

# Rowan Wang 王宇

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Southern University of Science and Technology 南方科技大学  
Shenzhen, CHINA 中国, 深圳

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## POSITION

### Southern University of Science and Technology

Professor, SUSTech Business School 2024 - Present  
Associate Professor, SUSTech Business School 2021 - 2023

### Singapore Management University

Assistant Professor, Lee Kong Chian School of Business 2014 - 2020

## EDUCATION

### University of Minnesota

Ph.D., Industrial and Systems Engineering 2014  
M.Sc., Industrial and Systems Engineering 2010

### Hong Kong University of Science and Technology

B.Eng., Electronic Engineering 2008

## RESEARCH INTEREST

Operational System Analysis and Control

Practice-Based Operational Design and Optimization

Data-Driven Research on Socially Responsible and China-Focused Operations

Business Operations Innovation and Development

## HONOR

### Research

**Third Place**, CSAMSE Practice Award Competition 2021

**First Place**, IIE Pritsker Doctoral Dissertation Award 2015

**First Place**, INFORMS-ENRE Student Paper Competition 2013

**Honorable Mention**, POMS-HK Student Paper Competition 2013

学生优秀论文奖(指导学生), 中国运筹学会行为运筹与管理分会 2021

### 人才计划

国家级 海外高层次人才引进计划 青年特聘专家 2022

广东省 珠江人才计划 青年拔尖人才 2022

深圳市 鹏城孔雀计划 特聘教授 2021

### 政策建议

决策咨询专报 国务院办公厅 录用 2021

### 双创项目

**优胜奖**(赛会最高奖项), 春晖杯 中国留学人员创新创业大赛 2020

**一等奖**(指导学生), 中国大学生工业工程与精益管理创新赛 2023

国家级项目(指导学生), 大学生创新创业训练计划 2022 - 2023

广东省铜奖(指导学生), 互联网+ 中国国际大学生创新创业大赛 2023

广东省铜奖(指导学生), 挑战杯 中国大学生创业计划竞赛 2022

## SELECTED PUBLICATION

Optimal Control of Service Systems with Heterogeneous Servers and Priority Customers.

*Management Science*. Forthcoming.

(with David Chen & Ruoran Chen & Xuan Wang).

Please Don't Make Me Wait! Influence of Customers' Waiting Preference and No-Show Behavior on Appointment Systems.

*Production and Operations Management*. 2023 32(6):1597-1616.

(with Xiaohua Han & Jianghua Zhang & Ruijie Zhang & Yinghao Zhang).

Assign-to-Seat: Dynamic Capacity Control for Selling High-Speed Train Tickets.

*Manufacturing & Service Operations Management*. 2023 25(3):921-938.

(with Shaoxuan Liu & Zizhuo Wang & Feng Zhu).

Appointment Scheduling under a Service Level Constraint.

*Manufacturing & Service Operations Management*. 2023 25(1):70-87.

(with Saif Benjaafar & David Chen & Zhenzhen Yan).

Offering Free Upgrades even before Stocks Run out: The Value of Proactive Upgrades.

*Manufacturing & Service Operations Management*. 2022 24(4):2081-2097.

(with David Chen & Christopher S Tang & Huihui Wang & Yimin Yu).

Divide and Conquer: A Hygienic, Efficient, and Reliable Assembly Line for Housekeeping.

*Manufacturing & Service Operations Management*. 2022 24(2):938-955.

(with Xiao Alison Chen & Jianghua Zhang).

Impact of Penalty Cost on Customers' Booking Decisions.

*Production and Operations Management*. 2021 30(6):1603-1614.

(with Daniel Zhuoyu Long & Chi Xie & Jianghua Zhang).

Flexibly Serving a Finite Number of Heterogeneous Jobs in a Tandem System.

*Production and Operations Management*. 2020 29(6):1431-1447.

(with Yun Fong Lim & Bingnan Lu & Wenjia Zhang).

Managing Production-Inventory Systems with Scarce Resources.

*Manufacturing & Service Operations Management*. 2017 19(2):216-229.

(with Saif Benjaafar & David Chen).

Service Systems with Finite and Heterogeneous Customer Arrivals.

*Manufacturing & Service Operations Management*. 2014 16(3):365-380.

(with Saif Benjaafar & Oualid Jouini).

## **PROFESSIONAL SERVICE**

### **Editorial Position**

**Associate Editor**, Decision Sciences 2023 - Present

### **Conference Speech**

大会特邀报告, 中国决策科学学术年会 2023

青年学者论坛, 管理科学与工程学会年会 2022

**Job & Career Forum**, POMS International Conference 2022

### **Conference Organization**

**Program Committee**, POMS International Conference 2022 - 2023

**Organizing Committee**, POMS-HK Conference 2019 - 2023

**Organizing Committee**, INFORMS-MSOM Conference 2019

**Track Chair**, POMS International Conference 2019; 2022 - 2023

**Track Chair**, INFORMS International Conference 2016

**Track Chair**, IIE Annual Conference 2015

学术委员会委员, 智能制造系统工程学术会议 2021

### **Award Judge**

**Judge**, POMS International Student Paper Competition 2023

**Judge**, POMS-SCM Student Paper Competition 2022

**Judge**, POMS-HK Student Paper Competition 2019

**Judge**, INFORMS-ENRE Student Paper Competition 2015

评委, 中国工业工程与精益管理创新大赛 2020

### **特邀专家**

特邀报告, 某一线城市政府扶持电商出海项目 2024

评审专家, 某一线城市高新区规划项目 2024

评审专家, 某一线城市聘任制公务员招聘项目 2023

特邀专家, 国家社会科学基金重大项目启动会议 2023

### **社会任职**

高级顾问, 深圳市安和城市风险管理研究院 2024

## **FACULTY SERVICE**

### **Southern University of Science and Technology**

Founding Member, ISME Academic Management Committee

Founding Member, ISME Undergraduate Program Committee

### **Singapore Management University**

Founding Member, OM PhD Program Committee

## **TEACHING EXPERIENCE**

### **Southern University of Science and Technology**

Innovative and Entrepreneurial Thinking (Undergraduate)

### **Singapore Management University**

Service Process (Undergraduate)

Game Theory (Undergraduate)

Probability (PhD)