

KAMALINI RAMDAS

Deloitte Chair in Innovation & Entrepreneurship
Professor, Management Science & Operations

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London Business School, A215 Sussex Place, Regent's Park, London NW1 4SA, UK

EDUCATION

Ph.D.	Operations Management, Wharton School, University of Pennsylvania	1995
M.S.	Operations Research, University of Delaware	1989
B.S.	(Honors) Mathematics, St. Stephen's College, Delhi University	1986

EMPLOYMENT

London Business School

Deloitte Chair in Innovation & Entrepreneurship	2012 - Present
Professor of Management Science & Operations	2008 – Present

Darden Graduate School of Business, University of Virginia

Associate Professor of Business Administration (on leave, 2008-2010)	2003 - 2010
Assistant Professor of Business Administration	1997 - 2003
Rust Visiting Assistant Professor of Business Administration	1996 – 1997

Wharton School, University of Pennsylvania

Operations & Information Management Department Fellow & Adjunct Associate Professor	Spring 2007
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Graduate School of Business, University of Texas at Austin

Assistant Professor (on leave, 1997)	1994 - 1997
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EDITORIAL POSITIONS

Departmental Editor

<i>Manufacturing & Service Operations Management</i>	Jan 2021 – Present
Operational Innovation Department	Sep 2019 – Dec 2020
Manufacturing Department	2009 – 2011
<i>Management Science</i> , Entrepreneurship & Innovation Department	

Associate Editor

<i>Management Science</i> , Operations Management Department	2012 – Present
<i>Management Science</i> , Healthcare Management Department	2018 – Present
<i>Manufacturing & Service Operations Management</i>	2014 – 2019
<i>Management Science</i> , R&D and Product Development Department	2003 – 2008
POMS special issue on the management of product innovation	2005

Senior Editor

<i>Production and Operations Management</i> (POMS)	2003 – 2016
New Product Development, R&D, and Project Management Department	

Editorial Board

Member, Editorial Board, <i>IEEE Transactions on Engineering Management</i>	2002 – 2005
Member, Editorial Review Board, <i>Production and Operations Management</i>	2001 – 2003

REFEREED PUBLICATIONS

Operations Management Journals

Kamalini Ramdas and Alp Sungu. “The Digital Lives of the Poor: Entertainment Traps and Information Isolation.” Sep. 2022. Forthcoming in *Management Science (OM Fast Track)*. (Finalist: 2022 MSOM Student Paper Competition – A. Sungu, Flash talk at 2022 NBER IT & Digitization Summer Conference – by A. Sungu, 1st Place, POMS College of Behavioral OM Junior Scholar Paper Competition 2021 – A. Sungu.)

Amrita Kundu, Stephen Anderson-Macdonald, and Kamalini Ramdas, “Surviving the Odds: Disruptions, Resilience and Performance of Microenterprises in Emerging Markets”. Aug. 2022. Forthcoming in *Management Science*. (2nd Place, POMS College for Supply Chain Management Best Student Paper, 2019.)

Jonas Oddur Jonasson, Kamalini Ramdas and Alp Sungu. “Social Impact Operations at the Global Base of the Pyramid”. Apr. 2022. Invited Review. Forthcoming at *Production and Operations Management*.

Soledad Giardili, Kamalini Ramdas and Jonathan Williams, “Leadership and Productivity: A Study of US Automobile Assembly Plants”. Mar. 2022. Forthcoming in *Management Science*.

Kraig Delana, Sarang Deo, Kamalini Ramdas, Ganesh B. Subburaman and Thulasiraj Ravilla, “Multichannel Healthcare: Assessing the Impact of Telemedicine”. Feb. 2022. Forthcoming in *Management Science*. (Finalist: 2019 MSOM Student Paper Competition).

Amrita Kundu and Kamalini Ramdas, “Timely After-Sales Service and Technology Adoption: Evidence from the Off-Grid Solar Market in Uganda”. Jan. 2022. Forthcoming in *Manufacturing & Service Operations Management*. (Finalist: 2019 MSOM Student Paper Competition).

Zeynep Aksin, Sarang Deo and Jonas Jonasson and Kamalini Ramdas, “Learning from many: Partner Diversity and Team Familiarity in Fluid Teams”, (Application setting: London Ambulance Service). *Management Science*. 67(2), 854-874. 2021.

Erica Plambeck and Kamalini Ramdas, “Alleviating Poverty by Empowering Women through Business Model Innovation: M&SOM Insights and Opportunities”. *Manufacturing & Service Operations Management, 20th Anniversary Special Issue*, 22(1), 123-134, 2020.

Kamalini Ramdas, Khaled Saleh, Steven Stern and Haiyan Liu, “Variety and Experience: Learning and Forgetting in the Use of Surgical Devices”. *Management Science*. 64 (6), 2590-2608, 2017.

Scott Atkinson, Kamalini Ramdas and Jonathan Williams, “The Costs of Inefficient Robust Scheduling Practices in the U.S. Airline Industry”. *Management Science*. 62(11):3372-3391, 2016.

Chris Parker, Kamalini Ramdas and Nicos Savva, “Is IT Enough? Evidence from a Natural Experiment in Indian Agricultural Markets”. *Management Science*. 62(9), 2481-2503, 2016.

Kamalini Ramdas, Jonathan Williams and Marc Lipson, “Can Financial Markets Inform Operational Improvement Efforts? Evidence from the US Airline Industry”. March 2013. *Manufacturing & Service Operations Management*, Volume 15 Issue 3, Summer 2013.

Kamalini Ramdas, Oleksandr Zhylyevskyy and William L Moore, "A Methodology to Support Product Differentiation Decisions". *IEEE Transactions on Engineering Management*, Volume: 57 Issue: 4, pp. 649 – 660, November 2010.

