

Lucy Gongtao Chen

Department of Decision Sciences • NUS Business School • National University of Singapore
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EDUCATION

- **Cornell University**

PhD in Operations Management	2007
MSc in Operations Management	2006
- **Tsinghua University**

BEng in Management Information System	2001
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EMPLOYMENT

- National University of Singapore, NUS Business School

Associate Professor	07/2016 -
Assistant Professor	07/2007 - 06/2016

HONORS, AWARDS, AND GRANTS

- MOE Academic Research Fund (AcRF) 2018 - 2020
- MOE Academic Research Fund (AcRF) 2007 - 2010
- MSOM Student Paper Competition Honorable Mention 2007
- Nominee at the International Women's Day, Cornell University 2006
- Tsinghua University Outstanding Student Fellowship 1998, 2000
- First Prize Winner, The National Mathematics Olympics Contest of China 1996

JOURNAL PUBLICATIONS

1. Xuchuan Yuan, Tinglong Dai, Lucy Gongtao Chen, and Srinagesh Gavirneni, "Co-opetition in Service Clusters with Waiting-Area Entertainment." 2019. Forthcoming at *Manufacturing & Service Operations Management*.
2. Xue Li, Lucy Gongtao Chen, and Jian Chen. "Individual and Cultural Differences in Newsvendor Decision Making." 2018. *International Journal of Operations and Production Management*. 39(1), 164-186.
3. Lucy Gongtao Chen, Zhuoyu Long, and Melvyn Sim. 2015. "On Dynamic Decision Making to Meet Consumption Targets." *Operations Research*. 63(5), 1117-1130.

- My student *Zhuoyu Long* won a *Second Prize* with this paper for the *Best Student Paper Competition at the Fourth POMS-HK International Conference, 2013*.
4. Lucy Gongtao Chen, Lawrence W. Robinson, Robin O. Roundy, and Rachel Q. Zhang. 2015. “New Sufficient Conditions for (s, S) Policies to be Optimal in Systems with Multiple Uncertainties.” *Operations Research*. **63**(1), 186-197.
 - This paper was originally entitled “The Impact of Financial Turbulence on Inventory Control” and won an *Honorable Mention* in the *2007 M&SOM Student Paper Competition*.
 5. Lucy Gongtao Chen, Zhuoyu Long, and Georgia Perakis. 2015. “The Impact of a Target on Newsvendor Decisions.” *Manufacturing & Service Operation Management*. **17**(1) 78-86.
 6. Lucy Gongtao Chen, Ding Ding, and Jihong Ou. 2014. “Power Structure and Profitability in Assembly Supply Chains.” *Production and Operations Management*. **23**(9) 1599-1616.
 7. Yin Cui, Lucy Gongtao Chen, Jian Chen, Srinagesh Gavirneni, and Qi Wang. 2013. “Chinese Perspective on Newsvendor Bias: An Exploratory Note.” *Journal of Operations Management*. **31**(1-2) 93-97.
 8. Lucy Gongtao Chen and Srinagesh Gavirneni. 2013. “A Note on the Effectiveness of Scheduled Balanced Ordering in a One-Supplier Two-Retailer System with Uniform End-Customer Demands.” *International Journal of Production Economics*. **146**(1) 240-245.
 9. Lucy Gongtao Chen and Srinagesh Gavirneni. 2010. “Using Scheduled Ordering to Improve the Performance of Distribution Supply Chains.” *Management Science*. **56**(9) 1615-1632.
 10. Lucy Gongtao Chen. 2008. “Abstract, The Impact of Financial Turbulence on Inventory Control.” *Manufacturing & Service Operations Management*. **10**(2) 329- 330.
 11. Lucy Gongtao Chen and Srinagesh Gavirneni. 2007. “Simulation of Scheduled Ordering Policies in Distribution Supply Chains.” *Proceedings of the 39th conference on Winter simulation: 40 years! The best is yet to come*. 1961-1967. IEEE Press, Piscataway, NJ.

