

# Lauren Xiaoyuan Lu

## Curriculum Vita

Tuck School of Business  
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Last Updated: 2/2024

## Academic Positions

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### Tuck School of Business, Dartmouth College

2022 - Professor of Business Administration  
2020 - 2022 Associate Professor of Business Administration  
2020 - 2022 Daniel R. Revers T'89 Faculty Fellow

### Kenan-Flagler Business School, University of North Carolina at Chapel Hill

2019 - 2020 Professor of Operations  
2018 - 2020 Edward M. O'Herron Scholar  
2014 - 2019 Associate Professor of Operations  
2007 - 2014 Assistant Professor of Operations

### Kellogg School of Management, Northwestern University

2018 Spring Visiting Associate Professor of Operations

### Editorial Positions

2024 - Department Editor, *Manufacturing and Service Operations Management*  
2024 - Associate Editor, *Operations Research*  
2017 - Associate Editor, *Management Science*  
2016 - 2023 Associate Editor, *Manufacturing and Service Operations Management*  
2013 - Senior Editor, *Production and Operations Management*

## Nonacademic Positions

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### Oracle Corporation

2000 - 2003 Senior Software Engineer, Enterprise Resource Planning

## Education

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### Kellogg School of Management, Northwestern University

Ph.D. in Managerial Economics & Strategy

### Stanford University

M.S. in Industrial Engineering & Engineering Management

### Johns Hopkins University

M.A. in Biology

### Nanjing University

B.S. in Biochemistry

## Research Interests

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- **Topics:** healthcare analytics, retail operations, supply chain management

- **Methodologies:** causal inference, economic and game-theoretic modeling, field experiments, stochastic modeling

## Peer-Reviewed Journal Publications

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- [1] “Does Social Media Dominate Government Report Cards in Influencing Nursing Home Demand?” (with Y. Li and S. F. Lu), *Manufacturing and Service Operations Management*, 2023, 25(6) 2085-2105.
  - Featured in [Tuck Knowledge in Practice: Yelp Impacts Consumer Demand for Nursing Homes](#)
- [2] “Estimating the Stockout-Based Demand Spillover Effect in a Fashion Retail Setting” (with S. Li, S. F. Lu, and S. Huang), *Manufacturing and Service Operations Management*, 2023, 25(2) 468-488.
- [3] “Does Customer Email Engagement Improve Profitability? Evidence from a Field Experiment in Subscription Service Retailing” (with Y. Wang and P. Shi), *Manufacturing and Service Operations Management*, 2022, 24(5) 2703-2721.
- [4] “Does Nonprofit Ownership Status Matter for Firm Performance? Financial Distress and Ownership Conversion of Nursing Homes” (with S. F. Lu), *Management Science*, 2022, 68(7) 5127-5145.
  - Finalist, MSOM Society iFORM SIG Best Paper Award, 2023
  - Finalist, MSOM Society Award for Responsible Research in Operations Management, 2022
  - Featured in [Tuck Knowledge in Practice: Does Profit Motive Make Nursing Homes Better or Worse?](#)
- [5] “The Value of Health Information Technology Interoperability: Evidence from Interhospital Transfer of Heart Attack Patients” (with Y. Li, S. F. Lu, and J. Chen), *Manufacturing and Service Operations Management*, 2022, 24(2) 827-845.
  - INFORMS CIST Best Paper Nomination, 2020
  - INFORMS CIST Best Student Paper Nomination, 2020
  - Featured in [Tuck Knowledge in Practice: Time is Muscle](#)
- [6] “Buyback Pricing of Durable Goods in Dual Distribution Channels” (with G. Esenduran and J. M. Swaminathan), *Manufacturing and Service Operations Management*, 2020, 22(2) 412-428.
- [7] “Optimizing Local Content Requirements under Technology Gaps” (with S. Cui), *Manufacturing and Service Operations Management*, 2019, 21(1) 213-230.
- [8] “Distance, Quality, or Relationship? Interhospital Transfer of Heart Attack Patients” (with S. F. Lu), *Production and Operations Management*, 2018, 27 (12) 2251-2269.
- [9] “Acute Myocardial Infarction in Patients with Paraplegia: Characteristics, Management, and Outcomes” (with S. F. Lu, S. C. Smith Jr., and X. Dai), *The American Journal of Medicine* (Impact Factor 5.550), 2018, 131(5) 574.e1-574.e11.
- [10] “Acute Myocardial Infarction in Patients with Paraplegia: Percutaneous Coronary Intervention or Coronary Artery Bypass Grafting?” (with X. Dai, S. F. Lu, and S. C. Smith Jr.), *JACC: Cardiovascular Interventions* (Impact Factor 9.881), 2018, 11(4) S8-S9.
  - Top 40 Abstracts of the Cardiovascular Research Technology (CRT) Conference, 2018
- [11] “Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes” (with S. F. Lu), *Management Science*, 2017, 63(11) 3566-3585.
  - Finalist, Pierskalla Award, Health Applications Society, 2016