Kamalini Ramdas and Taylor Randall, "Does Component Sharing Help or Hurt Reliability? An Empirical Study in the Auto Industry". *Management Science*, Volume 54, No. 5, pp. 922-938, May 2008.

Sanjay Jain and Kamalini Ramdas, "Up or Out: New Product Positioning in an Evolving Technology Environment". *Production and Operations Management*, Volume 14, No. 3, pp. 362-376, Fall 2005.

Marshall Fisher, Kamalini Ramdas and Karl Ulrich, "Managing Variety for Assembled Products: Modeling Component Systems Sharing". *Manufacturing and Service Operations Management*, Volume 5, No. 2, pp. 142-156, Spring 2003.

Kamalini Ramdas, "Managing Product Variety: An Integrative Review and Research Directions". *Production and Operations Management*, Volume 12, No. 1, pp. 79-101, Spring 2003.

Timothy Laseter and Kamalini Ramdas, "Product Types and Supplier Roles in Product Development: An Exploratory Analysis". *IEEE Transactions on Engineering Management*, Vol. 49, No. 2, 107-118, May 2002.

Marshall Fisher, Kamalini Ramdas and Yu Sheng Zheng, "Ending Inventory Valuation in Multi-Period Production Scheduling". *Management Science*, Vol. 47, No. 5, May 2001.

Kamalini Ramdas and Mohan Sawhney, "A Cross-Functional Approach to Designing Multiple Product Line Extensions with Components Sharing". *Management Science*, Vol. 47, No. 1, pp. 22-36, January 2001.

Kamalini Ramdas and Robert Spekman, "Chain or Shackles: Understanding What Drives Supply Chain Performance". *Interfaces*, Vol. 30, No. 4, p. 3-21 (lead article), July-August 2000.

Marshall Fisher, Kamalini Ramdas and Karl Ulrich, "Components Sharing in the Management of Product Variety: A Study of Automotive Braking Systems". *Management Science*, Vol. 45, No. 5, pp. 297-315 (lead article), March 1999.

Medicine / Practitioner Journals

Kamalini Ramdas and Soumya Swaminathan. Patients could share virtual medical appointments for better access to telemedicine. *Nature Medicine*, 27(1), 14-16. 2021.

Kamalini Ramdas, Ara Darzi and Sanjay Jain. 'Test, re-test, re-test': using inaccurate tests to greatly increase the accuracy of COVID-19 testing. *Nature Medicine*. 12:1-2. May 2020.

Kamalini Ramdas, Faheem Ahmed, and Ara Darzi. "Remote shared care delivery: a virtual response to COVID-19." *Lancet Digital Health*. 2.6 (2020): e288-e289.

Tania Jones, Ara Darzi, Garry Egger, Jeannette Ickovics, Ed Noffsinger, Kamalini Ramdas, John Stevens, Marianne Sumego and Fraser Birrell, "A Systems Approach to Embedding Group Consultations in the National Health Service". *Future Healthcare Journal*. 6.1 (2019): 8.

Kamalini Ramdas and Ara Darzi, “Adopting Innovations in Care Delivery: The Case of Shared Medical Appointments”. *New England Journal of Medicine*. 376:1105-1107, April 2017.

Kamalini Ramdas, Elizabeth Teisberg and Amy Tucker, “Four Ways to Reinvent Service Delivery”, *Harvard Business Review*, December 2012.

PAPERS UNDER REVIEW

Ryan Buell, Kamalini Ramdas and Nazli Sonmez. “Can Shared Service Delivery Increase Customer Engagement? A Study of Shared Medical Appointments.” Jun. 2022. Under minor revision for *Manufacturing and Service Operations Management*.

- Best Paper Award, 1st ACM (Association for Computing Machinery) Conference on Equity and Access in Algorithms, and Mechanisms, and Optimization (EAAMO'21)
- Finalist: 2019 MSOM Student Paper Competition

Sanjay Jain, Jonas Jonasson, Jean Pauphilet and Kamalini Ramdas. “Robust Combination Testing: Methods and Application to COVID-19 Detection.” Sep. 2022. Under minor revision for *Management Science*.

Amalia Miller, Kamalini Ramdas and Alp Sungu, “Browsers Don’t Lie? Gender Differences in the Effects of the Indian COVID-19 Lockdown on Digital Activity and Time Use.” Jun. 2022. Reject and resubmit at *Management Science*.

- Presented by Amalia Miller in long presentation format at NBER 2021 Summer Institute on IT and Digitization

WORKING PAPERS

Ryan Buell, Kamalini Ramdas, Nazli Sonmez, Dr. Kavitha Srinivasan, Dr. Rengaraj Venkatesh. “Peer Effects in Healthcare Delivery: An Investigation into Shared Medical Appointments.” 2021.

Nazli Sonmez, Dr. Kavitha Srinivasan, Dr. Rengaraj Venkatesh, Ryan Buell, Kamalini Ramdas. “How Shared Medical Appointments Impact Outcomes for Patients with Glaucoma”. 2021.

AJ Bostian, Charlie Holt, Sanjay Jain and Kamalini Ramdas, “Transshipment can Worsen the Profits of Imperfect Learners”. May 2017.

AJ Bostian, Charlie Holt, Sanjay Jain and Kamalini Ramdas, “Learning or Introspection? An Experimental Study of Transshipment Decisions”. May 2017.

RESEARCH IN PROGRESS

“Improving Surgery Show Up Rates”, with Nazli Sonmez, Dr. M. Sindal and Dr. R. Venkatesh, research in progress. IRB clearance obtained, RCT in progress.

“Component Sharing and Automotive Recalls”, with Nitish Jain and Jonathan Williams, in progress.

Incorporating Shared Medical Appointments into a Provider’s Service Offerings, with Sarang Deo and Nazli Sonmez; Collaboration with Cooper University Hospital in Camden NJ.

