

Jihong Ou

**Associate Professor of Operations and Supply Chain Management
Cheung Kong Graduate School of Business**

3/F, Tower E3, Oriental Plaza, 1 East Chang An Avenue
Beijing 100738, People's Republic of China
Tel +86-10-85188858-3911 Email: jhou@ckgsb.edu.cn

Education

Ph.D. Operations Research, Massachusetts Institute of Technology, 1991
M.S. Applied Mathematics, University of Massachusetts, 1987
M.S. Mathematics, Chinese Academy of Sciences, 1985
B.S. Applied Mathematics, Zhengzhou Institute of Technology, 1982

Academic Appointments

Associate Professor
Cheung Kong Graduate School of Business
2008-present

Associate Professor
Faculty of Business Administration
National University of Singapore
1999-2007

Visiting Scholar
Statistical Laboratory
University of Cambridge
Fall 2002

Fellow
The Logistics Institute – Asia-Pacific
National University of Singapore
2001-2002

Visiting Scholar
Anderson School of Management
University of California at Los Angeles
Fall 1998

Lecturer – Senior Lecturer
Faculty of Business Administration
National University of Singapore
1992-1997

Visiting Scholar
Coordinated Science Laboratory
University of Illinois
Fall 1994

Research Interests

- Production/Inventory Systems and Supply Chain Management
- Business Process Management
- Queueing Analysis and Control
- Stochastic Modeling and Analysis

Research Works

1. The Impact of Processing Time Knowledge on Dynamic Job-Shop Scheduling
Management Science 37(1991) 1002-1014 (with L. M. Wein)
2. On the Improvement from Scheduling a Two-Station Queueing Network in Heavy Traffic
Operations Research Letters 11(1992) 225-232 (with L. M. Wein)
3. Performance Bounds for Scheduling Queueing Networks
Annals of Applied Probability 2(1992) 460-480 (with L. M. Wein)
4. Dynamic Scheduling of a Production/Inventory System With By-Products and Random Yields
Management Science 41(1995) 1000-1017 (with L. M. Wein)
5. Characterizing the Idle-Period Distribution of $GI/G/1$ Queues
Journal of Applied Probability 32 (1995) 247-255 (with J. Li)
6. Sequential Screening In Semiconductor Manufacturing, II: Exploiting Lot-to-Lot Variability
Operations Research 44 (1996) 196-204 (with L. M. Wein)
7. Approximating a Cumulative Distribution Function by Generalized Hyperexponential Distributions
Probability in Engineering and Information Sciences 11 (1997) 11-18 (with J. Li and S. Ozekici)
8. Yield Comparison of Push and Pull Control Methods On Production Systems With Unreliable Machines
International Journal on Production Economics 50 (1997) 1-12 (with J. Jiang)
9. The Throughput of Irreducible Closed Markovian Queueing Networks: Functional Bounds, Asymptotic Loss, Efficiency, and the Harrison-Wein Conjectures
Mathematics of Operations Research 22 (1997) 886-920 (with H. Jin and P.R.Kumar)
10. The Delay of Open Markovian Queueing Networks: Uniform Functional Bounds, Heavy Traffic Pole Multiplicities, and Stability
Mathematics of Operations Research 50 (1997) 921-954 (with C. Humes and P.R. Kumar)
11. Multi-Item Inventory Staggering Problems: Bounds and Heuristics
Proceedings of 1998 ACM-SIAM Symposium on Discrete Algorithms (with C. Teo and K. Tan)
12. Impact On Inventory Cost With Consolidation of Distribution Centers
IIE Transactions 33 (2001), 99-110 (with M. Goh and C. Teo)

