

LAURENS G. DEBO

Associate Professor of Operations Management
Tuck School of Business

August 2018

POSITIONS HELD

- July 2015- Associate Professor of Operations Management, Tuck School of Business, Dartmouth College (with tenure), Harvey H. Bundy III T'68 Faculty Fellow (July 2018-June 2019)
- September 2014-June 2015 Visiting Associate Professor of Operations Management, Tuck School of Business, Dartmouth College
- July 2010-June 2015 Associate Professor of Operations Management, Booth School of Business, University of Chicago, on Leave from Sept. 2015-June 2015.
- July 2008-June 2010 Assistant Professor of Operations Management, Booth School of Business, University of Chicago
- Sept. 2003-May 2008 Assistant Professor of Operations Management and Manufacturing, Tepper School of Business, Carnegie Mellon University
- Sept. 2002-Aug. 2003 Instructor, Operations Management and Manufacturing, Tepper School of Business, Carnegie Mellon University

EDUCATION

- 1998-Sept. 2002 PhD, Operations Management, INSEAD, Fontainebleau, France “Topics in Remanufacturing, Repair and Disposal” (Luk Van Wassenhove, co-chair, Beril Toktay, co-chair, Tim Van Zandt, committee member)
- 2000 M.Sc. in Management, INSEAD, Fontainebleau, France
- 1995 Ingénieur Civil en Gestion Industrielle (M.Sc. Equivalent in Operations Management), Université Catholique de Louvain, Belgium

RESEARCH INTERESTS

Operations Management, with a special interest in the economics-operations interface, queuing games and global supply chain management.

PUBLISHED PAPERS

1. L.G. Debo, L.B. Toktay and L.N. Van Wassenhove, (2005) "Market Segmentation and Technology Selection for Remanufacturable Products" *Management Science*, 51(8), 1193-1205.
2. L.G. Debo, L.B. Toktay and L.N. Van Wassenhove (2006), "Life Cycle Dynamics for Portfolios with Remanufactured Products" *Production and Operations Management*, 15(4), 498-513.
3. L.G. Debo, L.B. Toktay and L.N. Van Wassenhove, (2008) "Queuing for Expert Services" *Management Science*, 54(8), 1497-1512.
4. C. Li and L.G. Debo, (2009) "Second Sourcing vs. Sole Sourcing with Capacity Investment and Asymmetric Information" *Manufacturing & Service Operations Management*, 11(9), 448-470.
5. S. Veraaraghavan and L.G. Debo, (2009) "Joining Longer Queues: Information Externalities in Queue Choice" *Manufacturing & Service Operations Management*, 11(4), 543-562. (*lead article, finalist for MSOM Best Paper Award, June 2012*)
6. G. Lai, L.G. Debo and K. Sycara, (2009) "Sharing Inventory Risk in Supply Chain: the Implication of Financial Constraint" *Omega, the International Journal of Management Science*, 37 (1), 811-825.
7. G. Lai, L.G. Debo, and K. Sycara (2009), "Buy Now and Match Later: Impact of Posterior Price Matching on Profit with Strategic Consumers" *Manufacturing & Service Operations Management*, 12(1), 33-55. "Erratum to: Buy Now and Match Later: Impact of Posterior Price Matching on Profit with Strategic Consumers" *Manufacturing & Service Operations Management*, 12(2), 370.
8. C. Li and L.G. Debo (2009), "Strategic Dynamic Sourcing from Competing Suppliers: The Value of Commitment" *Naval Research Logistics*, 56(6), 540-562.
9. J. Sun, L.G. Debo, S. Kekre and J. Xie (2010), "Imitative Competition: Implications for Strategic Sourcing and Technology Transfer" *Management Science*, 56(3), 536-552.
10. Xiaofang Wang, Laurens G. Debo, Alan Scheller-Wolf and Stephen F. Smith, (2010) "Design and Analysis of Diagnostic Service Centers" *Management Science*, 56(11), 1873-1890. (*lead article*)
11. Guoming Lai, Laurens G. Debo, Lin Nan, (2010) "Manager Incentives for Channel Stuffing with Market-based Compensation" *Management Science*, 57(2), 332-346.
12. Veeraraghavan and L.G. Debo, "Herding in Queues with Waiting costs: Rationality and Regret" *Manufacturing & Service Operations Management*, 13(3), 329-346.
13. Laurens G. Debo, C.A. Parlour and U. Rajan (2012), "Signaling Quality via Long Queues" *Management Science* 58(5), 876-891.