Project focused on implementation of Shared Medical Appointments in the NHS. Co-supervised medical PhD student Abi Morbi at the Imperial College School of Medicine. PhD defended November 2021.

OTHER ARTICLES

“Who do I listen to? The Role of the Customer in Product Evolution,” with Michael Meyer and Taylor Randall, Handbook of New Product Development Research, Editors Christoph Loch and Stylianos Kavadias, Springer Press, 2008.

“A Linear Time Algorithm for a Multi-Item Capacitated Scheduling Problem,” with Stan van Hoesel and Alexander Rinnooy Kan, OPIM Working Paper No. 91-01-09, The Wharton School.

PRACTITIONER PIECES

Introduction to the Special Issue of Business Strategy Review on Innovation and Entrepreneurship, Summer 2014.

“From Zero to Ubiquity”, with Rajesh Chandy, December 2012. Special edition of Business Strategy Review released at the Vodafone – LBS conference on Mobiles for Good.

“The M in the Future”, with Rajesh Chandy, December 2012. Special edition of Business Strategy Review released at the Vodafone – LBS conference on Mobiles for Good.

“Helping Hospitals to Improve Healthcare”, Q&A with Kamalini Ramdas, Business Strategy Review, Issue 4, Winter 2010.

“Using Location to Innovate in Healthcare Delivery”, with Elizabeth Teisberg, Business Strategy Review, Issue 4, Winter 2010.

CONFERENCE PROCEEDINGS

“Positioning New Products in an Evolving Technology Environment,” with Sanjay Jain, proceedings of the Manufacturing & Service Operations Management Conference, MSOM 2000.

“Managing the Development of Service Products,” proceedings of the International Conference on Service Quality, organized by IIM Ahmedabad and Rensselaer Polytechnic Institute, August, 1999.

TEACHING EXPERIENCE

London Business School

MAM Core Course, Data Science	2021 - Present
London Executive MBA Program Core Course, Operations Management	2021 - Present
MBA Elective, Managing Healthcare (co-taught)	2015 – Present
MBA Elective, Business Model Experiments	2011– Present
MBA Core Course, Operations Management	2011 – 2021
Dubai Executive MBA Program Core Course, Entrepreneurial Management	2010 – 2017
London Executive MBA Program Core Course, Entrepreneurial Management	2008 – 2010
London Executive MBA Program Core Course, Operations & Technology Management	2008 – 2010

PhD Core Course on Causal Inference, Statistical Research Methods II (Taken by PhD students in Operations, Marketing, Accounting, Strategy, OB)	2011 – Present
PhD Seminar on Research Methods	2009
PhD Seminar on Empirical Research in Operations	2009
Global Business Consortium Keynote on the Future of Health	June 2021
Air Liquide Executive Program	2015 - Present
Making Innovation Happen Open Executive Program	2013 – 2018
Microsoft E-Learning Executive Program	2016
Telenor Executive Program	2015
Presidents Institute, Copenhagen	2015
WITS Business School Executive Program	2012
World Economic Forum Fellows Program	2011 – 2012
BT Retail Executive Program	2009
Darden Graduate School of Business, University of Virginia	
Course Head for First Year Operations	2003 – 2006
First Year Operations	1996 –2007
Developing New Products & Services – MBA Elective	2001 –2007
Innovation and Product Development – MBA Elective	2007
Business Resources Management Executive Program for the US Navy	2005 – 2008
Manufacturing Excellence Program (MEP) – Open Enrollment Exec. Program	2000 – 2008
United Technologies Corporation – Emerging Leaders Executive Program	2000 – 2008
PriceWaterhouse Coopers – New Service Development Executive Program	2000
Launching New Products – Open Enrollment Executive Program	2000
The Role of Suppliers in Product Development, Ph.D. Field Elective	1999
The Product Development / Supply Chain Interface, Ph.D. Research Elective	1998
Manufacturing Management Program (MMP) Executive Program	1996
Manufacturing Planning and Control (GBUS881), 2nd year MBA Elective (co-taught)	1996
2 nd Year MBA Group Business Projects and Independent Business Projects	1996 – 2008
Wharton School, University of Pennsylvania	
Course Instructor for Product Design and Development, MBA Elective	2007
Course Instructor for Operations Planning and Control, MBA Elective	1993
Indian School of Business, Hyderabad	
Co-taught New Product Development, MBA Elective	2007
Graduate School of Business, University of Texas at Austin	
Core MBA Operations	1995 – 1996
Core Undergraduate Operations	1994 – 1996
Core Undergraduate Operations for Honors Students	1995 – 1996
Department of Mathematics, University of Delaware	
Course Instructor for Calculus 1, Finite Math, Elementary Math & Stat.	1987 – 1989

TEACHING MATERIALS

“Spearheading use of shared medical appointments (SMAs) in the NHS”, London Business School Case Study, January 2019.

“Eliminating Avoidable Blindness: Outreach Activities at Aravind Eye Care System”, with Sarang Deo. London Business School Case Study, April 2016.

“Reconfiguring Stroke Care in North Central London”, with James Mountford and Michael E. Porter, HBS Case Study, June 2011.

“Nottingham Spirk: Blending Economics and Design”, video produced with the Batten Institute and the Darden Media video production team, <http://www.youtube.com/watch?v=gN2Zu1c7X44>, July 2009

“HCL Technologies: Employee First, Customer Second”, with GS Ravindra, UVA-OM-1366, September 2008

“Supply Chain Management at W’UP Bottlery (A) and (B)” UVA-OM-1351 and UVA-OM-1352 February 2008, UVA-OM-1351TN, September 2008

- Issues: Managing the bullwhip effect in a highly fragmented developing country supply chain for Coca-Cola in India.

