

# MSOM 2019

## Summer Business Meeting

Singapore

Monday, July 1<sup>st</sup>, 2019

# Agenda

- Awards:
  - MSOM Distinguished Fellow
  - MSOM Distinguished Service
  - MSOM Best Paper
  - MSOM Responsible Research Award
  - OR Best Paper Award
- M&SOM Journal Update
- MSOM Research challenges:
  - Data driven research
  - Practice based research
- MSOM Society Update
  - MSOM Society Finances
- MSOM Harassment and Inclusion discussion
- Conferences
- Board Transition

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# MSOM Distinguished Fellows

- *Election as an MSOM Fellow recognizes outstanding research and scholarship in operations management ... and should be considered a rare distinction.*
- 2019 Selection Committee
  - Christian Terweisch (MSOM Fellow)
  - Gad Allon (MSOM Past President)
  - Mark Ferguson (MSOM Past President)
  - Marty Lariviere (MSOM Fellow)
  - Wedad Elmaghraby (MSOM President)

# 2019 MSOM Distinguished Fellows



Charles  
Corbett



Linda  
Green



Avishai  
Mandelbaum

# Charles Corbett

*“In research, Charles is a true polymath-that is, his expertise spans a large number of subject areas and draws on complex bodies of knowledge (and tools) to solve specific problems. His ability to sniff out new, interesting problems in the field and his choice of the appropriate research tool for solving the problem is what distinguishes his work; it is pioneering research that opens up entire new areas of inquiry. “*

# Linda Green

*“if we want to contribute to the operational problems in this (healthcare) context, we soon discover that it is a complex system, which is challenging to understand. To be genuinely helpful evidently requires a sustained long-term commitment. Linda has made that commitment. She has devoted the last twenty years to this effort. “*

# Avishai Mandelbaum

*“the broad impact he has had on a number of topics that are important to the MSOM Community...each of these contributions has launched a new line of research...he founded the Technion’s Service Enterprise Engineering (SEE) lab and developed novel datasets and database management software tools, and he has freely shared both the data and the tools with researchers around the world”*

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# 2019 MSOM Distinguished Service Award

- Recognizes *distinguished service to MSOM that has helped to advance significantly the goals and objectives of the Society.*
- Award accompanied by plaque and \$400 honorarium (distributed after INFORMS Fall meeting).
- This year's selection committee:
  - Kamalini Ramdas (chair)
  - Beril Toktay(a past winner)
  - Morris Cohen

Winner



Chris  
Tang

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# M&SOM Journal Best Paper Award 2019

## Process

- Stage 1: Compilation of Papers.
  - All papers (excluding erratum notes and editorial pieces) in prior three years are “nominated” by default. No solicitation of nominations required.
- Stage 2: Approval voting to select three finalists.
  - Voting open to the M&SOM journal EIC, Department Editors, and Associate Editors.
  - If there is a tie for the third ranked paper, then all of those tied papers will be finalists.
- Stage 3: Selection of the winner.
  - Approval voting (among finalists) open to entire MSOM society.

# M&SOM Journal Best Paper Award 2019

## Finalists

- Ferreira, Kris Johnson, Bin Hong Alex Lee, and David Simchi-Levi. "Analytics for an online retailer: Demand forecasting and price optimization." M&SOM 18.1 (2016).
- Long, He, Ho-Yin Mak, Ying Rong, and Zuo-Jun Max Shen. "Service Region Design for Urban Electric Vehicle Sharing Systems." M&SOM 19.2 (2017).
- Cachon, Gerard P., Kaitlin M. Daniels, and Ruben Lobel. "The role of surge pricing on a service platform with self-scheduling capacity." M&SOM 19.3 (2017).
- Taylor, Terry. "On-Demand Service Platforms." M&SOM 20.4 (2018).

# M&SOM Journal Best Paper Award 2019

## Winner

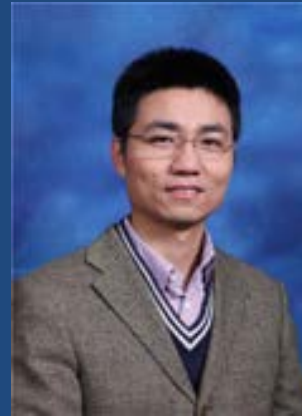
*Service Region Design for Urban Electric Vehicle Sharing Systems. M&SOM 19.2 (2017)*



He Long



Ho-Yin  
Mak



Ying Rong



Zuo-Jun  
Max Shen

Award accompanied by plaques and \$2000 (shared between authors) distributed after INFORMS Fall meeting.

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# (Inaugural) MSOM Responsible Research Award

The purpose of responsible research is to encourage studies contributing knowledge that may have implications for making the world a better place through informing evidence-based, high quality and societally beneficial organizational practices across business, government and non-government organizations.

# (Inaugural) MSOM Responsible Research Award

- Committee:
  - Ravi Anupindi
  - Stephen Chick
  - Wedad Elmaghraby (Chair)
  - Marcelo Olivares
  - Kamalini Ramdas
- Published (or accepted) article in a refereed journal in the five years of 2014 to 2018.
- Research that exemplifies the seven principles of responsible research
- Award winners will receive a plaque (to be presented at INFORMS 2019 Business Meeting) and a \$500 award (to be shared among multiple winners).

# Finalist

- “OrganJet: Overcoming Geographical Disparities in Access to Deceased Donor Kidneys in the United States” by Barış Ata, Anton Skaro, and Sridhar Tayur, Management Science, 63(9) 2017.
- Improving HIV Early Infant Diagnosis Supply Chains in Sub-Saharan Africa: Models and Application to Mozambique by Jónas O. Jónasson, Sarang Deo and Jérémie Gallien, Operations Research, 65(6) 2017.
- “Efficient Implementation of Collective Extended Producer Responsibility Legislation” by Luyi Gui, Atalay Atasü, Özlem Ergun, L. Beril Toktay, Management Science 62(4) 2016.

# Winner

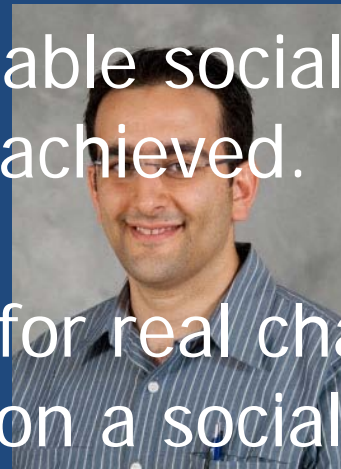
## *Truthful Mechanisms for Medical Surplus Product Allocation (to appear in M&SOM)*



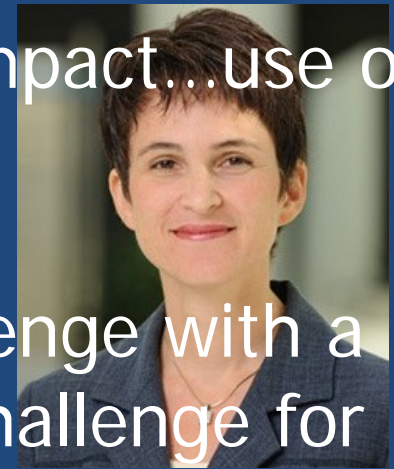
Can  
Zhang



Atalay  
Atasu



Turgay  
Ayer



Beril  
Toktay

Rigorous research...quantifiable social impact...use of OM tools...Implementation achieved.

Focus on solving problems for real challenge with a quantified, positive impact on a social challenge for better meeting health disparities

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# Best OM paper in OR

- Stage 1: Compilation of eligible papers (by OR journal – in conjunction with Operations and Supply Chains Area Editors).
- Stage 2: Approval voting by the eligible Associate Editors of the Operations and Supply Chains Area of the journal. The three papers receiving the most approval votes will be labeled “finalists”.
- Stage 3: The EIC of OR and the president of MSOM will jointly select three senior operations management faculty plus the two Area Editors of the Operations and Supply Chains Area. This committee will determine the final outcome.

# Best OM paper in OR

- Committee:
  - Dan Adelman (AE)
  - Tava Olson (AE)
  - Georgia Perakis
  - Matt Sobel
  - Sridhar Tayur
- \$2,000 award to be shared equally among the winning paper's author(s) and plaque for each author – to be presented at the end of the Fall Business Meeting.

