**SCHEDULE OF EVENTS**

*All talks take place in Barr Forum*

**Friday, Sept. 5**

8:30 – 9:30  Coffee, continental breakfast  Oscar Mayer Lounge

9:30 – 11:00  Session One: Call Center Management

  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  Coffee break  Oscar Mayer Lounge

11:30 – 12:30  Session One, continued

  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  Lunch  Park Dining Room

1:30 – 2:45  Session Two: Research Overviews

  Brian Rogers,  
  Northwestern University  
  Social Networks

2:45 – 3:15  Coffee break  Oscar Mayer Lounge

3:15 – 4:30  Session Two, continued

  Pinar Keskinocak,  
  Georgia Institute of Technology  
  Humanitarian Operations

4:30 – 5:30  Break

5:30 – 6:30  Cocktail reception  Oscar Mayer Lounge

6:30 – 7:30  Dinner  Park Dining Room

**Saturday, Sept. 6**

8:30 – 9:30  Coffee, continental breakfast  Oscar Mayer Lounge

9:30 – 11:00  Session Three: Retail Operations

  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  Coffee break  Oscar Mayer Lounge

11:30 – 12:30  Session Three, continued

  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  Lunch  Park Dining Room
Workshop location:
James L. Allen Center
2169 Campus Drive
Evanston, IL  60208
Phone  (847) 864-9270
Fax   (847) 491-4323

Workshop contact:
Fran Walker: 847-491-3527
fwalker@kellogg.northwestern.edu
if Fran is not available:
Rita Ryan-Novak: 847-491-2758
r-ryan-novak@kellogg.northwestern.edu

Transportation (getting to Evanston):
You can take a taxi, public transportation, Airport Express, or drive. Check the following websites for maps and directions.
http://www.northwestern.edu/campus/directions/
http://aquavite.northwestern.edu/maps/

If you are taking a taxi, you may want to take a suburban cab to Evanston, as they are less expensive than Chicago cabs. 303 Taxi (888-225-5303) and NorShore Cab 1-800-244-9200 (847-864-7500) are two of the available suburban companies.

Getting to the Allen Center:
If you are staying at The Homestead this weekend, then it is a short walk to the Allen Center. A map showing where The Homestead and the Allen Center are is shown on the next page. Also click this link for a campus map. The Allen Center is in the middle, on the right side of the map:
http://www.northwestern.edu/visiting/maps/evanston/webviewable/

If you are taking public transportation or driving to the workshop, you can use the above links plus the campus map, or simply follow the following link for information on getting specifically to Kellogg.
http://www.kellogg.northwestern.edu/About.aspx

Parking:
If you are unable to walk from The Homestead, we will have a few Northwestern parking passes available. However, on-campus parking can be difficult.