BOOK CHAPTERS

12. Lucy Gongtao Chen, Lawrence W. Robinson, Robin O. Roundy, and Rachel Q. Zhang. 2016. “Inventory Control under Financial Turbulence.” In: *Cross-functional Inventory Research*. World Scientific. 51-87.
13. Lucy Gongtao Chen, Teo Chung Piaw, Tong Wang, and Yaozhong Wu. 2015. “Saishunkan: Rejuvenation by Living in Harmony with Nature (and Customers).” In: *TA-Q-BIN Service Excellence and Innovation in Urban Logistics*. 103-125. Springer, Singapore.

WORKING PAPERS

14. Lucy Gongtao Chen and Qinshen Tang. "Supply Chain Performance with a Target-Oriented Retailer." 2019. Under revision for *Management Science*.
15. Zhengping Wu and Lucy Gongtao Chen*. "The Distribution Channel Structure for Competing Chains with Price and Lead-time Sensitive Demand." 2018. Under revision.
16. Lucy Gongtao Chen, Weijia Gu, and Qinshen Tang. "Strategic Inventory with Bargaining and Supply Chain Competition." 2019. To be submitted
17. Lucy Gongtao Chen and Qingshan Kong. "The Impact of Consumer Quality Target on Product Line Design." 2019. To be submitted.
18. Lucy Gongtao Chen and Lawrence W. Robinson. "Quick Recovery to Alternative ELSP Cycles." 2019. Under revision.

SELECTED WORK-IN-PROGRESS

19. Lucy Gongtao Chen, Zhuoyu Long and Man Yu. "Dynamic Channel Selection with Vertical Differentiation."
20. Lucy Gongtao Chen and Liuxi Li. "Joint Inventory and Pricing Decisions for Perishable Products."

INVITED SEMINARS/ WORKSHOPS AND CONFERENCE PRESENTATIONS

- [1] "Supply Chain Performance with a Target-oriented Retailer," 2019 POMS Annual Meeting, Washington DC, May 2019
- [2] "Co-opetition in Service Clusters with Waiting-Area Entertainment," 2019 M&SOM Conference, Singapore, July 2019
- [3] "Strategic Inventory in Supply Chains with Bargaining," 2018 CSAMSE Annual Conference, Ningbo, China, June 2018
- [4] "Strategic Inventory in Supply Chains with Bargaining," 2018 INFORMS International Conference, Taipei, June 2018
- [5] "Supply Chain Performance with a Target-Oriented Retailer," Keynote speech at the International Workshop on Supply Chain Management, Shanghai Maritime University, Shanghai, China, June 2018
- [6] "The Impact of Consumer Quality Target on Product Line Design," INFORMS Annual Meeting, Nashville, USA, November 2016

* Equal contribution to the paper.

- [7] “The Impact of Consumer Quality Target on Product Line Design,” The 9th Annual Conference of CSAMSE, Hefei, China, July 2016
- [8] “The Impact of Consumer Quality Target on Product Line Design,” INFORMS International Conference, Hawaii, USA, June 2016
- [9] “Target Oriented Decision Making and Its Role in Supply Chain Performance,” National University of Taiwan, May 2016
- [10] “Target Oriented Decision Making and Its Role in Supply Chain Performance,” Tsinghua University, April 2016
- [11] “Target Oriented Decision Making and Its Role in Supply Chain Performance,” Hong Kong University of Science and Technology, March 2016
- [12] “Co-opetition in Services: The Boardwalk Phenomenon,” INFORMS Annual Meeting, Philadelphia, USA, November 2015
- [13] “The Role of Strategic Inventory with Bargaining and Supply Chain Competition,” POMS Annual Meeting, Washington DC, USA, May 2015
- [14] Three-day teaching workshop on Inventory Management, Tongji University, July 2013
- [15] “The Power Structure and the Profitability in Assemble-to-Order Supply Chains,” INFORMS International Conference, Rome, Italy, July 2013
- [16] “Distribution Channel Structure for Chain-to-Chain Competition with Price and Lead-time Sensitive Demand,” MSOM Annual Conference, Fontainebleau, France, July 2013
- [17] “Managing Operational and Financing Decisions to Meet Targets,” Mostly OM Workshop, Beijing, China, May 2013
- [18] Three-day teaching workshop on Inventory Management, Tongji University, July 2012
- [19] “Distribution Channel Structure for Chain-to-Chain Competition with Price and Lead-time Sensitive Demand,” Nanyang Technological University, November 2012
- [20] “Distribution Channel Structure for Chain-to-Chain Competition with Price and Lead-time Sensitive Demand,” Tsinghua University, September 2012
- [21] “The Power Structure and the Profitability in Assemble-to-Order Supply Chains,” OCSAMSE Conference 2010, Beijing, China, July 2012
- [22] “Behavioral Tendencies in Newsvendor Decision Making: Capturing the Chinese Perspective,” CSAMSE Conference, Suzhou, China, June 2012
- [23] “Behavioral Tendencies in Newsvendor Decision Making: Capturing the Chinese Perspective,” POMS Annual Meeting, Chicago, USA, April 2012

