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