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EDUCATION:

- 1986 Ph.D., Graduate School of Business, The University of Chicago. Thesis: *Optimal and Approximate Policies in Multiperiod Multilocation Inventory Models with Transshipment.*
- 1983 M.B.A. (Management Science), Graduate School of Business, The University of Chicago.
- 1980 B.A., *cum laude* (Russian modified with Economics), Dartmouth College.

EXPERIENCE:

- 2011 – present Professor of Operations, Technology, and Information Management, Johnson Graduate School of Management, Johnson College of Business, Cornell University.
- 2019 – present On leave (long-term disability).
- 2014 – 2015 Visiting Professor of Information Systems and Operations Management, Business School, The University of Auckland.
- 2013 Visiting Professor of Operations Management, Tuck School of Business, Dartmouth College.
- 2008 Visiting Associate Professor of Operations Management, Graduate School of Business, The University of Chicago.
- 1994 – 2011 Associate Professor of Operations Management, Johnson Graduate School of Management, Cornell University.
- 2000 – 2001 Visiting Associate Professor of Management, Fuqua School of Business, Duke University.
- 1994 – 1995 Visiting Associate Professor of Operations Management, Simon Graduate School of Business Administration, University of Rochester.
- 1987 – 1994 Assistant Professor of Operations Management, Johnson Graduate School of Management, Cornell University.
- 1986 Acting Assistant Professor of Operations Management, Johnson Graduate School of Management, Cornell University.
- 1983-1985 Lecturer, Graduate School of Business, The University of Chicago.

PROFESSIONAL ACTIVITIES:

Chair: 2002 *M&SOM* Conference

1997 *M&SOM* Student Paper Competition.

Associate Editor: *IIE Transactions*.

Referee: *Operations Research, Management Science, Manufacturing & Service Operations Management, IIE Transactions, Naval Research Logistics, European Journal of Operational Research, Transportation Science, Production and Operations Management, International Journal of Production Economics.*

Member: *INFORMS*.

AWARDS:

Top 100 Ph.D. Students of all Time, Chicago Booth, 2020.

EMBA Globe Award for Teaching Excellence, 2005, 2012.

Mobil Scholar Award, 1991.

John G. Kemeny Prize in Computing, 1980.

PUBLICATIONS:

- [1] “Retailer Order Commitments Improve Distribution Supply Chain Performance” with Srinagesh Gavirneni, *Operations Research Letters*, Vol. 47(4), 2019, 281-287.
- [2] “The Use of Framing in Inventory Decisions” with Kenneth L. Schultz, L. Joseph Thomas, Johnathon Schultz, and John O. McClain, *Production and Operations Management*, Vol. 27(1), 2018, 49-57.
- [3] “Risk Aversion and Implicit Shortage Cost Explain the Anchoring and Insufficient Adjustment Bias in Human Newsvendors” with Srinagesh Gavirneni, *Operations Research Letters*, Vol. 45(3), 2017, 191-198.
- [4] “Improving Instructional Simulation with Structural Debriefing” with Oleg V. Pavlov and Khalid Saeed, *Simulation & Gaming*, Vol. 46 (3), 2015, 383-403.
- [5] “New Sufficient Conditions for (s, S) Policies to be Optimal in Systems with Multiple Uncertainties” with Lucy Gongtao Chen, Robin O. Roundy, and Rachel Q. Zhang, *Operations Research*, Vol. 63 (1), 2015, 186-197.
- [6] “Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen. *Production and Operations Management*, Vol. 23 (9), 2014, 1522-1538.
- [7] “A Service Provider’s Elicitation of Its Customers’ Demand Distributions by a Price Mechanism” with Gregory Dobson and Phillip J. Lederer. *Decision Sciences*, Vol. 43 (2), 2012, 213-240.
- [8] “Optimal Multiple-Breakpoint Quantity Discount Schedules for Customers with Heterogeneous Demands: All-Unit or Incremental?” with Rachel R. Chen. *IIE Transactions*, Vol. 44 (3), 2012, 199-214.

