

## R. Canan Savaskan-Ebert

### **Mailing Address**

Associate Professor of Operations Management  
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### **Academic Positions**

Associate Professor of Operations Management (August 2010 – Present)  
ITOM Department  
Cox School of Business

Assistant Professor of Operations Management (Visiting Faculty)  
Decision, Operations and Information Technologies Department  
R.H. Smith School of Business (August 2009 – August 2010)

Assistant Professor of Operations Management  
Managerial Economics and Decision Sciences  
Kellogg School of Management (October 2000 – August 2010)

### **Education**

**INSEAD**, Technology Management Department, Fontainebleau, France (1995 – 2000)

#### **Ph.D. in Operations Management**

Thesis Title: Closed-Loop Supply Chain Models (Advisor: Professor Luk N. Van Wassenhove)

#### **M.S. in Management**

**Bogazici University**, Istanbul, Turkey (1989 – 1995)

#### **B.S. and M.S. in Industrial Engineering**

### **Research Interests**

#### **Supply Chain Management**

Incentive and Coordination Issues, Management of Distribution and Reverse Logistics Channels

#### **Sustainable Operations**

Product Remanufacturing, Reverse Logistics, Incentives for Sustainability, Carbon Permits

#### **Health Care Management**

Regulation and Product Innovation in the Pharma Industry, Performance-based Incentive Mechanisms in Healthcare

#### **Quality Management**

Design of Incentive Mechanisms to Improve Process Quality

#### **Operations and Marketing Interface**

Game Theoretic Modeling of Marketing and Operations Interactions

### Papers Published

1. "Closed-Loop Supply Chain Models with Remanufacturing" *with S. Bhattacharya and L. N. Van Wassenhove*. **Management Science**. 2004. Vol. 50 (2) pp. 239-252.
2. "Reverse Channel Design: The Case of Competing Retailers" *with L. N. Van Wassenhove*. **Management Science**. 2006. Vol. 52 (1) pp. 1-252.
3. "A Facility Location Model for Bi-Directional Flows" *with Kristin Sahyouni and Mark Daskin*. **Transportation Science**. 2007. Vol 41 (4) pp. 484-500.
4. "Incentives for Quality through Endogenous Routing" *with Lauren Xiaoyuan and Jan Van Mieghem*. **Manufacturing and Service Operations Management (MSOM)**. 2009. Vol. 11 (2) pp. 254-273.
5. "Optimal Restocking Fees and Information Provision in an Integrated Demand-Supply Model of Product Returns" *with Anne Coughlan and Jeff Shulman*. **Manufacturing and Service Operations Management (MSOM)**. 2009. Vol. 11 (4) pp. 577-594.
6. "The Effect of Life Time Buys on Warranty Repair Operations" *with Kristin Sahyouni and Mark Daskin*. **Journal of Operational Research Society**. 2010. Vol. 61 (5) pp. 790-803.
7. "Quality Improvement Incentives and Product Recall Cost Sharing Contracts" *with Seyed Iravani and Gary Chao*. **Management Science**. 2009. Vol. 55 (7) pp. 1122-1138.
8. "Optimal Reverse Channel Structure for Consumer Product Returns" *with Anne Coughlan and Jeff Shulman*. **Marketing Science**. 2010. Vol. (November-December) 29 pp. 1071-1085.
9. "Managing Consumer Returns in a Competitive Environment" *with Anne Coughlan and Jeff Shulman*. **Management Science**. 2011. Vol. 57 (2) pp. 347 - 362.
10. "Dynamic pricing of remanufacturable products under demand substitution: a product life cycle model" *with Baris Ata and Mustafa Akan*. **Annals of Operations Research**. 2013. (Vol. 21)

### Under Revision

11. "Drivers and Implications of Direct-Store-Delivery in Retail Channels" *with Mumin Kurtulus*. Under First Revision for **Quantitative Marketing and Economics**.
12. "Returns Management in an Omni-Channel Retailing Environment under Time-Value Considerations" *with Halit Uster and Sung Ook Hwang*. Under revision for **Production and Operations Management Journal**.