14. X. Wang, L.G. Debo, Alan Scheller-Wolf and Stephen F. Smith, (2012) “Service Design at Diagnostic Service Centers” *Naval Research Logistics*, 59(8), 613-628.
15. L. G. Debo, S.K. Veeraraghavan, (2014) “Equilibrium in Queues under Unknown Service Rates and Service Value” *Operations Research*, 62(1), 38-57.
16. J. Sun, L.G. Debo, (2014) “Sustaining Long-Term Relationships Using Price-Only Contract” *European Journal of Operational Research* 233(3), 557-565.
17. M. Shunko, L. G. Debo, S. Gavirneni, (2014) “Transfer Pricing and Sourcing Strategies for Multinational Firms,” *Production and Operations Management* 23(12), 2043-2057 (lead article).
18. M. Kremer, L. G. Debo, (2016) “Inferring Quality from Wait Time” *Management Science* 62(10), 3023-3038.
19. M. Yu, L.G. Debo, R. Kapuscinski, (2016) “Strategic Waiting for Consumer-generated Quality Information: Dynamic Pricing of Experience Goods” *Management Science* 62(2):410-435.
20. X. Wang, L.G. Debo, and A. Scheller-Wolf, (2014) “Managing Nurse Lines—Practical Challenges and Developing Theory,” Forthcoming in *International Journal of Production Research*.
21. L. Yang, L.G. Debo and V. Gupta, (2017) Trading Time in a Congested Environment. *Management Science* 63(7), 2377-2395
22. L. Yang and L.G. Debo, (2018) “Invite Your Friend and You’ll Move up in Line: Leveraging Social Ties vis Operational Incentives” Forthcoming in *Management Science*.
23. L. Yang, L.G. Debo, V. Gupta, (2018) “Searching for Better Quality and a Shorter Queue” Forthcoming in *Management Science*.
24. L. G. Debo, Uday Rajan and S.K. Veeraraghavan, (2018) “Signaling with Prices in a Congested Environment,” forthcoming in *Manufacturing & Service Operations Management*.
25. F. Tian, G. Sosics, L.G. Debo, (2018) “Manufacturers' Competition and Cooperation in Sustainability: Stable Recycling Alliances” Forthcoming in *Management Science*.

WORKING PAPERS

26. L. G. Debo, G. van Ryzin, (2013) “Creating Sales with Stock-Outs” (formerly titled: “Consumer Search Behavior when the Product Quality is Uncertain”) ChicagoBooth Working Paper 09-25.
27. C. Jin, L.G. Debo, S. Iravani and M. Kremer and Seyed Iravani, “Observational Learning with Large Choice Sets - Crowds, Contrarians, and Congestion.” ChicagoBooth Working Paper, 15-8.
28. C. Jin, L.G. Debo and S. Iravani, “Observational Learning in Large-Scale Congested Service Systems,” Tuck School of Business Working Paper.
29. L.G. Debo and C. Li, “Optimal Design and Pricing of Discretionary Service Lines,” Tuck School of Business Working Paper.
30. S. Ansari, S. Iravani, L.G. Debo, “Optimal Policy in Single-Server Multi-Class Queuing Systems with Abandonments,” Tuck School of Business Working Paper.

SUPERVISED PHD STUDENTS

Sina Ansari (2018, Northwestern University, co-advisor). First position: Postdoctoral Fellow at the Tuck School of Business, Dartmouth College.

Luyi Yang (2017, Chicago Booth, chair). First position: Assistant Professor at the Carey School of Business, Johns Hopkins University.

