

## SANG-HYUN KIM

Yale School of Management  
165 Whitney Avenue, PO Box 208200, New Haven, CT 06520-8200  
203-436-8865 (office), 203-436-9143 (fax)  
sang.kim@yale.edu  
<http://faculty.som.yale.edu/sangkim/>

### EDUCATION

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- 2008      **The Wharton School, University of Pennsylvania**, Philadelphia, Pennsylvania  
Ph.D. in Operations and Information Management  
Dissertation: Performance-Based Logistics: Incentive Contracting in the Aftermarket  
Advisors: Morris A. Cohen and Serguei Netessine
- 1998      **Stanford University**, Stanford, California  
Master of Science in Scientific Computing and Computational Mathematics
- 1996      **University of Pennsylvania**, Philadelphia, Pennsylvania  
Bachelor of Arts in Physics, *summa cum laude*

### ACADEMIC EMPLOYMENT

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- 2008-      **Yale School of Management, Yale University**, New Haven, Connecticut  
Associate Professor of Operations Management (2013-)  
Assistant Professor of Operations Management (2008-2013)

### INDUSTRY EMPLOYMENT

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- 1998-      **Oracle Corporation**, Redwood Shores, California  
2003      Applications Engineer, Advanced Planning and Scheduling, Oracle Applications
- 1999-      **Tong Yang Systems**, Seoul, Korea  
2002      Software Engineer

### RESEARCH INTERESTS

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Supply chain management, service operations, game-theoretic modeling and contract theory, service parts inventory theory, empirical research in operations management, sustainability issues in operations

### TEACHING

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- MGT 422: Operations Engine (MBA core)  
MGT 873: Supply Chain Management (MBA elective)  
MGT 875: Service Operations Management (MBA elective)

## **PUBLICATIONS**

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Product Quality in a Distribution Channel with Inventory Risk (with K. Jerath and R. Swinney). 2017. Forthcoming in *Marketing Science*.

Time to Come Clean? Disclosure and Inspection Policies for Green Production. 2015. *Operations Research*, 63(1), 1-20 (lead article).

Signaling New Product Reliability with After-Sales Contracts (with N. Bakshi and N. Savva). 2015. *Management Science*, 61(8), 1812-1829.

Guilt by Association: Strategic Failure Prevention and Recovery Capacity Investments (with B. Tomlin). 2013. *Management Science*, 59(7), 1631-1649.

Collaborative Cost Reduction and Component Procurement Under Information Asymmetry (with S. Netessine). 2013. *Management Science*, 59(1), 189-206.

Impact of Performance-Based Contracting on Product Reliability: An Empirical Analysis (with M. A. Cohen, J. Guajardo, and S. Netessine). 2012. *Management Science*, 58(5), 961-979.

Contracting for Infrequent Restoration and Recovery of Mission-Critical Systems (with M. A. Cohen, S. Netessine, and S. Veeraraghavan). 2010. *Management Science*, 56(9), 1551-1567.

Performance Contracting in After-Sales Service Supply Chains (with M. A. Cohen and S. Netessine). 2007. *Management Science*, 53(12), 1843-1858.

## **BOOK CHAPTERS**

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Reliability or Inventory? An Analysis of Product Performance-Based Contracts for Product Support Services (with M. A. Cohen and S. Netessine). 2017. *Handbook of Information Exchange in Supply Chain Management* (eds. A. Ha and C. Tang), Springer.

## **PAPERS UNDER REVIEW/WORKING PAPERS**

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Competing to Discover Compliance Violations: Self-Inspections and Enforcement Policies (with S. Alizamir). 2017.

Enabling Healthcare Delivery Through Vehicle Maintenance (with L. Chen and H. Lee). 2016.

A Model of Generic Drug Shortages: Supply Disruptions, Demand Substitution, and Price Control (with F. Scott Morton). 2015.

Strategic Reliability Investments in Multi-Indenture Supply Chains. 2011.