PUBLICATIONS (continued):

- [9] “Estimating the Implied Value of the Customer’s Waiting Time” with Rachel R. Chen. *Manufacturing & Service Operations Management*, Vol. 13 (1), 2011, 53-57.
- [10] “A Comparison of Traditional and Open-Access Policies for Appointment Scheduling” with Rachel R. Chen. *Manufacturing & Service Operations Management*, Vol. 12 (2), 2010, 330-346.
- [11] “Further Improvements on Base-Stock Approximations for Independent Stochastic Lead Times with Order Crossover” with James R. Bradley. *Manufacturing & Service Operations Management*, Vol. 10 (2), 2008, 325-327.
- [12] “Untruthful Probabilistic Demand Forecasts in Vendor-Managed Revenue-Sharing Contracts: Coordinating the Chain” with Yigal Gerchak and Eugene Khmelnitsky. *Naval Research Logistics*, Vol. 54 (7), 2007, 742-749.
- [13] “Improved Base-Stock Approximations for Independent Stochastic Lead Times with Order Crossover,” with James R. Bradley, *Manufacturing & Service Operations Management*, Vol. 7 (4), 2005, 319-329.
- [14] “Concise Experimental Designs,” *Quality Engineering*, Vol. 15 (3), 2003, 403-406.
- [15] “Scheduling Doctors’ Appointments: Optimal and Empirically-Based Heuristic Policies” with Rachel R. Chen, *IIE Transactions*, Vol. 35 (3), 2003, 295-307.
- [16] “Convenient Expressions for Computing the Exact Annual Cost of a Continuous-Review (Q, R) System with Backordering” with Amy H.-L. Lau and Hon-Shiang Lau, *Journal of the Operational Research Society*, Vol. 53 (6), 2002, 655-663.
- [17] “Consequences of Order Crossover Under Order-Up-To Inventory Policies,” with James R. Bradley and L. Joseph Thomas, *Manufacturing & Service Operations Management*, Vol. 3 (3), 2001, 175-188.
- [18] “Graphical Acceptance Sampling,” *Quality Engineering*, Vol. 12 (1), 1999, 111-114.
- [19] “Tractable (Q, R) Heuristic Models for Constrained Service Levels,” with David E. Platt and R. Britt Freund, *Management Science*, Vol. 43 (7), 1997, 951-965.
- [20] “Using State-Dependent Processing Rates to Emulate SPT Queue Discipline in an FCFS Queueing Network,” with Kevin B. Hendricks, *IIE Transactions*, Vol. 27 (4), 1995, 530-541.
- [21] “Optimal and Approximate Control Policies for Airline Booking with Sequential Nonmonotonic Fare Classes,” *Operations Research*, Vol. 43 (2), 1995, 252-263.
- [22] “Production to Order on a Two Machine Line with Random Yields and Rigid Demand,” with Abraham Grosfeld-Nir, *European Journal of Operational Research*, Vol. 80 (2), 1995, 264-276.
- [23] “The Cost of Following the Optimal Inventory Policy,” *IIE Transactions*, Vol. 25 (5), 1993, 105-108.
- [24] “A Comment on Gerchak and Gupta’s ‘On Apportioning Costs to Customers in Centralized Continuous Review Inventory Systems,’” *Journal of Operations Management*, Vol. 11 (1), 1993, 99-102.

PUBLICATIONS (continued):

- [25] “Baseball Playoff Eliminations: An Application of Linear Programming,” *Operations Research Letters*, Vol. 10 (2), 1991, 67-74. Erratum appears in Vol. 10 (7), 1991, 249.
- [26] “Optimal and Approximate Policies in Multiperiod, Multilocation Inventory Models with Transshipments,” *Operations Research*, Vol. 38 (2), 1990, 278-295.
- [27] “The Good, the Bad, and the Ugly: Quality on an Assembly Line,” with John O. McClain and L. Joseph Thomas, *International Journal of Production Research*, Vol. 28 (5), 1990, 963-980.
- [28] “Computer-Assisted Drills for Students and Computers,” with Barry P. Scherr, in *Teaching, Learning, Acquiring Russian*, edited by Sophia Lubensky and Donald K. Jarvis, Slavica Publishers, 1984.
- [29] “Creating Computer-Assisted Drills for Russian: The Structure of the Data Base,” with Barry P. Scherr, in *Russian Language Journal*, Vol. XXXIV, Number 118, Spring 1980.