Chen Jin (2016, Northwestern University, co-advisor). First position: Postdoctoral Fellow at the Wharton School, University of Pennsylvania.

Yang Li (2015, University of Toronto, external reader).

Fang Tian (2014, Marshall School of Business, University of Southern California, committee member).

Emre Nadar (2012, Carnegie Mellon University, committee member). First position: Assistant Professor of Industrial Engineering, Bilkent University, Turkey.

Masha Shunko (2010, Carnegie Mellon University, committee member). First position: Assistant Professor at the Krannert School of Management, Purdue University.

Guoming Lai (2009, Carnegie Mellon University, co-advisor with Katia Sycara). First position: Assistant Professor at the McCombs School of Business, University of Texas at Austin, US.

Xiaofang Wang (2008, Carnegie Mellon University, committee member). First position: Assistant Professor at the Renmin University of China, Beijing, P.R.China.

Jiong Sun (2007, Carnegie Mellon University, co-advisor with Sunder Kekre). First position: Assistant Professor at the Stuart School of Business, the Illinois Institute of Technology, US.

Cuihong Li (2004, Carnegie Mellon University, co-advisor with Katia Sycara). First position: Assistant Professor at the OPIM Department, Storrs School of Business, University of Connecticut, US.

Senthil Veeraraghavan (2003, Carnegie Mellon University, committee member). First position: Assistant Professor at the OPIM Department, the Wharton School, University of Pennsylvania, US.

ARTICLES IN EDITED BOOKS/VOLUMES

L.G. Debo and S. Veeraraghavan, "Models of herding behavior in operations management" in *Consumer-Driven Demand and Operations Management Models, A Systematic Study of Information-Technology-Enabled Sales Mechanisms* edited by Netessine and Tang, edited by Serguei Netessine and Christopher Tang in the International Series in Operations Research & Management Science , Vol. 131 (2009).

L.G. Debo, R.C. Savaskan and L.N. Van Wassenhove, "Coordination in Closed Loop Supply Chains," *Reverse Logistics, Quantitative Models for Closed-Loop Supply Chains*, edited by Dekker, R., Fleischmann, M., Inderfurth, K., Van Wassenhove, L.N., Springer-Verlag, 2004, p. 295-311.

L.G. Debo and L.N. Van Wassenhove, "Tire Recovery: The RetreadCo Case." *Managing Closed-Loop Supply Chains*, edited by Flapper, Simme D.P., van Nunen, Jo A.E.E., Van Wassenhove, Luk N., Springer-Verlag, Berlin, 2005, p. 119-128.

PROFESSIONAL SERVICE

Member of the best Service Special Interest Group Best Paper Award Committee, 2017, 2018

Member of the best POMS Early Career Award Committee, 2018

Associate Editor, Stochastic Modeling Area, Operations Research (since April 2018)

Senior Editor, Department of Global Operations Strategy, Production and Operations Management (since February 2013)

Associate Editor, Department of Service Operations Engineering, IIE Transactions (since January 2012)

Associate Editor, Department of Operations Management, Management Science (since July 2009)

Member of the editorial board of *Service Science*.

Associate Editor for the Special Issue on 'The Environment' and 'Operations, Finance and Risk Management Interfaces' of *Manufacturing Services and Operations Management*.

Associate Editor for *Manufacturing Services and Operations Management* (since January 2016)

Member of the 2013 POMS Election Committee

Member of the Editorial Board of *Service Science* (since October 2016).

Doctoral Consortium Chair, Production and Operations Management Society Annual Meeting, Denver, May 3- 6, 2013.

Local Chair, Production and Operations Management Society Annual Meeting, Chicago, April 20-23, 2012

Track co-chair, Operations Management and Economic Models, Production and Operations Management Society Annual Meeting, Chicago, April 20-23, 2012

MSOM Special Interest Group (SIG) chair for Service Management (elected by the members of the MSOM society for 2011-2013).

Referee for *Manufacturing Services and Operations Management*, *Management Science*, *Operations Research*, *Production and Operations Management*.

