Abbreviated CV

SAIF BENJAAFAR[1]
McKnight Presidential Endowed Professor
Distinguished McKnight University Professor
Department of Industrial and Systems Engineering
University of Minnesota
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Professional Experience

- McKnight Presidential Endowed Professor, University of Minnesota, 2021-present
- Distinguished McKnight University Professor, University of Minnesota, 2011-present
- Head, Department of Industrial and Systems Engineering, University of Minnesota, 2018-present
- Founding Head of Pillar (at the rank of Dean) and Professor, Engineering Systems and Design, Singapore University of Technology and Design (SUTD), 2011-2014
- Director, Initiative on the Sharing Economy, University of Minnesota, 2015-present
- Advisor to Singapore University of Technology and Design (SUTD) and Fellow of the MIT-SUTD International Design Center, 2014-2017
- Founding Director, Department of Industrial and Systems Engineering (formerly the Program in Industrial and System Engineering), University of Minnesota, 2008-2011
- Professor, Department of Industrial and Systems Engineering, University of Minnesota, 2002-present
- Director, Center for Supply Chain Research, University of Minnesota, 2002-2015
- Director, Division of Industrial & Systems Engineering (a Division of the Department of Mechanical Engineering), University of Minnesota, 1997-2008
- Co-Director, Manufacturing Systems Engineering Program, 1999-2002
- Associate Professor, Division of Industrial & Systems Engineering, Department of Mechanical Engineering, University of Minnesota, 1997-2002
- Assistant/Associate Professor, Division of Industrial & Systems Engineering (a Division of the Department of Mechanical Engineering), University of Minnesota, 1997-2002

Education

- Ph.D., Purdue University, School of Industrial Engineering
- M.S., Purdue University, School of Industrial Engineering
- B.S., University of Texas at Austin, Department of Electrical and Computer Engineering

Board Membership

- Member of the Board of Directors, HourCar, 2017-present
- Advisor to the Qatar Foundation, 2017-present
- Member of the Technology Advisory Board, Keppel Corporation, Singapore, 2014-2016

Visiting Appointments

Visiting Professor in China (Shanghai University of Finance and Economics, Zhejiang University, and University of Science and Technology), Singapore (NUS and SUTD), France (Ecole Centrale Paris), Hong Kong (HKUST and City University of Hong Kong), Belgium (Katholieke Universiteit Leuven), Distinguished Visiting Senior Scientist, Honeywell Laboratories

[1] A detailed CV is available upon request; see also personal website: https://benjaafar.com/.

Other Affiliations (at the University of Minnesota)

- Senior Faculty Scholar, Center for Transportation Studies, University of Minnesota, 2008-present
- Fellow, Institute on the Environment, University of Minnesota, 2016-present
- Faculty Affiliate, Center for Digital Technology, University of Minnesota, 2017-2021
- Faculty Affiliate, Institute for Engineering in Medicine, University of Minnesota, 2018-present
- Faculty Affiliate, Institute of Mathematics and its Applications (IMA), University of Minnesota, 2017-present
- Member, Graduate Faculty of the Department of Civil Engineering, University of Minnesota, 2019-present

Research Interests

Broad research interests in operation management, supply chains, and service systems. Current research focus is on sustainable operations and innovative business models, including sharing economy and on-demand services

Selected Publications[2]

