MSOM 2019
Summer Business Meeting
Singapore
Monday, July 1st, 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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- **Board Transition**
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
“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.”
“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


M&SOM Journal Best Paper Award 2019

Winner


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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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


Winner

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

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

Can
Zhang

Atalay
Atasu

Turgay
Ayer

Beril
Toktay
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• Awards:
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• OR Journal Special Issue
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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**

- **Manuscripts**
  - 2012: 310
  - 2013: 298
  - 2014: 320
  - 2015: 426
  - 2016: 457
  - 2017: 432
  - 2018: 555

- **Accepts**
  - 2012: 40
  - 2013: 39
  - 2014: 40
  - 2015: 46
  - 2016: 45
  - 2017: 80
  - 2018: 67
  - 2019 Q1: 555

**Overall Accept Rate**

- 2012: 13.7%
- 2013: 13.0%
- 2014: 12.0%
- 2015: 13.4%
- 2016: 11.0%
- 2017: 18.6%
- 2018: 13.8%
- 2019 Q1: 12.3%
M&SOM is on the rise!

**Q1 Usage**

- **MSOM**
  - 2014: 10,884
  - 2015: 11,400
  - 2016: 16,414
  - 2017: 17,158
  - 2018: 21,830
  - 2019: 24,822

**M&SOM Impact Factor**

- 2010: 1.47
- 2012: 1.71
- 2014: 1.45
- 2016: 1.96
- 2018: 1.8

<table>
<thead>
<tr>
<th>Journal</th>
<th>Article Influence 2017 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS</td>
<td>3.68</td>
</tr>
<tr>
<td>JOM</td>
<td>2.26</td>
</tr>
<tr>
<td>OR</td>
<td>2.06</td>
</tr>
<tr>
<td>M&amp;SOM</td>
<td>1.92</td>
</tr>
<tr>
<td>POM</td>
<td>1.2</td>
</tr>
</tbody>
</table>
M&SOM Statistics (Jan 1 – Mar 31, 2019)

<table>
<thead>
<tr>
<th>First quarter</th>
<th>Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptance rate</td>
<td>13%</td>
</tr>
<tr>
<td>Review Cycle Time</td>
<td>78 days (average)</td>
</tr>
<tr>
<td></td>
<td>Long tail (140 days)!</td>
</tr>
</tbody>
</table>

External Award Winning M&SOM papers:
- 2017 – Ralph Gomory Best Industry Studies Paper Award: Craig, DeHoratius & Raman
- 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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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.
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”


- Yehua Wei, Levi DeValve, Di Wu and Rong Yuan, “Understanding the Value of Fulfilment Flexibility in an Online Retailing Environment”
Honorable Mentions


• 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”
2019 M&SOM Practice-Based Research Competition

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# MSOM Society Annual Financials

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

<table>
<thead>
<tr>
<th>Revenues:</th>
<th>$36,305</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Dues</td>
<td>$33,647</td>
</tr>
<tr>
<td>- Contributions</td>
<td>$0</td>
</tr>
<tr>
<td>- Interest Revenue</td>
<td>$2,688</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses:</th>
<th>($20,984)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- INFORMS Mtg</td>
<td>$9,426</td>
</tr>
<tr>
<td>- Balloting</td>
<td>$518</td>
</tr>
<tr>
<td>- Local Meeting Exp.</td>
<td>$0</td>
</tr>
<tr>
<td>- Membership</td>
<td>$763</td>
</tr>
<tr>
<td>- Awards</td>
<td>$10,277</td>
</tr>
</tbody>
</table>

**Gain** $15,321

**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\textsuperscript{th}, closed March 8\textsuperscript{th}
  • 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)?

- Never
- Once
- A couple of times
- Most years
- Every year

[Bar chart showing the distribution of responses]
What year was the most recent MSOM Annual Conference that you attended?

- 2014
- 2015
- 2016
- 2017
- 2018
What best describes your current status?