# Winner

- ***A Markov Chain Approximation to Choice Modeling*** **Operations Research** Vol. 64, No. 4, August 2016



Jose  
Blanchet



Guillermo  
Gallego



Vineet  
Goyal

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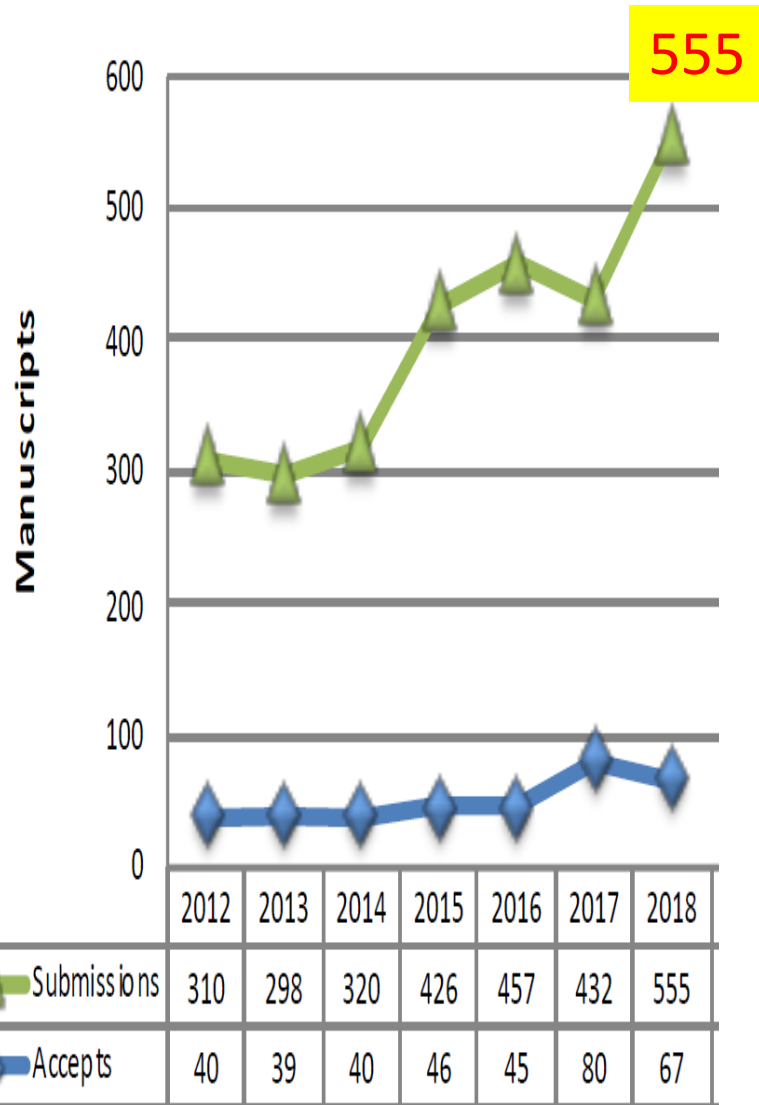
# *M&SOM:* Updates 2019

**CHRISTOPHER S. TANG**  
**2019**

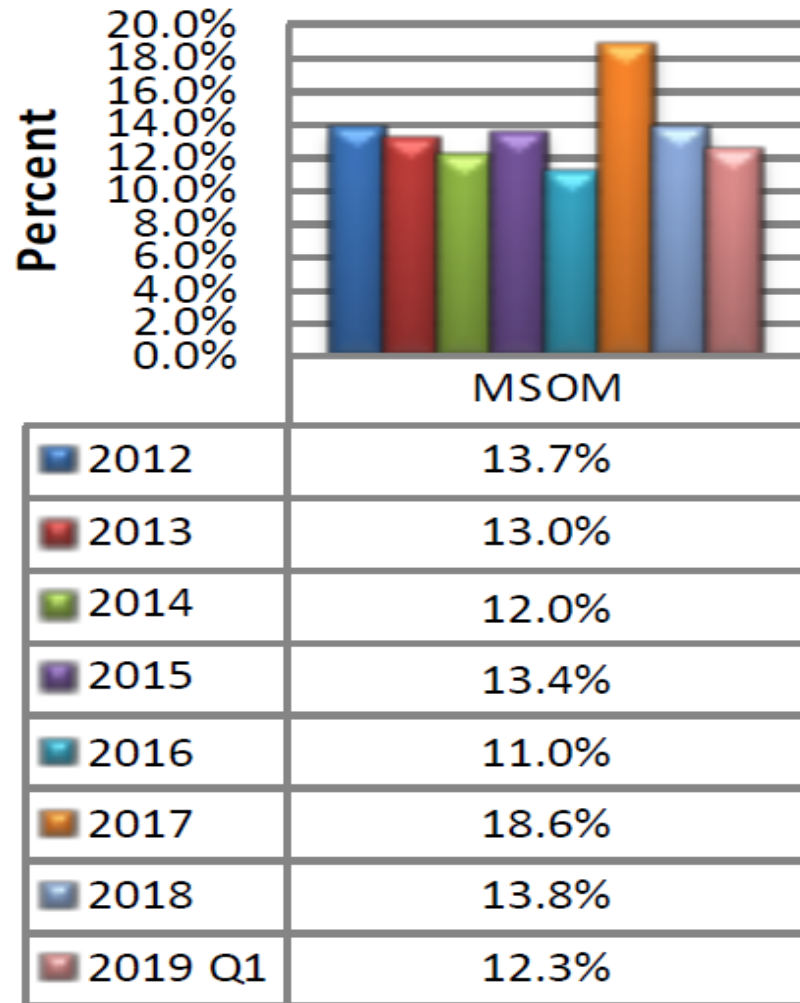
# M&SOM is on the rise!



