

Curriculum Vitae of Frank (Youhua) CHEN

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EDUCATIONAL BACKGROUND

Univ. of Toronto, PhD (Management, 9/1996, Supervisor: Dmitry Krass);
Univ. of Waterloo, M.A. (Eco., 1991);
Tsinghua University, BE (Mech. Eng., 1983)

WORKING EXPERIENCE

May 2012 – Now: Professor/Chair Professor, Dept of Management Sciences
Aug. 2014 – June 2020: Head, Dept of Management Sciences
7/2001-May 2012: Associate Professor, Dept of System Engg & Engg Mgt., the Chinese
Univ. of Hong Kong
7/1997-6/01: Assistant Professor, Department of Decision Sciences, NUS Business
School, National Univ. of Singapore
9/1996-6/97: Postdoc., Northwestern Univ. (Supervisor, David Simchi-Levi)

I. RESEARCH

Research Interests

Healthcare Management, Inventory Models and Supply Chain Issues, Applications of Stochastic Models.

Research Funding: 2002-2016 (PI of 11 Competitive Research Grants)

1. Project Coordinator/Project-in-charge: *Home-based Aging for Transformative Community Care*, BOCHK Centenary Charity Programme - Bank of China HK, Amount: \$23.8M, EK Yeoh (CUHK), Eliza Wong (CUHK), Stephen Shum, Hera Leung, et al. (10.2020-09.2023).
2. HK RGC-CRF Research Grant, co-PI, 2021-2024: *Resilient PPE Supply Chains for Hong Kong Health Systems: Current and Post Covid-19 Pandemic*, Amount: \$4.3M, Project Coordinator: YAN Houmin, Co-PIs CHEN Youhua Frank, LI Yanzhi David, S Joe QIN, SHUM Stephen, TSO Geoffrey, ZHANG QP, FUNG Hong, WONG Eliza.

3. HK RGC Earmarked Research Grant, Nov. 2020- Oct. 2022: *New and Short-life-cycle Product Procurement Decisions: Machine Learning and Risk Control* .
 4. HK RGC Earmarked Research Grant, Nov. 2019- Oct. 2021: *On Demand Estimation and Newsvendor Ordering Decisions under Stockout-based Substitution*.
 5. Theme-based Research Scheme (TRS) - Research Grant Council (RGC), 2014-2019: *Delivering 21st Century Healthcare in Hong Kong – Building a Quality-and-Efficiency Driven System*; Project Coordinator; Participating Institutions: CityU,CUHK,PolyU,HKU,Columbia. (Grant No: T32-102/14N) [Amount: HKD 20.45M]
 6. National Natural Science Foundation of China, Major Project, 2014-2018: *Theoretical Foundations of Contemporary Logistics Management for Harmonized Development of Economy, Society and Environment*. [RMB2.8M]
 7. HK RGC Earmarked Research Grant, 2014-2017: *On a Random Yield Problem with Nonzero Leadtimes*.
 8. HK RGC Earmarked Research Grant, 2013-2016: *Distribution Requirement Planning and Inventory Policies for a Distribution Supply Chain with a Minimum Order Quantity*.
 9. HK RGC Earmarked Research Grant, 2012-2015: *Models for Production Operations and Emissions Permits Purchasing Decisions in the Presence of Emissions Trading Market*.
 10. HK RGC Earmarked Research Grant, 2011-2014: *Optimal Inventory Control Policy for Periodic-Review Inventory Systems With Inventory-Level-Dependent Demands*.
 11. HK RGC Earmarked Research Grant, 2010-2013: *Dynamic Pricing and Inventory Control in a Continuous Review System with Batch Ordering and Random Leadtimes*.
 12. HK RGC Earmarked Research Grant, 2007-2010: *Procurement-Inventory Models in the Presence of Commodity Spot Markets and Hedging Instruments*.
 13. HK RGC Earmarked Research Grant, 2006-2008: *Dynamic Pricing Problems for Seasonal Products with Inventory-Record Inaccuracy: a Revenue Management Approach to Exploring the Value of RFID*.
 14. HK RGC Earmarked Research Grant, 2005-2008: *Weather Risk, Hedging and Operations Management/Decisions*.
 15. HK RGC Earmarked Research Grant, 2004-2006: *Studies of Combined Segmental-dynamic Pricing and Production/Replenishment Decisions*.
- (Plus: 3 RGC Grants as Co-I, 2 RGC-CUHK Direct Grants, and 3 NSFC Grants as Co-I.)