“Whose Life Is This: A Creativity Exercise”, UVA-OM-1353, with Jeneanne Rae, February 2008

“A Note on Managing Process Flows,” UVA-OM-1194, August 2005.

- Issues: technical note on Little’s Law using primarily service examples.

“Some Intuition about Little’s Law via Analyzing the Time Spent in a Checkout Lane,” Technical Note, September 2005.

“Managing Variability: Process Control and Process Capability,” UVA-OM-1103, December 2003.

- Issues: technical note on process control and process capability using primarily a service example.

“OceanCove Multimedia Simulation,” developed with Darden IT Department, September 2003.

- A queuing simulation that accompanies the OceanCove case (UVA-OM-1022) and aids understanding of bottleneck management under variability, and Little’s Law.

“Tastee Snax Cookie Company (B)” with Joe Parkhill, UVA-OM-1097, November 2003.

- Issues: Crashing of a Critical Path Network

“A Note on Process Analysis,” with Joe Parkhill, UVA-OM-1096, November 2003.

- Issues: Process analysis, capacity management, using primarily a service example.

“The Operations Course at Darden: An Introduction,” UVA-OM-1073, October 2003.

- Issues: An overview of Darden’s FY Operations course – the content, and why it is important for managers to know how to manage Operations.

“Creating New Products,” Video, May 2002

“A Note on the Video, Creating New Products,” UVA-OM-1020, July 2002.

- Issues: Follows three student design projects from idea to working prototype; discusses ideas for managing a six week product design class project.

“Our Daily Bread,” with Eric Jones, UVA-OM-1018, case and multimedia supplement, UVA-OM-1018TN, July 2002.

- Issues: Process analysis, product line management, growth.

“Ocean Cove Ltd.,” with Jin Leong, UVA-OM-1022, UVA-OM-1022TN, August 2002.

- Issues: Process analysis; strategic fit; growth;

“Carrier Corporation, Montluel France: The Aquasnap Design Project,” with Jean Gibbons, UVA-OM-0972, OM-0972TN, February 2001.

- Issues: Design as a source of competitive advantage; design for X: ease-of-installation, manufacturing, the environment, variety.

“Macromedia Inc: Weaving Dreams of Global Markets and New Technologies,” with Chris Lehmbeck and Christian Terwiesch, UVA-OM-0971, February 2001, UVA-OM-0971TN, August 2002.

- Issues: Managing variety in software versions; product architecture.

BuyLow Case Study, PriceWaterhouse Coopers Inc, with Steven Berry, October 2000.

- Issues: Strategic acquisition to expand the service portfolio.

“Ozone LLC: Krispy Kreme Doughnuts Franchise,” supervised John Godbold, UVA-OM-0877, UVA-OM-0877TN, September 1998; Multimedia supplement, with Elliott Weiss, October 1999.

- Issues: process analysis, operational and general business faced by a small business, including inventory, quality and workforce management, product and process redesign, product line management, channel management and small business startup issues.
- Recipient of the Wachovia Award for Excellence in Teaching Materials, May 2000.

“Titan Industries Limited,” September 1996.

- Issues: product line management, activity-based costing, and market benefits of new product variety at an Indian Multinational.

AWARDS AND HONORS

Manufacturing & Service Operations Management (MSOM) Society

MSOM Distinguished Service Award	2022
MSOM President	2019 – 2020
MSOM President Elect	2018 – 2019
MSOM VP Meetings	2016 – 2017
Nominated to run for MSOM President	2009

INFORMS

Nominated to run for election for an INFORMS Board position	2020, 2021
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Member, LocalGlobe VC Fellows Programme	December 2021
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Production & Operations Management Society (POMS)

Nominated to run for VP Europe	2011
Nominated to run for election to the Board	2007, 2009

Deloitte Chair in Innovation & Entrepreneurship	April 2012
LBS Term Chaired Professor of Management Science and Operations	2008 – 2010

Dean's recognition for "high touch" teaching at Darden	2005
Recognition for being in top 10% of teaching faculty at Darden	2006, 2005
Darden School Outstanding Faculty Award Nominee	2001, 2002
Batten Scholar at Batten Conference on Innovation and Supply Chain Management College of William and Mary	2001
Wachovia Award for Research Excellence	2000
Wachovia Award for Excellence in Teaching Materials	2000
Grant from the Batten Institute for funding student projects in product development elective	2000
New Product Development Professional Certification Product Development Management Association (PDMA)	2001
ARCO Chemical Company Ph.D. Dissertation Fellowship awarded by the Huntsman Center for Global Innovation, The Wharton School	1993
Selected to attend the ORSA Doctoral Colloquium	1993

RESEARCH GRANTS

Grants with Ali Aouad and PhD student Alp Sungu to study nutrition in poor Indian communities: GBP 7,500 Research Grant– Wheeler Institute, LBS	2022
GBP 30,000 Research Grant – Office Cherifien des Phosphates Group (A. Aouad's lead)	2022
GBP 25,000 LBS Institute of Innovation & Entrepreneurship Grant	2021
Grants with PhD student Alp Sungu to study nutrition in poor Indian communities: GBP 20,000 Research Grant– Wheeler Institute, LBS	2019
Grants with Amalia Miller and PhD student Alp Sungu to examine differential impact of Covid on Gender in India and Africa: €24,500 Research Grant from IZA Institute of Labor Economics Call of Interest on COVID-19 in Low- Income Countries.	2020
GBP 16,500 Research Grant. Call for Covid-19 Related Research, Wheeler Institute.	2020
Grants (with PhD student Amrita Kundu) to study how after sales service affects solar technology adoption in Uganda: GBP 20,000 LBS Wheeler Institute Grant	2019
GBP 20,000 LBS Institute of Innovation & Entrepreneurship Grant	2017
Grants with PhD student Alp Sungu) to study how the poor can benefit from mobile data: GBP 17,500 LBS Wheeler Institute Grant	2019
GBP 20,000 LBS Wheeler Institute Grant	2019
GBP 10,000 LBS Wheeler Institute Grant (with PhD student Nazli Sonmez) to study how to increase follow up of emergency high-consequence treatment.	2019
GBP 10,000 LBS Institute of Innovation & Entrepreneurship Grant (with PhD student Nazli Sonmez) to study the benefits of shared medical appointment interactions	2018
Grants (with S. Anderson Macdonald and PhD student Amrita Kundu) to study shocks,	

