

Francis de Véricourt

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POSITIONS HELD

Associate Professor, Operations Management

July 2005-present

Fuqua School of Business, Duke University, USA

Research interests: Service and Supply Chain Management, Decision Models, Health Care Management

Assistant Professor, Operations Management

July 2001-July 2005

Fuqua School of Business, Duke University, USA

Project Manager, Decision Support and Optimization

October 2000-June 2001

Bouygues Telecom, Paris, France. - Research Department

- Multi criteria decision methods for strategic and investment choices
- Call center optimization
- Capacity planning for Telecommunication Network

Post-doctoral Researcher (MIT)

February -October 2000

Massachusetts Institute of Technology, Boston, MA, USA

EDUCATION

Ph.D. in Operations Research,

1997-2000

Laboratoire d'informatique de Paris. 6 / Ecole Centrale de Paris, France.

Awarded with Honors (Félicitations). Supervisor: Yves Dallery.

D.E.A (equivalent M.S.) in Applied Mathematics

1995-1996

Institut National Polytechnique de Grenoble, France. (Major: Stochastic Processes and Statistics).

Ecole Nationale Supérieure d'Informatique et de Mathématiques appliquées de Grenoble (ENSIMAG),

1993-1996

Engineering degree in Applied Mathematics and Computer Science Grenoble, France..

Awarded with Honors (Major: Mathematics for Decision Making).

CONSULTING

PSA Peugeot Citroën -Velizy , France 1999- 2000
Consultant - Operations Management (6 months)

Designed and implemented new performance evaluation methods for production lines.

EDF (French electricity company) -Grenoble, France 1999
Consultant (with Raynaud & Co consulting firm, Paris), - Decision Making (3 months)

Developed methods to evaluate and promote the leadership capabilities of executive managers at EDF in the Southeast France area.

Energy Supply Center of the French Army (Service des Essences des Armées) 1996-1997
Operations Research Engineer (12 months)

Developed decision support methods (based on multi-criteria choice and ranking) for military applications. Trained French army officers.

Pechiney -Voreppe, France 1996
Intern, Operations Research Engineer (6 months)

Developed statistical methods to analyze the production process of aluminum.
Conducted studies that explained unexpected behaviors in the production process.

TEACHING

Duke University

Operations Management (Executive MBA core course)
Frankfurt (Germany) and Durham (NC), (*re-designed the course*)
Service Operations Management (MBA Elective) (*developed*)
Global Academic Travel Experience (GATE): East Asia (MBA Elective)
Middle East Partnership Initiative (MEPI) (Executive Education)
Module: Introduction to Service Management (*developed*)
Queuing Models for Operations Management (PhD Seminar)
Operations for the Modern Nephrology Practice (Executive Education)
Module: Health Care Operations (*developed*)

HEC, *Ecole des Hautes études de Paris, France.*

Operations management (Business Graduate Program, Lecturer, half a class), 2001

ESSEC, *Ecole des Hautes études de Paris, France.*

Operations Research (Business Graduate Program, Lecturer), 2001

Ecole des Mines de Nantes, *France.*

Stochastic Models for Production Systems (Developed, Engineering Graduate Program), 2000-2001

CNAM, *Conservatoire National des Arts et Métiers, Paris, France.*

Algorithmic and Programming (Developed, Undergrad Program), 1997-2000

University of Pierre and Marie Curie, *Paris, France.*

Computer Science (Teaching Assistant), 1997-1998

PUBLICATIONS

Published/Accepted Articles

- "Call Center Outsourcing Contract Design and Choice", *Management Science*, 2006, to appear, with Z. Aksin and F. Karaesmen,
- "Allocation of Supply Contracts with Service Guarantees", Finalist of the 2004 INFORMS Junior faculty paper competition, *Operations Research*, 2006, to appear, with F. Bernstein,
- "On the Incomplete Results for the Heterogeneous Server Problem", *Queueing Systems*, 52(3), 2006, with Y-P Zhou,
- "Managing response time and service quality in a call allocation problem" *Operations Research* 53(6), 2005, with Y-P. Zhou,
- "Demand Allocation in Multiple-Product, Multiple-Facility Make-to- Stock Systems" *Management Science* 50(10), 2004, with M. El Hafsi and S. Benjaafar,
- "Performance Evaluation of a Make-To-Stock Production Line with a Two- Parameter-per-Machine Policy: the Control Point Policy", *IIE Transactions* 36(3), 2003, with S. Gershwin,
- "Zero-inventory conditions for a two-part type make-to-stock production system" *Queueing Systems - Theory and Applications* 43(3), 2003, with M. Veatch,