## **WORK IN PROGRESS**

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Promotion Planning of Network Goods (with S. Alizamir, N. Chen, and V. Manshadi)

Impact of Additive Manufacturing on After-Sales Service Supply Chains (with Y. Zhang and B. Tomlin)

## HONORS AND AWARDS

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- 2016 *Manufacturing & Service Operations Management* Meritorious Service Award
- 2015 *Manufacturing & Service Operations Management* Meritorious Service Award  
F. K. Weyerhaeuser Memorial Fund Faculty Research Grant in Business and the Environment (Yale Center for Business and Environment)
- 2014 Outstanding Paper Award, Alliance for Research on Corporate Sustainability (ARCS) Annual Conference
- 2013 *Management Science* Distinguished Service Award  
*Manufacturing & Service Operations Management* Meritorious Service Award
- 2012 F. K. Weyerhaeuser Memorial Fund Faculty Research Grant in Business and the Environment (Yale Center for Business and Environment)
- 2011 *Manufacturing & Service Operations Management* Meritorious Service Award
- 2010 *Management Science* Distinguished Service Award  
*Manufacturing & Service Operations Management* Meritorious Service Award
- 2008 *Manufacturing & Service Operations Management* Meritorious Service Award  
First Place, George B. Dantzig Dissertation Award  
First Place, POMS College of Supply Chain Management Student Paper Competition
- 2007 Wharton Risk Center Russell Ackoff Doctoral Student Fellowship  
Fishman-Davidson Center for Service and Operations Management grant for dissertation research  
Penn Lauder CIBER Grant for Dissertation Research
- 2006 Honorable Mention, MSOM Student Paper Competition  
Seth Bonder Scholarship for Applied Operations Research in Military Applications  
SOLE (International Society of Logistics) Doctoral Dissertation Proposal Award
- 2003-07 National Science Foundation IGERT Doctoral Fellowship in Global Manufacturing Logistics
- 1996 William E. Stephens Memorial Prize (Distinction in Physics)  
Phi Beta Kappa  
Dean's Scholar (awarded to nine of 1,500 students in the School of Arts and Sciences)
- 1995 Physics department undergraduate student summer research award
- 1993 Feynman Book Award (presented to best student in the introductory physics course sequence)  
Sigma Pi Sigma Physics Honor Society

## INVITED TALKS

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- 2017 Stern School of Business, New York University  
Anderson School of Management, University of California at Los Angeles  
Rady School of Management, University of California at San Diego  
Tepper Business School, Carnegie Mellon University  
Fuqua School of Business, Duke University

- 2016 School of Management, University College London  
London Business School  
Seoul National University Business School  
Korea University Business School  
Foster School of Business, University of Washington
- 2015 Paul Merage School of Business, University of California at Irvine
- 2014 Kellogg School of Management, Northwestern University  
Booth School of Business, University of Chicago  
Yale School of Forestry & Environmental Studies, Yale University
- 2013 HKUST Business School, Hong Kong University of Science & Technology  
Johnson School of Management, Cornell University  
Kenan-Flagler Business School, University of North Carolina at Chapel-Hill
- 2012 Ross School of Business, University of Michigan  
Yale School of Management, Yale University  
The Wharton School, University of Pennsylvania  
Sauder School of Business, University of British Columbia
- 2011 Tuck School of Business, Dartmouth College  
Service Supply Chain Thought Leaders Forum, San Francisco
- 2010 Olin Business School, Washington University in St. Louis  
Yale School of Management, Yale University
- 2009 KAIST Business School, Korea Advanced Institute of Science and Technology
- 2008 Center for Executive Education, University of Tennessee at Knoxville
- 2007-08 INSEAD, Yale School of Management, Kellogg School of Management, Boston College, Marshall School of Business, Harvard Business School, Columbia Business School, University of Washington, Georgia Tech, University of Michigan, University of Texas at Dallas, University of Texas at Austin, National University of Singapore, Tuck School of Business

## **CONFERENCE PRESENTATIONS**

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Competing to Discover Compliance Violations: Self-Inspections and Enforcement Policies

INFORMS annual conference, Houston, TX, November 2017

INFORMS annual conference, Nashville, TN, November 2016

Enabling Healthcare Delivery Through Vehicle Maintenance

MSOM Sustainable Operations Special Interest Group Conference, Chapel Hill, NC, June 2017

INFORMS annual conference, Nashville, TN, November 2016

Mitigating Generic Drug Shortages With Spare Capacity: Supply Disruptions, Demand Substitution, and Price Control

