management* (2004 – 2009)
 - Member of the Proposal Review Panel, National Science Foundation, USA (2006, 2009), Engineering and Physical Sciences Research Council, United Kingdom (2006)
 - Finalist, MSOM Society student paper competition (2001)
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- Judge, MSOM Society student paper competition (2003 – 2008, 2010, 2011, 2013-2023)
- Wharton Teaching Excellence Award (2010, 2020, 2021, 2023)
- Teaching Award “Goes Above and Beyond the Call of Duty”, Wharton MBA program (2010, 2011)
- Class of 1984 Award, Wharton MBA program (2010)
- Finalist for the Helen Kardon Moss Anvil Award, Wharton MBA program (2010)