Manufacturing & Service Operations Management Conference, June 5-10, 2021

	SIG Meetings		MSOM Main Conference			
	June 5 SAT	**June 6 SUN**	**June 7 MON**	**June 8 TUE**	**June 9 WED**	**June 10 THU**
8:30 AM EDT		UA1: Inventory Management	MA1: Patient Appointment Scheduling MA2: Novel Solutions for Urban Mobility MA3: Running Promotions at Retail Stores MA4: Learning and Forecasting Customer Demand MA5: Personalized Assortment Optimization MA6: Adding Social Responsibility to Classic Operations Models MA7: Practice-Based Research Competition I	TA1: Managing Surgeons and Surgical Teams TA2: Empirical Discoveries in Last-Mile Delivery TA3: Creating Value through Technology and Information TA4: Enhancing and Designing Customer Experience TA5: Incentive Design in Revenue Management TA6: Inventory Theory and Sampling-Based Inventory Control TA7: Role of Energy Storage in Greener Power Systems	WA1: Scheduling Problems in Healthcare Systems WA2: Commodity Trading and Hedging WA3: Contracting and Designing Mechanisms WA4: Analytical and Behavioral Studies on Auctions WA5: Assortment Optimization WA6: Supply Chain Design WA7: Poverty Alleviation in Developing Countries	HA1: Hospital Capacity Management HA2: Improving Operations of Ride Services HA3: Dynamic Control of Service Systems HA4: Consumer Choice and Regret HA5: Frontiers in Inventory Management HA6: Food Security and Government Policies
10:30 AM EDT	SA1: Experimental Research in Healthcare SA2: Managing Disruptions in Supply Networks SA3: SCM under a Pandemic SA4: Service Operations in Contact/Call Centers	UB1: Supply Chain Financing UB2: Online Retail Management UB3: Machine Learning UB4: Responsible Sourcing in Supply Chains	MB1: COVID-19 Testing, Detection, and Containment MB2: Online Lending & Analytics MB3: Abandoning Queues: Theory and Empirics MB4: Impact of Lead Time Quotes on Customer Satisfaction MB5: Retail Supply Chain MB6: Food Waste Reduction MB7: Diversity, Equity, and Inclusion in Education MB8: Disaster Response Operations MB9: Practice-Based Research Competition II	MSOM Society Business Meeting	Plenary II A Taste of the Role of Analytics in the Fight of the COVID-19 Pandemic Georgia Perakis	Plenary III MSOM Fellows Presentation
12:30 PM EDT	SB1: Empirical Research in Healthcare Delivery SB2: Workforce Management SB3: Information Sharing in Queuing Systems SB4: Renewable Electricity Operations	UC1: Quality of Care UC2: Innovations in Supply Chain Financing UC3: Online Platforms UC4: Operations and Climate Change	MSOM DEI Panel: Walking the Diversity Talk MC2: Frontiers in Online Advertisement Management MC4: Online Advertising MC5: Pricing strategies	TB1: Managing Medical Supplies and Medications TB2: Fairness in Service Design TB3: Frontiers of Data-Driven Analytics TB4: Assortment Planning TB5: Supply Chain Incentives TB6: Creative Recycling and Reuse TB7: Novel Empirical Methods in Sustainability Research	WB1: Behavior and Incentives in Healthcare WB2: Supply Chain Finance WB3: Mechanism Design Applications WB4: Assortment Optimization WB5: Returns in Closed-Loop Supply Chains WB6: Sustainability in New and Future Markets WB7: Statistical Learning Theory and Methods	HB1: Pandemic Healthcare Policy Decisions HB2: Leveraging Information in Queueing Systems HB3: Empirical Research in Labor and Workforce HB4: Forging Innovation and Collaboration HB5: Assortment Planning HB6: Business Models for Utilities in a Low Carbon Economy HB7: Diversity, Equity, and Inclusion: Challenges and Opportunities in Analytics
