

Jing Chen

Ph.D., Professor

Rowe School of Business & Department of Industrial Engineering, Dalhousie University
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RESEARCH INTERESTS

Customer Returns and Issues in Marketing and Operations Interface, Supply Chain Management and Contract Design, Game Theory, and Revenue Management

EDUCATION

Ph.D., Management Science, Richard Ivey School of Business, University of Western Ontario, 2008

M. Sc., Automatic Control Engineering, Beijing Institute of Technology, China, 1991

B.Sc., Electronic Engineering, Beihang University, China, 1989

ACADEMIC WORKING EXPERIENCE

Rowe School of Business & Department of Industrial Engineering, Dalhousie University

July 2016-Present Professor

Aug 2013-June 2016 Associate Professor

School of Business Administration, Nanjing University of Finance & Economics

July 2017-June 2018 Visiting Professor

Faculty of Business & Economics, University of Winnipeg

July 2012-July 2013 Associate Professor, tenured and promoted in July 2012

July 2008-June 2012 Assistant Professor

Richard Ivey School of Business, University of Western Ontario

Sept 2004-June 2008 Research Assistant and Instructor

Sept 2003-July 2004 Visiting Scholar

RESEARCH GRANTS

- Social Sciences and Humanities Research Council of Canada (SSRHC Insight Development Grant), 2018-2020, Principal Investigator, \$62,107.
- Natural Sciences and Engineering Research Council of Canada (NSERC Discovery Grant), Principal Investigator (\$120,000 for 2016-2021 and \$100,000 for 2010-2015).
- Faculty of Management's Research Star, 2015-2016, \$1,000
- Rowe's Year of Researcher, 2014-2015, \$1,000
- Rowe Research Grant, 2014 (\$5,000), 2015 (\$5,000), 2017 (\$5,000).
- Start-up Research Grant, Dalhousie University, 2013, \$15,000.
- Major Research Grant, University of Winnipeg, 2008-2009, \$3,000.
- Start-up Research Grant, University of Winnipeg, 2008, \$7,000.

AWARDS AND RECOGNITIONS

- The Excellence in Reviewing by *European Journal of Operational Research* in recognition of an outstanding contribution to the quality of the journal, in 2012 & 2017.
- The best paper in Management Science division of Administrative Sciences Association of Canada (ASAC), 2017.
- The Faculty of Management Research Star in year 2015/2016.
- Awarded the Researcher of the Year Award of the Rowe School of Business in 2014/2015.

RESEARCH

Articles in Peer-Reviewed Journals

1. **Chen, J.**, Pun, H., Li, W., 2018. Using Online Channel to Defer the Launch of Discount Retailing Store, *Transportation Research Part E: Logistics and Transportation Review*, forthcoming.
2. Wang, C., **Chen, J.**, Chen, X., 2018. The Impact of Customer Returns and Bidirectional Option Contract on Refund Price and Order Decisions, *European Journal of Operational Research*, in press.
3. Huang, H., He, Y., **Chen, J.**, 2018. Competitive Strategies and Quality to Counter Parallel Importation in Global Market, *The International Journal of Management Science (OMEGA)*, in press.
4. Wang, D., Chen, B., **Chen, J.**, 2018. Credit Card Fraud Detection Strategies with Consumer Incentives, *The International Journal of Management Science (OMEGA)*, in press.
5. Liu, Z., **Chen, J.**, Diallo, C., 2018. Optimal Production and Pricing Strategies for a Remanufacturing Firm. *International Journal of Production Economics*, 204(3), 290–315.
6. Li, W., **Chen, J.**, Chen, B., 2018. Supply Chain Coordination with Customer Returns and Retailer's Store Brand Product. *International Journal of Production Economics*, 203(1), 69–82.
7. Li, W., **Chen, J.**, 2018. Pricing and Quality Competition in a Brand-differentiated Supply Chain, *International Journal of Production Economics*, 202 (5), 97-108.
8. Li, W., **Chen, J.**, Liang, G., Chen, B., 2018. Money-Back Guarantee and Personalized Pricing in a Stackelberg Manufacturer's Dual-channel Supply Chain. *International Journal of Production Economics*, 197(3), 84–98.
9. Li, W., **Chen, J.**, 2018. Backward Integration Strategy in a Retailer Stackelberg Supply Chain. *The International Journal of Management Science (OMEGA)*, 75(1), 118-130.
10. **Chen, J.**, Chen, B., Li, W., 2018. Who Should be Pricing Leader in the Presence of Customer Returns? *European Journal of Operational Research*, 265(2), 735–747.
11. Wan, X., **Chen, J.**, 2017. The Relationship between Platform Participation and Suppliers' Efficiency—Evidence from China's O2O E-commerce Platforms, has been accepted by *Electronic Markets*.
12. Wilson, J., **Chen, J.**, 2017. On the Optimality of Coupon Books, *Annals of Operations Research*, 268(1), 405-423.
13. Wan, X., Cenamor, J., **Chen, J.**, 2017. Exploring performance determinants of China's cable operators and OTT service providers in the era of digital convergence – From the perspective of an industry platform, *Sustainability*, 2017, 9(5), 734-752.

