

## SANG-HYUN KIM

Yale School of Management  
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### ACADEMIC POSITIONS

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2008- **Yale School of Management, Yale University**, New Haven, Connecticut  
Professor of Operations Management (2018-)  
Associate Professor of Operations Management (2013-2018)  
Assistant Professor of Operations Management (2008-2013)

### 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*

### INDUSTRY EMPLOYMENT

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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

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

### TEACHING

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MBA program: Reinventing Operations in the Digital Age (MGT 870), Supply Chain Management (MGT 873)  
EMBA program: Operations Engine (MGT 422E)  
Online Executive Education program: Digital Transformation Strategy

## **PUBLICATIONS IN REFEREED JOURNALS**

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- Impact of Network Structure on New Service Pricing (with S. Alizamir, N. Chen, and V. Manshadi). 2021. Forthcoming in *Mathematics of Operations Research*.
- Vehicle Maintenance Contracting in Developing Economies: The Role of Social Enterprise (with L. Chen and H. Lee). 2020. *Manufacturing & Service Operations Management*, 23(6), 1651-1668.
- Product Quality in a Distribution Channel with Inventory Risk (with K. Jerath and R. Swinney). 2017. *Marketing Science*, 36(5), 747-761.
- 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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- Compliance as Operations Management (with S. Alizamir and S. Muthulingam). 2021. *The Cambridge Handbook of Compliance* (eds. D. Sokol and B. Van Rooji), Cambridge University Press.
- 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. D. Ha and C. Tang), Springer.

## **WORKING PAPERS / WORK IN PROGRESS**

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- Strategic Predictive Maintenance. 2021.
- Competing to Discover Compliance Violations: Self-Inspections and Enforcement Policies (with S. Alizamir and Y. Shi). 2021.
- 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**

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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**

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Associate Editor, *Management Science* (2017-), *Service Science* (2020-), *Manufacturing & Service Operations Management* (2017-2020)

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**

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- 2021 Questrom School of Business, Boston University
- 2019 School of Business, University of California at Riverside  
Seoul National University Business School
- 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**

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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
- 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**

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2021 IoT digital service offering design: collaboration with SCM Group.  
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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The Sages of Supply Chains Are Watching in Awe: In Their Words. *Bloomberg*, March 30, 2020.

How Supply Chains Jumped from Business School and into Our Lives. *Bloomberg*, March 29, 2020.

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.