2:30 PM EDT	SC1: COVID-19 and Healthcare Industry SC2: Risk Management SC3: Business Practices and Waste	UD1: Health Policy and System Design UD2: Technology Adoption and Logistics Management UD3: Retail Operations	MD1: Inverse Optimization with Healthcare Application MD2: On-Demand Delivery MD3: Strategic Buyer Reviews MD4: Lean Startup & Entrepreneurship MD5: Empirical Research on Retail Management MD6: Supply Chain and Product Design MD7: Statistical Learning Theory and Methods	TC1: Physician Organization and Care Delivery TC2: Channel Distribution Innovations TC3: Designing Tests and Experiments TC4: Human Decisions and Judgment TC5: Multiproduct Dynamic Pricing and Feature Engineering TC6: Socially Responsible OM for Developing Countries	WC1: Admission and Staff Management in Healthcare WC2: Matching in Service Platforms WC3: Managing Virtual Queues WC4: Natural and Quasi Experiments in Service Management WC5: Supply Contracts and Capacity Planning WC6: Making Social Impact through Data-Driven Research	HC1: Managing Hospital Admission and Congestion HC2: Improving Allocation Policies for Organ Transplantation HC3: Worker Pay and Performance HC4: Network Analysis in Inventory and Transportation HC5: Data-Driven Inventory Management HC6: Making Social Impact through Data-Driven Research
4:30 PM EDT	SD1: Operations Implications of Crypto Tokens SD2: Socially responsible operations		Plenary I COVID-19: Perspectives from a Modeler Tava Olsen	TD1: Personalized Tests and Alarm Systems TD2: Autonomous Vehicles for Ride-Hailing Services TD3: Operations in Online Marketplaces TD4: Frontiers of Technology-Driven Operations TD5: Data-Driven Energy Operations TD6: Statistical Learning Theory and Methods	WD1: Healthcare Provider Payment Models WD2: Crowdsourcing WD3: Service System Design WD4: Learning in Inventory Management WD5: Donations and Volunteering WD6: Causal Inference: Theory and Applications	HD1: Pricing and Pay-for-Performance Programs in Healthcare HD2: Dynamic Resource Allocation HD3: Strategic Server Behavior in Queuing Systems HD4: Behavioral Operations in Purchasing and Bargaining HD5: Dynamic Pricing HD6: Statistical Learning Theory and Methods
6:30 PM EDT			ME1: Behavior and Incentives in Healthcare ME2: Design and Operations of Car Sharing Systems ME3: Marketplace Performance ME4: Data-Driven Pricing ME5: Corporate Social Responsibility ME6: Funding for Good Causes	TE1: Capacity Management in Healthcare Systems TE2: Diabetes: Chronic Care Management TE3: Online Product Rankings TE4: Two-sided Markets TE5: Pricing Strategies in Practice TE6: Consumer Adoption of Solar Energy	WE1: Tradeoffs in Treatment Prescription WE2: Omnichannel Operations Management WE3: Managing Subscription Services WE4: Analytical Studies in Markets and Platforms WE5: Data-Driven Revenue Management WE6: Welfare Improvement in Online Platforms	
Pre-recorded sessions (viewable at any time):			PR: Channel Management PR: Improving Urban Mobility PR: OM and Technology PR: COVID-19 Testing and Vaccine Planning PR: Production and Prediction Challenges PR: Online Retail Operations	PR: Farming Operations PR: Network Revenue Management PR: Government Payment Policies in Healthcare PR: User Content Creation in Online Platforms PR: Pricing and Promotions in Car Sharing Platforms PR: Global Supply Chain Management	PR: Optimization Methods in Sustainability Research PR: Supply Chain Optimization PR: Queueing Applications in Healthcare PR: Setting Priorities in Queuing Systems PR: Learning and Earning PR: Decision Analysis Applications PR: Retail Inventory Management	PR: Dynamic Pricing PR: Inventory Management PR: Data-Driven Models in Service Operations PR: Designing Online Platforms PR: Decision-Making in Online Platforms PR: Responsible Operations Restructuring

Color labels (legend):
- Healthcare
- Operations & Finance
- Decision Analysis
- Operations & Technology
- Sustainable Operations
- Revenue Management
- Supply Chain Management
- Service Operations
- Socially Responsible Operations

Color labels are approximate guides.
See refined color labels in the full program:

https://whova.com/embedded/event/masom_202106/

https://msom2021.indiana.edu/program

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