14. Wang, C., **Chen, J.**, Chen, X., 2017. Pricing and Order Decisions with Option Contracts in the Presence of Customer Returns, *International Journal of Production Economics*, 193(11), 422–436.
15. Chen, X., Zhang, H., Zhang, M., **Chen, J.**, 2017. Optimal Decisions in a Retailer Stackelberg Supply Chain. *International Journal of Production Economics*, 187(5), 260–270.
16. Chen, B., **Chen, J.**, 2017. Compete in Price or Service? – A Study of Personalized Pricing and Money-back Guarantees. *Journal of Retailing*, 93(2), 154–171.
17. Lou, Z., Chen, X., **Chen, J.**, Wang, X., 2017. Optimal Pricing Policies for Differentiated Brands under Different Supply Chain Power Structures. *European Journal of Operational Research*, 259(2), 437–451.
18. Chen, B., **Chen, J.**, 2017. When to Introduce Online Channel, Offer Money Back Guarantee, and Personalized Pricing? *European Journal of Operational Research*, 257(2), 614–624.
19. Yang, H., **Chen, J.**, Chen, X., Chen, B., 2017. Customer Returns in a Supply Chain with a Common Retailer. *European Journal of Operational Research*, 256(1), 139–150.
20. **Chen, J.**, Bell, P.C., 2017. Enhancing Revenue by Offering a Flexible Product Option. *International Transactions in Operational Research*, 24(4), 801–820.
21. Bell, P.C., **Chen, J.**, 2017. Close Integration of Pricing and Supply Chain Decisions Has Strategic as Well as Operations Level Benefits. *Annals of Operations Research*, 257(1-2), 77–93.
22. Li, S., **Chen, J.**, Liao, Y., Shi, Y., 2016. The Impact of Information Sharing and Risk Pooling on Bullwhip Effect Avoiding in Container Shipping Markets. *International Journal of Shipping and Transport Logistics*, 8(4), 406–424.
23. Li, S., **Chen, J.**, Chen, B., 2016. Offering a Downgraded Service to Enhance Profit? *Journal of the Operational Research Society*, 67(2), 302–311.
24. **Chen, J.**, Chen, B., 2016. Competing with Customer Returns Policies, *International Journal of Production Research*, 54(7), 2093–2107.
25. **Chen, J.**, Wang, J., Bell, P.C., 2014. Lease Expiration Management for a Single Lease Term in the Apartment Industry, *European Journal of Operational Research*, 238(1), 233–244.
26. Liao, S., **Chen, J.**, 2013. Object Recognition with Lower Order Gegenbauer Moments. *Lecture Notes on Software Engineering*, 1(4), 387-391.
27. **Chen, J.**, Grewal, R., 2013. Competing in a Supply Chain via Full-refund and No-refund Customer Returns Policies. *International Journal of Production Economics*, 146(1), 246–258.
28. **Chen, J.**, Bell, P.C., 2013. The Impact of Customer Returns on Decisions of a Supply Chain under Various Channel Interactions, *Annals of Operations Research*, 206(1), 59–74.
29. Ai, X., **Chen, J.**, Ma, J., 2012. Contracting with Demand Uncertainty under Supply Chain Competition. *Annals of Operations Research*, 201, 17–38.
30. Ai, X., **Chen, J.**, Zhao, H., Tang, X., 2012. Competition among Supply Chains: Implications of a Full Return Policy. *International Journal of Production Economics*, 139(1), 257–265.
31. **Chen, J.**, Zhang, H., Sun, Y., 2012. Implementing Coordination Contracts in Manufacturer Stackelberg Dual-channel Supply Chain. *The International Journal of Management Science (OMEGA)*, 40(5), 571–583.