resilience and performance of Ugandan microenterprises:	
GBP 12,000 STARS Foundation Grant	2016
GBP 25,000 LBS Institute of Innovation & Entrepreneurship Grant	2015
GBP 35,000 Stanford SEED Grant	2015
PI on GBP 50,000 from the UK Economic and Social Research Council to investigate innovation in service delivery	2009
Co-PI on \$1.3 Million grant from the Buchanan Fund at UVA for developing and implementing a model for profitable preventive cardiac care for women, with Dr. Amy Tucker, Dr. Angela Taylor and Anne Hedelt (FNP)	2007
Research Grant from the Sloan Foundation's International Motor Vehicle Program (IMVP), \$14,000 for AY 07-08	2007
Research Grant from the Sloan Foundation's International Motor Vehicle Program (IMVP), \$14,900 for AY 06-07	2006
Research Grant from the Batten Center for Entrepreneurial Leadership	1999
Research Grant awarded by the Marketing Science Institute (MSI) and the American Production and Inventory Control Society (APICS), "Harmonizing Manufacturing and Marketing Relationships to Improve Supply Chain Performance" Research Competition	1995

SCHOOL SERVICE

Member, Research Ethics Committee	Fall 2021 – Present
Chair, Diversity and Inclusion Advisory Board	2018 – 2021
School Survey Task Force	2017
Academic Director, Deloitte Institute of Innovation and Entrepreneurship	2009 – 2016
Subject Area Chair, Management Science & Operations	2011 – 2014
Academic Director, London Business School Institute of Technology	2008 – 2009
Chair, Deloitte Institute Research Proposal Review Committee	2010 – 2016
MBA Programme Review Committee	2016
Family Friendly Taskforce	2016
Organizational Behavior Search Committee	2016
Organizer, 1 st , 2 nd and 3 rd Innovation in Healthcare Delivery Symposium	2010 – 2015
Joint Organizer, 1 st , 2 nd , 3 rd , 4 th and 5 th LBS Conference on Innovation in Operations	2009 – 2015
Joint organizer and track chair, Deloitte Institute Research Symposium	2014
Joint organizer, Mobiles for Good conference – LBS & Vodafone Foundation	2012
Track Chair, Business Solutions to Poverty Conference, London Business School	2012
Joint Organizer, MSI Conference on Innovation in Services	2010
Panel moderator, LBS Healthcare Conference	2008, 2019
Member, Full Professor Promotion Committee	2021, 2018
Chair, Full Professor Five-Year-Review Committee	2015, 2011
Member, Full Professor Five-Year-Review Committee	2009, 2014
Conferred honorary fellow title on John Connolly	2012
Organizer, LBS Healthcare Dinner	2011

Joint PhD Program Coordinator for Management Science & Operations 2010-11
Member, London Business School Appointments Subcommittee 2009 – 2010

PhD Student Advising

Amrita Kundu (LBS; first placement, Georgetown, Post Doc, Stanford)
Nazli Sonmez (LBS; first placement, Bilkent)
Alp Sungu (Primary advisor, LBS)
Tong Wang (Co-advising, LBS).
Abi Morbi (Co-advising, Imperial, College of Medicine)

PhD Student Coauthoring

Kraig Delana (LBS, first placement, Oregon)
Jonas Jonasson (LBS, first placement, MIT)
Chris Parker (LBS, first placement, Penn State)
AJ Bostian (UVA Economics, first placement, Department of Economics, U. of New South Wales)
Jonathan Williams (UVA Economics; first placement, Department of Economics, U. of Georgia)
Oleksandr Zhylyevskyy (UVA Economics; first placement, Department of Economics, Iowa State)
Haiyan Liu (UVA Economics; first placement, Department of Economics, U. of South Florida)
Tim Laseter (Darden; first placement, Darden)

PhD Student Transfer Committees, LBS

Chaoran Liu (Marketing) 2022
Sukhun Kang (Strategy & Entrepreneurship) 2020
Iris Steenkamp (Marketing) 2018
Joao Cotter Salvado (Strategy and Entrepreneurship) 2016
Lakshmi Prasad Vana (Marketing) 2014
Jonas Jonasson (Management Science & Operations) 2013
Iva Rashkova (Management Science & Operations) 2012
Ramon Lecuona (Strategy & International Management) 2011

Internal PhD Thesis Examiner, LBS

Selin Goksel (Marketing) 2022
Christopher Chen (Management Science & Operations) 2019
Thomas Zhang (Marketing) 2017
Sungtak Hong (Marketing) 2016
Maya Cara (Strategy & Entrepreneurship) 2014
Mihaela Stan (Strategy & International Management) 2011
Yael Grushka-Cockayne (Management Science & Operations) 2009

Member, Darden School Appointments Committee 2005 – 2008
Course Head, Darden First Year Operations Required MBA Course 2003 – 2006
Member, Darden First Year Program Committee 2003 – 2006
Member, Darden Academic Support Policy Committee 2001 – 2003
Member, Stewart Sheppard Award Committee for Outstanding Service 2001
Member, Darden Committee on Admissions, Scholarships & Career Services 1997 – 1999
Darden International Student Orientation Program faculty participant 1999
Member, Mastercard International Scholarship selection committee 1998
Darden Alumnae Conference, led a panel discussion on Managing Relationships 1998
Panelist on Darden Careers for Women in Operations Panel 1997