MSOM sponsored session cluster co-chair, INFORMS Annual Conference in San Diego, 2009

Contributed papers cluster co-chair, INFORMS Annual Conference in Pittsburgh, 2006

Operations and Marketing for Emerging Markets Invited Session co-chair, INFORMS Annual Conference in Pittsburgh, 2006.

Member of INFORMS and the Manufacturing Services and Operations Management Society.

TEACHING

Mini-PhD course taught at the Marshall School of Business, University of Southern California, June 6-13, 2012, Models of Strategic Consumer Behavior in Operations Management: Social Learning, Signaling and Pricing.

Courses taught at the Chicago Booth School of Business, University of Chicago, from the Winter 2009.

Graduate: MBA Courses taught at the Tuck School of Business: Service Operations Management (out of 6). Ratings 3.91, 4.33 (Spring 15), 5.39, 4.50 (Spring 16), 3.45 (Spring 17), 4.80 (Spring 18).

MBA Courses taught at the University of Chicago Booth School of Business: Business Process Fundamentals (out of 5). Ratings: 2.90, 3.71 (Winter 09), 3.85 (Summer 09), 3.36, 3.60, 4.32 (Autumn 09) 3.40, 3.40, 4.15 (Autumn 10), 4.07, 4.36, 4.50 (Autumn 11), 4.30, 4.52, 4.16 (Autumn 12), 4.68, 4.45, 4.49 (Autumn 13).

Courses taught at the Tepper School of Business, Carnegie Mellon University, from the Fall 2002-Spring 2007.

Undergraduate: Production and Operations Management.

Graduate: Manufacturing Strategy.

Graduate: Real Time Decision Making with Enterprise Resource Planning Systems.

Graduate: Project class with PPG.

PhD: Seminar in Manufacturing Management, Foundations of Operations.

MEDIA MENTION

What's your approach to your Queuing Experience? (Forbes.com/entrepreneurs, February 28, 2016)
You Love Waiting in Line for Restaurants (the Chicagoist.com, May 14, 2014)
Waiting In Line: Why we often put up with long queues (interview with KPCC, Southern California Public Radio, May 29, 2014)
Why long lines can be good for shoppers, and business (Capital Ideas, September 2, 2014)
The surprising benefit of long queues (Ideas for leaders, October 28, 2014, ideasforleaders.com)

INVITED PRESENTATIONS

School of Business, Renmin University, Beijing, China, December 19, 2017
Keynote Speech at the Chinese Behavioral Operations Management Conference, Shenyang, China, December 17, 2017
Department of Management Science, Waterloo University, May 27, 2017
McDonough School of Business, Georgetown University, December 4, 2016
Olin School of Business, Washington University St. Louis, November 4, 2016
Department of Psychological and Brain Sciences, Dartmouth College, April 4, 2016
ISOM Department, Warrington College, University of Florida, February 19, 2016
School of Management, University College London, February 5, 2016
London Business School, February 4, 2016
Haas School of Business, University of California, Berkeley, September 25, 2016
Leahy School of Business, Santa Clara University, September 24, 2015
Department of Industrial Engineering and Management Science, Northwestern University, February 4, 2015
Wisconsin School of Business, University of Madison-Wisconsin, September 26, 2014
School of Management, Yale University, September 19, 2014
Kenan-Flagler Business School, University of North Carolina, September 5, 2014
Judge School of Business, Cambridge University, July 7, 2014
Department of Logistics and Maritime Studies, Polytechnic University of Hong Kong, June 13, 2014
McCombs School of Business, University of Texas, Austin, May 2, 2014
Smith School of Business, University of Maryland, March 7, 2014
Tuck School of Business, Dartmouth College, January 31, 2014
Tuck School of Business, Dartmouth College, September 20, 2013
Naveen Jindal School of Management, University of Texas, Dallas, September 13, 2013
INSEAD, Fontainebleau, France, June 24, 2013
Kellogg School of Management, Northwestern University, May 29, 2013
Johnson Graduate School of Management, Cornell University, March 15, 2013.
Ivey School of Business, University of Western Ontario, London, Canada, October 23, 2012.
Carroll School of Management, Boston College, Boston, September 20, 2012.
Department of Management Science and Engineering, Renmin University of China, Beijing, China, June 22, 2012
Anderson School of Management, University of California, Los Angeles, February 3, 2012
Department of Industrial Engineering and Management, Israel Institute of Technology, Haifa, Israel, January 2, 2012
McDonough School of Business, Georgetown University, December 16, 2011