- Benjaafar, S., H. Bernhard, C. Courcoubetis, and M. Kanakis, "Drivers, Riders, and Service Providers: The Impact of the Sharing Economy on Mobility," forthcoming in *Management Science*, 2021.
- Benjaafar, S., X. Li and X. Li, "Inventory Repositioning in On-Demand Rental Networks," forthcoming in *Management Science*, 2021.
- Benjaafar, S., S. Wu, H. Liu and E. Gunnarson, "Dimensioning On-Demand Vehicle Systems," forthcoming in *Management Science*, 2021.
- Benjaafar, S., J. Ding, G. Kong, and T. Taylor, "Labor Welfare in On-Demand Service Platforms," forthcoming in *Manufacturing and Service Operations Management*, 2021.
- Yu, Y., S. Benjaafar, and H. Liu, "Price-Directed Cost Sharing and Demand Allocation among Service Providers with Multiple Demand Sources and Multiple Facilities," forthcoming in *Manufacturing and Service Operations Management*, 2021.
- Jouini, O., S. Benjaafar, B. Liu, and B. Legros "Queueing Systems with Appointment-Driven Arrivals, Non-Punctual Customers and No-Shows," forthcoming in *Queueing Systems*, 2021.
- Benjaafar, S. and M. Hu, "Introduction to the Special Issue on Sharing Economy and Innovative Marketplaces," *Manufacturing and Service Operations Management*, **23**, 549-552, 2021.
- Benjaafar, S. and H. Ming, "Operations Management in the Age of the Sharing Economy: What is Old and what is New," *Manufacturing and Service Operations Management*, 22, 93-101, 2020 (**Invited Paper for MSOM 20th Anniversary Special Issue, ISI Highly Cited Paper**).
- Benjaafar, S., G. Kong and C. Courcoubetis, "Peer-to-Peer Product Sharing: Implications for Ownership, Usage and Social Welfare in the Sharing Economy," *Management Science*, 65, 477–493, 2019 (**Winner of MSOM Service SIG Best Paper Award, ISI Highly Cited Paper**).
- Benjaafar, S., D. Chen and R. Wang, "Managing Production-Inventory Systems with Scarce Resources," *Manufacturing and Service Operations Management*, 19, 216–229, 2017 (**Winner of the INFORMS Section on Energy, Natural Resources, and the Environment Best Student Paper Award*;* POMS-HK Best Student Paper Award, Finalist)**.
- Yu, Y., S. Benjaafar and Y. Gerchak, "On Service Capacity Pooling and Cost Sharing among Independent Firms," *Production and Operations Management*, 24, 1285–1310, 2015 (**Winner of the Pritsker Best Doctoral Dissertation Award**).
- Wang, Y., O. Jouini and S. Benjaafar, "Service Systems with Finite and Heterogeneous Customer Arrivals," *Manufacturing and Service Operations Management*, 16, 365-380, 2014 (**Winner of the Pritsker Best Doctoral Dissertation Award**).