Full-Year Original Submissions : Accepts

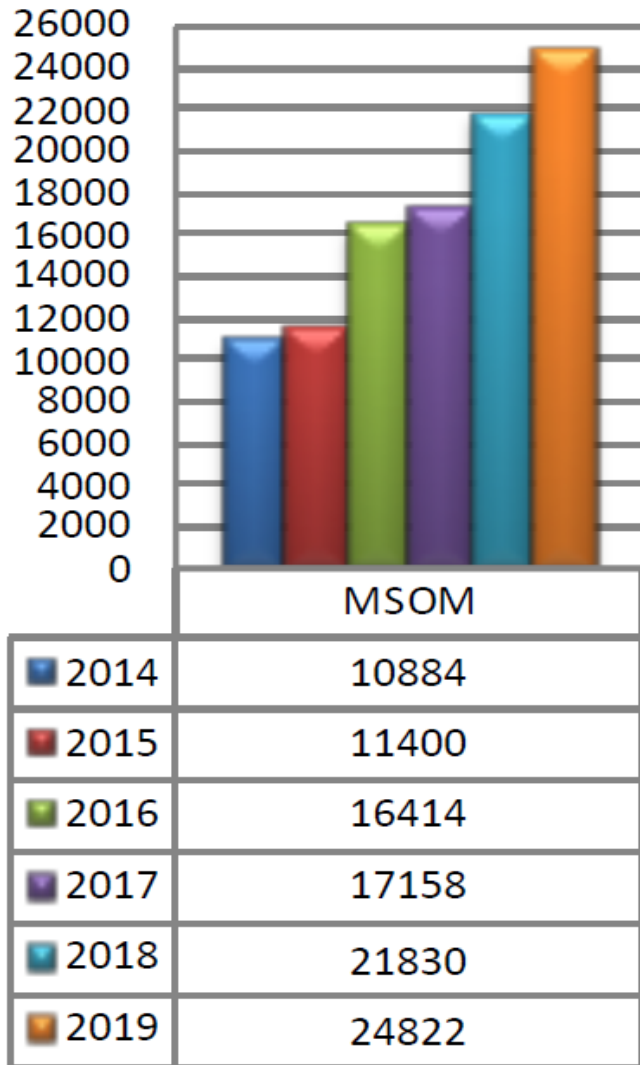


Overall Accept Rate

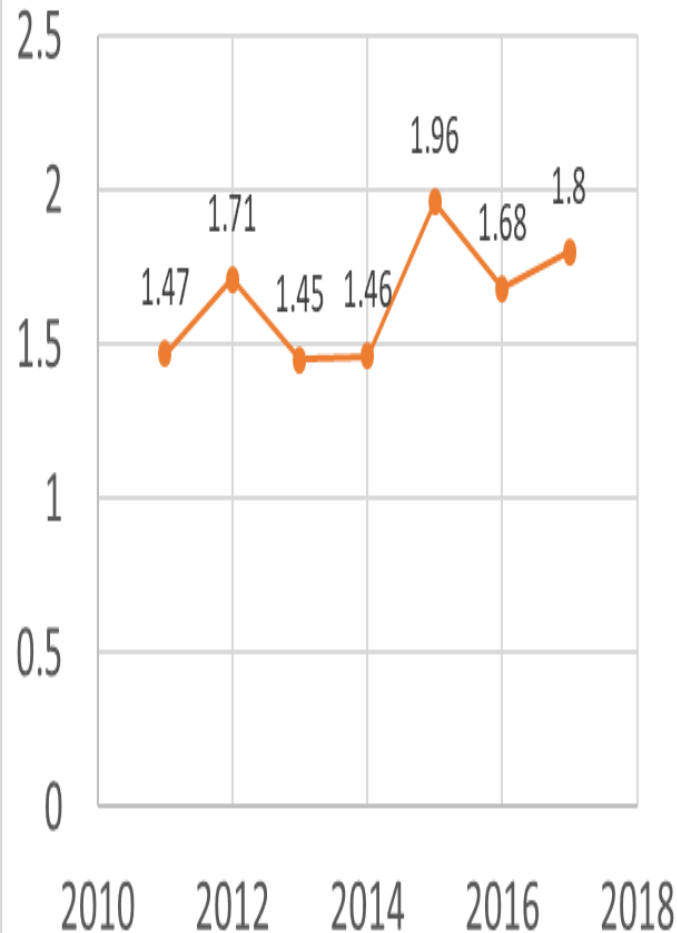


# M&SOM is on the rise!

Q1 Usage

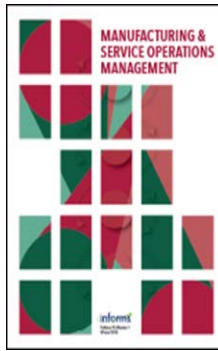


M&SOM Impact Factor

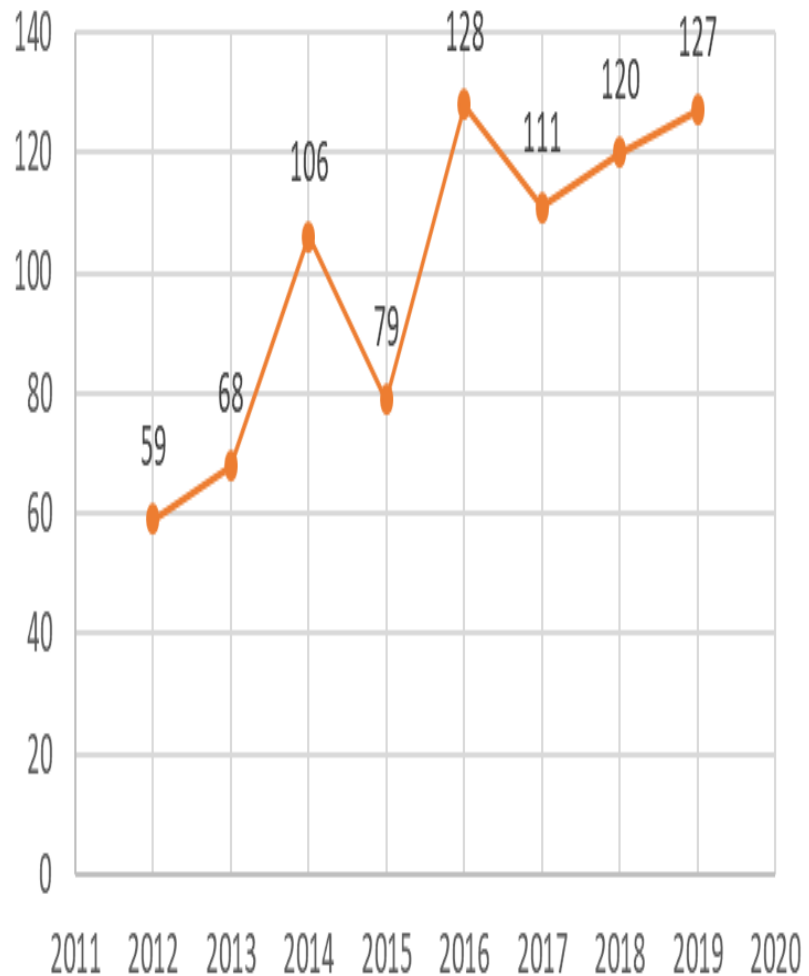


Article Influence	
2017 Score	
MS	3.68
JOM	2.26
OR	2.06
M&SOM	1.92
POM	1.2

# *M&SOM* Statistics (Jan 1 – Mar 31, 2019)



# of submissions in Q1



First quarter	Statistics
Acceptance rate	13%
Review Cycle Time	78 days (average) <u>Long tail (140 days)!</u>

## External Award Winning *M&SOM* papers:

- 2017 – Ralph Gomory Best Industry Studies Paper Award: Craig, DeHoratius & Raman
- 2018 – Responsible Research in Business and Management Best Paper: Lo, Tang, Zhou, Yeung & Fan
- 2019 – Ralph Gomory Best Industry Studies Paper Award: (Runner up), Chan, Hu, Zubizarreta & Escobar; (Finalist) Gallino and Moreno

# M&SOM Initiatives

- Additional Dept Editor for Mfring & SC Opns -- Kamalini Ramdas (LBS) – Sept 1, 2019
- 2019 Second Biennial *M&SOM* Practice-Based Research Competition
  - Chair: Jeremie Gallien + academic judge panel + practitioner judge panel
- 2019 Special Issues
  - *Sharing Economy and Online Platforms* -- Co-editors: Saif Benjaafar & Ming Hu
  - *People-Centric Operations* -- Co-editors: Guillaume Roels & Brad Staats
  - *Smart City Operations* – Co-editors: Sameer Hasija & Chung-Piaw Teo – **deadline: Oct 1**
- 2020 Special Issues
  - *OpnsFinTech* – Iancu & Yang
  - *Socially Responsible Research in OM* – Netessine, Tang & Toffel
- 2020 Second MSOM Data-Driven Research Competition
  - *In Progress* – Gad Allon, Max Shen & Chris Tang
- Goal for 2020 – Make M&SOM a bi-monthly journal
  - Need more submissions + shorter cycle time!



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# Operations Research

## **Special Issue on Behavioral Queueing Science**

### **Guest Editors:**

Armann Ingolfsson, Avishai Mandelbaum, Kenneth L. Schultz, Galit B. Yom-Tov

### **Goals:**

- Enhance understanding of how servers and customers behave and interact, and how such behaviors can be inferred, modelled and analyzed.
- To advance the dialogue between empirical researchers, data scientists, and mathematical modelers

# Operations Research: SI on Behavioral Queueing Science

## What are we looking for?

Papers that fall into one (or both) of the following categories:

- Large data studies or field or laboratory experiments, as well as other empirical work that *investigates mechanisms* through which *server or customer behavior* impacts or is affected by system performance, or *compares* the empirical findings to *predictions* from existing mathematical models.
- Analytical work that involves the formulation, analysis, and validation of *mathematical models that are informed by* empirical evidence regarding server or *customer behavior*.

**Submission deadline: February 1, 2020.**

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# The 2019/2020 MSOM Data Driven Research Challenge

- JD.com the M&SOM Journal and the MSOM society are partnering to offer MSOM members access to JD's Transaction level data to encourage them to conduct data driven research.
- In this competition, researchers will compete by building econometric models or data driven models using real data either to address some of the suggested questions below, or address questions of their own interest.

# The 2019/2020 MSOM Data Driven Research Challenge

The data tracks customer behavior and the full order life cycle.

The committee and JD find the following topics to be interesting, but authors are not restricted to:

- substitution effects among products
- promotion effects over time
- difference between first-part and third-party products
- sensitivity to delivery times and service experience in general

# The 2019/2020 MSOM Data Driven Research Challenge

Judging Criteria: What the judges will be looking for?

- All entries will be judged according to the following criteria
- Criteria 1: Data-Driven.
- Criteria 2: Potential Impact on Practice.
- Criteria 3: Contribution to the research literature.
- Criteria 4: Generalizability / Scalability.

Timeline:

- INFORMS 2019: Launch the competition.
- September 1st, 2020: Competition submissions deadline.
- October, 2020: Judges to review submissions and select finalists
- November, 2020 during INFORMS conference (Maryland): Finalist presentations, judges select winners, and winner(s) announcement.

Finalists and prize-winning papers are guaranteed a fast-track at M&SOM

# The 2019/2020 MSOM Data Driven Research Challenge

Steering Committee:

Max Shen (co-chair)

Chris Tang (co-chair)

Gad Allon (co-chair)

If you are interested in serving on the committee,  
please send us an email

# 2019 M&SOM Practice-Based Research Competition

- Goal: motivate, help develop, reward and highlight high-quality OM research papers with significant practical relevance
- Process: paper review process by Academic Committee and presentations of finalist papers to Industry Judge Panel earlier today
- All finalists papers to be published in M&SOM

# Key Contributors

- Academic Committee
  - Turgay Ayer (Georgia Tech)
  - John Birge (University of Chicago)
  - Feryal Erhun (Cambridge University)
  - Marshall Fisher (Wharton)
  - Jérémie Gallien (London Business School)
- Industry Judge Panel:



Desmond Cai (IBM)



Sameer Gupta (DBS)



Wanli Min (Alibaba)

# Key Contributors

- Anonymous Reviewers
- 2019 MSOM Conference Committee
  - Chung Piaw Teo (National University of Singapore)
- M&SOM Journal
  - Christopher Tang (UCLA)
- Authors of all 25 submitted papers

# Finalists

- Georgia Perakis, Michael Alley, Max Biggs, Rim Harris, Charles Herrmann and Michael Li, “Pricing for Heterogeneous Products: Analytics for Ticket Reselling”
- Yael Grushka-Cockayne, Xiaojia Guo and Bert De Reyck, “Forecasting Airport Transfer Passenger Flow Using Real-Time Data and Machine Learning
- Yehua Wei, Levi DeValve, Di Wu and Rong Yuan, “Understanding the Value of Fulfilment Flexibility in an Online Retailing Environment”

# Honorable Mentions

- Georgia Perakis, Lennart Baardman, Setareh Borjian-Boroujeni, Tamar Cohen-Hillel and Kiran Panchamgam, “Detecting Customer Trends for Optimal Promotion Targeting”
- Ruomeng Cui, Laura Wagner and Eduard Calvo, “Disclosing Product Availability in Online Retail”

# First Prize Winner

- Christian Mandl and Stefan Minner, “Data-Driven Optimization for Commodity Procurement under Price Uncertainty”

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# MSOM Society Annual Financials

Beginning Balance (1/1/2018): \$ 166,934

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Revenues:	\$36,305
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- |                    |            |
|--------------------|------------|
| – Dues             | \$ 33, 647 |
| – Contributions    | \$ 0       |
| – Interest Revenue | \$ 2,688   |

Expenses:	(\$20,984)
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- |                      |           |
|----------------------|-----------|
| – INFORMS Mtg        | \$ 9,426  |
| – Balloting          | \$ 518    |
| – Local Meeting Exp. | \$ 0      |
| – Membership         | \$ 763    |
| – Awards             | \$ 10,277 |

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Gain	\$15,321
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Ending Balance (12/31/2018): \$182,255

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# Steps taken this past year

Fall 2018 formed *Exploratory Committee* to better understand INFORMS policy, MSOM constraints on action, and peer organization efforts

- Anita Tucker, Brian Tomlin, Candi Yano, Dan Iancu, Gad Allon, Tava Olsen, Wedad Elmaghraby

