

SANG-HYUN KIM

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ACADEMIC POSITIONS

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

EDUCATION

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*

INDUSTRY EMPLOYMENT

2002-03 **Oracle Corporation**, Redwood Shores, California
1998-99 Applications Engineer, Advanced Planning and Scheduling, Oracle Applications

1999- **Tong Yang Systems**, Seoul, Korea
2002 Software Engineer

RESEARCH INTERESTS

Supply chain management, service operations, service parts inventory theory, sustainability and social responsibility in operations management, game-theoretic modeling in operations management

TEACHING

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

PUBLICATIONS IN REFEREED JOURNALS

- 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

- 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

- Healthcare Vehicle Maintenance Contracting in Developing Economies: The Role of Social Enterprise (with L. Chen and H. Lee). 2017. Under 2nd round review at *Manufacturing & Service Operations Management*.
- Competing to Discover Compliance Violations: Self-Inspections and Enforcement Policies (with S. Alizamir). 2017. Revise & Resubmit for 2nd round review at *Management Science*.

WORKING PAPERS / WORK IN PROGRESS

- Promotion Planning of Network Goods (with S. Alizamir, N. Chen, and V. Manshadi). 2017.
- Impact of Additive Manufacturing on After-Sales Service Supply Chains (with Y. Zhang and B. Tomlin). 2017.
- Targeted Inspections with Learning (with S. Alizamir and S. Muthulingam). 2017.
- 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.

HONORS AND AWARDS

Finalist, *Manufacturing & Service Operations Management* Service Management Special Interest Group Best Paper Award (2015)

F. K. Weyerhaeuser Memorial Fund Faculty Research Grant in Business and the Environment, Yale Center for Business and Environment (2012, 2015)

Outstanding Paper Award, Alliance for Research on Corporate Sustainability (ARCS) Annual Conference (2014)

Manufacturing & Service Operations Management Meritorious Service Award (2008, 2010, 2011, 2013, 2015, 2016)

Management Science Distinguished Service Award (2010, 2013)

First Place, George B. Dantzig Dissertation Award (2008)

First Place, POMS College of Supply Chain Management Student Paper Competition (2008)

Penn Lauder CIBER Grant for Dissertation Research (2007)

Fishman-Davidson Center for Service and Operations Management grant for dissertation research (2007)

Wharton Risk Center Russell Ackoff Doctoral Student Fellowship (2007)

Honorable Mention, *Manufacturing & Service Operations Management* Student Paper Competition (2006)

Seth Bonder Scholarship for Applied Operations Research in Military Applications (2006)

International Society of Logistics (SOLE) Doctoral Dissertation Proposal Award (2006)

National Science Foundation IGERT Doctoral Fellowship in Global Manufacturing Logistics (2003-2007)

William E. Stephens Memorial Prize (Distinction in Physics; 1996)

Dean's Scholar (awarded to nine of 1,500 students in the School of Arts and Sciences, U. of Pennsylvania; 1996)

Phi Beta Kappa (1996)

SERVICES

Associate Editor, *Management Science*, *Manufacturing & Service Operations Management*

Referee, *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, MSOM conference submissions (2011-)

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

Member, Yale University Tribunal (2014-2015)

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

INVITED TALKS

- 2017 McDonough School of Business, Georgetown University
Columbia Business School
Stern School of Business, New York University
INSEAD
National University of Singapore Business School
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
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
- 2009 KAIST Business School, Korea Advanced Institute of Science and Technology
- 2007-08 University of Tennessee at Knoxville, 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

- Competing to Discover Compliance Violations: Self-Inspections and Enforcement Policies
INFORMS annual conference, Houston, TX, November 2017
INFORMS annual conference, Nashville, TN, November 2016

- Healthcare Vehicle Maintenance Contracting in Developing Economies: The Role of Social Enterprise
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

- 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

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.