32. **Chen, J.**, Bell, P.C., 2012. Implementing Market Segmentation Using Full-refund and No-refund Customer Returns Policies in a Dual-channel Supply Chain Structure. *International Journal of Production Economics*, 136(1), 56–66.
33. **Chen, J.**, 2012. Contracting in a Newsvendor Problem. *Journal of Modelling in Management*, 7(3), 242-256.
34. **Chen, J.**, 2011. The Impact of Sharing the Customer Returns Information in a Supply Chain with and without a Buyback Policy. *European Journal of Operational Research*, 213(3), 478–488.
35. **Chen, J.**, Bell, P.C., 2011. Coordinating a Decentralized Supply Chain with Customer Returns and Price-dependent Stochastic Demand Using a Buyback Policy. *European Journal of Operational Research*, 212(2), 293–300.
36. **Chen, J.**, 2011. Returns with Wholesale-Price-Discount Contract in a Newsvendor Problem. *International Journal of Production Economics*, 130(1), 104–111.
37. **Chen, J.**, Bell, P.C., 2011. The Impact of Customer Returns on Decisions in a Newsvendor Problem with and without Buyback Policy. *International Transactions in Operational Research*, 18(4), 473–491.
38. **Chen, J.**, Zhang, H., 2010. The Impact of Customer Returns on Competing Chains. *International Journal of Management Science and Engineering Management*, 6(1), 58–70.
39. **Chen, J.**, Bell, P.C., 2009. The Impact of Customer Returns on Pricing and Order Decisions. *European Journal of Operational Research*, 195(1), 280–295.
40. Bell, P.C., **Chen, J.**, 2006. Cutting Costs or Enhancing Revenues? An Example of a Multi-Product Firm with Impatient Customers Illustrates an Important Choice Facing Operational Researchers. *Journal of the Operational Research Society*, 57(4), 443–449.

Editorials

1. **Chen, J.**, Choi, T.M., Xia, Y. 2017. Editorial for the special issue on “Optimization of industrial systems with market disruptions,” *International Transactions in Operational Research*, 24(4), 687–696.
2. **Chen, J.**, Yang, S., Berling, P. 2016. Editorial for the special issue on “Inventory Systems with Consumer Behavior Considerations.” *International Journal of Inventory Research*, 3(2), 99-101.

Book Chapters

1. Diggins, M., Chen, C., **Chen, J.**, 2016. Customer Returns in the Fashion Industry: A Review, Handbook on *Analytical Modeling Research in the Fashion Business*, page 31-48, Springer.
2. **Chen, J.**, Mushaluk, G., 2013. Coordinating a Supply Chain with an EOQ Model, Handbook on EOQ, *Inventory Problems: Stochastic and Deterministic Models and Applications*, page 201-220, Springer.
3. Hawkins, A., **Chen, J.**, 2014. Revenue Management in the Hotel Industry, *Encyclopedia of Business Analytics and Optimization*, page 2028-2037, IGI Global.
4. Mushaluk, G., **Chen, J.**, 2014. Supply Chain Integration, Collaboration, and Coordination, *Encyclopedia of Business Analytics and Optimization*, page 2376-2385, IGI Global.