WORKING PAPERS:

- [30] “Decentralized Inventory Management: The Newsvendor Contest” with Valery Pavlov, rejected and under revision for resubmission to *Management Science*, 2017.
- [31] “How Many Handicapped Parking Spaces Should There Be?” with Naser Nikandish and Andrea E. Muchinsky, under revision, 2016.
- [32] “Quick Recovery to Alternative ELSP Cycles” with Lucy G. Chen, under revision, 2014.

RESEARCH IN PROGRESS:

- [33] “Appointment Scheduling with Strategic Patients” with Tava Olsen.
- [34] “Determining Capacity for Amazon Lockers” with Naser Nikandish.

BOOK CHAPTERS:

- [35] “Inventory Control under Financial Turbulence” with Lucy Gongtao Chen, Robin O. Roundy, and Rachel Q. Zhang. Chapter 3 of *Cross-Functional Inventory Research* by Srinagesh Gavirneni (editor), 2016.
- [36] “Appropriate Inventory Policies When Service Affects Future Demands.” Chapter 5 of *Cross-Functional Inventory Research* by Srinagesh Gavirneni (editor), 2016.
- [37] *Study Guide* (to accompany *Quantitative Concepts for Management* by G. D. Eppen and F. J. Gould), Prentice-Hall, 1985.

PRESENTATIONS:

- “Appointment Scheduling with Strategic Customers” with Tava L. Olsen, Sauder School, University of British Columbia, Vancouver, September 2016.
- “Appointment Scheduling with Strategic Customers” with Tava L. Olsen, Canadian Operational Research Society Conference, Banff, May 2016.

PRESENTATIONS (continued):

“Appointment Scheduling with Strategic Customers” with Tava L. Olsen, Rotman School of Management, Toronto, February 2016.

“Appointment Scheduling with Strategic Customers” with Tava L. Olsen, Shanghai Jiao Tong University, Shanghai, October 2015.

“Appointment Scheduling with Strategic Customers” with Tava L. Olsen, Peking University, Beijing, October 2015.

“Appointment Scheduling with Strategic Customers” with Tava L. Olsen, Johnson Graduate School of Management, September 2015.

“Appointment Scheduling with Strategic Customers” with Tava L. Olsen, MSOM Conference, Toronto, June 2015.

“Dashboard Design,” University of Auckland Business School, February 2015.

“Anchoring and Insufficient Adjustment Bias in Human Newsvendors” with Srinagesh Gavirneni, University of Auckland Business School, October 2014.

“How Many Handicapped Parking Spaces Should There Be?” with Naser Nikandish and Andrea E. Muchinsky, MSOM Conference, Fontainebleau, 2013.

“Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen, Tuck School of Business, Hanover, November 2013.

“Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen, Nanyang Technological University, November 2011.

“Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen, National University of Singapore, November 2011.

“Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen, MSOM Conference, Ann Arbor, June 2011.

“Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen, INFORMS Healthcare Conference, Montreal, June 2011.

“Sequencing and Scheduling Appointments with Potential Call-In Patients” with Rachel R. Chen, University of Minnesota, March 2011.

“Appointment Scheduling with Potential Call-In Patients” with Rachel R. Chen, INFORMS Conference, Austin, November 2010.

“Using Retailer Order Commitments to Improve Supply Chain Performance” with Srinagesh Gavirneni, University of California at Davis, October 2009.

“Using Retailer Order Commitments to Improve Supply Chain Performance” with Srinagesh Gavirneni, INFORMS Conference, San Diego, October 2009.

PRESENTATIONS (continued):

“The Effects of Patient No-Shows on Appointment Scheduling Policies” with Rachel R. Chen, Mayo Clinic Conference on Systems Engineering and Operations Research in Health Care, Rochester MN, August 2009.

“The Effects of Patient No-Shows on Appointment Scheduling Policies” with Rachel R. Chen, School of Business, Queens University, October 2008.

“The Optimality of Overreporting Demand in Vendor-Managed Inventory Systems,” INFORMS Conference, Washington DC, October 2008.

“The Effects of Patient No-Shows on Appointment Scheduling Policies” with Rachel R. Chen, INFORMS Conference, Washington DC, October 2008.

“The Effects of Patient No-Shows on Appointment Scheduling Policies” with Rachel R. Chen, Graduate School of Business, The University of Chicago, April 2008.