II. TEACHING/EDUCATION

Teaching Interests

Supply Chain Management/Service Operations Management/Inventory & Revenue Management/Purchasing and Supply Management

Courses Taught

- Supply Chain Management, and Strategic Sourcing and Procurement (at CityU)
- Managing Operations for Competitive Advantage (EMBA-P at CityU)
- Supply Chain Management, Logistics Management, Service Operations Management, Inventory & Revenue Management, and Simulation (at CUHK)
- Supply Chain Management, Operations Management, Management of Advanced Manufacturing Technologies (at National Univ. of Singapore)

PhD Graduates (sole supervised)

- Han Zhu (2017), Postdoc - McGill Univ.; Quan Yuan (2012), Wuhan University; Yi Yang (2011), Zhejiang University; Fei Guo (2008); Weili Xue (2007), Southeast University; Ying Wei (2006), Ji Nan University.

III. AWARDS

- Exemplary Teaching Award, Faculty of Engineering, 2004
- 2008 best paper in IIE Transactions on Scheduling and Logistics for “Value of a Put Option to the Risk-averse Newsvendor”, co-authored with M. Parlar
- Best Paper Competition (Third prize) - The 7th Int’l Conf. of CSMSE: Ye Lu, Youhua (Frank) Chen, Miao Song, and Xiaoming Yan: “Optimal Pricing and Inventory Control Policy with Quantity-Based Price Differentiation”, 2014.
- President Award, 2016, CityU.

IV. SERVICES

1. July. 2020 -July 2021: Dean, College of Business, CityU.

2. Jan. 2013 -July 2014/Aug. 2014- June 2020: Acting Head/Head, Department of Management Sciences, CityU.

Below are service duties performed in the Chinese University of Hong Kong:

3. Deputy Director& Director (6/2006-5/2011 & 6/2011-5/2012), the *Executive Master of Science Program (EMSc) in Logistics and Supply Chain Management, a Joint Program with Tsinghua Univ.*
4. Co-director (2001-2003): 1st – 3rd *Executive Development Programs on Global Supply Chain Management*, organized jointly by CUHK and Tsinghua Univ.

V. LIST OF SELECTED JOURNAL PAPERS (refereed, in chronicle order)

1. Chen, Y., V. Kanetkar, and D. L. Weiss: “Forecasting Market Shares with Disaggregate or Polled Data: a Comparison of Attractive Models.” *Int’l J. of Forecasting*, 10 (2), 1994.
2. Chen Y. F., Drezner, J.K.Ryan, and D. Simchi-Levi: “Quantifying the Bullwhip Effect in a Simple Supply Chain: The Impact of Forecasting, Leadtimes and Information.” *Management Sciences*, March, 2000.
3. Chen Y. F., J.K.Ryan, and D. Simchi-Levi: “The Impact of Exponential Smoothing Forecasts on the Bullwhip Effect.” *Naval Research Logistics*, No. 3, 2000.
4. Chen, Y. F., Mark Goh, Jacob Lee, Jihong Ou, M. Sharafali, C.P. Teo, P. G. Goh and P. Sivanthan: “ST Logistics: Distributing Consumer Goods in China.” *J. of IFOR*, 8, 2001.
5. Chen, Y. F, Sin Hoon Hum and Jie Sun: “Third-Party Warehousing Contract with Commitments and Adjustment Options.” *European J. of Oper. Res.*, 131 (3), 2001.
6. Chen, Y. F. and D. Krass: “Analysis of Supply Contracts with Minimum Quantity Commitment.” *European J. of Oper. Res.* , 2001. 131, pp. 309-323.
7. Chen, Y.F. and D. Krass: “Service Level Constraints in Inventory Models.” *European J. of Oper. Res.* 134 (1), 2001.
8. Chen, Y. F., Y. Feng and D. Simchi-Levi: “Uniform Distribution of Inventory Positions in Two Level Systems with Interdependent Demands and Batch Ordering Policies.” *European J. of Oper. Res.* 2002, 140 (3).
9. Chen, Y. F., H. Yan, and L. Yao: “Newsvendor Pricing Game.” *IEEE Transactions on Systems, Man and Cybernetics - Part A*. 2004, July.

