

# **INFORMS Section on Service Science**

## **BYLAWS**

(Approved November 7, 2017)

### **ARTICLE 1 - Name**

This organization shall be named the INFORMS Section on Service Science. Hereinafter it may be referred to as the Section. It is understood that INFORMS is an abbreviation for The Institute for Operations Research and the Management Sciences that may be referred to hereinafter as the Institute.

### **ARTICLE 2 - Objectives**

The primary objectives of the Section shall be to further the objectives of the Institute; to promote and disseminate research and applications among professionals interested in theory, methodologies, and applications in Service Science, Engineering and Practice; and to provide a forum for the exchange of new ideas in Service Science, Engineering and Practice, which cuts across the fields of services business strategy and modeling, operations research, information technologies, industrial engineering, management science, marketing, analytics, social and cognitive science, work force management, and legal science, etc. In pursuit of these objectives, the Section will organize regular sessions at the INFORMS meetings. The Section shall also conduct special seminars, workshops, or tutorial sessions during INFORMS meetings to promote the aforementioned objectives. In addition, the Section shall arrange joint activities with other Subdivisions of the Institute as well as other institutes related with Service Science, Engineering and Practice and other common interests of the Section members.

### **ARTICLE 3 - Membership and Dues**

Any member of the Institute may become a Section member by paying the Section dues. Non-members of the Institute may become Section members by paying the increased fee for non-members of the Institute. The increased fee will be at least, \$10 or 50% more than the Section dues for Institute members, whichever increment is greater. Section membership and participation shall be free from discrimination on any basis. All Section members shall have equal rights, duties, and privileges, with the following exceptions:

Non-members of the Institute may not vote in elections for Section officers or Board members; and non-members of the Institute may not serve in the position of Section officer or Board member. (See Article 6)

Every Section member shall have the privilege of nominating a Section member for the positions of Section officer or Board member. With respect to amendments to the bylaws of the Section, each individual member who is also a member of the Institute will have one vote and will be entitled to vote solely by mail ballot, defined as written or electronic transmission.

#### **ARTICLE 4 - Officers**

1. The officers of the Section shall be a Chairperson, a Vice Chairperson (Chairperson-Elect), and a Secretary/Treasurer.
2. The Chairperson shall be the chief administrative officer of the Section and shall be responsible for the development and execution of the Section's program. He/she shall (a) call and organize meetings of the Section, (b) propose ad hoc committees as required, (c) appoint chairs and members of standing committees, (d) manage the affairs of the Section between meetings, and (e) preside at Section Board meetings and Section membership meetings.
3. The Vice Chairperson shall be the principal assistant administrative officer of the Section and shall act as Chairperson in the absence of the Chairperson. He/she shall have such other duties as the Chairperson or the Board shall assign to him/her and normally will chair a planning committee to develop the Section's program and required budget for the coming year and conduct the annual election of officers and Board members for the Section. He/she shall become the Chairperson of the Section for the two years after his/her term of office as Vice Chairperson.
4. The Secretary/Treasurer shall conduct correspondence with members and others, take the minutes, and keep the records of the Section (including financial), receive applications, encourage inquiries concerning membership, maintain contact with the Institute, and perform other duties usual to the offices of Secretary/Treasurer. This officer shall also cooperate with the Institute's Business offices on any financial operation. The Secretary/Treasurer shall also promote the financial condition of the Section and submit reports at business meetings, and shall prepare an annual budget for the Section.

5. Any Section member accepting nomination for elective office in the Section is understood to have agreed to perform the duties of that office if elected, and in particular to have agreed to attend the annual regular Section meetings during his/her tenure, except as his/her attendance is prevented by unusual circumstances. If a Section elected official must miss a meeting or be temporarily unable to carry out his/her responsibilities, he/she shall advise the Board and shall make other arrangements for the discharge of his/her responsibilities. If a Section elected official should fail during his/her tenure to attend regular Section meetings and to carry out the responsibilities of the office, he/she can be removed from office upon the initiative of two-thirds vote of the Section Board.