“The Effects of Patient No-Shows on Appointment Scheduling Policies” with Rachel R. Chen, Krannert School of Management, Purdue University, February 2008.

“Untruthful Probabilistic Demand Forecasts in Vendor-Managed Revenue-Sharing Contracts: Coordinating the Chain,” University of California at Davis, November 2007.

“Improved Base-Stock Heuristic Policies for Stochastic Lead Times with Order Crossover,” Stern School, New York University, September 2005.

“Optimal Quantity Discount Schedules with Heterogeneous Customers” with Rachel R. Chen. Industrial and Systems Engineering Department, Lehigh University, Bethlehem, Pennsylvania, February 2005.

“How Many Handicapped Parking Spaces *Should* There Be?” with Andrea E. Muchinsky, Featured presentation at the Conference of the POMS College of Service Operations, Graduate School of Business, Columbia University, December 2004.

“Optimal Quantity Discount Schedules with Heterogeneous Customers” with Rachel R. Chen. M&SOM Conference, Technische Universiteit Eindhoven, The Netherlands, July 2004.

“Slick Spreadsheets,” INFORMS Conference, Atlanta, October 2003.

“Optimal Quantity Discount Schedules with Heterogeneous Customers” with Rachel R. Chen. GSIA, Carnegie Mellon University, Pittsburgh, September 2002.

“Consequences of Order Crossover in Inventory Replenishment Systems” with James R. Bradley and L. Joseph Thomas, Multi-Echelon Inventory Conference, University of California at Berkeley, June 2001.

“Scheduling Doctors’ Appointments: Optimal and Empirically-Based Heuristic Policies,” with Rachel R. Chen, International INFORMS Conference, Maui, June 2001.

“Consequences of Order Crossover in Inventory Replenishment Systems” with James R. Bradley and L. Joseph Thomas, International INFORMS Conference, Maui, June 2001.

PRESENTATIONS (continued):

“Scheduling Doctors’ Appointments: Optimal and Empirically-Based Heuristic Policies” with Rachel R. Chen, INFORMS Conference, San Antonio, November 2000.

“Scheduling Doctors’ Appointments: Optimal and Empirically-Based Heuristic Policies” with Rachel R. Chen, Fuqua School of Business, Duke University, Durham, October 2000.

“A Correction to (Q, r) Inventory Models,” Multi-Echelon Inventory Conference, University of Michigan, Ann Arbor, June 2000.

“Scheduling Doctors’ Appointments: Optimal and Empirically-Based Heuristic Policies” with Rachel R. Chen, Darden Graduate School of Business Administration, University of Virginia, Charlottesville, May 2001.

“Dynamic Excel Graphs in Operations Management,” INFORMS Conference, Seattle, October 1998.

“The Effect of Different Leadtime Distributions on the Performance of Simple (Q,R) Heuristics with Service Level Constraints,” INFORMS Conference, San Diego, May 1997.

“Tractable (Q, R) Heuristic Models for Constrained Service Levels,” University of Waterloo, June 1995.

“The Limits of Customer Delight,” 51st Annual Quality Conference, Rochester Section of the American Society for Quality Control, Rochester, March 1995.

“TQM After the Fad,” Johnson Club of Rochester, Rochester, February 1995.

“Hands-On Exercises for the Operations Management Classroom,” Panel Discussant, ORSA/TIMS Conference, Detroit, October 1994.

“Tractable (Q, R) Heuristic Models for Constrained Service Levels,” University of Rochester, March 1994.

“Optimal and Approximate Control Policies for Airline Booking with Sequential Fare Classes,” Northwest Airlines, Minneapolis, March 1994.

“Finding a Good Period Length,” ORSA/TIMS Conference, San Francisco, November 1992.

“Tractable (Q, R) Heuristic Models for Constrained Service Levels,” McMaster University, September 1992.

“Production to Order on a Tandem Line with Random Yields,” with Abraham Grosfeld-Nir, TIMS/ORSA Conference, Orlando, April 1992.

“Optimal and Approximate Control Policies for Airline Booking with Sequential Fare Classes,” ORSA/TIMS Conference, Anaheim, November 1991.