Published Cases

1. Sun, Y., Lin, M., **Chen, J.**, Pun, H., 2018. Business Case: Focus Brand Management: Utilizing Chinese Food Therapy as a Marketing Strategy for Jiangzhong Hougu (Mushroom) Biscuits, Ivey Publishing. Numbers: 8B18A011 (Case, English), 9B18A011 (Teaching Note, English), 8B18AC011 (Case, Chinese), and 9B18AC011 (Teaching Note, Chinese).
2. Liang, J., Pun, H., **Chen, J.**, 2017. Business Case: Yangtzejiang Garment Group Company: Challenges and Opportunities in Transformation, Ivey Publishing. Numbers: 8B18D001 (Case, English) and 9B18D001 (Teaching Note, English), 8B18DC001 (Case, Chinese), and 9B18DC001 (Teaching Note, Chinese).
3. Liang, J., Pun, H., **Chen, J.**, 2017. Business Case: Paper Stone: Building a Bakery Industry Luxury Brand, Ivey Publishing. Numbers: 8B17M094 (Case) and 9B17M094 (Teaching Note), 2017.
4. **Chen, J.**, Bell, P. C., 2009. Business Case: Northwest Newsprint, Inc. (B), Ivey Publishing. Number 9B09E003, 2009.
5. **Chen, J.**, Bell, P.C., 2007. Business Case: Lake Erie Paper, Ivey Publishing. Number 9B07E002.
6. **Chen, J.**, Bell, P.C., 2004. Business Case: Texas Children's Hospital: Contract Optimization, Ivey Publishing. Number 9B04E012.
7. Liang, J., **Chen, J.**, Pun, H., 2018. Case Book. Enhancing Competition of Chinese Enterprises (in Chinese), in press by Economic Science Press (China).

Invited Talks

1. Channel Strategy for Manufacturers in the Presence of Service Freeriders, 2018. Nanjing University of Science and Technology, Tianjin University, and University of Electronic Science and Technology of China
2. Pricing in the Presence of Customer Returns, 2018. Shanghai University
3. Pricing in the Presence of Customer Returns, 2018. GERAD (Group for Research in Decision Analysis), Montreal
4. Channel Strategy for Manufacturers in the Presence of Service Freeriders, 2017. Southeast University (China)
5. Pricing and Channels in the Presence of Customer Returns, 2017. Nanjing University
6. When to Introduce Online Channel, Offer Money Back Guarantee, and Personalized Pricing? 2017. University of Electronic Science and Technology of China
7. Pricing with Customer Returns, 2016. Nanjing University of Science and Technology, Beijing Institute of Technology, Nanjing Normal University, Nanjing University of Finance and Economic
8. Lease Expiration Management for a Single Lease Term in the Apartment Industry, 2015. University of Science and Technology of China
9. Compete in Price or Service? 2015. Dalhousie University (Department of Industry Engineering & Rowe School of Business), Nanjing University of Science and Technology, Sun Yat-sen University, Southeast University (China)
10. Supply Chain Management in the Presence of Customer Returns, 2013. University of Ontario Institute of Technology
11. Supply Chain Coordination and Price Competition in the Presence of Customer Returns, 2013. University of Western Ontario
12. Customer Returns Policies and Information Sharing, 2012. McMaster University

13. Buyback Policies in the Supply Chain in the Presence of Customer Returns, 2012. University of Ottawa
14. Coordinating Supply Chain with Customer Returns, 2011. University of Manitoba