Spring 2019 designed and conducted Harassment and Inclusion Survey

- Dan Iancu and Tava Olsen

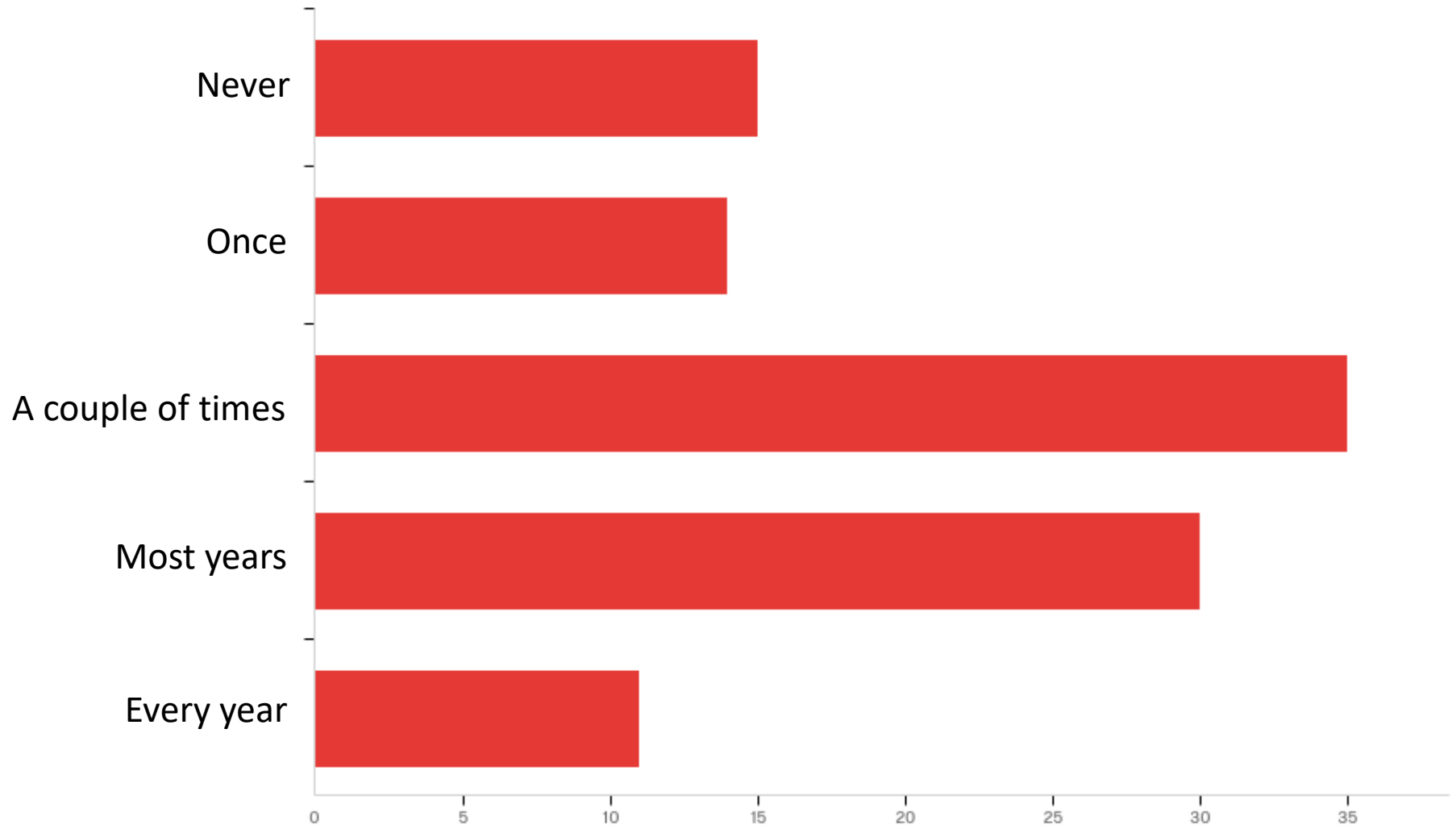
and follow-up Policy Recommendations

- Candi Yano and Gad Allon

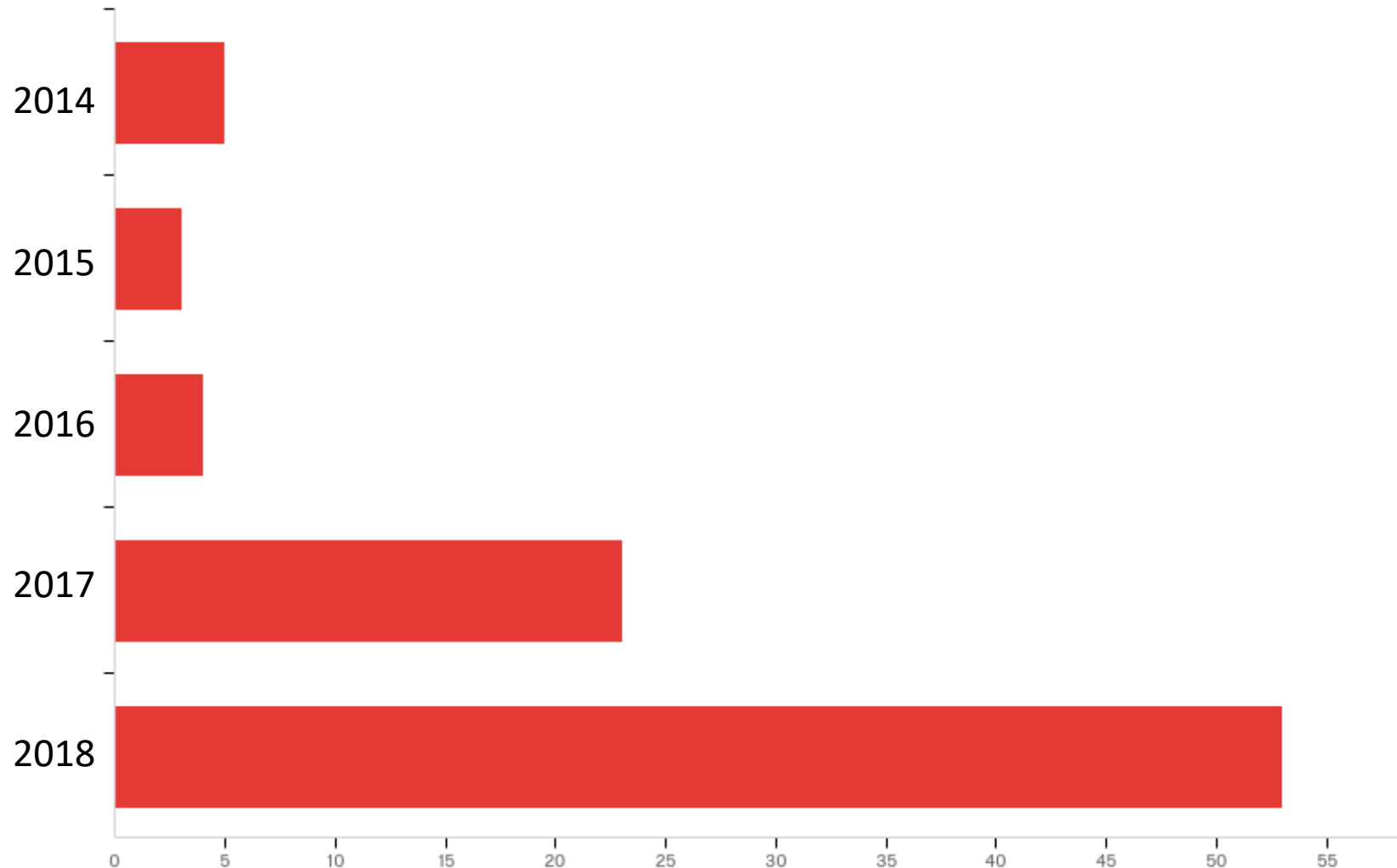
# MSOM Harassment and Inclusion Survey

- Outgrowth of two different streams...
  - MSOM discussion in previous business meeting about allegations of harassment
  - Global movement
- Questions adapted from the Sexual Experiences Questionnaire used by the U.S. Department of Defense and from similar surveys ran by other academic societies
- Survey launched January 30<sup>th</sup>, closed March 8<sup>th</sup>
  - Went to all MSOM members (students, faculty, etc.)
- 144 responses\*

