

SCHEDULE OF EVENTS

All talks take place in Barr Forum

Friday, Sept. 5

8:30 – 9:30	<i>Coffee, continental breakfast</i>	<i>Oscar Mayer Lounge</i>
9:30 – 11:00	<u>Session One: Call Center Management</u>	
	Noah Gans, University of Pennsylvania	Some Current Problems in Call Center Management
	Amy Ward, University of Southern California	Fair Dynamic Routing in Call Centers
11:00 – 11:30	<i>Coffee break</i>	<i>Oscar Mayer Lounge</i>
11:30 – 12:30	<u>Session One, continued</u>	
	Zeynep Akşin, Koç University	Call Centers with Delay Information: Models and Insights
	Gad Allon, Northwestern University	We will be right with you: Managing customers with cheap talk and intentional vagueness
12:30 – 1:30	<i>Lunch</i>	<i>Park Dining Room</i>
1:30 – 2:45	<u>Session Two: Research Overviews</u>	
	Brian Rogers, Northwestern University	Social Networks
2:45 – 3:15	<i>Coffee break</i>	<i>Oscar Mayer Lounge</i>
3:15 – 4:30	<u>Session Two, continued</u>	
	Pinar Keskinocak, Georgia Institute of Technology	Humanitarian Operations
4:30 – 5:30	<i>Break</i>	
5:30 – 6:30	<i>Cocktail reception</i>	<i>Oscar Mayer Lounge</i>
6:30 – 7:30	<i>Dinner</i>	<i>Park Dining Room</i>

Saturday, Sept. 6

8:30 – 9:30	<i>Coffee, continental breakfast</i>	<i>Oscar Mayer Lounge</i>
9:30 – 11:00	<u>Session Three: Retail Operations</u>	
	Ananth Raman, Harvard	Retail Operations: Past Findings, Current Opportunities
	Jérémie Gallien, MIT	Implementing and Evaluating a New Distribution Optimization System for Zara
11:00 – 11:30	<i>Coffee break</i>	<i>Oscar Mayer Lounge</i>
11:30 – 12:30	<u>Session Three, continued</u>	
	Naren Agrawal, Santa Clara University	Incorporating Category Effects of Items in Assortment Planning for Retail Chains
	Saravanan Kesavan, University of North Carolina	Incorporating price and inventory endogeneity in firm-level sales and earnings forecasting
12:30 – 1:30	<i>Lunch</i>	<i>Park Dining Room</i>