

# Workshop on Empirical Research in Operations Management

## September 12-13, 2019

### 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:

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Ramon Jones oversees all administrative issues related to the event. He can be contacted via [ramjones@wharton.upenn.edu](mailto: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://kenan-flagler.az1.qualtrics.com/jfe/form/SV\\_71XMTW6yC6q75D7](https://kenan-flagler.az1.qualtrics.com/jfe/form/SV_71XMTW6yC6q75D7)

## 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 12, 2019: The Wharton School, Vance Hall, B6

12-12:45pm	<b>Informal Lunch</b>
12:45-1:15pm	<b>Welcome and Introductions</b>
<b>Session I: Online and Marketplace Operations</b>	
1:15-1:50pm	<b>Jiding Zhang</b> <i>Matching in Online Marketplaces when Talent is Difficult to Discern</i>
1:50-2:25pm	<b>Simin Li</b> <i>Promotional Design for Small Businesses: The Operational Value of Online Deals</i>
2:25-2:50pm	Coffee break
<b>Session II: Healthcare Operations</b>	
2:50-3:25pm	<b>Tan Lekwijit</b> <i>Evaluating the Efficacy of Connected Healthcare</i>
3:25-4:00pm	<b>Philip Saynisch</b> <i>Decomposing Volume's Impact on Judgment and Skill: Lessons from Kidney Transplantation</i>
4:00-4:25pm	Coffee Break
<b>Session III: Services Operations</b>	
4:25-5:00pm	<b>Qiuping Yu</b> <i>Call to Duty: Just-in-Time Scheduling in a Restaurant Chain</i>
5:00-5:35	<b>Ryan Buell</b> <i>Improving Customer Compatibility with Operational Transparency</i>
5:35-6:10	<b>Seyed Emadi</b> <i>Don't Call Us, We'll Call You: An Empirical Study of Callers' Behavior Under a Callback Option</i>
<b>6:30pm Cocktail Hour followed by Dinner (Hoover Lounge, Vance Hall)</b>	

## Program (continued)

Friday, September 13, 2019: The Wharton School, Vance Hall, B6

8:00-8:30am	Breakfast
<b>Session IV: Manufacturing and Supply Chain Management</b>	
8:30-9:05am	<b>Nikolay Osadchiy</b> <i>The Lost Decade for U.S. Manufacturing Jobs: A Story of Cost and Risk</i>
9:05am-9:40am	<b>Jing Wu</b> <i>Global Supply Chains and Cross-Border Financing</i>
9:40-10:05am	Coffee Break
<b>Session V: Supply Chain Management and Retail Operations</b>	
10:05-10:40am	<b>Marcelo Olivares</b> <i>Capacity Management in Service Platforms: Balancing responsiveness with employee retention.</i>
10:40-11:15am	<b>Hamsa Bastani</b> <i>Do Policies with Limited Enforcement Reduce Harm? Evidence from Transshipment Bans</i>
11:15-11:50am	<b>Yannis Stamatopoulos</b> <i>Menu Costs and the Bullwhip Effect: Supply Chain Implications of Dynamic Pricing</i>
11:50am-12:30pm	L U N C H
<b>Session VI: Public Sector Operations</b>	
12:30-1:05pm	<b>Amrita Kundu</b> <i>Timely After-Sales Service and Technology Adoption: Evidence from the O-Grid Solar Market in Uganda</i>
1:05-1:40pm	<b>Dawson Kaaua</b> <i>Serving Democracy: Evidence of Voting Resource Disparity in Florida</i>
1:40-2:15pm	<b>Maya Ganesh</b> <i>Leveraging Digital Technology to Improve Monitoring and Planning in Public Sector Supply Chains: Evidence from India's Food Security Program</i>
2:15-3:00pm	Conference closing / Coffee / Meeting time

## List of Papers

### *Session I. Online and Marketplace Operations*

1. Elena Belavina, Karan Girotra, Ken Moon, Jiding Zhang. Matching in Online Marketplaces when Talent is Difficult to Discern.
2. Simin Li, Kejia Hu, Martin A. Lariviere. Promotional Design for Small Businesses: The Operational Value of Online Deals.

### *Session II. Healthcare Operations*

3. Tan Lekwijit, David Asch, Kevin Volpp, Christian Terwiesch. Evaluating the Efficacy of Connected Healthcare
4. Saynisch, Huckman, Trichakis. Decomposing Volume's Impact on Judgment and Skill: Lessons from Kidney Transplantation.

### *Session III. Services Operations*

5. Masoud Kamalahmadi, Qiuping Yu, Yong-Pin Zhou. Call to Duty: Just-in-Time Scheduling in a Restaurant Chain.
6. Ryan Buell, Moonsoo Choi. Improving Customer Compatibility with Operational Transparency.
7. Seyed Emadi, Vinayak Deshpande, Brett. Don't Call Us, We'll Call You: An Empirical Study of Callers' Behavior Under a Callback Option.

### *Session IV. Supply Chain Management*

8. Nikolay Osadchiy, Sridhar Seshadri. The Lost Decade for U.S. Manufacturing Jobs: A Story of Cost and Risk.
9. Jie Peng, Jing Wu, Yu Zhang. Global Supply Chains and Cross-Border Financing.

### *Session V. Supply Chain Management and Retail Operations*

10. Marcelo Olivares, Andres Musalem, Daniel Yung. Capacity Management in Service Platforms: Balancing responsiveness with employee retention.
11. Hamsa Bastani, Joann F. de Zegher. Do Policies with Limited Enforcement Reduce Harm? Evidence from Transshipment Bans.
12. Robert L. Bray, Ioannis Stamatopoulos. Menu Costs and the Bullwhip Effect: Supply Chain Implications of Dynamic Pricing.

### *Session VI. Public Sector Operations*

13. Amrita Kundu & Kamalini Ramdas. Timely After-Sales Service and Technology Adoption: Evidence from the Off-Grid Solar Market in Uganda.
14. Gérard P. Cachon and Dawson Kaaua. Serving Democracy: Evidence of Voting Resource Disparity in Florida.
15. Maya Ganesh, Sarang Deo, Sripad K. Devalkar. Leveraging Digital Technology to Improve Monitoring and Planning in Public Sector Supply Chains: Evidence from India's Food Security Program.