OTHER PROFESSIONAL SERVICE

Member, International Advisory Board Instituto Sistemas Complejos de Ingeniería, Chile	2018 to Present
Member, International Advisory Board, Shared Medical Appointments UK	2016– Present
Chair, MSOM Young Scholar Award Committee	2017
Chair, MSOM SIG Day Working Group	2017
Served on evaluation committee for MSOM Journal Editor	2016
External PhD Thesis Examiner, Michael Freeman (Cambridge)	2016
External PhD Thesis Examiner, Nilam Kaushik (University College London)	2019
External Reviewer, Masters in Healthcare and Design launched by Imperial College London collaboration with the Royal College of Art	2015
Chair, POMS Wickham Skinner Best Unpublished Paper Award Committee	2008
Advisory Board Member, POMS College of Technology Management	2004 – 2008
Secretary, POMS College of Product Innovation & Technology Management	2006 – 2008
Advisory Board Member, Nursing Ventures, University of Virginia	2007 – 2008
Juror for the Catalyst Design Awards sponsored by the Industrial Design Society of America and Business Week	2004
Proposal Reviewer for the National Science Foundation	
Member of MSOM, the Institute for Operations Research and the Management Sciences (INFORMS), Production and Operations Management Society (POMS)	

COMMUNITY SERVICE

Board Member and Chair of Personnel Committee University Montessori School	2004 – 2006
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CONFERENCES AND TALKS

Academic Keynote Talks

POMS International Conference, Mumbai Keynote	2021
INFORMS Annual Conference, Seattle, Keynote	2019
POMS International Conference, Brighton, Keynote	2019
Workshop in Management Science, University of Chile, Keynote	2018
IESE Business School PhD Program Opening Sessions, Keynote	2017
Trans-Atlantic Doctoral Conference, Keynote	2017

Invited On-Campus / Online Research Seminars

Wharton, Temple University, Boston College, USC, Stanford, Chicago	2022
U. of Wisconsin Madison, Frankfurt University	2021
Michigan Ross	2020
INSEAD, Hopkins Healthcare Symposium, UNC Chapel Hill Healthcare Workshop	2019
Boston University, Georgia Tech	2018
IESE, Indian School of Business, Cornell Research Symposium, Berkeley, Utah	2017
Columbia, University of Southern California, Stanford	2016
Georgetown, Maryland, Harvard, Boston University, Duke, Kellogg, Chicago	2015
Berkeley, UCLA, MIT, NYU	2014
Yale, Cass Business School, Dartmouth	2013
Wharton	2011
Harvard, Columbia, Koc, Emory	2010
London School of Economics, Cambridge	2009
Maryland, Stanford, Dartmouth, Kellogg	2008
Duke, Washington University St. Louis, Chicago, UNC Chapel Hill, INSEAD, LBS	2007
Georgia Tech, LBS	2006
Maryland	2005
Wharton, Harvard, Tulane	2004
Chicago	2003
UNC Chapel Hill, Harvard	2002
Penn State, Georgetown	2000
George Washington University, George Mason, Ivey	1999
Maryland	1998
Darden	1996
UT Austin, Washington University St. Louis, Carnegie Mellon	1993

Refereed Conference Presentations

Academic – Practitioner Workshop on Operational Innovation, London Business School, July 2014, “Variety and Experience: Learning and Forgetting in the Use of Surgical Devices.”

Manufacturing and Service Operations Management (MSOM) Conference, INSEAD, June 2013, “New Joints More Hip? Learning in the Use of New Components”.

Empirical Research in Operations Management Workshop, The Wharton School, University of Pennsylvania, September 2012, “New Joints More Hip? Learning in the Use of New Components.”

Workshop on Empirical Research in Operations Management, The Wharton School, University of Pennsylvania, Fall 2011, paper discussant.

Workshop on Empirical Research in Operations Management, The Wharton School, University of Pennsylvania, September 2006, “An Investigation into the Causes of Airline Flight Delays,”

Guest presentation at the International Motor Vehicle Program Automotive Mini-Conference in Boston, June 2006, “The Impact of Component Sharing on Quality: An Empirical Study in the Auto Industry,”

Manufacturing and Service Operations Management (MSOM) 2002 Conference, Ithaca, NY, June 2002, “Does Component Sharing have Different Implications for Consumer Perceptions and Consumer Choice?”

Manufacturing and Service Operations Management (MSOM) 2000 Conference, Ann Arbor, MI, June 2000, “Product Positioning in an Evolving Technology Environment”.

Cluster Organizer

INFORMS Cincinnati Meeting, May 1999, Invited Cluster Organizer for the *Technology Management Track*.

Invited/Sponsored Session Chair

INFORMS Meeting October 2022. Session Co-Chair. MA15. Innovation in Healthcare Delivery.

INFORMS Meeting October 2022. Session Co-Chair. MC28. Data Driven Social Impact Operations.

INFORMS Virtual Meeting November 2021. Session Co-Chair. VWB34. Data Driven Perspectives on Gender in Production and Distribution.

INFORMS Virtual Meeting November 2020. Session Co-Chair: “Empirical Research on Sustainable and Socially Responsible Operations.”

INFORMS Phoenix, November 2018, Two Sessions: “Innovation in Healthcare Delivery” and “Innovative Business Models”.

INFORMS San Diego, October 2009, Deep Dive Session for a session on “Empirical Research in New Product Development”.

INFORMS Washington DC, October 2008, Invited Session Chair for a session on “Empirical and Experimental Research in New Product Development.”

POMS San Diego, May 2008, Session Chair for a sequence of three invited 1.5 hour tutorials on Empirical Research in Operations.