- [12] “Dynamic Bargaining in a Supply Chain with Asymmetric Demand Information” (with Q. Feng and G. Lai) *Management Science*, 2015, 61(2) 301-315.
- [13] “The Role of Contract Negotiation and Industry Structure in Production Outsourcing” (with Q. Feng), *Production and Operations Management*, 2013, 22(5) 1299-1319.
- [14] “Supply Chain Contracting Under Competition: Bilateral Bargaining vs. Stackelberg” (with Q. Feng), *Productions and Operations Management*, 2013, 22(3) 661-675.
- [15] “The Strategic Perils of Low Cost Outsourcing” (with Q. Feng), *Management Science*, 2012, 58(6) 1196-1210.
- [16] “Capacity Allocation over a Long Horizon: The Return on Turn-and-Earn” (with M. A. Lariviere), *Manufacturing and Service Operations Management*, 2012, 14(1) 24-41.
- [17] “On the Role of Demand and Strategic Uncertainty in Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *International Journal of Industrial Organization*, 2010, 28(4) 383-389.
- [18] “Lumpy Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *Operations Research*, 2010, 58(4) 1178-1193.
- [19] “Incentives for Quality through Endogenous Routing” (with J. A. Van Mieghem and R. C. Savaskan), *Manufacturing and Service Operations Management*, 2009, 11(2) 254-273.
- [20] “Multimarket Facility Network Design with Offshoring Applications” (with J. A. Van Mieghem), *Manufacturing and Service Operations Management*, 2009, 11(1) 90-108.
  - Second Prize, POMS College of Supply Chain Management Student Paper Competition, 2007

## **Book Chapters**

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- [21] “Supply Chain Management” (with J. M. Swaminathan), in *International Encyclopedia of Social and Behavioral Sciences*, edited by James D. Wright. Elsevier, 2015, 2<sup>nd</sup> edition, Vol 23, pp. 709-713.
- [22] “Outsourcing Design to Asia: ODM Practices” (with Q. Feng), *Managing Supply Chains on the Silk Road: Strategy, Performance and Risk*, edited by Çağrı Haksöz, Ananth Iyer, and Sridhar Seshadri. CRC Press, 2012, pp. 169-184.

## **Working Papers under Review/Revision**

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- [23] “Nonprofit vs. For-Profit: Allocation of Beds and Access to Care in U.S. Nursing Homes” (with Y. Jiang and J. A. Van Mieghem), under revision, 2023.
  - Finalist, INFORMS Health Applications Society Student Paper Competition, 2021
- [24] “Gender Bias in Job Assignment: Evidence from Retail Frontline Managers” (with R. Chen, S. F. Lu, and S. Huang), under review, 2024.
  - Featured in [Tuck Knowledge in Practice: Why Are Women Dropping Off the Corporate Ladder?](#)

## **Honors & Awards**

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2023 Finalist, MSOM Society iFORM SIG Best Paper Award

- 2022 Finalist, MSOM Society Award for Responsible Research in Operations Management
- 2021 Finalist, INFORMS Health Applications Society Student Paper Competition
- 2020 INFORMS CIST Best Paper Nomination
- 2020 INFORMS CIST Best Student Paper Nomination
- 2018 Top 40 Abstracts of the 2018 Cardiovascular Research Technology (CRT) Conference
- 2017 MBA Teaching All-Star, UNC Kenan-Flagler
- 2016 Finalist, Pierskalla Award, Health Applications Society
- 2015 Meritorious Service Award, *Management Science*
- 2014 Meritorious Service Award, *Management Science*
- 2012 Weatherspoon Award for Excellence in Undergraduate Teaching (Awarded to one faculty member annually at the Kenan-Flagler Business School.)
- 2011 Honorable Mention, Best Paper Award, The Chinese Scholars Association in Management Science & Engineering (CSAMSE)
- 2011 Meritorious Service Award, *Management Science*
- 2010 Meritorious Service Award, *Manufacturing & Service Operations Management*
- 2009 First Prize, INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
- 2007 Second Prize, POMS College of Supply Chain Management Student Paper Competition