INFORMS annual conference, San Francisco, CA, November 2014

Time to Come Clean? Disclosure and Inspection Policies for Green Production

INFORMS annual conference, San Francisco, CA, November 2014

MSOM annual conference, Seattle, WA, June 2014

ARCS annual conference, Ithaca, NY, May 2014

- MSOM Sustainable Operations Special Interest Group Conference, Fontainebleau, France, July 2013  
 INFORMS annual conference, Phoenix, AZ, October 2012
- Guilt by Association: Strategic Failure Prevention and Recovery Capacity Investments  
 INFORMS annual conference, Phoenix, AZ, October 2012  
 MSOM annual conference, New York, NY, June 2012  
 INFORMS annual conference, Charlotte, NC, November 2011
- Product Quality Choice and Inventory Risk with Strategic Consumers  
 INFORMS annual conference, Austin, TX, November 2010
- Strategic Reliability Investments in Multi-Indenture Supply Chains  
 INFORMS annual conference, Charlotte, NC, November 2011  
 MSOM annual conference, Ann Arbor, MI, June 2011  
 INFORMS annual conference, Austin, TX, November 2010  
 MSOM annual conference, Haifa, Israel, June 2010  
 INFORMS annual conference, San Diego, CA, October 2009  
 INFORMS annual conference, Washington, DC, October 2008
- Collaborative Cost Reduction and Component Procurement Under Information Asymmetry  
 INFORMS annual conference, Charlotte, NC, November 2011  
 MSOM Supply Chain Management Special Interest Group Conference, Ann Arbor, MI, June 2011  
 INFORMS annual conference, San Diego, CA, October 2009  
 MSOM annual conference, Cambridge, MA, June 2009
- Performance-Based Logistics: Incentive Contracting in Aftermarket  
 INFORMS annual conference, Washington, DC, October 2008
- Contracting for Infrequent Restoration and Recovery of Mission-Critical Systems  
 INFORMS annual conference, San Diego, CA, October 2009  
 INFORMS annual conference, Washington, DC, October 2008  
 MSOM annual conference, College Park, MD, June 2008  
 POMS annual conference, San Diego, CA, May 2008  
 INFORMS annual conference, Seattle, WA, November 2007
- Reliability or Inventory? Contracting Strategies for After-Sales Support  
 INFORMS annual conference, Seattle, WA, November 2007  
 INFORMS International conference, Rio Grande, Puerto Rico, July 2007  
 MSOM annual conference, Beijing, China, June 2007  
 INFORMS annual conference, Pittsburgh, PA, November 2006
- Incentive Contracting, Asset Ownership, and Control: Models and Policy Implications  
 Wharton Service Supply Chain Thought Leaders Forum, Philadelphia, PA, February 2007
- Performance Based Contracting in After-Sales Service Supply Chains  
 MSOM annual conference, Atlanta, GA, June 2006  
 POMS annual conference, Boston, MA, May 2006  
 INFORMS annual conference, San Francisco, CA, November 2005

## **CONSULTING AND INDUSTRY PROJECTS**

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2009            Medical device bundle pricing project: collaboration with Covidien.

2008-09

Performance-Based Logistics research (Phase 2): collaboration with University of Tennessee at Knoxville, U.S. Air Force

2007 ACWT (Average Customer Wait Time) @ Cost Project: collaboration with MCA Solutions, NAVSUP (Naval Supply Systems Command).

2005-08 Performance-Based Logistics research (Phase 1): collaboration with Bell Helicopter, Boeing, Lockheed Martin, Rolls-Royce, SAP.

## **MEDIA MENTIONS**

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Managing the Unpredictable Risks in Supply Chains. A blog post published in *Development Channel* by *Council on Foreign Relations*, September 15, 2016.

Pay for What You Get: Putting Performance-based Contracting to the Test. *Knowledge@Wharton*, October 14, 2009.

'Power by the Hour': Can Paying Only for Performance Redefine How Products Are Sold and Serviced? *Knowledge@Wharton*, February 21, 2007.

## **SERVICES**

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Associate Editor, *Manufacturing & Service Operations Management*

Referee, *Management Science*, *Operations Research*, *Production & Operations Management*, *The B. E. Journal of Economic Analysis & Policy*.

Co-chair, Supply Chain Management Special Interest Group Meeting in the 2016 annual MSOM conference.

Co-chair, Sustainable Operations Special Interest Group Meeting in the 2013 annual MSOM conference.

Co-chair, MSOM cluster of the 2012 annual INFORMS conference.

Judge, MSOM Student Paper Competition (2012-).

Referee for MSOM conference submissions (2011-).

Junior Operations Recruiting Committee, Yale School of Management (2015-).

Honor Committee, Yale School of Management (2011-2012).