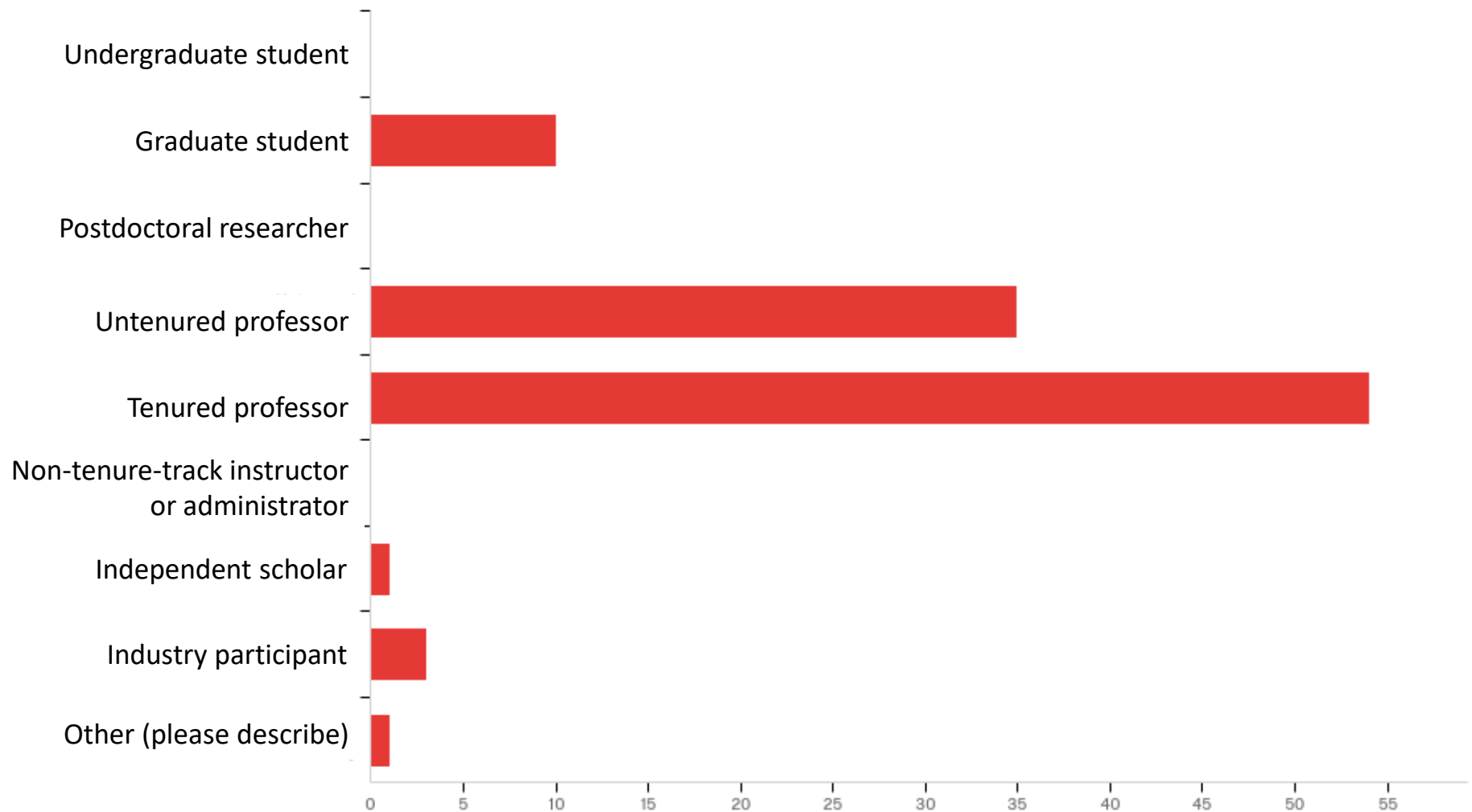
How often have you attended the MSOM Annual Conference in the past five years (2014-2018)?



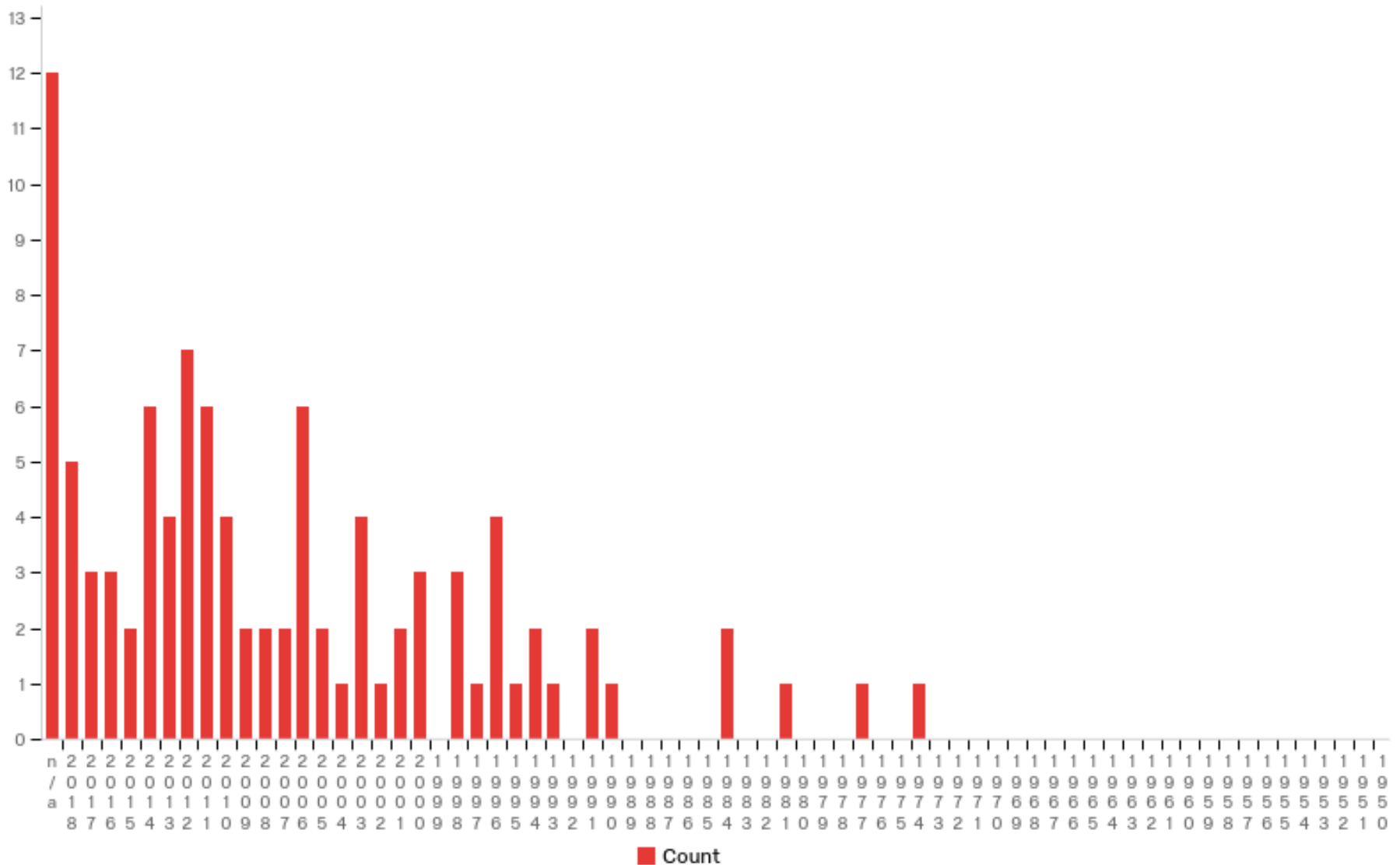
What year was the most recent MSOM Annual Conference that you attended?



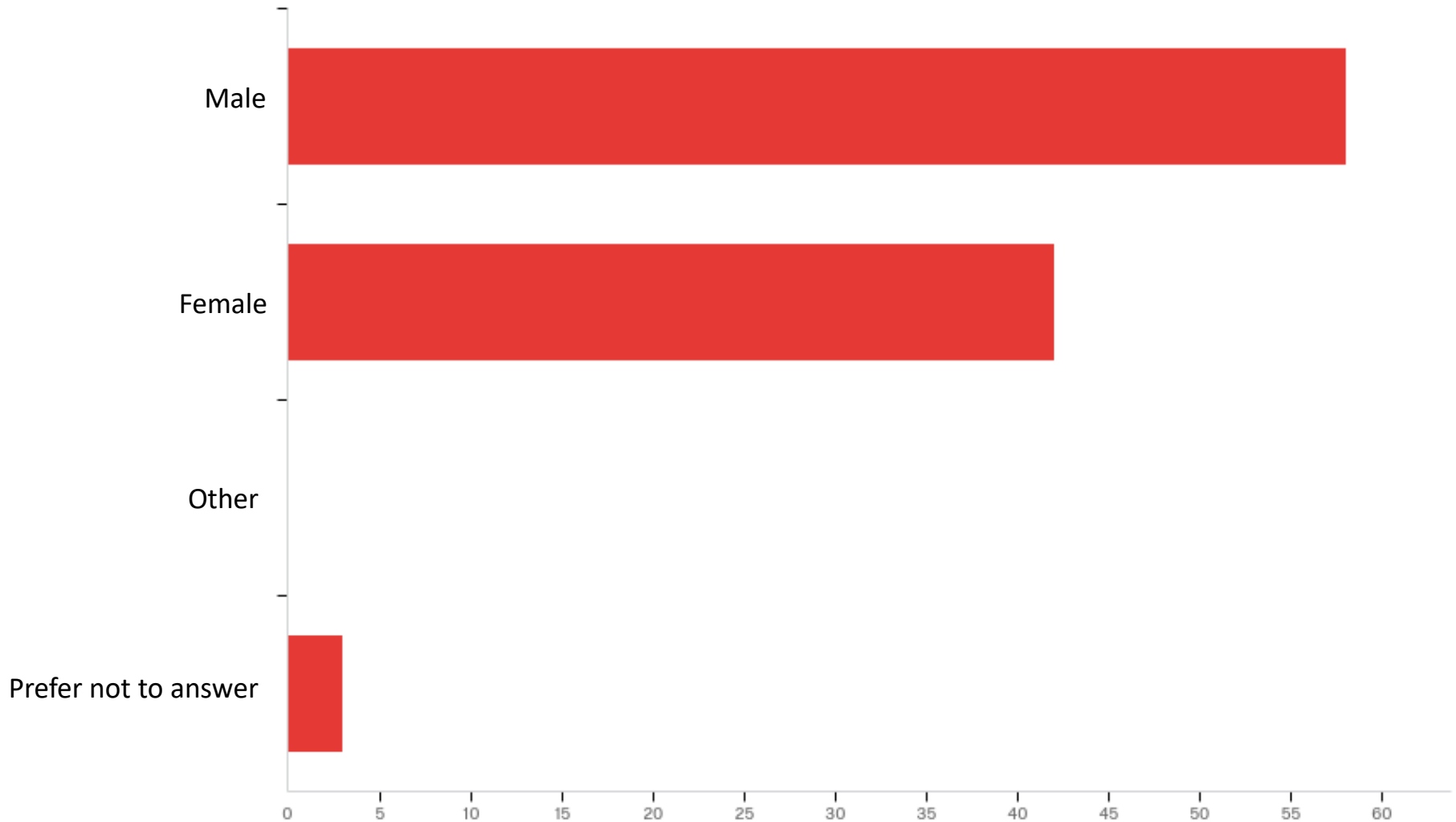
# What best describes your current status?