### **Invited Seminar Presentations**

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- 2023 University of California, Los Angeles, Anderson School of Management  
University of Southern California, Marshall School of Business  
The Chinese University of Hong Kong, Shenzhen, School of Management and Economics  
The Chinese University of Hong Kong, CUHK Business School  
The Hong Kong Polytechnic University, PolyU Business School  
McGill University, Desautels Faculty of Management  
University of Connecticut, School of Business  
Tsinghua University, School of Social Sciences, Institute of Economics  
Penn State University, Smeal College of Business
- 2022 University of Science and Technology Beijing, School of Economics and Management (virtual)  
Qatar Computing Research Institute (virtual)
- 2021 Johns Hopkins University, Carey Business School (virtual)  
University of Michigan, Ross School of Business (virtual)  
Boston College, Carroll School of Management (virtual)  
UIUC, Gies College of Business (virtual)
- 2020 U.S. Department of Health and Human Services, the Assistant Secretary for Planning and Evaluation (virtual)
- 2019 University of California - Riverside, School of Business  
University of California - Irvine, The Paul Merage School of Business  
CUNY, Baruch College, Zicklin School of Business  
Rutgers Business School  
Dartmouth College, Tuck School of Business
- 2018 University College London, School of Management  
Northwestern University, Kellogg School of Management

Tsinghua University, Department of Industrial Engineering  
 University of Science and Technology of China, School of Economics & Management  
 University of Texas at Dallas, Naveen Jindal School of Management  
 2017 Cornell University, Johnson School of Management  
 Georgetown University, McDonough School of Business  
 London Business School, Management Science & Operations  
 Penn State University, Smeal College of Business  
 Shanghai University of Economics and Finance, School of International Business Administration  
 Tsinghua University, School of Economics & Management  
 2016 Fudan University, School of Management  
 National Chiao Tung University, Department of Information Management and Finance  
 National Taiwan University, College of Management  
 2015 University of British Columbia, Sauder School of Business  
 2014 Chinese Academy of Social Sciences, Institute of Population and Labor Economics  
 Tsinghua University, School of Economics & Management  
 2013 Carnegie Mellon University, Tepper School of Business  
 INSEAD, Technology & Operations Management  
 London Business School, Management Science & Operations  
 New York University, Stern School of Business  
 University College London, Department of Management Science & Innovation  
 University of Southern California, Marshall School of Business  
 University of Texas at Dallas, Naveen Jindal School of Management  
 2012 Washington University, Olin School of Business  
 2011 Duke University, Fuqua School of Business  
 Nanjing University, School of Management and Engineering  
 2010 Dartmouth University, Tuck School of Business  
 Northwestern University, Kellogg School of Management  
 2009 Columbia University, IEOR Department  
 2008 University of North Carolina at Chapel Hill, STOR Department  
 2007 Columbia Business School  
 New York University, Stern School of Business  
 Southern Methodist University, Cox School of Business  
 University of California at Berkeley, Haas School of Business  
 University of California at Berkeley, IEOR Department  
 University of Chicago, Graduate School of Business  
 University of North Carolina at Chapel Hill, Kenan-Flagler Business School  
 University of Pennsylvania, Wharton School  
 University of Rochester, Simon School of Business  
 University of Texas at Austin, McCormick School of Business  
 Washington University, Olin School of Business  
 Western University, Ivey Business School

## **Invited Workshop Presentations**

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- Workshop on Innovative and Data-Driven Operations, Antai College of Economics and Management, Shanghai Jiao Tong University (2019)
- UNC Business of Healthcare Research Convocation (2019)
- The Economics of Aging Workshop, Kenan Institute, University of North Carolina at Chapel Hill (2017)
- Global Commerce Summit, Kenan Institute, University of North Carolina at Chapel Hill (2017)
- ISOM Workshop, Warrington College of Business Administration, University of Florida (2012)