Wharton School, University of Pennsylvania, September 27, 2011
Stern School of Business, New York University, September 7, 2011
Graduate School of Business, Columbia University, Distinguished IEOR-DRO Seminar Series
September 6, 2011
Lundquist College of Business, University of Oregon, April 22, 2011
School of Business and Management, Hong Kong University of Science and Technology, April 8,
2011
The Utah Winter Operations Conference, February 12, 2011
Cox School of Business, Southern Methodist University, September 17, 2010
Kenan-Flagler School of Business, University of North Carolina, September 10, 2010
Desautels Faculty of Management, McGill University, April 30, 2010
The Katz School of Business, University of Pittsburgh, March 24, 2010
Graduate School of Business, Koç University, December 18, 2009
The Krannert School of Business, Purdue University, September 18, 2009
The Department of Industrial Systems and Engineering, University of Minnesota, May 6, 2009
The European School of Management and Technology, Berlin, May 9, 2009
The London Business School, London, May 11, 2009
Kellogg School of Management, Northwestern University, January 14, 2009
Ross School of Business, University of Michigan, September 19, 2008.
Graduate School of Business, University of Chicago, December 6, 2007
Fuqua School of Business, Duke University, April 13, 2007
Department of Computer Science, California Institute of Technology, December 5, 2007
Graduate School of Business, Columbia University, Distinguished IEOR-DRO Seminar Series
October 10, 2006.
McCombs School of Business, University of Texas at Austin, March 26, 2004
Anderson School of Management, University of California, Los Angeles, February 13, 2004
Graduate School of Business, University of Chicago, February 28, 2002
Olin School of Business, Washington University in St. Louis, February 24, 2002
Graduate School of Management, University of California, Irvine, February 22, 2002
Department of Business Administration, University of Illinois at Urbana Champaign, February 19,
2002
Graduate School of Industrial Administration, Carnegie Mellon University, February 15, 2002
Smeal School of Business, Penn State University, February 14, 2002
Ivey School of Business, University of Western Ontario (Canada), February 11, 2002
Smith School of Business, University of Maryland, February 8, 2002
Wharton School, University of Pennsylvania, February 6, 2002
Simon School of Business, University of Rochester, January 31, 2002

AWARDS AND GRANTS

NSF grant (CMMI-1301234): “Collaborative Research: The Positive Role of Queues on Customer Value Perception: Mathematical Models and Laboratory Experiments”, co-PIs: S. Iravani and M. Kremer, award: \$71,843 (total award: \$425,000), 2013.

Finalist for Best Paper Award of the Manufacturing and Services Management journal, 2012 with the paper: “Joining Longer Queues: Information Externalities in Queue Choice” *Manufacturing & Service Operations Management*, 11(4).

2012 Distinguished Associate Editor Award for Management Science.

2009, 2010 Meritorious Service Award for Management Science.

2008, 2010, 2011, 2012, 2016 Meritorious Service Award for Manufacturing & Service Operations Management.

Best Theoretical/Empirical Research Award at the DSI 2008 Annual Meeting for “Buy Now and Match Later: The Impact of Posterior Price Matching on Profit with Strategic Consumers” (with Guoming Lai and Katia Sycara)

Advisor of Guoming Lai, who won the second prize of the MSOM 2008 best student paper competition with “Stock Market Pressure on Inventory Investment and Sales Reporting for Publicly Traded Firms”

Junior Faculty Interest Group paper competition finalist (INFORMS, Seattle 2007) with S. Veeraraghavan for the paper “Joining Longer Queues: Information Externalities in Queue Choice”