## **ARTICLE 5 - Board and Advisory Council**

1. The Board of the Section shall consist of the officers, the two past Chairpersons most recently retired from office and four additional Board members, each serving for a two-year period with two elected every year. Nominations for the Board will normally reflect the spectrum of disciplines and/or roles represented by Section members. The Board will constitute the governing body of the Section and will guide the officers in the administration of Section business.

2. The Advisory Council of the Section shall consist of between 4-9 members, who are senior leaders in the field of Service Science, Engineering and Practice to provide advice on the development of the Section. Serving on the Council is recognition of the individual's leadership and accomplishments in the field. The Council will overview the operation of the Section, provides advice on various activities, and support Section officers to run the Section effectively and efficiently.

In general, the term of an Advisory Council member is three years. In each year, there will be three out-going members and three new members of the Advisory Council, appointed by the current or new Chairperson.

3. In addition to the elected officers and Board, the Chairperson shall (upon conferral with the Board) appoint a Webmaster/Newsletter Editor. This appointee shall be responsible to maintain the Web site of the Section and to generate newsletters. A Newsletter of the Section is published twice yearly. The Fall Edition is to be received by the Members of the Section at least two weeks before the annual meeting of the Institute. The appointee will also be responsible to see that topics of interest and requisite announcements shall appear in professional publications deemed appropriate by the Board.

4. Section Board meetings shall be held at least once each year, normally during the annual meeting of the Institute. Their purpose is to develop and implement service programs and to provide policy guidance for the Section officers. Special meetings can be called by the Secretary/Treasurer at the request of the Chairperson or a majority of Board members. Special meetings will be held within forty days of the receipt of the request and Board members will be notified by the Secretary/Treasurer of the date and place of the

meeting at least two weeks prior to the meeting. If convenient, Board meetings may be held via conference call. All Section Board meetings shall be open to Section members.

5. A quorum shall require the presence of at least six (6) members of the Board, including at least two (2) of the officers. The Board may act by majority vote of the members (a) present at a meeting at which a quorum is present or (b) without a meeting if each director signs a consent in the form of a record (including a facsimile transmission or electronic mail) describing the action to be taken and delivers it to the Secretary/Treasurer or another member of the Board. Action taken without a meeting shall be the act of the Board when one or more consent signed by all the Board members are delivered to the Secretary/Treasurer.

6. Board vacancies that occur between elections shall be filled as follows: a vacancy in the office of Chairperson shall be filled by the Vice Chairperson and upon the completion of this term he/she shall continue as Chairperson so as to complete the term for which he/she was elected; a vacancy in the office of Vice Chairperson shall be filled by the Secretary/Treasurer and prior to the completion of this term a special election will be held for both Chairperson and Vice Chairperson. The acting Vice Chairperson may appear as a candidate for Chairperson; a vacancy in the office of Secretary/Treasurer shall be filled on an acting basis by a majority vote of the Board; other vacancies shall remain vacant until the next Section election.

## **ARTICLE 6 - Elections**

1-Every other year, the Section shall elect: (i) a Vice Chairperson to serve a two-year term, (ii) two Board Members to serve two-year terms (assuming a four member Board), and (iii) other officials as may be required by vacancies that have occurred since the previous election. In “off” years, the Section shall elect: (i) a Secretary /Treasurer to serve a two-year term and (ii) two Board Members to serve two-year terms (assuming a four-member Board).

2. The Vice-Chairperson shall succeed to the Chairperson position at the completion of his/her term.

3. No officer or Board Member, other than the Secretary/Treasurer, who has served a full term, shall be eligible for immediate election to the same office. The Secretary/Treasurer may be re-nominated to the same office once following his or her first election to that office.

4. Prior to the annual business meeting, typically held in conjunction with the Institute Annual Meeting, the Chairperson shall appoint a Nominating Committee. The Nominating Committee composed of a chair and at least two additional Section members shall prepare a slate consisting of at least two nominees for office of Vice Chairperson and at least one nominee for all other positions. The preparation of this slate shall include

a call to the Section membership requesting nomination. The Nominating Committee will submit its nominations to the Vice Chairperson who will report these nominations to the Section membership at that time. If there is a Section meeting after the Nominating Committee makes its selections and before the voting takes place, then additional nominations may be solicited from the membership at the Section meeting.