10. Wang T., Chen, Y. and Y. Feng: "On the Time-Window Fulfillment Rates in a Single Item, Min-Max Inventory System." *IIE Transactions*. 2005, 37 (7).
11. Chen, Y., T. Wang, and T. Z. Xu: "On Two Models for Integrated Inventory Replenishment and Temporal Shipment Consolidation." *Annals of Operations Research*. 2005, 135.
12. Chen, Y., Y. Feng, and J. Ou: "Management of Inventory Replenishment and Available Offerings for Goods Sold with Optional Value-Added Packages." *IIE Trans.* 2005, 37 (5).
13. Chen, Y. F.: "Fractional Programming Approach to Two Stochastic Inventory Problems." *European J. of Oper. Res.* 2005, 160 (1).
14. Chao, X.L., and Frank Y. Chen: "Optimal Production and Shutdown Strategy when Supplier Offers Incentives." *Manufacturing & Service Oper. Management*. 2005, 7 (2).
15. Bish, E.B., Frank Y. Chen, Y. T. Leong, Barry L. Nelson, J. Ng, and David Simchi-Levi: "Dispatching vehicles in a mega container terminal." *OR Spectrum*. 2005, 27.
16. Chen, Y., S. H. Hum and C. H. Sim: "On Inventory Strategies of Online Retailers." *J. of Systems Science and Engineering*, 14 (1), March 30, 2005.
17. Chen, Y. and Y. Feng: "Optimization of Stochastic, Single-Item Inventory Models with Non-Quasiconvex Costs." *Probability in the Engineering and Information Sciences*, 20 (2), 2006, 287-306.
18. Xiao, Y.B., J. Chen, and Y. Chen: "On a Semi-Dynamic Pricing and Seat Inventory Allocation Problem." *OR Spectrum*, Jan., 2006.
19. Chen, H., J. Chen and Y. Chen: "A Coordination Mechanism for a Supply Chain with Demand Information Updating." *Int'l J. of Production Economics*, 103, 2006, 347-361.
20. Yao, L., Y. Chen and H. Yan: "The newsvendor problem with pricing: Extensions." *Int'l J. of Management Sci. & Engineering Management*, 1(1), 3-16, 2006.
21. Chen, Y., S. Ray, and Y. Song: "Joint Pricing and Inventory Control in Periodic Review Systems - Case of Loss Sales." *Naval Research Logistics*, 53 (2), 2006, 117-179.
22. Chen, Y. and Stephen Disney: "The Myopic Order-Up-To Policy with a Proportional Feedback Controller." *International J. of Production Research*, 2007, 45 (2), 351-368.
23. Chen, Y. and M. Parlar: "Value of a Put Option to the Risk-averse Newsvendor." *IIE Trans.*, 39, 2007, 481-500.

24. Chen, Y., S. Sethi, and H. Zhang: "A Production-Inventory Problem for an Energy Buy-back Program." *IEEE Trans. on Automation Sci. and Engg.*, 2007, 395-406.
25. Chen, Y., J. Chen, and Y. Xiao: "Optimal Control of Selling Channels for an Online Retailer with Cost-per-Click Payments and Seasonal Products." *Production and Operations Management (POM)*, 2007, May-June. (
26. Xiao, Y., Chen, F. Y. and J. Chen: "Optimal Inventory and Dynamic Admission Policies for a Retailer of Seasonal Products with Affiliate Programs and Drop-Shipping." *Naval Res. Logistics*, 56, 2008.
27. Chen, Y., M.H. Xu, and G. Zhang: "A Risk-Averse Newsvendor Model Under CVaR Decision Criterion." *Oper. Res.*, 57, Aug-Sept., 2009.
28. Yang Y. and Y. Chen: "On information quality ranking and its managerial implications." *J. of Industrial and Management Optimization (JIMO)*, 6(4), 2010.
29. Wei, Y. and Y. Chen: "Joint Determination of Inventory Replenishment and Sales Effort with Uncertain Market Responses." *Int'l J. of Production Economics*. 2011, 134 (2).
30. Chen, H., Y. Chen, C. Chu, T. M. Choi, and S. Sethi: "Coordination Mechanism for the Supply Chain with Leadtime Consideration and Price-Dependent Demand." *European J. of Oper. Res.*, 2010, 203, 70-80.
31. Chen, Y. and C. Yano: "Improving Supply Chain Performance and Managing Risk Under Weather-Related Demand Uncertainty." *Management Sci.*, 56 (8), 2010.
32. Chen, L., Y. Chen and Z. Pang: "Dynamic Pricing and Inventory Control in a Make-to-Stock Queue with Information on the Production Status." *IEEE Tran. on Automation Sci. and Engg.*, 2011, 361-373.
33. Caliskan-Demirag, O., Y. Chen and J. Li: "Channel Coordination under Fairness Concerns and Nonlinear Demand." *European J. of Oper. Res.*, 207, 1321-1326, 2010.
34. Xu, M., Y. Chen and X. Xu: "The Effect of Demand Uncertainty in a Price-setting Newsvendor Model." *European J. of Oper. Res.*, 207, 946-957, 2010.
35. Chen, Y., J. Chen, M. Parlar and Y. Xiao: "Optimal Inventory and Admission Policies for Drop-Shipping Retailers Serving In-Store and Online Customers." *IIE Trans.*, 43, 332-247, 2011.
36. Zhang, W., Y. F. Chen, Z.H. Hua, and W. Xue: "Optimal Policy with a Total Order Quantity Commitment Contract in the Presence of Spot Market." *J. Syst. Sci. Syst. Eng.*, 20 (1), 25-40, 2011.