[2] Among over 60 journal papers

- Chen, X. and S. Benjaafar, "The Carbon-Constrained EOQ," *Operations Research Letters*, 41, 172-179, 2013 (**ISI Highly Cited Paper)**
- Hua, Z., W. Zhang and S. Benjaafar, "Optimal Inventory Control with Heterogeneous Suppliers," *Production and Operations Management*, 21, 564-575, 2012.
- Benjaafar, S., Y. Li and M. Daskin, "Carbon Footprint and the Management of Supply Chains: Insights from Simple Models," *IEEE Transactions on Automation Science and Engineering,* 10, 99-116, 2013 (**Invited article for the Special Issue on Green Manufacturing; highest cited paper for the journal; ISI Highly Cited Paper**).
- Benjaafar, S., M. Elhafsi, C. Y. Lee and W. Zhou, "Optimal Control of Assembly Systems with Multiple Stages and Multiple Demand Classes," *Operations Research*, 59, 522–529, 2011.
- Benjaafar, S., W. L. Cooper and S. Mardan, "Production-Inventory Systems with Imperfect Advance Demand Information and Updating," *Naval Research Logistics*, 58, 88-106, 2011 (**Winner of the Harold W. Kuhn Award, 2012**).
- Gayon, J. P., S. Benjaafar and F. de Véricourt, "Using Imperfect Demand Information in Production-Inventory Systems with Multiple Demand Classes," *Manufacturing and Service Operations Management*, 11, 128-143, 2009 (**Winner of the MSOM Best Paper Award, 2011**). An article authored by Jeannette Song highlighting the contributions of the paper appeared in *Manufacturing and Service Operations Management*, 13, 419, 2011.
- Hu, B. and S. Benjaafar, "On Server Partitioning in Queueing Systems during Rush Hour," *Manufacturing and Service Operations Management*, 11, 416-428, 2009 (featured in ***Focus on Queueing Systems***, a collection of papers published by INFORMS Online in 2013).
- Gaglioppa, F., L. Miller and S. Benjaafar, "Multi-Task and Multi-Stage Production Planning and Scheduling for Process Industries," *Operations Research*, 56, 110-1025, 2008.
- Benjaafar, S., Y. Li, D. Xu and S. Elhedhli, "Demand Allocation in Systems with Multiple Inventory Locations and Multiple Demand Sources," *Manufacturing and Service Operations Management*, 4, 43-60, 2008.
- Benjaafar, S., E. Elahi and K. Donohue, "Outsourcing via Service Quality Competition," *Management Science*, 53, 241-259, 2007.
- Benjaafar, S. and M. Elhafsi, "Production and Inventory Control of a Single Product Assemble-to-Order System with Multiple Customer Classes," *Management Science*, 52, 1896-1912, 2006.
- Benjaafar, S., William L. Cooper and J. S. Kim, "On the Benefits of Pooling in Production-Inventory Systems," *Management Science*, 51, 548-565, 2005.
- Benjaafar, S., M. Elhafsi and F. de Véricourt, "Demand Allocation in Multi-Product, Multi-Facility Make-to-Stock Systems," *Management Science*, 50, 1431–1448, 2004.
- Benjaafar, S., "Modeling and Analysis of Congestion in the Design of Facility Layouts," *Management Science*, 48, 679-204, 2002.
- Kim, J. S. and S. Benjaafar, "Extended Abstract: On the Benefits of Inventory Pooling in Production-Inventory Systems," *Manufacturing and Service Operations Management*, 4, 12-16, 2002 (**MSOM Best Student Paper Award, Honorable Mention**).
- Lahmar, M., Hakan, E. and S. Benjaafar, "Extended Abstract: Resequencing and Feature Assignment on a Moving Assembly Line," *Manufacturing and Service Operations Management*, 3, 7-9, 2001 (**MSOM Best Student Paper Award, Honorable Mention**).

Selected Awards and Recognitions

- Fellow of the Institute for Operations Research and Management Science (INFORMS)
- McKnight Presidential Endowed Professor, University of Minnesota
- McKnight Distinguished University Professor, University of Minnesota
- The George Taylor/IT Alumni Society Distinguished Teaching Award, University of Minnesota
- Bill & Melinda Gates Foundation Grand Challenges Award
- MSOM Best Paper Award (awarded by the MSOM Society for the best paper published in MSOM in the previous three years)

- Harold W. Kuhn Award (awarded annually to an exceptional paper published in *NRL* during the previous three years)
- INFORMS Distinguished Service Award
- MSOM Service SIG Best Paper Award
- Fellow of the Institute of Industrial Engineers
- Best paper awards from INFORMS, POMS, and IIE, among others

Recent Keynote and Plenary Talks
- Plenary Speaker, Virtual Conference on Smart-City Operations, McGill University, Montreal, Canada, October 22, 2020
- Keynote Speaker, The Curiosity Drives Progress Public Lecture Series, College of Science and Engineering, University of Minnesota, October 8, 2020
- Keynote Speaker, International Workshop on Behavioral Operations Management, Beijing, China, December 14-15, 2019
- Keynote Speaker, International Forum on the Sharing Economy, Seoul, South Korea, October 10, 2019
- Panelist, New Faculty Colloquium, INFORMS Annual Meeting, October 18, 2019
- Keynote Speaker, Workshop on Revenue Management and Sharing Economy, Singapore University of Technology and Design, Singapore, June 28, 2019
- Keynote Speaker, INFORMS Service Science Conference, Nanjing, China, June 27-29, 2019
- Keynote Speaker, XI International Environmental Congress, Bogota, Colombia, October 24-28, 2018
- Panelist, INFORMS Analytics and Government Summit, May 24, 2018
- Plenary Speaker, Johns Hopkins Conference on Crowdsourcing in the Sharing Economy, A Multidisciplinary Perspective, Baltimore, Maryland, April 20-21, 2018