- [24] “The Power Structure and the Profitability in Assemble-to-Order Supply Chains,” INFORMS Annual Meeting, Austin, USA, November 2010
- [25] “Distribution Channel Structure for Chain-to-Chain Competition with Price and Lead-time Sensitive Demand,” INFORMS Annual Meeting, San Diego, USA, October 2009
- [26] “The Impact of Financial Turbulence on Inventory Control,” INFORMS Annual Meeting, San Diego, USA, October 2009
- [27] “Distribution Channel Structure for Chain-to-Chain Competition with Price and Lead-time Sensitive Demand,” MSOM Annual Conference, Boston, USA, June 2009
- [28] “Using Scheduled Ordering to Improve the Performance of Distribution Supply Chains,” HongKong Polytechnic University, December 2008
- [29] “Quick Recovery to Alternative ELSP Cycles,” OCSAMSE Annual Conference, Shanghai, China, July 2008
- [30] “Scheduled Synchronized Ordering in Decentralized Distribution Supply Chains with Information Sharing,” ORMS Symposium, NUS Business School, June 2008
- [31] “Scheduled Synchronized Ordering in Decentralized Distribution Supply Chains with Information Sharing,” POMS Annual Meeting, La Jolla, San Diego, USA, May 2008
- [32] “Simulation of Scheduled Ordering Policies in Distribution Supply Chains,” Winter Simulation Conference, Washington DC, USA, December 2007
- [33] “Scheduled Synchronized Ordering in Decentralized Distribution Supply Chains with Information Sharing,” INFORMS Annual Meeting, Seattle, USA, November 2007
- [34] “Balanced Ordering in Decentralized Distribution Supply Chains,” MSOM and Multi-Echelon Conference, Beijing, China, June 2007
- [35] “Inventory Control in an Uncertain International Financial Environment,” California State Polytechnic University, March 2007
- [36] “Inventory Control in an Uncertain International Financial Environment,” Shanghai Jiaotong University, January 2007
- [37] “Inventory Control in an Uncertain International Financial Environment,” Singapore Management University, January 2007
- [38] “Inventory Control in an Uncertain International Financial Environment,” National University of Singapore, January 2007
- [39] “Inventory Control in an Uncertain International Financial Environment,” Clarkson University, December 2007

- [40] “Scheduled Ordering in Decentralized Distribution Supply Chains,” DSI Annual Meeting, San Antonio, USA, November 2006
- [41] “Scheduled Ordering in Decentralized Distribution Supply Chains,” INFORMS Annual Meeting, Pittsburgh, USA, November 2006
- [42] “Scheduled Ordering in Decentralized Distribution Supply Chains,” MSOM Annual Conference, Atlanta, USA, June 2006
- [43] “Quick Recovery to Alternative ELSP Cycles,” INFORMS Annual Meeting, San Francisco, USA, November 2005
- [44] “Inventory Control in an Uncertain International Financial Environment,” MSOM Annual Conference, Evanston, USA, June 2005
- [45] “Inventory Control in an Uncertain International Financial Environment,” INFORMS Annual Meeting, Denver, USA, October 2004

TEACHING

National University of Singapore

- DAO3201/DOS3701 2018 -
- DAO 1704, Decision Analytics using Spreadsheet 2018 -
- DSC 1007, Business Analytics 2015 - 2017
- DSC 2006 (Instructor), Operations Management 2007 - 2015
- DSC 2006 (Tutor), Operations Management 2007 - 2015
- BDC6111 (Instructor), Inventory Management 2008 - 2010
- BDC6114 (Instructor), Logistics and Supply Chain 2015