37. Feng, Y. and Y. Chen: "A Computational Approach for Optimal Joint Inventory-Pricing Control in an Infinite-Horizon Periodic-Review System: a Note." *Oper. Res.*, 2011, 59 (5).
38. Chen X., Sean Zhou and Y. Chen: "Integration of inventory and pricing decisions with costly price adjustment." *Oper. Res.*, 2011, 59 (5), 1144-1158. (11 citations)
39. Gao F., Y. Chen and Xiuli Chao: "Joint Optimal Ordering and Weather Hedging Decisions: A Newsvendor Model." *Int'l J. of Flexible Manuf. and Service* (formally Int'l J. of Flexible Manuf.), 23 (1), 1-25, 2011.
40. Xu, X.L., Cai X. Q. and Y. Chen: "Unimodality of Price-setting Newsvendor's Objective Function with Multiplicative Demand and its Application." *Int'l J. of Production Economics*. 2011, 133, 653-661.
41. Caliskan-Demirag O., Y. Chen, J. Li: "Customer and Retailer Rebates under Risk Aversion." *Int'l J. of Production Economics*. 2011, 133(2), 736-750.
42. Gao F., Caliskan-Demirag O., Y. Chen: "Early Sales of Seasonal Products by Weather-Conditional Rebates." *Production and Operations Management*, 2012, 21(4), 778-794.
43. Caliskan-Demirag, O., Y. Chen and Y. Yang: "Optimal Policy for a Periodic-Review Inventory System With Quantity-Dependent Setup Costs." *Oper. Res.*, 2012, 60(4).
44. Pang, Z., Y. Chen and Y. Feng: "A Note on the optimal structure of joint inventory-pricing control with leadtimes." *Oper. Res.*, 2012, 60 (3), 581-587.
45. Chen, Y, Y. Lu, and M. Xu: "Optimal Inventory Control Policy for Periodic-Review Inventory Systems with Inventory-Level-Dependent Demand." *Naval Research Logistics*, 2012, 59, 430-440.
46. Caliskan-Demirag, O., Y. Chen and Y. Yang: "Production-inventory control policy under warm/cold state-dependent fixed costs and stochastic demand: partial characterization and heuristics." *Ann. Operations Research*; Published online 19 July 2012, forthcoming.
47. Chen, Y., W. Xue and J. Yang: "Optimal Inventory Policy in the Presence of a Long-term Supplier and a Spot Market: a Note." *Oper. Res.*, 2013, 61 (1), 88-97.
48. Yi Yang, Y. Chen and Yun Zhou [random order of author sequence,equal contribution]: "Coordinating Inventory Control and Pricing Strategies Under Batch Ordering." *Operations Research*, 2014, 62(1), 25-34.
49. Lu.Y., Chen Y., Song. M., Yan. X.: "Optimal Pricing and Inventory Control Policy with Quantity-Based Price Differentiation." *Operations Research*, 2014, 62 (3), 512-523.