Recent Invited University Seminars
University of Toronto, McGill University, Rice University, Rutgers University, Arizona State University, University of Illinois at Urbana-Champaign, Carnegie Mellon University, Case Western Reserve University, Ohio State University, Johns Hopkins University, University College London, London, University of Texas at Austin, Ivey Business School, Georgetown University, University of California at Irvine, Purdue University, Columbia University, NYU, Clemson University, University of Iowa, Cambridge University, London Business School, Oxford University, NUS

Recently Funded Projects
- "Leveraging Autonomous Shared Vehicles for Greater Community Health, Equity, Livability, and Prosperity (HELP)," NSF, Co-PI, **$1,750,000**, 9/01/2018-8/30/2021
- "Initiative on the Sharing Economy," Center for Transportation Studies, University of Minnesota, PI, **$500,000**, 7/1/2015-2021
- "Creating an Integrated Emergency and Crisis Response System," NSF, Co-PI, **$50,000** (SCC-CIVIC planning grant), 2/15/2021-7/31/2021
- "Equitable Access to Healthcare Through Improved Access to Transportation," Hennepin County-University Partnership, PI, **$50,000**, 2/1/2020-1/31/2021
- "Improving Infant Vaccination Rates through Transportation Network Providers," Bill & Melinda Gates Foundation, Co-PI, **$100,000** (Phase I), 11/01/2017-04/01/2019
- "Industrial Mathematics Clinic: Tackling Collaboratively Emerging Problems in Industry," NSF, PI, **$200,000** (Sub-award from the Institute on Mathematics and its Applications), 11/01/2016-8/30/2018
- "Peer-to-Peer Sharing Economy with Application to Shared Mobility," Singapore Ministry of Education, Co-PI, **S$564,000**, 09/01/2017-8/30/2020
- "Demand Focused Smart Energy Management in End User Environments for Sustainable Cities," Singapore National Research Foundation & Singapore Energy Management Authority, Co-PI, **S$2,285,582**, 1/1/2013-12/31/2018

- "Design and Operation of Sustainable Supply Chains," Singapore Ministry of Education, PI, **S$200,000**, 1/1/2012-12/31/2015
- "Analysis and design of closed loop low carbon supply chains," Qatar National Research Foundation, PI on Sub-Award from Qatar University, **$726,000**, 8/1/2012-7/31/2015
- "Design of Sustainable Supply Chains," MIT-SUTD International Design Center, PI, **S$700,000**, 6/1/2012-6/30/2015
- "Appointment scheduling in Specialist Outpatient Clinics," Singapore Changi General Hospital, Co-PI, **S$100,000**, 7/1/2014-6/30/2015
- "Optimizing the Supply Chain for Cost and Carbon Footprint," NSF, PI, **$375,000**, 8/1/09-7/31/12
- "Safety and Defense of the Food Supply Chain," DHS, PI on sub-award from National Center for Food Safety and Defense, **$410,000**, 1/01/10-6/31/11

Recent Journal Editorial Activities
- Editor-in-Chief, *Service Science*, 2019-present
- Editor, Special Issue on "Sharing Economy and Innovative Marketplaces," *Manufacturing and Service Operations Management*, 2017-2020
- Editor, Special Issue on "Urban Computing and Smart Cities," *ACM Transactions on Data Science*, 2019-2021
- Associate Editor, *Manufacturing and Service Operations Management*, 2004-2006 and 2009-2020
- Editorial board member, INFORMS Analytics Collections (formerly Editor's Cut), 2021-present
- Senior Editor, *Production and Operations Management*, 2006-2015
- Associate Editor, *Naval Research Logistics*, 2007-present

Recent Conference Organization
- Co-Chair, NSF-IMA *Industrial Mathematics Clinic: Tackling Collaboratively Emerging Problems in Industry*, Minneapolis, Minnesota, July 24-August 11, 2017
- General Chair, *INFORMS International Conference*, Hawaii, June 2016
- Chair, *Symposium on the Sharing Economy*, University of Minnesota, May 2016
- Chair, *Annual Conference of the MSOM Sustainable Operations Special Interest Group*, Columbia University, New York, June 2012
- Chair, *NSF Symposium on the Low Carbon Footprint Supply Chain*, Washington DC, October 2010