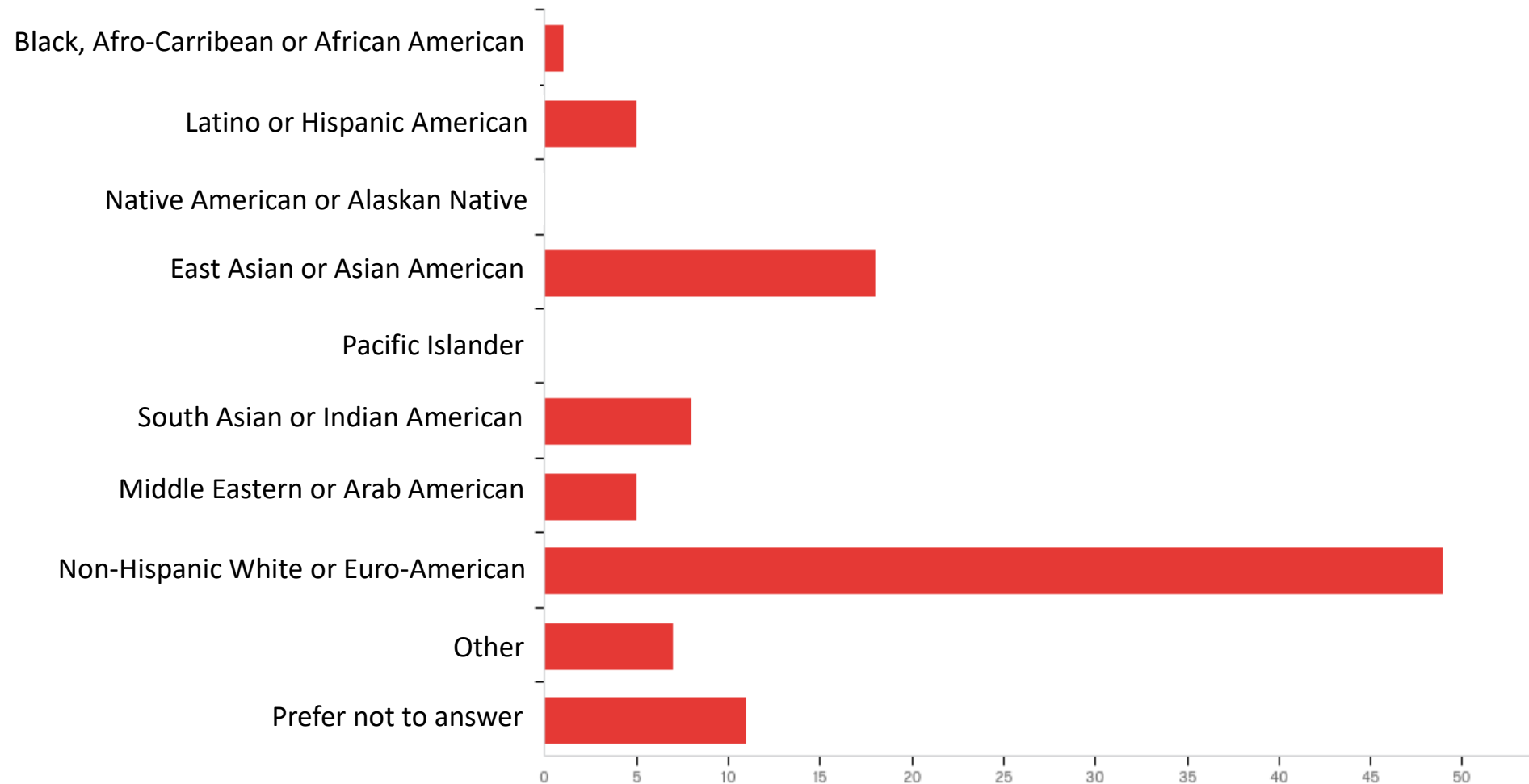
# In which year did you receive your Ph.D.?



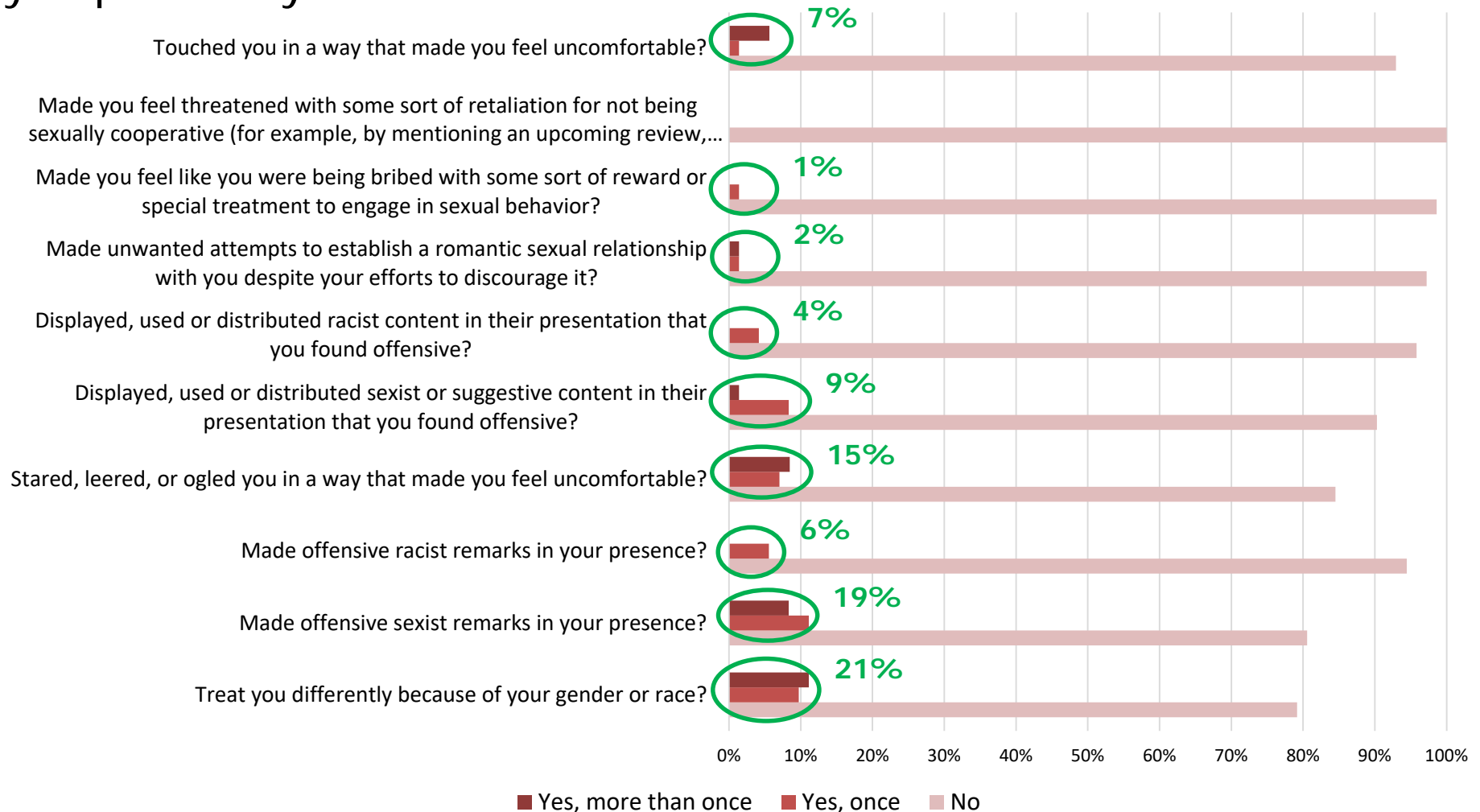
# What is your gender?