- "Optimal Stock Allocation for a Capacitated Supply System" *Management Science* 48(11), 2002, with F. Karaesmen and Y. Dallery,
- "Assessing the Benefits of Rationing and Scheduling Policies for a Make-to-Stock Production System", *Manufacturing and Service Operations Management*, 2 (3), 2001, with F. Karaesmen and Y. Dallery,
- "Dynamic Scheduling in a Make-to-Stock System: A Partial Characterization of Optimal Policies", *Operations Research* 48 (5), 2000, with F. Karaesmen and Y. Dallery,
- "Non-Optimality of Static-Priority Policies in Unreliable Two Part Type Production System ", *IEEE Transactions on Automatic Control* 45(2), pp 309-311, February 2000, with Y. Dallery ,
- "Le pilotage des systèmes de production à flux tiré", *Logistique & Management*, 7, 1999, with Y. Dallery.

Close to acceptance

- "Large Scale Membership service ", Minor revision, in *Operations research*, 2006, with Otis Jennings,

Working Papers

- "Resource and Revenue Management in Nonprofit Operations" (second revision, *OR*), 2006, with M. Lobo,
- "Stock Rationing in a Multi-class Make-to-Stock Queue with Information on the Production Status" (submitted to *IIE Transactions*), 2005, with J.P Gayon, F. Karaesmen,
- "Using Imperfect Demand Information in Production-Inventory Systems with Multiple Demand Classes", (second revision, *MSOM*), 2006, with J.P, Gayon, and S. Benjaafar,
- "Nurse-To-Patient Ratios: a queuing perspective", 2006, with O. Jennings.

Conference Proceedings

- "Capacity Allocation and Yield Management in Nonprofit Organizations", *MSOM 2005*, Chicago (IL), USA, 2005, with Miguel Lobo,
- "Managing Response time and service quality in a call allocation problem", in *Proceedings of the EURO/INFORMS Conference, Istanbul, Turkey*, 2003, with Y-P Zhou,

- "Analyzing Outsourcing Contracts for Call Centers", *in Proceedings of the EURO/INFORMS Conference, Istanbul, Turkey, 2003*, with Z. Aksin and F. Karaesmen,
- "Allocation of Supply Contracts with Service Guarantees", *in Proceedings of the Global Supply Chain Management Conference, Beijing, China, 2002*, with F. Bernstein,
- "Dynamic Stock Rationing in a Make-to-Stock Queue: Implications on Delayed Product Differentiation", *in Proceedings of MSOM Conference, Ann Arbor, USA, 2000*, with F. Karaesmen and Y. Dallery,
- "Some Results on the Optimal Scheduling of a Single-Machine Multi- Product Pull System", *in Proceedings of the European Control Conference, Karlsruhe, Germany, September 1999*, with F. Karaesmen and Y. Dallery,
- "Pilote optimal d'un système à différenciation retardée: le problème du rationnement d'un stock", *Journée Doctorale en Automatique, CNRS, Nancy 1999*. with F. Karaesmen and Y. Dallery.

Invited Presentations at Conferences

INFORMS 2005 (San Francisco) (3 invited sessions)
 INFORMS (Denver) 2004 (Invited session)
 INFORMS (Atlanta) 2003 (Invited session)
 EURO/ INFORMS (Istanbul- Turkey) 2003 (Session Chair)
 INFORMS (San Jose), 2002 (Invited session)
 INFORMS Miami (FL) 2001 (Invited session)
 INFORMS San Antonio (TX) 2000 (Invited session)

Workshop

- "Optimal Control of Make-to-Stock Queues", with Karaesmen, INRIA (France)
Programmation dynamique et systèmes à événements discrets, 28-29 October 1999.

Grant

- Center for Advancement of Social Entrepreneurship (2003/2004) \$5000

HONORS AND AWARDS

Finalist, Junior faculty paper competition (INFORMS) 2004
Merit Scholarship from the French government to complete my Ph.D. Thesis 1997-2000
Qualified by the French government for the assistant professor positions in French universities. 2001

PROFESSIONAL SERVICE

Associate Editor: Operations Research
IIE Transactions

Editorial Board: Manufacturing & Service Operations Management (2004-2006)

Refereed articles: Management Science, Operations Research, MSOM, Naval Research Logistics,
Eds. Kluwer (Volume on Analysis and Modeling of Manufacturing Systems).

Judge of the MSOM student paper competition 2005 and 2006

Referee committee member of the National Institute of Mental Health (NIMH) for grant applications (2002)

Member: Institute for Operations Research and Management Science (INFORMS)
Manufacturing and Service Operations Management Society (MSOM)
EURO Working Group on Stochastic Modelling

LANGUAGES

English: Fluent.

German: High Proficiency.

French: Native Language.

EXTRACURRICULAR ACTIVITIES

Fencing (referee degree), diving (first level)