Cornell University

- NCC 558 (Instructor), Operations Management Fall 2005

STUDENT SUPERVISION

- PhD Student
 - Qinshen Tang 2015 -
 - Zhuoyu Long (Co-Supervisor) 2008 - 2013
 - Currently an assistant professor at Chinese University of Hong Kong
 - Dissertation Title: Target-based Optimization in Operations Management
- Master Students
 - Shimin Gu 2013
 - Weijia Gu 2013 - 2014

- Undergraduate Honors Student:
 - Yusong Low
Thesis Title: Differences between Cournot and Bertrand Competition Affecting Choice of Distribution Channel for Unreliable Suppliers Through Industry Equilibrium Analysis

PROFESSIONAL ACTIVITIES

- **Membership**

Institute for Operations Research and Management Sciences (INFORMS)
 Manufacturing and Service Operations Management Society (M&SOM)
 Production and Operations Management Society (POMS)

- **Conference Committee**

Program Committee, M&SOM conference, Singapore, 2019
 Judge for the Best Student Paper Competition, POMS-HK International Conference, Hongkong, January, 2019
 Organizing Committee for the Female Scholar Luncheon for the CSAMSE Annual Conference, 2016 & 2018
 Organizing Committee, POMS-HK International Conference, Hongkong, January 2019
 Organizing Committee, POMS-HK International Conference, Hongkong, January 2018
 Organizing Committee, POMS-HK International Conference, Hongkong, January 2017
 Organizing Committee, POMS-HK International Conference, Macau, January 2016
 Program Committee, POMS International Conference, Singapore, July 2014
 Best Paper Award Committee, POMS-HK International conference, Hong Kong, January 2014

- **Referee**

National Science Foundation
 Operations Research
 Management Science
 Manufacturing and Service Operations Management
 Production and Operations Management
 Naval Research Logistics
 IIE Transactions
 European Journal of Operational Research
 Mathematical and Computer Modelling
 International Journal of Production Economics
 Decision Sciences

OMEGA

Journal of System Sciences and System engineering

- **Session Organizer/Chair**

“Inventory, Financing, and Risks in Supply Chains,” 12th CSAMSE Annual Conference, Chengdu, China, July 2019

“Interface between Operations and Economics/Finance,” 11th CSAMSE Annual Conference, Ningbo, China, July 2018

“Inventory Management,” 2018 INFORMS International Conference, Taipei, June 2018

"OM Theories and Practices in China/East Asia," 23rd Annual POMS Conference, Chicago, USA, April 2012

"Strategic Consumer Behavior", The Fifth International Conference of Chinese Scholars Association for Management Science and Engineering (CSAMSE), Suzhou, China, June 2012

"Supply Chain/Marketing Interface," INFORMS Annual Conference, Austin, USA, November 2010

"Operations with Financial Concerns," INFORMS Annual Conference, San Diego, USA, October 2009

"Operations and Marketing Decisions," INFORMS Annual Conference, San Diego, USA, October 2009

"Supply Chain Management," M&SOM Conference, Boston, USA, June 2009

- **Department Search Committee**, Department of Decision Sciences, NUS Business School, National University of Singapore, 2011 - 2013

- **Department Seminar Committee**, Department of Decision Sciences, NUS Business School, National University of Singapore, 2011 - 2016

- **Student Oral Examination Committee**

- **Undergraduate Honors Dissertation Defense**
Liu Zhaoyan 2018
- **MBA Thesis Defense**
Lin Yuan-Ming 2013
- **TLIAP Double Master Poster Defense**
Xinzhu Lin, Yan Ning Lim 2013
Margaret Katherine Rienhard 2010
- **PhD Dissertation/Proposal/Summer Paper Defense**

Hua Tao	2009/2008
Xiaoyan Xu	2018, 2019
Juan He	2019

OTHER ACTIVITIES

- Founder and President, Cornell Amber Chinese Dance Troupe 2003 - 2004
- President, Cornell Chinese Singing and Dancing Club 2003 - 2004
- Vice President, Cornell Chinese Students and Scholars Association 2003 - 2004
- Vice President of Class 97-1, SEM at Tsinghua University 1997 - 1999