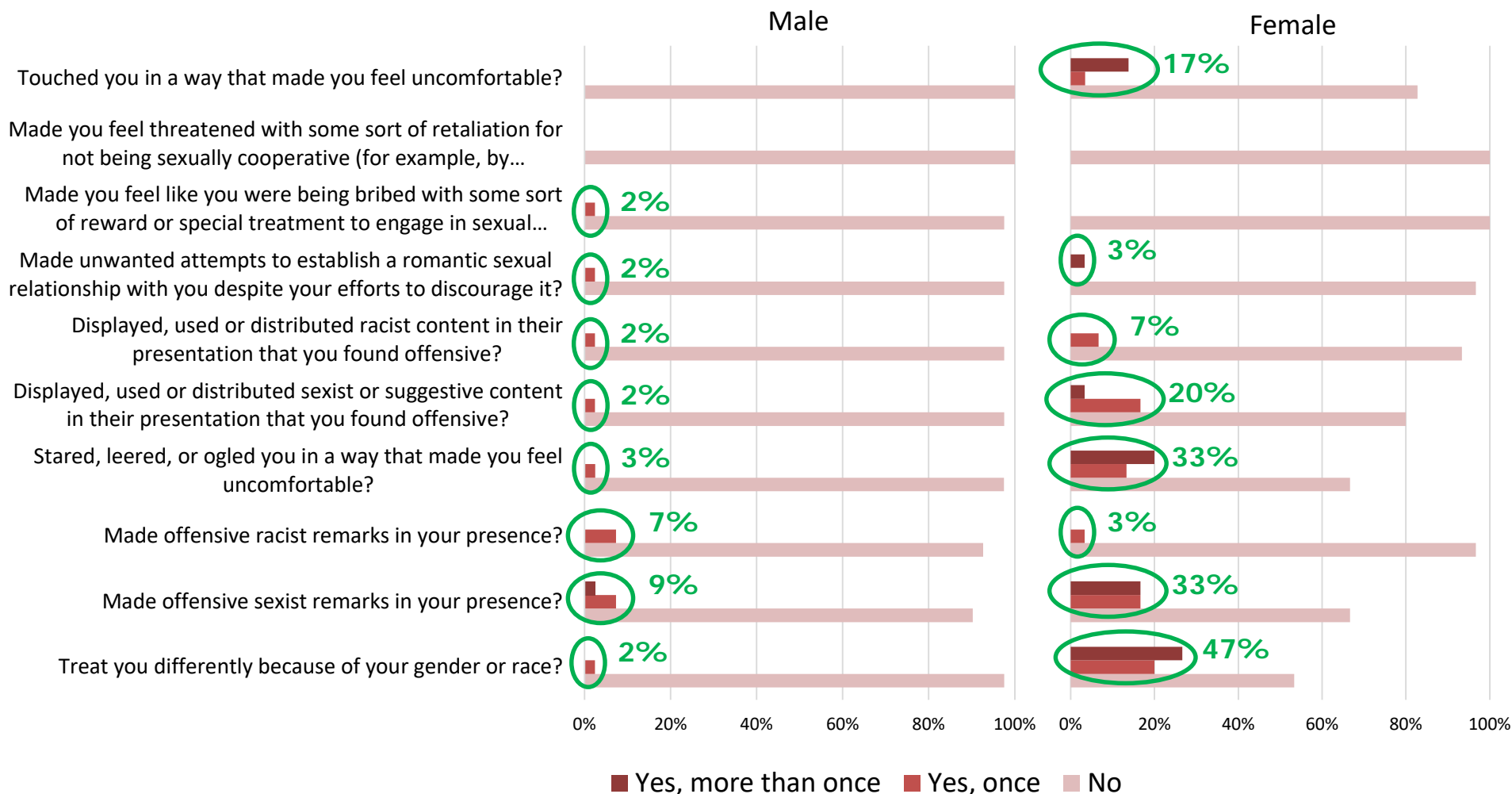
Which racial or ethnic group best describes you? Select all that apply.



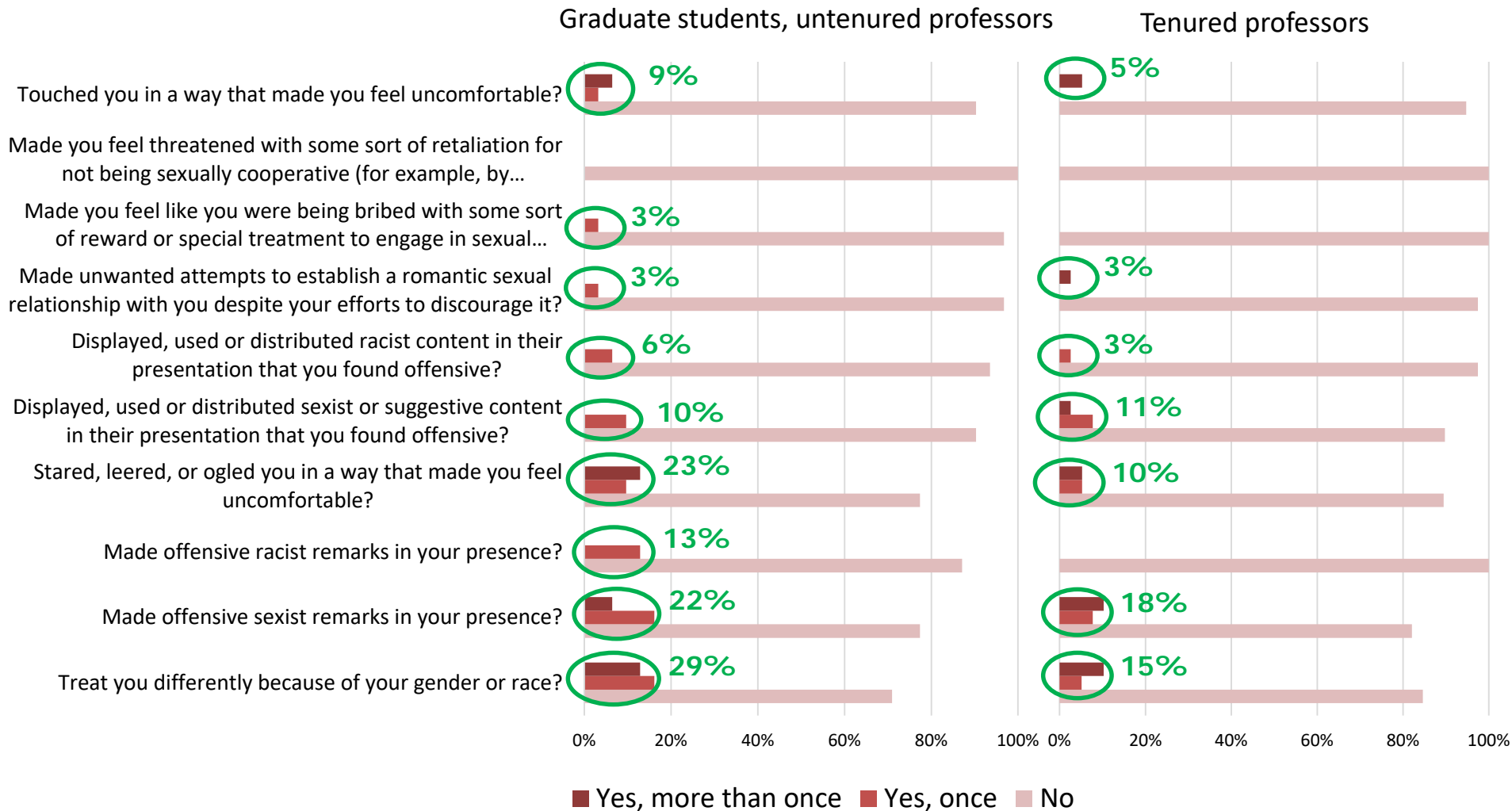
At any MSOM Annual Conference you have attended in the past five years, has anyone attending the meeting ever done the following to you personally:



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We realize that recalling incidents involving harassment can be upsetting, but we would like to learn as much as we can about the climate at the MSOM Annual Conference. If you would like to provide more details or context about your experiences at the MSOM Annual Conference, feel free to do so using the space below.

*“Although it is not common, an occasional speaker has used examples or jokes that are somewhat sexist.”*

*“The harassment behavior typically occurs after guys have downed a few drinks. While socialization is good - they seem to think that all bets are off and its open hunting season.”*

*“In one case, it was a prominent professor [...] making comments about women in the kitchen. [...] Another case [...] was when a senior professor [...] attempted to take a picture with me with his arm around me, and the way he did it made me uncomfortable, so I got out of the pose and he was embarrassed.”*

*“During the day, I have never had any bad experiences. But, in the evening receptions, I think that some behave like the event is more informal than they actually is, and are quick to make sexist jokes, get overly touchy and put their arms on colleagues' shoulders or waist, etc.”*

*“One of the speakers in one of the sessions included a pictures of a scantily clad woman in school girl attire as a "joke". It was highly inappropriate and clearly made a number of people in the audience (of all genders) uncomfortable.”*

*“A male scholar put his hands around my shoulder multiple times, which made me extremely uncomfortable. [...] Ever since, [...] he was seen put his arms around other women scholars.”*

Thinking just of the issue of harassment, is there anything that the MSOM Society could do to make the MSOM Annual Conference more inclusive and welcoming? (Please feel free to comment on any aspects, including, e.g., actions that could be taken to address the bad behavior that you observed, reporting mechanisms that you would feel more comfortable using in case you experience an uncomfortable situation, etc.)

- **Establish and publicize an anonymous channel where cases can be reported**

*"The availability of a small committee of people, preferably of different genders and ages, to whom reports can be made would ease the process of reporting. At the moment, we don't know whom to contact."*

*"It would be useful to have an ombudsman, who is not an academic or in a position to influence career or research outcomes, that one can report incidents to. Personally, I do not know if such a mechanism already exists. If it does, then it needs to be publicized more and members need to be made aware of it."*

*"So definitely establish anonymous channels and send regular updates to let predators know that they are being watched and there may be incriminating records of their deeds."*

*"I wonder whether there could be a committee to which such incidents can be reported. Even existence of such a committee might lead people to think twice before acting inappropriately again. But then again, what will the committee do with this information? Pass it on to the person who is accused without revealing who reported the incident? Will the accused then respond? If the person is not made aware of the accusation then it also sounds like it might be a little unfair. My suggestion would be first to investigate how this is handled in other academic fields. I am pretty sure there are others who acted before us."*

*"It would be good to have a reporting mechanism, but I don't have any ideas about the specifics."*

*"I hope the MSOM or INFORMS can set up a secure and anonymous channel for harassment victims to report their incidents."*

*"We certainly need to have an ombudsman/woman to report potential harassment and an elected body of senior M&SOM officers (potentially a subgroup among the fellows) that would investigate potential harassment behavior in full confidentiality. At the very least, that body of officers should coordinate with the university of the plaintiff to ensure that s/he is protected. If there is indeed evidence of harassment, the person who was found guilty could be deprived from his/her membership privileges."*

Thinking just of the issue of harassment, is there anything that the MSOM Society could do to make the MSOM Annual Conference more inclusive and welcoming? (Please feel free to comment on any aspects, including, e.g., actions that could be taken to address the bad behavior that you observed, reporting mechanisms that you would feel more comfortable using in case you experience an uncomfortable situation, etc.)