5. The election will be held by mail or electronic ballot and the results will be announced in the annual Business Meeting of the Section. The winning candidate for each position shall be the candidate receiving the largest number of votes. Ties shall be resolved by lot. The new office bearers will assume office at the conclusion of the Annual Business Meeting of the Section.

### **ARTICLE 7 - Responsibility to the Institute**

1. All subdivision activities must be consistent with the provisions of the Institute Constitution and Bylaws and with the dignity of a professional association and the nonprofit status of the Institute. A subdivision may be disbanded (a) on grounds of professional or financial irresponsibility, (b) if it becomes inactive, or (c) if its membership falls below the minimum number required, according to these Bylaws. A subdivision's assets ultimately belong to the Institute and shall revert to the Institute in the event that the subdivision is disbanded or otherwise ceases to be a subdivision of the Institute.

2. The section shall not maintain any bank account separate from accounts owned by INFORMS.

3. The section shall file an activity report annually with the Institute Business Office describing section activities during the past January 1 through December 31. It shall be filed no later than January 31. The section shall notify the Vice President of the Institute overseeing the section the results of the section's elections immediately following the elections. The section shall also provide information or file reports throughout the year as reasonably requested by the Board or officers of the Institute.

4. Neither the Institute nor the Institute Board of Directors, by granting a charter to the section, assumes any liability or responsibility for any obligations of any kind incurred by the section unless prior written approval is obtained. The Institute Board alone has the authority to commit the Institute or any of its subdivisions to a contract. Review and approval of contracts are delegated to the Executive Director.

### **ARTICLE 8 - Amendments to Bylaws**

1. Proposed amendments to these bylaws that are consistent with those of the Institute, may be initiated either by action of the Section Board or by a petition to the Chairperson signed by 10% of the membership or 15 members of the Section, whichever is larger. The Secretary/Treasurer shall distribute copies of the proposed change to all members of the Section by electronic mail or written form not less than three weeks before the annual membership meeting. An open discussion of the proposed amendment to the bylaws shall be carried out at the following membership meeting of the Section.

2. Following the open discussion with the membership the Secretary shall send the proposed bylaw changes to the VP Sections/Societies for review by the Institute. Not more than two months after the discussion of the proposed amendment, the Secretary/Treasurer shall distribute to all members copies of the proposed amendment along with mail ballot, defined as written or electronic transmission. No ballot shall be counted unless marked by a Section member to indicate his/her choice, returned to the official tellers bearing the voter's name, and received by the tellers no later than a date to be specified upon the ballot form – a date not earlier than two weeks from the date of distributing the ballot forms to the Section membership.

3. The adoption of the proposed amendment shall require an affirmative vote by at least two-thirds of the members voting, as tallied by tellers appointed by the Chairperson. The tellers shall report the tally to the Chairperson within one week of the date specified for receipt of the ballots. The result of the balloting shall be announced to the membership by the Secretary/Treasurer.

4. If approved by the Section membership, the proposed amendment to the Bylaws shall become effective upon approval by the Institute.

## **ARTICLE 9 - Meetings**

1. Each Section shall hold at least one (1) business meeting and at least one (1) professional meeting each year. All meetings are to be open to the entire membership of the section. If a section chooses, some or all of its meetings may be opened to other interested people as well. Members will not vote at meetings. All voting by members will be by mail or electronic ballot as provided elsewhere in these Bylaws.

2. The rules contained in Roberts Rules of Order shall govern business meetings held during any regular or special meeting, in all cases to which they are applicable.

3. The Board or its designated committees shall schedule the meetings of the Section. Business meetings and Board meetings shall be scheduled by the Board in accordance with the Bylaws and procedures specified by the Board. The members of the Section may call a special meeting of the membership upon signed petition to the Secretary/Treasurer of at least 25% of the members eligible to vote.