Conference Presentations

1. Optimal Pricing and Production Strategies for Remanufacturing, POMS, May 3-7, 2018, Houston, U.S.
2. Brand Selection in a Supply Chain with Customer Returns, INFORMS, October 21-25, 2017, Houston, U.S.
3. Coordinating the Supply Chain with Retailer's Private-labelled products and Customer Returns, ASAC, May 29-June 1, Montreal, 2017, Canada
4. Compete in Price or Service? – A Study of Personalized Pricing and Money-back Guarantees, POMS, May 4-9, Seattle, 2017, U.S.
5. When to Introduce Online Channel, Offer Money Back Guarantee, and Personalized Pricing? INFORMS, Nov 13-17, 2016, Nashville, U.S.
6. Coordinating the Supply Chain with Retailer's Private-labelled products and Customer Returns, with W. Li, CORS, May 30-June 1, 2016, Banff, Canada
7. Customer Returns Strategy for a Manufacturer with a Dual-channel, DSI, November 20-24, 2015, Seattle, U.S.
8. Customer Returns, Pricing, and Customization in an Online-Retail Dual Channel, INFORMS, November 9-12, 2014, San Francisco, U.S., Section Chair.
9. Hotel Overbooking Management, CORS, May 26-28, 2014, Ottawa, Canada, Section Chair.
10. Monday-Back Guarantees: Induced by Competition and Efficiency of Handling Customer Returns, CORS, May 27-29, 2013, Vancouver, Canada.
11. Competing with Customer Returns Policies, INFORMS, October 14-17, 2012, Phoenix, U.S., section chair.
12. Competing with Full Refund and No-Refund Customer Returns Policies, INFORMS International Beijing, June 23-27, 2012, Beijing, China.
13. Enhancing the Revenue by Offering a Flexible Option in the Airline Industry, CORS Conference, June 10-13, 2012, Niagara Falls, Canada.
14. An Optimal Pricing for Lease Expiration Management. INFORMS Annual Meeting, November 13-16, 2011, Charlotte, U.S., Section Chair.
15. On the Optimality of Coupon Books. CORS Conference, St. John's, Newfoundland, May 31-June 1, 2011.
16. The Impact of Sharing the Customer Returns Information in a Supply Chain with and without a Buyback Policy, INFORMS Annual Meeting, November 7-10, 2010, Austin, U.S.
17. Contracting in a Newsvendor Problem, 4th International Conference of Operations and Supply Chain Management, July 2010, Hong Kong.
18. When are Coupon-Books an Optimal Choice? Pricing and Revenue Management Conference, Connell University, June 2010.
19. Using Revenue Management to Enhance Profitability of a Dual-Channel Supply Chain, CORS (Canadian Operational Research Society) Annual Meeting, June 2009, Toronto, Canada.

20. Market Segmentation Using Customer Returns as the Segmentation Device, DSI (Decision Sciences Institute) Annual Meeting, November 2008. Baltimore, U.S.
21. The Impact of Supply Chain Decision-Making on a Firm's Operational and Strategic Decisions, DSI Annual Meeting, Nov. 17-20, 2007, Phoenix, U.S.
22. Market Segmentation Using Customer Returns Policy to Enhance the Firm's Profit, Section Chair, INFORMS Annual Meeting, November 2007, Seattle, U.S.
23. Revenue Management and Returns Policies, CORS Conference, May 2007, London, Canada.
24. The Impact of Customer Returns on Optimal Pricing and Inventory Policies, Section Chair, INFORMS Annual Meeting, November 2007, Pittsburgh, U.S.
25. Revenue Management with Returns Policies: Supply Chain Issues, First Annual Supply Chain Management Doctoral Students Colloquium, October 4, 2006, Toronto, Canada
26. Cutting Costs or Enhancing Revenues? An Example of a Multi-Product Firm with Impatient Customers Illustrates an Important Choice Facing Operational Researchers, Canada and INFORMS Annual Meeting, November 2006, San Francisco, U.S.
27. Integrating Optimal Pricing and Return Policies for Enhancing Revenue: The Impact of Customer Returns on Competing Chains, CORS Conference, May 2005, Montreal, Canada.

TEACHING

Courses Taught

Dalhousie University

- BUSI 5551 (MBA), *Operations Management*, in Fall 2013, 2015, 2016, and 2018
- MGMT 3501, *Operations Management*, in Winter 2013 and 2015, Fall 2015, 2016, and 2018
- COMM 4501, *Business Analytics for Decision Making*, in Fall 2016 and 2018
- COMM 4000, *Directed Reading*, in Summer 2015
- COMM 3501, *Production/ Operations Management*, in Winter 2015
- BUSI 6592 (MBA), *Directed Reading*, in Winter 2015
- BUSI 6591 (MBA), *Directed Reading*, in Fall 2014

University of Winnipeg

- Bus 3502, *Applications of Decision Sciences to Business*, Fall 2010, Winter 2011, 2012, and 2013
- Bus 2501, *Fundamentals of Production and Operational Management*, 2008-2013
- Bus 3990, *Directed Reading*, two courses on special topics of Revenue Management and Supply Chain Coordination, 2011 Fall and Winter 2012
- Bus 1201, *Introduction to Business*, 2008-2009