## Recent Conference Presentations

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“Gender Bias in Job Assignment: Evidence from Retail Frontline Managers”

INFORMS Annual Meeting (2023)

POMS Annual Meeting (2023)

“Why Do Women Struggle to Climb the Corporate Ladder? Evidence from Frontline Managers in a Sportswear Retail Chain”

INFORMS Annual Meeting (2021), MSOM Supply Chain Management SIG Meeting (2021)

INFORMS Annual Meeting (2020)

“Does Ownership Conversion from Nonprofit to For-Profit Benefit the Public? Evidence from U.S. Nursing Homes”

INFORMS Annual Meeting (2018), POMS Annual Conference (2019)

“Procurement Contracting under Product Recall Risk”

INFORMS Annual Meeting (2018)

“Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes”

INFORMS Annual Meeting (2017), MSOM Conference (2017), INFORMS Healthcare Conference (2017),

POMS Annual Conference (2017), INFORMS Annual Meeting (2016), POMS Annual Conference (2016)

“Optimizing Local Content Requirements under Technology Gaps”

INFORMS Annual Meeting (2018), INFORMS Annual Meeting (2017), MSOM Conference (2017)

## Teaching

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### Tuck School of Business, Dartmouth College

MBA: Supply Chain Management (2021-present, 2 sections)

MBA: Data-Driven Analytics for Innovative Operating Models (2022-present, 2 sections)

MBA Global Immersion Expedition: AI and Data-Driven Innovation in the Chinese Economy (2023)

Executive Education: Developing Competitive and Data-Driven Supply Chain Strategies

Advanced Management Program (2022-present), Next Steps (2022-present), WBENC (2022)

### Kenan-Flagler Business School, UNC-Chapel Hill

MBA: Supply Chain Management (2011-present, 2 sections)

MBA: Strategic Sourcing (2019, 3 sections).

EMBA: Sustainable Operations (2013-2018, co-taught with Vinayak Deshpande)

BSBA: Operations Management (2008-2017, 1-3 sections)

BSBA: Supply Chain Management (2014-present, 1 section)

PhD: Special Topics: Operations and Economics (2016-2018, co-taught with Ali Parlakturk).

### Kellogg School of Management, Northwestern University

MBA: Supply Chain Management (2018 Spring)

### Teaching Cases Developed

*Specright: Revolutionizing Specification Data Management* (with Laura Foti), 2023

## PhD Students

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Yangzi Jiang (Northwestern, dissertation committee), 2022, placement: The Chinese University of Hong Kong, Shenzhen

Yiwei Wang (UC-Irvine, dissertation committee), 2021, placement: Zhejiang University  
Songtao Li (Tsinghua, co-author), 2021, placement: Alibaba  
Yao Li (Tsinghua, co-author), 2021, placement: Southern University of Science and Technology  
Ruoran Chen (Tsinghua, co-author), 2021, placement: Southwest Jiaotong University  
Yuanchen Li (Purdue, co-author), 2020, placement: Tongji University  
Oguz Cetin (UNC, dissertation committee), 2019, placement: Indiana University  
Nagarajan Sethuraman (UNC, dissertation committee), 2019, placement: University of Kansas  
Maggie Zhang (UNC, dissertation committee), 2018, placement: Clemson University  
Gang Wang (UNC, dissertation committee chair), 2014, placement: founder and CEO of ApplySquare  
Gokce Esenduran (UNC, dissertation committee), 2010, placement: Purdue University

## **Undergraduate Student Research**

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Elena Raccuia, Dartmouth College, Presidential Scholar Award (2023)  
Shay Desai, Dartmouth College, Presidential Scholar Award (2023)

## **Editorial Service**

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**Department Editor**, *Manufacturing & Service Operations Management*, 2024-present

**Associate Editor**, *Operations Research*, 2024-present

**Associate Editor**, *Management Science*, 2017-present

**Associate Editor**, *Manufacturing & Service Operations Management*, 2016-2023

**Senior Editor**, *Productions and Operations Management*, 2013-present

**Review Panelist**, *NSF Future Manufacturing Program*, 2020

**Referee**, *Management Science*, *Operations Research*, *Manufacturing and Service Operations Management*, *Productions and Operations Management*, *Journal of Operations Management*, *Naval Research Logistics*, *IEEE Transactions on Engineering Management*, *European Journal of Operational Research*, *Decision Sciences*