Recent Industry Collaboration and Consulting
Hitch Health, Stratasys, Boston Scientific, Accenture, World Bank, Mayo Clinic, Hourcar, C.H. Robinson, Car2Go, Target, Keppel Corporation, Walmart, World Bank, Mayo Clinic, OCBC, iCars, AirBnB, Singapore CGH Hospital, Fairview Hospitals, Adventium, General Mills, 3M, Ford, GE, Honeywell, Intel, Infineon, Port of Singapore Authority, and DHL

Students Supervised
<u>Doctoral and postdoctoral students supervised</u>
- Bingnan Lu, Research Fellow, National University of Singapore
- Behrooz Pourghannad, Research Fellow, IMA and Mayo Clinic
- Xiang Li, Senior Data Scientist, Target
- David Chen, Assistant Professor, Chinese University of Hong Kong-Shenzhen
- Rowan Wang, Assistant Professor, Singapore Management University
- Yimin Yu, Associate Professor, City University of Hong Kong
- Oualid Jouini, Professor, Ecole Centrale Paris
- Tara Mardan, Senior Research Scientist, Amazon
- Ehsan Elahi, Associate Professor, University of Massachusetts

- Maher Lahmar, Head, Data Science for Google Marketing Solutions, (previously on the faculty of the University of Houston)
- Soumaya Ben Aicha, Assistant Professor, ENIT
- Mehdi Sheikhzadeh, Associate Professor, Sharif University
- Joon-Seok Kim, Scientist, Samsung
- Morteza Pourabkar, Associate Professor, Erasmus University
- Adel Elomri, Assistant Professor, Qatar University
- Xi Chen, Assistant Professor, University of Michigan-Dearborn
- Shisheng Huang, Research Scientist, Singapore University of Technology and Design
- Jian-Ya Ding, Senior Data Scientist, Ali Baba
- Hanlin Li, Assistant Professor, Southern University of Science and Technology
- Shihong Xiao, Postdoctoral Fellow, Hong Kong University of Science and Technology

Current doctoral and postdoctoral students

- Xiaotang Yang
- Xiaobing Shen

Other students supervised

- Tingliang Huang, Associate Professor, Boston College
- Bin Hu, Associate Professor, University of Texas at Dallas

Recent courses taught (at the University of Minnesota unless otherwise noted)

- Operations Management (Undergraduate/Graduate), Singapore University of Technology and Design
- Engineering Systems Design (Undergraduate), Singapore University of Technology and Design
- Stochastic Inventory Theory (Graduate)
- Supply Chain Management (Graduate)
- Production and Inventory Control (Undergraduate/Graduate)
- Manufacturing Operations and Strategy (Graduate)
- Stochastic Inventory Theory (Graduate), Hong Kong University of Science and Technology
- Stochastic Models in Operations Research (Undergraduate), Hong Kong University of Science and Technology
- Stochastic Inventory Theory (Graduate), City University of Hong Kong

Recent Media mentions

Fortune Magazine, CNBC, AFP, China Daily, BusinessWeek, Huffington Post, Morning Consult, Twin Cities Pioneer Press, Minnesota Daily, NPR, Le Temps, Singapore Straits Times, Channel News Asia, among others (links to related stories can be found here: https://wordpress.com/view/benjaafar.com)

Recent Professional Service

- Chair, Association of Chairs of Operations Research Departments (ACORD)
- Member, Board of the Production and Operations Management Society (POMS)
- Vice President, POMS College of Sustainable Operations
- Chair, MSOM Special Interest Group on Sustainable Operations
- Member of various committees (including prize selection committees) for POMS, INFORMS, and MSOM
- Proposal reviewer and panelist for NSF

Recent University Service (at the University of Minnesota)