University of Western Ontario

- Bus 316, *Competing with Analytics* (case teaching), HBA core course, Richard Ivey School of Business, 2007-2008
- MOS 330a, *Operations Management*, Management and Organizational Studies, Faculty of Social Science, 2007

Southwestern University of Finance and Economics

- *Research Seminars: Using Excel for Numerical Studies in Research (PhD)*, 2015, 2017, and 2018

Student Supervision

PhD students

- Wei Li, Northwestern Polytechnical University (China), co-supervisor (with Professor Gongqian Liang), September 2015-June 2018, through a joint PhD Program, sponsored by China Scholarship Council (CSC) for developing and completing Ph.D. dissertation at Dalhousie University
Thesis title: Product Pricing and Customer Returns Policy under Different Supply Chain Structures Considering Competition
- Zhuojun Liu, Department of Industrial Engineering, Dalhousie University, September 2017-Present, co-supervisor (with Professor Claver Diallo) at the Department of Industrial Engineering, Dalhousie University
Thesis title: TBA
- Miao Sun, Southwestern University of Finance and Economics (China), co-supervisor (with Professor Ye Tian), September 2018- September 2019, through a joint PhD Program, sponsored by China Scholarship Council (CSC) for the joint research project “The Impact of Customers’ Online Reviews on Product Returns” at Dalhousie University
- Dan Li, Southwestern University of Finance and Economics (China), co-supervisor (with Professor Yi Liao), September 2018- September 2019, through a joint PhD Program, sponsored by China Scholarship Council (CSC) for the joint research project “The Strategic Role of Inventory in a Supply Chain for a Two-period Problem in the Presence of Customer Returns” at Dalhousie University
- Lisha Wang, Nanjing University of Science and Technology (China), co-supervisor (with Professor Huaming Song), September 2018- September 2019, through a joint PhD Program, sponsored by China Scholarship Council (CSC) for the joint research project “Quality Competition in a Dual-channel Supply Chain” at Dalhousie University

Master students

- Chen (Jessica) Chen (MBA), Dalhousie University, September 2014-April 2015
“Customer Returns in the Fashion Industry: A Review”—a joint paper published at Springer’s Handbook “*Analytical Modeling Research in the Fashion Business*,” 2016.
- Zhuojun Liu (MEng), Department of Industry Engineering, Dalhousie University, September 2015-May 2017, co-supervisor (with Professor Claver Diallo) at Department of Industrial Engineering
Thesis title: Optimal Pricing Models for Remanufactured Products

Undergraduate students

- Mack Diggins, Dalhousie University, May 2015-February 2016
“Customer Returns in the Fashion Industry: A Review”—a joint paper published at Springer’s Handbook “*Analytical Modeling Research in the Fashion Business*,” 2016.
- Ravneet Grewal, University of Winnipeg, summer 2012
“Competing in a Supply Chain via Full-refund and No-refund Customer Returns Policies” —a joint paper published at *International Journal of Production Economics* in 2013
- Genevieve Mushaluk, University of Winnipeg, January 2012-December 2012

Published two book chapters “Coordinating a Supply Chain with an EOQ Model” in Handbook “*Inventory Problems: Stochastic and Deterministic Models and Applications*” at Springer and “Supply Chain Integration, Collaboration, and Coordination” in Handbook “*Encyclopedia of Business Analytics and Optimization*” in 2014

- Anna Hawkins, University of Winnipeg, January 2012-December 2012

Published a book chapter “Revenue Management in the Hotel Industry” in Handbook “*Encyclopedia of Business Analytics and Optimization*” in 2014

Graduate Examination Committee

- Mengyu Li (Ph.D.), Department of Industrial Engineering, Dalhousie University, 2016-present, Supervisory Committee.