## **Society Service**

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### **MSOM Society**

Chair, M&SOM Journal and Editorial Review Committee, 2023

Chair, Supply Chain Management Special Interest Group (SIG), 2017-2019

Steering Committee for the MSOM Data Driven Research Challenge, 2018, 2020, 2022

Subdivision Liaison to INFORMS, 2017-2018

Co-Chair, Student Paper Competition, 2017

Judge, Student Paper Competition, 2010-2016

Secretary/Treasurer, 2012-2014

### **POM Society**

President, College of Supply Chain Management, 2021- 2023

President-Elect, College of Supply Chain Management, 2018-2020

POMS Doctoral Consortium: Excelling in Research and Teaching Panel, 2019

Teaching Expert Panel, College of Supply Chain Management, 2017

Student Paper Competition Final Round Jury, College of Supply Chain Management, 2014, 2021, 2022, 2023

Student Paper Competition Judge, College of Supply Chain Management, 2008, 2011, 2014-2016

Best Paper Competition Judge, College of Health Care, 2017, 2019, 2020

### **Health Applications Society**

Pierskalla Award Judge, 2019-2021

### **Miscellaneous**

JFIG Paper Competition Judge, 2019-2020  
CSAMSE Best Paper Competition Judge, 2021

### **Conference Service**

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Co-Chair, MSOM Healthcare SIG Meeting, 2020 (Cancelled)  
Co-Chair, MSOM Supply Chain SIG Meeting, 2017  
Organizing Committee, MSOM Conference, 2017  
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2016  
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2015  
Track Co-Chair for Supply Chains, INFORMS Annual Meeting, 2012  
Track Co-Chair for Negotiations and Contracts in Supply Networks, POMS Annual Meeting, 2011  
Session Chair, POMS Annual Meeting 2011- 2016, 2019, 2023  
Session Chair, INFORMS Annual Meeting 2009, 2012-2018, 2021  
Referee, MSOM & SIG Annual Meetings 2011, 2012, 2014, 2019

### **Internal Service**

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#### **Tuck School of Business, Dartmouth College**

Strategy Committee, 2023-2024  
Academic Honor Committee, 2023-2024  
Undergraduate Bridge Program Committee, 2023  
Faculty Representative, AACSB Review, 2023  
Faculty Panel, Women in Business Conference, 2022  
MBA Admissions Faculty Committee, 2021-2022  
Meet the Professors, Tuck Launch, 2020  
Alumni Lifelong Learning Program, 2022

#### **Kenan-Flagler Business School, University of North Carolina at Chapel Hill**

##### **BSBA Program**

Faculty advisor, Undergraduate Operations Club, 2015-2017  
Ad-hoc undergraduate operations course review and credit appeals committee, 2017-present  
Faculty advisor, undergraduate case competition, first prize, the National Supply Chain Case Competition, 2015  
Faculty facilitator, Undergraduate Business Symposium, 2015

##### **MBA Program**

MBA curriculum advisor/career advisor/concentration leader, Operations Concentration, 2016-2017

##### **EMBA Program**

Faculty committee, UNC-Tsinghua Dual-Degree Program, 2013-2018  
Faculty interviewer, UNC-Tsinghua Dual-Degree Program, 2015-2018

##### **PhD Program**

PhD admission coordinator, Operations Area, 2016  
PhD curriculum committee, Operations Area, 2014  
PhD admission Subcommittee, Operations Area, 2008

##### **Conferences/Workshops/Seminars**

Organizing committee, UNC Operations Healthcare Workshop, 2019  
Organizing committee, UNC MSOM Conference, 2017  
Organizing committee, the Business of Healthcare Conference, Kenan Institute, 2017



Co-organizer, Jr. Faculty Operations Workshop, 2013  
Co-organizer, UNC-Duke Operations Management Workshop, 2010, 2012  
Co-organizer, Operations Seminar Series, 2007, 2009-2010

Miscellaneous

Weatherspoon BSBA Teaching Award Committee, 2013-2015