50. Pang, Z. and Y. Chen: “Coordinated Pricing and Inventory Control with Batch Production and Erlang Leadtimes.” *Probability in the Engineering and Information Sciences*, 2015, 28(4), 529-563.
51. Qin, K, Frank Chen, L. Ma: “Cutting down the travel distance of put systems at Kunming International Flower Auction Market.” *International Journal of Production Research*, 2015, 53(12), 3573-3585.
52. Yuan, Q., G. Chua, X. Liu and Y. Chen: “Unsold versus Unbought Commitment: Minimum Total Commitment Contracts with Nonzero Setup Costs.” 2015, *Production and Operations Management*, 24 March.
53. Chen, Y., Leung K.S., Poon K. K., Su, Yiwen: “Statistical study of the impact of the basis effect on futures hedging : evidence from China.” 2016. *Applied Mathematical Sciences*, Vol. 10, No. 25, 1219-1249.
54. Zhu, H., X. Liu, and Y. Chen: “Effective inventory control policies with a minimum order quantity and batch ordering”, 2015, *Int. J. of Production Economics*, 168, 21-30.
55. Xue, Weili; Caliskan Demirag , Ozgan ; CHEN, Youhua Frank; Yang, Yi: “Managing Retail Shelf and Backroom Inventories When Demand Depends on the Shelf-Stock Level.” 2017. *Production and Operations Management*, Vol. 26, No. 9, 1685 -1704.
56. Zhu, H., and Youhua (Frank) Chen and Eman Leung and Xing Liu: “Outpatient appointment scheduling with unpunctual patients.” Mar. 2018. *International Journal of Production Research*, Vol. 56, No. 5, 1982-2002.
57. Wang, J., Chen, Y. F. & Xu, M.: “Optimization and approximation methods for dynamic appointment scheduling with patient choices.” Apr 2018. *Computers and Operations Research*, Vol.92, 65-76.
58. Yuan Quan, Frank Chen, Jian Yang & Yun Zhou: “Joint Control of Emissions Permit Trading and Production Involving Fixed and Variable Transaction Costs.” Aug. 2018. *Production and Operations Management*, Vol. 27, No. 8, 1420-1454.
59. Xue, Y., Caliskan-Demirag, O., Chen, Y. & Yu, Y.: “Supporting customers to sell used goods: Profitability and environmental implications.” Dec. 2018. *Int. J. of Production Economics*, 206, 220-232.
60. Yin, Y., Chen, Y., Qin, K. & Wang, D.: “Two-agent scheduling on unrelated parallel machines with total completion time and weighted number of tardy jobs criteria.” Jun. 2019. *Journal of Scheduling*, Vol. 22, No. 3, 315-333.

61. Lin, S., Zhang, Q., Chen, F., Luo, L., Chen, L. & Zhang, W.: "Smooth Bayesian network model for the prediction of future high-cost patients with COPD." Jun. 2019. *Int'l J. of Medical Informatics*, Vol.126, 147-155.
62. Yuan, Z., Chen, F. Y., Yan, X. & Yu, Y.: "Operational implications of yield uncertainty in mergers and acquisitions." Jun 2019. *Int'l J. of Production Economics*, Vol. 219, 248-258.
63. Guo M, Zhang Q, Liao X, Chen FY, Zeng DD. "A hybrid machine learning framework for analyzing human decision-making through learning preferences." *Omega*. 2020 Apr 13:102263.
64. Yang Y, Wang J, Chen Y, Chen Z, Liu Y. "Optimal procurement strategies for contractual assembly systems with fluctuating procurement price." *Annals of Operations Research*. 2020 Aug; 291(1):1027-59.
65. Taiwo ES, Chen FY, Chin KS. "Outpatient appointment scheduling with walk-ins in fixed arrival periods." *IIEE Transactions on Healthcare Systems Engineering*. 2020 Aug 19:1-6.
66. Shen, H.X, Li, Y.Z., Y. F. Chen, & Pan., K. "Integrated Ad Delivery Planning for Targeted Display Advertising." Jun. 2020. *Operations Research*, Online published - 31 Mar 2021.
67. Wang, Haolin; Zhang, Qingpeng; Chen, Frank Youhua; Leung, Eman Yee Man; Wong, Eliza Lai Yi; Yeoh, Eng Kiong. "Tensor Factorization-based Prediction with an Application to Estimate the Risk of Chronic Diseases". April 2021; *IEEE Intelligent Systems*.
68. Zhu M, Chen FY, Kong XT, Qin K. "Data-driven storage location method for put system in Chinese flower auction centres". *Int'l J. of Production Research*. 2020. Dec 11:1-4.
69. Ji, D.L, Caliskan-Demirag, Y.F Chen & Huang M. "Omnichannel retailers' return policy strategies in the presence of competition." *Int'l J. of Production Economics*, July. 2020, Vol. 225.
70. Zhu, H., Y.F. Chen, Hu, M & Yang Y. "A Simple Heuristic Policy for Stochastic Distribution Inventory Systems with Fixed Costs." *Operation Research*, Sept. 2020. *Operations Research*, Online published - 25 Mar 2021.
71. Huang, W.X., Li Y. D. and Chen YF. "User Data Trading and Tariff Design" (formally "Overage Disutility, User Trading and Tariff Design"), *Production and Operations Management*, Online published - 29 May 2021.
72. Wong EL, Ho KF, Dong D, Cheung AW, Yau PS, Chan EY, Yeoh EK, Chien WT, Chen FY, Poon S, Zhang Q. "Compliance with standard precautions and its relationship

