



## INFORMS TutORials in Operations Research

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### Foreword

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## Foreword

Tutorials are the lifeblood of our professional society. They help introduce people to fields about which they previously knew little. They stimulate people to examine problems they would not otherwise consider. They help point people to the state of the art and to important unsolved problems. It is no surprise that tutorials are one of the major activities at the INFORMS annual meetings.

The good news this year is that this year's volume includes 15 tutorials that were presented at the 2008 INFORMS annual meeting in Washington, D.C. The large number of tutorials included is the direct result of hard work by the editors of this volume, Zhi-Long Chen and S. Raghavan. Furthermore, the INFORMS Board of Directors approved distributing a CD of the TutORials volume to every registrant at the Washington meeting, as was done in 2007 in Seattle and will be done again in 2009 in San Diego. Attendees are urged to take the CD back to their institution and share the contents with colleagues and students. The printed TutORials book continues to be available for a small fee.

## History of TutORials

Each year, about 15 tutorials are presented at the INFORMS meeting. Although the attendance at tutorial sessions is among the largest of all sessions—numbers around 200 in a single session are common—until four years ago, their important content was lost to the many INFORMS members who could not attend either the tutorial sessions or the annual meeting itself. Clearly, INFORMS was not fully using one of its treasures.

In 2003, Harvey Greenberg of the University of Colorado at Denver, founding editor of the *INFORMS Journal on Computing* and well known for his many contributions to OR scholarship and professional service, was appointed the tutorials chair for the Denver National Meeting. He recognized the problem that tutorials were only available for listening once to those who attended them. The result was a lack of institutional memory. He decided to do something about it. He organized the *TutORials in Operations Research* series of books. His idea was that a selection of the tutorials offered at each annual meeting would be prepared as chapters in an edited volume widely available through individual and library purchase. To increase their circulation, the books would also be available at the INFORMS fall annual meetings.

Greenberg edited the TutORials book for the Denver INFORMS meeting in 2004, which was published by Springer. In 2005, Frederick H. Murphy, then Vice President, Publications, of INFORMS, working closely with Greenberg, convinced the INFORMS Board of Directors to bring the *TutORials* series under the umbrella of our society. Greenberg was appointed Series Editor. He, in turn, asked J. Cole Smith of the University of Florida, Tutorials Chair of the San Francisco Annual Meeting, to serve as editor of the 2005 volume, the first to be sponsored by INFORMS. In doing so, Greenberg initiated the policy that the invited Tutorials chair also serve as the volume editor. As the result of a suggestion by Richard C. Larson, 2005 President of INFORMS, a CD version of the volume was also created. In mid-2005, Harvey Greenberg, nearing retirement, asked to relinquish the series editorship. Paul Gray was appointed to replace him.

Previous tutorial chairs and editors of series volumes published by INFORMS were J. Cole Smith, University of Florida (2005), Michael P. Johnson and Nicola Secomandi of

Carnegie Mellon University and Bryan Norman of the University of Pittsburgh (2006), and Ted Klastorin of the University of Washington (2007). Their work is greatly appreciated.

## This Year's Volume

This year's volume editors are Zhi-Long Chen and S. Raghavan, both professors at the University of Maryland College Park. They also served as tutorials co-chairs for the Washington meeting. The 15 tutorials for this volume cover a broad range of both applications and methodologies within OR. The specific subjects are listed in Table 1.

TABLE 1. Subjects of 2008 Tutorials volume.

Healthcare delivery systems	Freight in urban areas
Aviation safety	Optimal learning
Electronic commerce	Simulation and optimization
Personalization and recommender systems	Chance-constrained stochastic programs
Capacity planning and scheduling	Risk management and optimization
Closed-loop supply chains	Adaptive search
Quality and risk in service industries	Teaching OR to high school students
Split delivery routing problems	

The authors come from major universities and three companies. They include (alphabetically) American Express, American University, AT&T, Aviva (London), Columbia University, George Mason University, Georgia Institute of Technology, Massachusetts Institute of Technology, New York University, North Carolina State University, Ohio State University, Pennsylvania State University, Princeton University, Texas Tech University, University of Florida, University of Maryland, University of Michigan–Dearborn, University of Minnesota, University of North Carolina at Charlotte, University of Quebec at Montreal, University of Wisconsin, and Wayne State University.

On behalf of the INFORMS membership, I thank the volume editors for creating this year's exciting tutorials and doing the enormous amount of work required to create this volume. INFORMS is also indebted to the authors who contributed the 15 chapters.

The tutorial series also benefits from the work of its Advisory Committee, consisting of Harvey J. Greenberg (University of Colorado at Denver and Health Sciences Center), Frederick S. Hillier (Stanford University), Michael P. Johnson (Carnegie Mellon University), Ted Klastorin (University of Washington), J. Cole Smith (University of Florida), and David Woodruff (University of California, Davis). Finally, an important thank you to Patricia Shaffer (Director of Publications), Miranda Walker, Mirko Janc, Stephanie Trickey, Candita Gerzevitz, Frances Felluca, Kate Lawless, and the other members of the publications staff at the INFORMS office for the physical preparation of this volume and its publication in a timely manner.

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