POMS Dallas, May 2007, Invited session chair for a session on “Matching Supply with Demand for Products and Services,” in the Empirical Research track.

INFORMS Pittsburgh, November 2006, Invited Session Chair for a session on “Empirical and Experimental Research in New Product Development.”

INFORMS Atlanta, November 2003, Invited Session Chair for a session on “Managing New Product Variety.”

INFORMS San Jose, November 2002, Invited Session Chair for a session on “Intra Firm and Extra Firm Interactions in New Product Development.”

INFORMS International Israel Meeting, June 1998, Invited Session TC13, *Supply Chain Logistics*.

INFORMS Montreal Meeting, April 1998, Sponsored Session TA09, *Managing the Interactions between New Product Development, Operations and Marketing*.

INFORMS Dallas Meeting, October 1997, Invited Session SD3.

INFORMS New Orleans Meeting, October 1995, Invited Session MB11.

INFORMS International Singapore Meeting, June 1995, Invited Session TC13.

Invited Session Presentations

INFORMS Virtual Meeting, October 2021, MB31. Capping Mobile Data Access Creates Value for Base-of-the-pyramid Users - Evidence from a Mumbai Settlement.

INFORMS Virtual Meeting, October 2021, SB01. Meet the Editors.

INFORMS Virtual Meeting, October 2021, “Restricting Mobile Data Can Accelerate Digital Development - Evidence from a Smartphone Experiment.”

MSOM Conference June 2021. MSOM Diversity Equity & Inclusion Panel: “Walking the Diversity Talk.”

POMS Doctoral Consortium April 2021, Panel on The Job Market Experience – the “Hiring” Perspective.

Wharton Empirical Operations Management Workshop, 2020. Session Moderator.

POMS Washington DC 2019, Panelist on “Inclusive Innovation” panel and on “Socially and Environmentally Responsible Operations Management” panel.

MSOM Singapore Supply Chain Management SIG Conference, 2018, Thought leader talk, “Using New Supply Chain Business Models to Alleviate Poverty and Inequity”.

INFORMS Phoenix, November 2018, “Variety and Experience: Learning and Forgetting in the Use of Surgical Devices”, “Component Sharing and Recalls: An Empirical Study in the Auto Industry”.

MSOM Chapel Hill Healthcare Operations SIG, June 2017, Thought leader Panel Discussion. Panelist.

MSOM Chapel Hill, June 2017, Editors’ Panel: Effective Reviewing and the Editorial Process. Panelist.

POMS Seattle, May 2017, Invited Panelist: “Paradigms for Parity in Advancing Women Leadership In Supply Chain and Operations Management”.

Utah Winter Operations Conference, Feb 2017. “Assessing the impact of new care delivery models”.

INFORMS Philadelphia Oct. 2015, Invited talk: “Is IT Enough? Evidence from a Natural Experiment in Indian Agricultural Markets”.

MSOM Toronto Conference Services Special Interest Group, June 2015, Discussant of a paper on “Randomized Markdowns and Online Monitoring”.

INFORMS San Francisco Fall 2014, Invited talk on “New Service Business Models - Problems and Opportunities” in a session on Business Model Innovation.

POMS Atlanta, May 2014, “The Cost of Inefficient Robust Scheduling Practices in the US Airline Industry”.

POM International Conference, Indian School of Business, December 2013, Moderator, Panel Discussion on Social Supply Chains and Healthcare.

INFORMS Minneapolis, October 2013, “Innovation in Services”.

INFORMS Phoenix, October 2012, “New Joints More Hip? Learning in the Use of New Components”.

POMS Chicago, May 2012, “New Joints More Hip? Learning in the Use of New Components”.

POMS Chicago, May 2012, “Women in OR and MS – Panel Discussion”.

POMS Chicago, May 2012, invited speaker at the PhD Colloquium.

INFORMS Austin, November 2011, “Meet the Editors” Panel Discussion, Technology Management Section.

INFORMS Austin, November 2011, “Innovation in Services”.

Wharton Empirical Operations Conference, Philadelphia, October 2011, paper discussant.

INFORMS Austin, November 2010, “Meet the Editors” Panel Discussion, Technology Management Section.

INFORMS Austin, November 2010, Invited Session Presentation, "The Impact of Device Standardization on Outcomes in Hip Replacement Surgery"

INFORMS San Diego, October 2009, Panelist on the Management Science Editors Panel Discussion on Research Priorities in Innovation.

INFORMS San Diego, October 2009, Invited Session Presentation, "Can Stock Price Movements Inform Operational Improvement Efforts?"

INFORMS San Diego, October 2009, Invited Session Presentation, "The Impact of Device Standardization on Outcomes in Hip Replacement Surgery"

POMS, May 2009, Invited tutorial, “Fundamentals of the Empirical Toolkit”

INFORMS, Washington DC, October 2008, Invited session presentation, “An Empirical Investigation into the Causes of Airline Flight Delays”

INFORMS, Washington DC, October 2008, Invited session presentation, “The Impact of Standardization in Hip Replacement Surgery”

INFORMS, Washington DC, October 2008, Invited session presentation, “Can Stock Price Movements Inform Operational Improvement Efforts?”

POMS San Diego, May 2008, Invited tutorial, “Fundamentals of the Empirical Toolkit”

INFORMS Seattle, November 2007, Invited session presentation, “An Empirical Investigation into the Causes of Airline Flight Delays”

2nd Wharton Empirical Operations Conference, Philadelphia, September 2007, Invited discussant of two papers at the conference.

POMS Dallas, May 2007, Invited session presentation, “An Empirical Investigation into the Causes of Airline Flight Delays”

INFORMS Pittsburgh, November 2006, Panelist for an invited panel discussion on “Integrated Operations and Marketing for Serving Emerging Markets”.

POMS College of Product Innovation and Technology Management Meeting, Boston, May 2006, invited panelist in a panel discussion on “Portfolio Management.”