### Work in Progress

13. "Product Innovation in a Regulatory Environment: Application to the Pharmaceutical Industry" *joint work with Vishal Ahuja*
14. "Performance-based Payment Schemes in Healthcare and Implications for Quality" *joint work with Sila Cetinkaya*

15. “How does Distribution Channel Design Drive Product Innovation in Retail Channels?” *joint work with Mumin Kurtulus.*

### **Published Book Chapters**

- “Coordination in Closed-Loop Supply Chains” *with L. Debo and L. Van Wassenhove.* Appeared in Reverse Logistics: Quantitative Models for Closed-Loop Supply Chains by Springer 2003.
- “Contracting and Coordination in Closed-Loop Supply Chains” *with Charles Corbett.* Appeared in Business Aspects of Closed-Loop Supply Chains International Management Series: Vol. 2 by Carnegie Bosh Institute.

### **Service Appointments**

- Member of the Dean Search Committee for Cox School at SMU
- Member of the President’s Commission on the Needs of People with Disabilities
- Member of the Committee on Academic Research
- Senator at Large, Faculty Senate

### **Fellowships & Honors**

- 2013-2014 Fisher Faculty Fellowship
- 2012-2013 Corrigan Research Professor
- Elected a member of Alpha Iota Delta International Honor Society of the Decision Sciences and Computer Information Systems.
- Received Research Sponsorship from the European Union Project REVLOG.
- Received full PhD fellowship from INSEAD between 1995 and 2000.
- Received NATO Scholarship for outstanding performance at the Turkish university entrance exam.
- Ranked in the top 100 in the Turkish university entrance exam.

### **Teaching Experience**

Core Executive MBA Class: Operations Management (Cox School of Business ITOM 6030)

Core MBA Class: Operations Management (Cox School of Business ITOM 6203)

Core Class for MSM Program: Operations Management

Elective MBA Class: Supply Chain Management / Analytics (Cox School of Business ITOM 6207)

Independent Study in Supply Chain Management (Cox School of Business ITOM 6200)

Core MBA Class: Operations Management (R.H. Smith School BUSI 634)

Core MBA Class: Data Models and Decisions (R.H. Smith School BUSI 630)

Core MBA Class: Operations Management (Kellogg School OPNS 430)

Elective MBA Class: Spreadsheets Modeling for Managerial Decision Making (Kellogg School OPNS 450)

### **Teaching Cases Published**

“Weight Solutions Clinic: Bariatric Surgery Center” Kellogg Case 2004 (*with Sunil Chopra*)

“Weight Solutions Clinic: Bariatric Surgery Center” Kellogg Teaching Note 2004 (*with Sunil Chopra*)

## **Professional Activities**

- Member of INFORMS and MSOM Societies. (since 1998)
- Member of WORMS (Women in Operations Research and Management Science)
- Member of Minority Issues Forum (INFORMS)
- Associate Editor for Decision Sciences Journal. (since Dec 2013)
- A member of the Alpha Iota Delta International Honor Society (since April 2013)
- Referee for Management Science, Manufacturing and Service Operations Management, Transportation Science, Production and Operations Management, European Journal of Operations Research, Journal of Operational Research Society.
- Session Organizer at the INFORMS, MSOM and POMS Conferences.
- Judge for the MSOM Student Paper Competitions.

## **References**

### **Luk Van Wassenhove**

Professor of Technology and Operations Management  
The Henry Ford Chaired Professor of Manufacturing  
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### **Anne Coughlan**

Polk Bros. Chair in Retailing  
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### **Baris Ata**

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### **Chris Tang**

UCLA Distinguished Professor and  
Edward W. Carter Chair in Business Administration  
Decisions, Operations and Technology Management  
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