External Examiner

- Kening Liu (Ph.D.), School of Business and Economics, Nanjing University of Science & Technology, 2017.
- Lu Han (MEng), *Metaheuristic algorithms for the vehicle routing problem with time windows and skill sets constraints*, Department of Industrial Engineering, Dalhousie University, 2016
- Wafaa Bahha (MSc), *Mobile-Healthcare Application on the Cardiovascular Health Awareness Program*, Sobey School of Business, Saint Mary’s University, 2016
- Milad Akrami (MEng), *Two phased optimization approach for scheduling projects in a machine shop*, Department of Industrial Engineering, Dalhousie University, 2015
- Louisa A. Hallal (MSc), *Queuing Model for Long Term Care Waiting Time Reduction—A Nova Scotia Case*, Sobey School of Business, Saint Mary’s University, 2015
- Chris Xiao (MSc), *Case Study: The Application of Option Price Model in Mining Firm M&A*, Sobey School of Business, Saint Mary’s University, 2014

Training

- SAP ERP Configuration with Global Bike, Milwaukee, WI, July 2014
- SAP HANA Workshop, Atlanta, GA, March 2014
- Case Writing Workshop, University of Western Ontario, 2007
- Case Teaching Workshop, University of Western Ontario, 2007

ACADEMIC AND PROFESSIONAL SERVICES

Professional Service

Editorial Work

- Associate Editor: *International Transactions in Operational Research (ITOR)*, 2013-Present
- Associate Editor, *International Journal of Inventory Research (IJIR)*, 2015-Present
- Guest Editor of Special Issue for *ITOR* on “Optimization of Industrial Systems with Market Disruptions,” 2016-2017
- Guest Editor of Special Issue for *IJIR* on “Inventory Systems with Consumer Behavior Considerations,” 2016-2017
- Guest Editor of Special Issue for *Annals of Operations Research (ANOR)* on “Advances of Real Cases Based Operations Research,” 2017-2018

- Guest Editor of Special Issue for *International Journal of Production Research (IJPR)* on “New Considerations in Pricing in Supply Chain Management,” 2017-2018
- Ad Hoc reviewer for *Production and Operations Management, Decision Science, European Journal of Operational Research, Journal of Retailing, International Journal of Marketing Research, International Journal of Production Economics, International Journal of Production Research, International Transactions in Operational Research, The International Journal of Management Science (OMEGA), Annals of Operations Research, Transportation Research Part E: Logistics and Transportation Review, Journal of the Operational Research Society, Journal of Cleaner Production,* etc.

Funding Agencies

- External reviewer for SSHRC Insight Grant application (2017)
- External reviewer for NSERC (Discovery Grant and CRD) applications (2011, 2015, and 2017)
- External reviewer for grant Application (Research Grants Council, Hong Kong) (2018)

University Service

Dalhousie University

- Senator, 2015-2017
- Senate Teaching and Learning Committee (STLC), 2016-2017
- Faculty Tenure and Promotion Committee, Faculty of Management, 2018-Present
- CRMBA Curriculum Committee, Rowe School of Business, 2013-2014, 2015-2017, 2018
- Academic Performance Sub-Committee for CRMBA Program Committee, 2015-2017
- Nominating Committee, Rowe School of Business, 2014-2016
- Discussion Panel: May 2015 Faculty of Management Research Day
- Hiring Committee (Information System, 2018-Present; Strategy, 2014-2015)
- Judge for Irving Supply Chain Management Case Competition, 2014, 2015

University of Winnipeg

- Research Policy Committee, 2010-2012
- NSERC USRA Grant Committee, 2011-2013
- Ethics Committee, Chair, Business Administration, 2010-2013
- Proposal of the online MBA program 2012-2013
- Personnel Committee, Business Administration, 2008-2009, April 2010-August 2010
- Review Committee, Business Administration, 2009-2010, 2012-2013
- Curriculum Committee, Business Administration, 2008-2010

Community Service

- Public talk at the Winnipeg Millennium Library invited by SKYWALK CONCERTS & LECTURES on January 11, 2012.

PROFESSIONAL AFFILIATIONS

- CORS – Canadian Operations Research Society
- INFORMS – Institute for Operations Research and Management Science
- DSI – Decision Sciences Institute
- POMS – Production and Operations Management Sociality