- Undergraduate student
- Graduate student
- Postdoctoral researcher
- Untenured professor
- Tenured professor
- Non-tenure-track instructor or administrator
- Independent scholar
- Industry participant
- Other (please describe)
In which year did you receive your Ph.D.?
What is your gender?

- Male: 55
- Female
- Other
- Prefer not to answer
Which racial or ethnic group best describes you? Select all that apply.

- Black, Afro-Caribbean or African American
- Latino or Hispanic American
- Native American or Alaskan Native
- East Asian or Asian American
- Pacific Islander
- South Asian or Indian American
- Middle Eastern or Arab American
- Non-Hispanic White or Euro-American
- Other
- Prefer not to answer
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:

- Touched you in a way that made you feel uncomfortable? 7%
- Made you feel threatened with some sort of retaliation for not being sexually cooperative (for example, by mentioning an upcoming review, ... 1%
- Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual behavior? 2%
- Made unwanted attempts to establish a romantic sexual relationship with you despite your efforts to discourage it? 4%
- Displayed, used or distributed racist content in their presentation that you found offensive? 9%
- Displayed, used or distributed sexist or suggestive content in their presentation that you found offensive? 15%
- Stared, leered, or ogled you in a way that made you feel uncomfortable? 6%
- Made offensive racist remarks in your presence? 19%
- Made offensive sexist remarks in your presence? 21%
- Treat you differently because of your gender or race? Yes, more than once Yes, once No
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:

- Touched you in a way that made you feel uncomfortable?
  - Male: 2%
  - Female: 3%

- Made you feel threatened with some sort of retaliation for not being sexually cooperative (for example, by...
  - Male: 2%
  - Female: 7%

- Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual...
  - Male: 2%
  - Female: 20%

- Made unwanted attempts to establish a romantic sexual relationship with you despite your efforts to discourage it?
  - Male: 2%
  - Female: 33%

- Displayed, used or distributed racist content in their presentation that you found offensive?
  - Male: 2%
  - Female: 7%

- Displayed, used or distributed sexist or suggestive content in their presentation that you found offensive?
  - Male: 2%
  - Female: 33%

- Stared, leered, or ogled you in a way that made you feel uncomfortable?
  - Male: 3%
  - Female: 33%

- Made offensive racist remarks in your presence?
  - Male: 7%
  - Female: 3%

- Made offensive sexist remarks in your presence?
  - Male: 9%
  - Female: 33%

- Treat you differently because of your gender or race?
  - Male: 2%
  - Female: 47%

- Yes, more than once
- Yes, once
- No
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:

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Graduate students, untenured professors</th>
<th>Tenured professors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Touched you in a way that made you feel uncomfortable?</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>Made you feel threatened with some sort of retaliation for not being sexually cooperative (for example, by...)</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual...</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Made unwanted attempts to establish a romantic sexual relationship with you despite your efforts to discourage it?</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Displayed, used or distributed racist content in their presentation that you found offensive?</td>
<td>10%</td>
<td>11%</td>
</tr>
<tr>
<td>Displayed, used or distributed sexist or suggestive content in their presentation that you found offensive?</td>
<td>23%</td>
<td>10%</td>
</tr>
<tr>
<td>Stared, leered, or ogled you in a way that made you feel uncomfortable?</td>
<td>13%</td>
<td>10%</td>
</tr>
<tr>
<td>Made offensive racist remarks in your presence?</td>
<td>22%</td>
<td>18%</td>
</tr>
<tr>
<td>Made offensive sexist remarks in your presence?</td>
<td>29%</td>
<td>15%</td>
</tr>
<tr>
<td>Treat you differently because of your gender or race?</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Legend: **Yes, more than once**  **Yes, once**  **No**
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. Frequent 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
Owen Wu, owenwu@indiana
Agenda

• Awards:
  – MSOM Distinguished Fellow
  – MSOM Distinguished Service
  – MSOM Best Paper
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• Board Transition
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 Atasu
Georgia Tech

VP Meetings
Dorothee Honhon
UT Dallas

Secretary / Treasurer
Rouba Ibrahim
University College London
Let’s Eat!