- **Increase transparency and awareness**
- **Reiterate and enforce values** (especially male members of the community)

*“Raising awareness and encouraging transparency. It is challenging to deal with each case individually, but the awareness and possible penalty will serve as powerful deterrence against potential predators.”*

*“**Communication.** Frequently and consistently communicate behavioral standards, in printed materials, at the start of business meetings, award ceremonies, etc.*

*“If there is bad behavior, all of us should be vocal and call out that specific person. Most importantly, male colleagues that witness any harassment behavior coming from another male colleague.”*

*“Systematic reminders/examples of what is deemed acceptable and unacceptable behavior - preferably delivered in a nonintrusive and organic manner.”*

*“I think it would be more effective if everyone called out everyone else's harassing behaviors, but I guess some more awareness about what constitutes harassment would also help.”*

*“[...] I feel in these types of situations it is up to the members to call out the poor behavior. Perhaps some guidance for the Society on how to handle such situations would be helpful. I think inaction is often the default because we're not quite sure what to do.”*

Thinking just of the issue of harassment, is there anything that the MSOM Society could do to make the MSOM Annual Conference more inclusive and welcoming? (Please feel free to comment on any aspects, including, e.g., actions that could be taken to address the bad behavior that you observed, reporting mechanisms that you would feel more comfortable using in case you experience an uncomfortable situation, etc.)

- **Act in a more inclusive way; encourage and promote under-represented groups**

*“Child care on site  
Gender neutral bathrooms  
Breastfeeding room”*

*“Do more to highlight accomplishments of women in our profession, particularly senior women who are often overlooked and/or marginalized”*

- **Avoid alcohol at (evening) business meetings**

*“Have events earlier in the evening especially those with alcohol.”*

*“[...] don't serve alcohol at business meeting or other functions.”*

**[ From previous question: ]**

*“The harassment behavior typically occurs after guys have downed a few drinks. While socialization is good - they seem to think that all bets are off and its open hunting season.”*

*“During the day, I have never had any bad experiences. But, in the evening receptions, I think that some behave like the event is more informal than they actually is, and are quick to make sexist jokes, get overly touchy and put their arms on colleagues' shoulders or waist, etc.”*

Thinking broadly, beyond the issue of harassment, is there anything that the MSOM Society could do to make the MSOM Annual Conference more inclusive and welcoming?

- **Create events to facilitate networking and interactions for new attendees** (junior faculty, students, etc.)
- **Act in a more inclusive fashion; encourage and promote under-represented groups**
  - MSOM can come across as a 'boys club'
  - Offer MSOM scholarship for URM; provide opportunities for discussion about URM issues
  - Help with childcare during conferences
  - Solutions for individuals with disabilities (sign language, Braille, accessible venue)
  - Keep minority groups active in the society (board, editors of journals, conference organizers, etc.)
  - Accommodate international attendees, particularly re: visa issues
  - Collect data and report on systematic biases (e.g., are women publishing less or less likely to obtain tenure)
- **Offer anonymous reporting platform and forum to ask questions**
  - *"how do I deal with this kind of situation"*
- **Can society have a code of conduct?**
  - Who should oversee writing, implementation, exercise?
  - Can it play an active role in preventing abuse of power?

# Proposal for MSOM “Ombuds” Committee

# Proposal

- Committee of three people that includes at least one male, at least one female, and at least one person who identifies with another underrepresented group (e.g., ethnic minority, LGBTQ),
- Each member will be serving a three-year term, and one person rotating off each year.
- Members will receive suitable training.
- Any MSOM member or participant in MSOM activities can consult any committee member, who will provide information and advice on the options available to the complainant, as well as moral support.
- For behavior that is either illegal or counter to the INFORMS code of conduct, it may be necessary for the ombudsperson to report it to appropriate authorities.

# Reporting

- Members of this committee should consult one another for advice, as needed, with the goal of collectively developing institutional knowledge and expertise on handling cases.
- The committee should report annually on their activities (without revealing any identities or other confidential information) to the MSOM leadership.
- A more sanitized version of the report could be provided to the membership.
- The committee will advise the MSOM leadership on initiatives to prevent/reduce climate and harassment problems and improve inclusiveness of the society.

# Agenda

- Awards:
  - MSOM Distinguished Fellow
  - MSOM Distinguished Service
  - MSOM Best Paper
  - MSOM Responsible Research Award
- M&SOM Journal Update
- MSOM Research challenges:
  - Data driven research
  - Practice based research
- MSOM Society Update
  - MSOM Society Finances
- MSOM Sexual harassment policy discussion
- Conferences
- Board Transition

# Thanks to the organizers of MSOM 2019

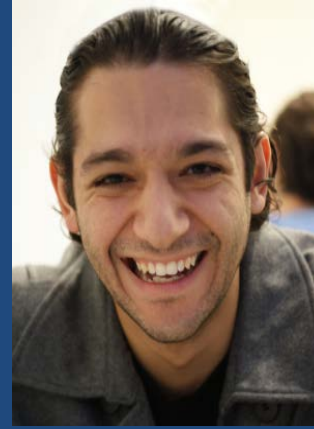
## Conference Chairs



**Mabel CHOU**



**Melvyn SIM**



**Niyazi TANERI**



**Chung-Piaw TEO**

- **Local Organizing Committee:** Kok-Choon TAN, James PANG, Huiling HUANG, Chwee Ming LEE, Qinshen TANG, Christy WON, Minglong ZHOU, Mya Nan OO, Hong Ming TAN
- **MSOM Program Committee:** Niyazi TANERI, Chung-Piaw TEO, Shantanu BHATTACHARYA, Onur BOYABATLI, Lucy CHEN, Yiwei CHEN, Geoffrey CHUA, Pascale CRAMA, Arnoud DE MEYER, Michael FREEMAN, Yini GAO, Joel GOH, Sameer HASIJA, Long HE, Zhenyu HU, Peter JACKSON, Andrew LIM, Yun-Fong LIM, Fang LIU, Karthik NATARAJAN, S. VISWANATHAN (Vish), Arvind SAINATHAN, Shrutivandana SHARMA, Terry TAYLOR, Tong WANG, Jianfu WANG, Rowan WANG, Yaozhong WU, Ying XU, Hanqin ZHANG, Daniel ZHENG, Helen ZHOU

# Thanks to the 2019 SIG DAY Track Chairs!

Healthcare Operations

Nan LIU



Service Operations

Laurens DEBO & Luyi YANG



Supply Chain Mgmt.

Lingxiu DONG & Dennis ZHANG



iFORM

Onur BOYABATLI & Alex YANG



Sustainable Operations

Gokce ESENDURAN & Nur SUNAR



# 2019 INFORMS Annual Meeting

## MSOM Cluster Co-Chairs



Hamed Mamani



Saed Alizamir

# 2019 INFORMS Annual Meeting

## INFORMS SIG Track Chairs

### Healthcare Operations

Fernanda Bravo



### Service Operations

Srikanth Jagabathula &  
Song-Hee Kim



### Supply Chain

Shiliang (John) Cui &  
Jose Guajardo



### iFORM

Yasin Alan & Dan Iancu



### Sustainable Operations

Foad Iravani & Cerag Pince



# **MSOM Conference 2021**

**Kelley School of Business  
Indiana University**

Bloomington, IN

June 13-15, 2021

Co-chairs: Alfonso Pedraza-Martinez, [alpedraz@indiana.edu](mailto:alpedraz@indiana.edu)

Owen Wu, [owenwu@indiana](mailto:owenwu@indiana)

# Agenda

- Awards:
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# MSOM Officers 2018-2019

**President**

**Wedad  
Elmaghraby**  
University of  
Maryland



**President Elect**

**Kamalini Ramdas**  
London  
Business School



**VP Meetings**

**Eda  
Kemahlioglu  
Ziya**  
NC State



**Secretary / Treasurer**

**Ming Hu**  
Toronto



# MSOM SIG Chairs 2018-2019

Service  
Management

**Amy Ward**  
U.S.C.



Supply Chain  
Management

**Lauren Lu**  
U.N.C.



iFORM  
**Burak Kazaz**  
Syracuse



Healthcare  
Operations  
**Nicos Savva**  
L.B.S.



Sustainable  
Operations  
**Atalay Atasu**  
Georgia Tech



# MSOM Officers 2019-2020

**President**

**Kamalini Ramdas**

**London**

**Business School**



**President Elect**

**Atalay Atasü**

**Georgia Tech**



**VP Meetings**

**Dorothee**

**Honhon**

**UT Dallas**



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Management  
**Manpreet  
Hora**  
Georgia Tech



Supply Chain  
Management  
**Gah-Yi Ban**  
LBS



iFORM  
**Burak Kazaz**  
Syracuse



Healthcare  
Operations  
**Anita Tucker**  
Boston Univ.



Sustainable  
Operations  
**Jose Guajardo**  
UC Berkeley



Let's Eat!