“Optimal and Approximate Control Policies for Airline Booking with Sequential Fare Classes,” Multiechelon Inventory Conference, University of California at Berkeley, June 1991.

“The Cost of Following the Optimal Inventory Policy,” ORSA/TIMS Conference, Philadelphia, October 1990.

PRESENTATIONS (continued):

“Finding a Good Period Length,” Sixth International Symposium on Inventories, Budapest, August 1990.

“Appropriate Inventory Policies When Service Affects Future Demands” (Revised), Multiechelon Inventory Conference, University of Waterloo, Ontario, June 1990.

“Using State-Dependent Processing Rates to Emulate SPT Queue Discipline in Queueing Networks,” with Kevin B. Hendricks, TIMS/ORSA Conference, New York, October 1989.

“Baseball Playoff Eliminations: An Application of Linear Programming,” CORS/TIMS/ORSA Conference, Vancouver, May 1989.

“The Good, the Bad, and the Ugly: Quality on an Assembly Line,” with John O. McClain and L. Joseph Thomas, CORS/TIMS/ORSA Conference, Vancouver, May 1989.

“Better Approximations for Continuous Review Inventory Models,” TIMS/ORSA Conference, Washington, April 1988.

“Optimal and Approximate Policies in Multiperiod Multilocation Inventory Models with Transshipment,” Multiechelon Inventory Conference, Sloan School of Management, MIT, Boston, June 1986.

CASES:

“An Exercise in Production Theory,” OM-01 (1997).

“Tompkins County Courthouse — The Copying Machine,” OM-02 (1997).

“Palisades Gas and Electric Co. (B),” OM-03 (1998).

“The John M. Samuelson Group,” OM-04 (1999).

“The Net-Escape IPO,” OM-05 (2000).

“Deadpan Electromagnetics, Ltd.,” OM-08 (1998).

“The Southern Tier Regional Airport,” OM-09 (1998).

“A Visit to Turning Stone,” OM-10 (1998).

“South Park Development Corporation,” OM-11 (1999).

“Einstein on the Beach,” OM-17 (1999).

“Bidding on Sage Hall,” OM-20 (1999).

“Chez Pearl’s,” OM-25 (2000).

“Time Warner Cable,” OM-26 (2000).

“The Loyalty Effect,” OM-27 (1999).

“Heuristic Algorithmics, Inc.,” OM-29 (2001).

“Ruff Towers,” OM-30 (2001).

“Model T Price Forecasting,” OM-31 (2001).

“AMBA Budget Spreadsheet,” QA-06 (2001).

CASES (continued):

- “Automating Home Appraisals,” QA-07 (2001).
- “You Can’t Take It With You,” OM-33 (2001).
- “Femagra Pharmaceutical Development,” OM-34 (2001).
- “The Segway IPO,” OM-36 (2001).
- “Sage Hall Reconstruction,” OM-38 (2001).
- “Card Shuffling,” OM-40 (2002).
- “Investing in Powerball,” QA-12 (2003).
- “World Records: Men’s 100m Sprint,” OM-42 (2003).
- “Is Jai Alai Fair?,” OM-46 (2003).
- “The Redundant Analyst,” QA-13 (2004).
- “One Last Thing Before You Go,” QA-14 (2004).
- “Oceanic Airlines,” with Srinagesh Gavirneni, OM-49 (2005).
- “George Dantzig’s Life,” OM-50 (2006).
- “Sudoku for Busy Executives,” OM-51 (2007).
- “Residence Week,” OM-54 (2010).
- “The 2010 Senate Race,” OM-55 (2011).
- “Lowland Air Conditioning,” OM-56 (2011).
- “Oceanic Flight 815,” OM-57 (2011).
- “The Travelling Salesman Problem,” OM-58 (2012).
- “Should I Buy a Hybrid Infiniti?,” OM-59 (2012).
- “Targeting *Wall Street Journal* Subscribers,” OM-60 (2012)
- “Insuring Your BMW,” OM-61 (2013).
- “Ithaca Bakery: *The Sunday New York Times*,” OM-62 (2013).
- “Sprig Pharmaceuticals,” QA-15 (2015).
- “Grading Spreadsheets,” QA-16 (2016).
- “President Garrett’s Other Legacy,” OM-63 (2016).