13. ST Logistics: Distribution Consumer Goods in China
International Transactions in Operations Research 8 (2001) 203-220
(With F. Chen, M. Goh, J. Lee, S. Moosa, C.P. Teo, and P.G. Goh)
14. A Warehouse Sizing Model Balancing Inventory and Warehousing Costs
Naval Logistics Research Quarterly 48(2001) 299-312 (with M. Goh and C. Teo)
15. An Optimization Based Approach to the Train Operator Scheduling Problem at Singapore MRT
Annals of Operations Research 108 (2001) 111-122
(with J. Pang, K.L. Chew, Q. Liu, and C.P. Teo)
16. Inventory Cost Effect of Consolidating Several One-Warehouse Multi-Retailer Systems
Operations Research 51(2003) 668-672 (with W.S. Lim and C. P. Teo)
17. Benefits of Providing Amenities to Impatient Waiting Customers
Computers and Operations Research 30(2003) 2211-2225 (with B. M. Rao)
18. The Benefits of Advanced Booking Discount Programs: Model and Analysis
Management Science 50(2004) 465-478 (with C. S. Tang, K. Rajaram, and A. Alptekinoglu)
19. Stability of Data Networks: Stationary and Bursty Model
Operations Research 53(2005) 107-125 (with H. Ye and X. Yuan)
20. Management of Inventory Replenishment and Available Offerings for Goods Sold with Optional Value-Added Packages
IIE Transactions 37 (2005) 397-406
(with F. Chen and Y. Feng)
21. Optimal Positioning of Idle Elevators Under Myopic and State-dependent Policies
European Journal of Operational Research 170 (2006) 863-886 (with M. Parlar and S. Moosa)
22. Joint Management of Finished Goods Inventory and Demand Process for a Make to-Stock Product: A Computational Approach
IEEE Transactions on Automatic Control 51 (2006) 258-273 (with L. Chen and Y. Feng)
23. A Differential Service Scheme to Optimize Website Revenues
Journal of the Operational Research Society 57 (2006) 1323-1340 (with M. Parlar and S. Moosa)
24. Service Performance Analysis and Improvement for a Ticket Queue with Balking Customers,
Management Science 53 (2007) 971-990 (with L. Gao and S. Xu)
25. Coordination of Stocking Decisions in an Assemble to Order Environment
European Journal of Operational Research 189 (2008) 540-558 (with S. Gilbert and X. Zhang)
26. Optimal Control of Price and Production in an Assemble-to-Order System,
Operations Research Letters 36 (2008) 506-512 (with Y. Feng and P. Zhan)

27. Coordinating Batch Production and Pricing Control of a Make-to-Stock Product, *IEEE Transactions on Automatic Control* 54 (2009) 1674-1680 (with L. Chen and Y. Feng)
28. Analysis of Ticket Queues with Reneging Customers, submitted to *Naval Logistics Research Quarterly* (with D. Ding and J. Ang)
29. Distribution Channel Structure for Chain-to-Chain Competition with Price and Lead-time Sensitive Demand, submitted to *Management Science* (with L. Chen and Z. Wu)
30. Analysis of Push and Pull Contracts in an ATO Supply Chain, in preparation (with L. Chen and D. Ding)

General Publications:

1. 架起产业链共赢之桥, 《中国制造业信息化》 2008-8
2. 升级中国制造的五个节点, 《商界评论》 2009-8

Causes taught at CKGSB and NUS Business School

Statistics (undergraduate)
 Management Science (undergraduate)
 Operations Research (undergraduate)
 Warehouse Management (undergraduate)
 Supply Chain Management (undergraduate)
 Operations Management (MBA, undergraduate)
 Analytics for Managers (MBA)
 Stochastics Operations Research Models (graduate)
 Decision Science Practicum (graduate)

Membership on Doctoral Committees

1. Johny Pang: "Employee Scheduling: An Aspect of Service Management", 1998

Non-academic Appointments

Singapore Warehouse Research&Education Council

Board Director (1995-1997)

Savi-Asia Pte Ltd, Singapore (part of Savi Technology, CA, USA)

Chief Advisor (99-00)

Responsible for setting-up an Operations Research team and building optimization modules in the standard software packages as well as customized application projects

Derbysoft, Shanghai, China

Chief Advisor (07-present)

Responsible for strategic development and operations process optimization