- Chair, College of Science and Engineering, Tenure and Promotion Committee
- Member, College of Science and Engineering, Tenure and Promotion Committee
- Chair, Search Committee for the Director of the Technological Leadership Institute

- Member, Executive Committee, Data Science Initiative
- Member, Institute of Mathematics and its Applications (IMA), Committee on the Future of the IMA
- Member, Working Group on Grand Challenges (Enhancing Individual and Community Capacity for a Changing World), Office of the Provost
- Faculty Mentor, President's Distinguished Faculty Mentor Program
- Member, Faculty Scholars Program Evaluation Committee, Center for Transportation Studies
- Member, University McKnight Professorship Award Committee

Addendum to the CV of
SAIF BENJAAFAR[3]
Distinguished McKnight University Professor
McKnight Presidential Endowed Professor
Department of Industrial and Systems Engineering
University of Minnesota

Contributions to Academic Leadership and Institutional Building

Administrative Accomplishments at Singapore University of Technology and Design (SUTD)

From 2011 to 2014, I served, as Head of Pillar (at the rank of Dean) of Engineering Systems and Design (ESD) at Singapore University of Technology of Design (SUTD). SUTD is a new university established in collaboration with MIT (www.sutd.edu.sg). The University, with ambitions of becoming a leading university, has a unique focus on technology and design. In my capacity as Head of Pillar, I was part of the senior leadership team developing the university and reporting directly to the Provost. I was involved in all aspects of university governance and institutional building including setting direction and vision for the university, budget planning, faculty hiring across the university, student recruitment and admission, facilities and campus development, development of policies for faculty governance, promotion and tenure, and annual reviews, research management and planning, industry and community outreach, and fund raising, among many others. A highlight of my accomplishments within ESD included the hiring of **25 tenured or tenure track faculty members**. The ESD faculty is **uniquely interdisciplinary** with research interests at the intersection among others of operations research, economics, computer science, engineering, and public policy (see http://esd.sutd.edu.sg/faculty). I also led, with colleagues from MIT, the design and implementation of **a unique undergraduate program**, that emphasizes **project-based learning**, **design thinking**, and **entrepreneurship** (see http://esd.sutd.edu.sg/academics/undergraduate-program/). I actively participated in the university-wide **fund-raising** effort to build an endowment fund from scratch (the endowment fund now stands at over **$700 million**) and in the design and planning of a new **$500 million state of the art campus** (https://www.youtube.com/watch?v=MsPaPk-HC6k)

Administrative Accomplishments at the University of Minnesota

Over a period extending more than 15 years (1997-2011 and 2018-Present), I led the Department of Industrial and Systems Engineering (ISyE) at the University of Minnesota through a transformation from a small graduate program into a full fledged department (the newest in the College of Science and Engineering and only the second such new department in the past several decades) offering a full slate of graduate and undergraduate degrees, with a rapidly expanding student population and a growing research footprint (http://www.isye.umn.edu/). A highlight of my accomplishments includes the hiring of nearly **20 tenured and tenure track faculty members**. I led the development of a new **innovative undergraduate program** (http://www.isye.umn.edu/undergraduate/) that quickly became one of the **fastest growing undergraduate programs** in the college. The new program has been particularly **popular with women**, with an incoming class in 2020 that is over 45% women. I led with colleagues the successful launch of several graduate programs, including an **MS program in Systems Engineering**, an **MS program Analytics**, a **combined MS-BS** program in Industrial Engineering, and a joint **MS program in Transportation** with Civil Engineering. I have recently collaborated with colleagues from Computer Science and Statistics on the development of a new **undergraduate program in Data Science**. I successfully worked with the college of science and engineering leadership on getting approval for a **$33 million building renovation** for a new home for Industrial and Systems Engineering.

[3] A detailed CV is available upon request; see also personal website: https://benjaafar.com/.

