

Workshop on Empirical Research in Operations Management

September 7-8, 2017

Venue:

The Wharton School, University of Pennsylvania
Jon M. Huntsman Hall, 3730 Walnut St., Philadelphia, PA 19104
Vance Hall, 3733 Spruce Street, , Philadelphia, PA 19104
[University of Pennsylvania Campus Map](#)

Hotel Information:

Sheraton University City – <http://www.philadelphiasheraton.com> – 5 min walk
Inn at Penn – <http://www.theinnatpenn.com> – 5 min walk

Homewood Suites – <http://www.universitypennhotel.com/> – 10 min walk

Courtyard by Marriott – <http://www.marriott.com/hotels/travel/phlhc-courtyard-philadelphia-downtown> – 30 min walk, 10 min cab ride

There are many other hotels in Center City Philadelphia. Please make your own hotel reservations according to your preferences and budgets.

Contacts:

Vishal Gaur (vg77@cornell.edu)
Marcelo Olivares (molivares@u.uchile.cl)
Brad Staats (bstaats@unc.edu)
Christian Terwiesch (terwiesch@wharton.upenn.edu)
Ramon Jones oversees all administrative issues related to the event. She can be contacted via ramjones@wharton.upenn.edu

Sponsors:

OID Department, The Wharton School, University of Pennsylvania.

Registration:

All participants are required to register by using the following link:

<https://www.surveymonkey.com/r/S37DVSP>

Program

Each speaker will have 25 minutes to present his/her paper and 10 minutes for discussion. Computer & projection equipment will be provided. Presenters may upload their presentation files to the computer in the classroom prior to the start of their sessions.

Thursday, September 7, 2017: Room – JMHH-345 (Lunch in 360)

12-12:45pm	Informal Lunch
12:45-1:15pm	Welcome and Introductions
Session I: Healthcare Operations	
1:15-1:50pm	Hessam Bavafa <i>The Impact of Primary Care Provider Availability on Patient Care</i>
1:50-2:25pm	Krista M. Foster <i>Novel Instruments for Measuring Emergency Physician Performance in a Multi-Facility Management Network</i>
2:25-2:50pm	Coffee break
Session II: Workforce Management	
2:50-3:25pm	Carolyn Deller <i>Who Should Select New Employees, the Head Office or the Unit Manager? Consequences of Centralizing Hiring at a Retail Chain</i>
3:25-4:00pm	Pradeep Pendem <i>The Microstructure of Work: Understanding Breaks and the Productivity Benefits of Pauses</i>
4:00-4:25pm	Coffee Break
Session III: Retail Operations and Customer Experience	
4:25-5:00pm	Arzum Akkas <i>Reducing Product Expiration Through Salesforce Compensation Schemes</i>
5:00-5:35	Santiago Gallino <i>Setting Retail Staffing Levels: A Methodology Validated with Implementation</i>
5:35-6:10	Aleda Roth <i>Customer Experiences on Customer Perceived Value in Wellness-Centric Hotel Stays</i>
6:30pm – 7:30pm: Cocktail Hour 7:30pm: Dinner	

Program (continued)

Friday, September 8, 2017: Room – JMHH 355 (Lunch in 365)

7:30-8:00am	Breakfast
Session IV: Workforce Management	
8:00-8:35am	Fabrizio Salvador <i>Do too many cooks always spoil the broth? An investigation of the effects of reporting to multiple managers on worker performance</i>
8:35am-9:10am	Saravanan Kesavan <i>Manager incentives, outcomes, and operational decisions: Evidence from a quasi-experiment at a retail chain</i>
9:10-9:35am	Coffee Break
Session V: Healthcare Operations	
9:35-10:10am	Diwas KC <i>Limited Attention in Patient Care</i>
10:10-10:45am	Maria Ibanez <i>Discretionary Task Ordering: Queue Management in Radiological Services</i>
10:45-11:10am	Coffee Break
Session VI: Shared Economy and Online Markets	
11:10-11:45am	Fanyin Zheng <i>Route Preference and Station Network in the London Bike Share System</i>
11:45-12:20pm	Chris Parker <i>Does Information Help Agents Perform Better? A Mobile Money Field Experiment in Tanzania</i>
12:20-12:55pm	Wenchang Zhang <i>Managing Market Thickness in Online B2B Markets</i>
12:55-2:00pm	Conference closing / lunch / meeting time

Maps:

