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T. W. Archibald (“Indexability and Index Heuristics for a Simple Class of Inventory Routing Problems”) is professor of business modeling in the Management Science and Business Economics Group in the Management School at the University of Edinburgh. His research has embraced a wide range of applications of stochastic dynamic programming including portfolio management, the development of operations management policies for start-up companies, and the operation of networks of water reservoirs. The current paper reflects a long-standing interest in the management of multilocation inventory systems.

Mor Armony (“Cross-Selling in a Call Center with a Heterogeneous Customer Population”) is an associate professor of operations management at the Stern School of Business at New York University. Her research interests include large-scale service operations and manufacturing systems. Particularly, she studies large service systems with customers that are actively involved in designing their own service experience.

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