3rd Product and Service Innovation Conference, Park City, Utah, February 2006, invited panelist in a panel discussion on “New Directions in Teaching Product and Service Innovation.”

San Francisco INFORMS, September 2005, Invited session SB17 on Product/Service Development, “How Component Sharing Affects Consumer Perceptions about Product Similarity and Product Preferences”.

INFORMS Denver, October 2004, Invited Panel Discussion on “The Future of New Product Development and Supply Chain Management Research.”

INFORMS Atlanta, October 2003, Invited Session presentation: “How does Component Standardization Impact Product Quality? An Empirical Study in the Auto Industry”.

INFORMS San Jose, October 2002, Invited Session presentation on “Managing Variety for Assembled Products”.

INFORMS Seattle Meeting, October 1998, Session MA11, “Changing with the Times: Proactive Product Positioning for Rapidly Changing Environments”.

INFORMS Dallas Meeting, October 1997, Invited Session SD3, “A Cross-Functional Approach to Evaluate Line Extensions for Assembled Products”.

INFORMS Washington DC Meeting, May 1996, Invited Session MB24.1, “Managing Component Sharing: Models and Empirical evidence from the Auto Industry”.

INFORMS New Orleans Meeting, October 1995, Invited Session MB11, “Managing Parts Sharing: An Application to Automotive Braking systems Design”.

INFORMS International Singapore Meeting, June 1995, Invited Session TC13, “Managing Product Variety: Modeling Variety in Automotive Braking Systems Design”.

INFORMS Los Angeles Meeting, April 1995, Invited Session MB24.1, “Managing Component Commonization: Empirical evidence from the Auto Industry”.

INFORMS Los Angeles Meeting, April 1995, Invited Session MB24.1, “Modeling Component Commonization decisions: An Application to Automotive Braking systems Design”.

INFORMS Los Angeles Meeting, April 1995, Invited Session MB24.1, “Product Positioning in a Dynamic and Variable Design Environment”.

ORSA/TIMS Boston Meeting, April 1994, Invited Session MC24.3, "Using Component Commonization to Manage Product Variety: A Study in the Automobile Industry".

Presentations to Executive Audiences

TEDx Talk, London Business School, “Achieving the Impossible”	2022
HLM2020 Healthcare Leadership and Management Days Europe	2020
Presentation to Oxford University Press	2020
Keynote at Cardinal Health Hospital Efficiency Forum Barcelona	2018
Innovation Roundtable, Copenhagen	2018
British Society for Lifestyle Medicine	2018
LBS Alumni Reunion	2017
LBS Business for Development Institute Symposium	2017
UK Shared Medical Appointments Contact Group Meeting, Bristol	2017
Women India Network, UK High Commission,	2017
Future of Work Masterclass	2016
MassChallenge London, “Rethinking Interactions”.	2016
Barclays Australian CEO Forum in London, “The Drivers of Innovation”	2015
Startup Leadership Programme	2015
Presentation at Pitch@Palace Bootcamp	2015
London Business School Staff Talk, “Innovation in Services”.	2014
TEDx Talk, Geographical Society, London, “Rethinking Interactions”	2014
Barclays Australian CEO Forum in London, “Innovation in Services”	2014
LBS Alumni gathering presentations, “Innovation in Services”	2010 – 2013
Deloitte Chair Inaugural Lecture	2012
Deloitte Healthcare Roundtable	2012
Panel on Social Innovation at the LBS Global Leadership Summit	2011
Apollo Hospitals Conference on ICT in Healthcare Delivery, Hyderabad, India	2011
World Economic Forum, Davos, “Innovation in Service Delivery”	2011
Vodafone, Spain, “Managing innovation”	2011
Dean’s Breakfast Forum	2010
London Alumni Club Faculty Series, “Innovation in Services”	2010
Global Leadership Summit	2010
LBS Summit on Innovation in Healthcare Delivery	2010

Other Academic Presentations

European Technology & Operations Management Day, INSEAD	2018
Institute of Innovation and Entrepreneurship Ditchley Manor Conference	2018

Media Coverage

The Hindu, In telehealth, scaling up the Indian advantage.	Feb 2021
<u>In telehealth, scaling up the Indian advantage - The Hindu</u>	

Forbes.com. Remote Shared Care Delivery: A Virtual Response To COVID-19.
<https://www.forbes.com/sites/lbsbusinessstrategyreview/2020/05/01/remote-shared-care-delivery-a-virtual-response-to-covid-19/#78f0f6d4a6e9>

Resoundingly Human INFORMS Podcast, Fall 2019, on Fighting Poverty and Inequity with O.R.
<https://pubsonline.informs.org/doi/10.1287/orms.2019.06.04p/full/>

Philadelphia Business Journal, January 17, 2019. “Why this Cooper doctor is a big fan of shared medical appointments”.

WHYY FM December 2018. <https://whyy.org/articles/how-shared-medical-appointments-are-changing-the-patient-experience/>

Guardian, March 2017. Could Shared Medical Appointments Help the NHS?
<https://www.theguardian.com/healthcare-network/2017/apr/18/shared-medical-appointments-help-nhs-patients>

Guardian blog, Oct. 2015: Doctor will see you – and you too – now
<http://www.theguardian.com/healthcare-network/2015/oct/28/shared-doctor-appointments-patient-satisfaction-hospital>

Forbes blog, Oct. 2015: Seven-day Healthcare: Numbers Row Could Be a Red Herring
<http://www.forbes.com/sites/lbsbusinessstrategyreview/2015/10/14/seven-day-healthcare-numbers-row-could-be-a-red-herring/>

Media coverage 2011: <http://blogs.wsj.com/source/2011/05/25/social-innovation-corporates-profit-from-doing-good/>

REFERENCES

Available upon request