Leadership in Building Interdisciplinary Research Programs

I have been involved in the establishment of several interdisciplinary research programs. The following is a highlight of recent efforts[4]. With support with support from the Office of the Vice President for Research and the Center of Transportation Studies at the University of Minnesota, I recently led the effort to establish a university-wide **Initiative on the Sharing Economy** with participation from faculty from Management, Engineering, Computer Science, Public Policy, the School of Design, and the Law School (http://www.sharingeconomy.umn.edu/). The initiative has supported the development of sharing economy research across the University and has helped establish the University of Minnesota as a center for thought leadership in this area, including through the organization of several successful workshops and symposia. I led, with colleagues, the organization of a unique program that **brings together academic scholars and industry leaders and researchers** to engage with **challenging problems in analytics** (https://www.ima.umn.edu/2017-2018.1/W7.24-8.11.17). The program, supported by NSF through the Institute of Mathematics and its Applications (IMA), saw more than **100 participants** in fields ranging from healthcare to transportation to retail. I am currently co-leading a large scale effort funded by a **$1.75 million** grant from NSF to study how automated vehicles can be leveraged **for "Greater Community Health, Equity, Livability, and Prosperity (HELP)** (https://www.nsf.gov/awardsearch/showAward?AWD_ID=1831140)". The project involves researchers from engineering, computer science, public policy, and architecture and design as well as several community partners.

Leadership in Service to the Profession

I have been involved in service to the profession in numerous of ways, including as member of the editorial board of journals, as organizer and chair of several national and international conferences, and as a board member of professional societies. The following is a highlight of recent contributions[5]. I recently assumed the position of Editor-in-Chief of the **INFORMS journal *Service Science***, where I initiated a major reorganization and repositioning of the journal with the ambition of making it the **leading journal in the science and engineering of service** with a focus on innovative approaches to service design and management**.** I have enlisted the help of a **world-class editorial board** (https://pubsonline.informs.org/page/serv/editorial-board) consisting of foremost leaders in the field drawing from multiple disciplines, including operations, marketing, information systems, finance, data science, and others. The editorial board has been organized along topical areas in service that cover the full range of service theory and applications, with an emphasis on new and emerging topics. I have been involved in editorial work for other journals, particularly MSOM where I have been one of the longest serving associate editors and where I am currently co-editing a **special issue on "Sharing Economy and Innovative Marketplaces**." I have been extensively involved in conference organization, serving among others as general chair of the **INFORMS International Conference**, the **NSF-IMA Industrial Mathematics Workshop and Clinic**, the **Symposium on the Sharing Economy**, and the **MSOM SIG Conference on Sustainable Operations**; see https://benjaafar.com/professional-activities/ for details. I have served on various boards and committees for professional societies, including INFORMS, MSOM, and POMS. I recently served as board member of POMS, as President of the MSOM Special Interest Group on Sustainable Operations, and as Vice President for the POMS sustainable Operations Society.

Leadership in Engagement with the Community

I am a member of the Board of Directors of **Hourcar**, a non-profit car sharing organization based in the Twin Cities with a mission of **improving access to transportation to low-income communities**. I have been involved with the leadership of Hourcar in securing funding for a multi-million dollar project that

[4] Description of earlier efforts can be found at https://benjaafar.com/.
[5] Full details can be found at https://benjaafar.com/professional-activities/.

significantly expands Hourcar's operations and transform its service into one that is all electric and one way: https://www.twincities.com/2019/02/13/st-paul-based-hourcar-to-go-electric-expand-with-help-of-city-feds-and-xcel-energy/. I have been collaborating with **Hitch Health**, a nonprofit technology startup, on **improving access to healthcare by improving access to transportation** to disadvantaged and low-income communities: https://hitchhealth.co/. With colleagues from the Humphrey School, the School of Design, and the College of Science of Engineering, I have been working with several community partners on assessing opportunities for **deploying automated vehicle technology to improving access of low-income communities to services and jobs**. Community partners include the Metropolitan Council, the Rochester Medical Destination Center, Southwest Transit, and the Saint Paul Creative Enterprise Zone, among others. Finally, I am involved in several higher education initiatives in the middle east, including most recently as the lead academic advisor to the Egyptian government in their effort to establish a **new university campus in partnership with a leading US university**, an effort that is part of the development of a new administrative capital for the country.