with views on infection control and prevention policy among healthcare workers during COVID-19 pandemic”. *Int'l J. of Environmental Research and Public Health*. 2021 Jan;18(7):3420.

73. Gong, X.T., Chen Y.F., Yuan Q. “Coordinating Inventory and Pricing Decisions Under Total Minimum Commitment Contracts”, *Production and Operations Management*, accepted - 14 July 2021.
74. Pan, H., Zhao, Y., Wang, H. Li, X., Leung, E., Chen, Y.F. Cabrera, J. & TSUI, K. L. “Influencing factors of Barthel index scores among the community-dwelling elderly in Hong Kong: a random intercept model”, *BMC Geriatrics*, 2021, 21(484).
75. Hsu, Yu-Cheng, Hailiang Wang, Yang Zhao, Frank Chen, Kwok-Leung Tsui. “Automatic Recognition and Analysis of Balance Activity in Community-dwelling Older Adults: Algorithm Validation”, *J Med Internet Res* (forthcoming). doi:10.2196/30135.

(Other recent papers and all conference proceedings omitted.)

Some Working Papers

1. Taiwo, Enayon Sunday and Savin, Sergei and Chen, Frank Y. and Chin, Kwai-Sang. Patient-Controlled use of Non-Physician Providers: Appointment Scheduling in Mixed-Provider Settings (January 20, 2021). Available at SSRN: <https://ssrn.com/abstract=3884650> (R&R - MS).
2. Taiwo, Enayon Sunday and Savin, Sergei and Chen, Frank Y. and Chin, Kwai-Sang. To Carve Out or Not: Managing the Routine and Same-day Appts for Outpatient Clinics (April 20, 2021). Available at SSRN: <https://ssrn.com/abstract=3884741>.
3. Lin, Shaochong and Chen, Frank Y. and Li, Yanzhi and Shen, Zuo-Jun Max. Data-Driven Newsvendor with Profit Risk Consideration. Available at SSRN: <https://ssrn.com/abstract=3540448> (under revision).
4. Yijie Zheng; Youhua (Frank) Chen; Carl Philip T. Hedenstierna; Jian Yang. Multi-product Inventory System Involving Probabilistic Substitutions and Lost Sales: Demand Estimation and Ordering Decisions (under review).
5. Gao, L., W. Zhang, Y.F. Chen. Optimal Payment for Dynamic Treatment Regimes (under review).

Some Work-in-progress

1. Zhang, W., L. Gao, Y.F. Chen. Solving the U.S. Drug Shortages Through a Procurement Contract.

2. Zhang, W., L. Gao, Y.F. Chen. Optimal Payments for Patient Discharges in Long-Term Care Hospitals.
3. Fei et al. Data-Driven Incentive Design in the Medicare Shared Saving Program: a Dynamic Mechanism Design Approach.
4. Lin et al. Regularization via Financial Risk Control for Multi-period Inventory Problems.

Book Chapters

1. Wei, Y., F. Y. Chen, M. Lee, H. Yan, K. Hong, and C.H. Ng.: Divide and conquer: from MTO to ATO/MTO, in “Innovative Quick Response Programs in Logistics and Supply Chain Management”, edited by T.C. E. Cheng and T. M. Choi. 2010, Springer.
2. Chen, F., Z. Drezner, J. Ryan, and D. Simchi-Levi: The Bullwhip Effect: Managerial Insights on the Impact of Forecasting and Information on Variability in a Supply Chain, in “Quantitative Models for Supply Chain Management”, edited by S. Tayur, R. Ganeshan and M. Magazine. 1999, KAP. (166 citations)