

SANG-HYUN KIM

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EDUCATION

- 2008 **The Wharton School, University of Pennsylvania**, Philadelphia, Pennsylvania
Ph.D. in Operations and Information Management
Dissertation: Performance-Based Logistics: Incentive Contracting in the Aftermarket
Advisors: Morris A. Cohen and Serguei Netessine
- 1998 **Stanford University**, Stanford, California
Master of Science in Scientific Computing and Computational Mathematics
- 1996 **University of Pennsylvania**, Philadelphia, Pennsylvania
Bachelor of Arts in Physics, *summa cum laude*

ACADEMIC EMPLOYMENT

- 2008- **Yale School of Management, Yale University**, New Haven, Connecticut
Assistant Professor of Operations Management

INDUSTRY EMPLOYMENT

- 1998- **Oracle Corporation**, Redwood Shores, California
2003 Applications Engineer, Advanced Planning and Scheduling, Oracle Applications
- 1999- **Tong Yang Systems**, Seoul, Korea
2002 Software Engineer

RESEARCH INTERESTS

Supply chain management, service operations, game-theoretic modeling and contract theory, service parts inventory theory, empirical research in Operations Management, marketing-operations interface

TEACHING

- 2008- **Yale School of Management, Yale University**, New Haven, Connecticut
Operations Engine, Service Operations Management, Supply Chain Management

HONORS AND AWARDS

- 2008 MSOM Meritorious Service Award
First Place, George B. Dantzig Dissertation Award
First Place, POMS College of Supply Chain Management Student Paper Competition
- 2007 Wharton Risk Center Russell Ackoff Doctoral Student Fellowship
Fishman-Davidson Center for Service and Operations Management grant for dissertation research
Penn Lauder CIBER Grant for Dissertation Research
- 2006 Honorable Mention, MSOM Student Paper Competition
Seth Bonder Scholarship for Applied Operations Research in Military Applications
SOLE (International Society of Logistics) Doctoral Dissertation Proposal Award
- 2003-07 National Science Foundation IGERT Doctoral Fellowship in Global Manufacturing Logistics
- 1996 William E. Stephens Memorial Prize (Distinction in Physics)
Phi Beta Kappa
Dean's Scholar (awarded to nine of 1,500 students in the School of Arts and Sciences)
- 1995 Physics department undergraduate student summer research award
- 1993 Feynman Book Award (presented to best student in the introductory physics course sequence)
Sigma Pi Sigma Physics Honor Society

PUBLICATIONS

Performance Contracting in After-Sales Service Supply Chains (with M. A. Cohen and S. Netessine). 2007. *Management Science*, 53(12), 1843-1858 (The abstract of this paper is published under the title The MSOM Society Student Paper Competition: Abstracts of 2006 Winners, *Manufacturing & Service Operations Management*, 2007, 9(1), 114-117.)

PAPERS UNDER REVIEW

Contracting for Infrequent Restoration and Recovery of Mission-Critical Systems. (with M. A. Cohen, S. Netessine, and S. Veeraraghavan)

Impact of Performance-Based Contracting on Product Reliability: An Empirical Analysis (with M. A. Cohen, J. Guajardo, and S. Netessine)

Supply Chain Collaboration Under Information Asymmetry (with S. Netessine)

Reliability or Inventory? Contracting Strategies for After-Sales Product Support (with M. A. Cohen and S. Netessine)

WORKING PAPERS / WORK IN PROGRESS

Capacity Competition in Multi-Indentured Service Supply Chains

Incentives for Cost Reduction When Consumers Are Strategic (with R. Swinney)

Behavior-Based Bundling (with J. Shin and K. Sudhir)

INVITED TALKS

- 2009 Contracting for Infrequent Restoration and Recovery of Mission-Critical Systems
Korea Advanced Institute of Science and Technology
- 2008 Performance-Based Logistics: Incentive Contracting in the Aftermarket
Center for Executive Education, University of Tennessee at Knoxville
- 2007-08 The Curse of Reliability: Outsourcing Restoration Services for Infrequent, High-Impact Equipment Failures
INSEAD, Yale School of Management, Kellogg School of Management, Boston College, Marshall School of Business, Harvard Business School, Columbia Business School, University of Washington, Georgia Tech, University of Michigan, University of Texas at Dallas, University of Texas at Austin, National University of Singapore, Tuck School of Business

CONFERENCE PRESENTATIONS

- Supply Chain Collaboration Under Information Asymmetry
INFORMS annual conference, San Diego, CA, October 2009
MSOM annual conference, Cambridge, MA, June 2009
- Performance-Based Logistics: Incentive Contracting in Aftermarket
INFORMS annual conference, Washington, DC, October 2008
- Capacity Competition in Multi-Indentured Service Supply Chains
INFORMS annual conference, San Diego, CA, October 2009
INFORMS annual conference, Washington, DC, October 2008
- Contracting for Infrequent Restoration and Recovery of Mission-Critical Systems
INFORMS annual conference, San Diego, CA, October 2009
INFORMS annual conference, Washington, DC, October 2008
MSOM annual conference, College Park, MD, June 2008
POMS annual conference, San Diego, CA, May 2008
INFORMS annual conference, Seattle, WA, November 2007
- Reliability or Inventory? Contracting Strategies for After-Sales Support
INFORMS annual conference, Seattle, WA, November 2007
INFORMS International conference, Rio Grande, Puerto Rico, July 2007
MSOM annual conference, Beijing, China, June 2007
INFORMS annual conference, Pittsburgh, PA, November 2006
- Incentive Contracting, Asset Ownership, and Control: Models and Policy Implications
Wharton Service Supply Chain Thought Leaders Forum, Philadelphia, PA, February 2007
- Performance Based Contracting in After-Sales Service Supply Chains
MSOM annual conference, Atlanta, GA, June 2006
POMS annual conference, Boston, MA, May 2006
INFORMS annual conference, San Francisco, CA, November 2005

CONSULTING AND INDUSTRY PROJECTS

- 2009 Medical device bundle pricing project: collaboration with Covidien.
- 2008- Performance-Based Logistics research (Phase 2): collaboration with University of Tennessee at Knoxville, U.S. Air Force
- 2007 ACWT (Average Customer Wait Time) @ Cost Project: collaboration with MCA Solutions, NAVSUP (Naval Supply Systems Command).
- 2005-08 Performance-Based Logistics research (Phase 1): collaboration with Bell Helicopter, Boeing, Lockheed Martin, Rolls-Royce, SAP.

MEDIA MENTIONS

Pay for What You Get: Putting Performance-based Contracting to the Test. *Knowledge@Wharton*, October 14, 2009.

‘Power by the Hour’: Can Paying Only for Performance Redefine How Products Are Sold and Serviced? *Knowledge@Wharton*, February 21, 2007.

ACADEMIC MEMBERSHIP AND SERVICE

Referee for *Management Science*, *Operations Research*, *Manufacturing & Service Operations Management*, *Production & Operations Management*, *The B. E. Journal of Economic Analysis & Policy*.

Professional memberships in INFORMS, MSOM, and POMS.