



Service Science

Publication details, including instructions for authors and subscription information:
<http://pubsonline.informs.org>

Service Science Editorial Board, 2016

To cite this article:

(2016) Service Science Editorial Board, 2016. Service Science 8(3):BM2-BM3. <https://doi.org/10.1287/serv.2016.eb.v8n3>

Full terms and conditions of use: <https://pubsonline.informs.org/Publications/Librarians-Portal/PubsOnLine-Terms-and-Conditions>

This article may be used only for the purposes of research, teaching, and/or private study. Commercial use or systematic downloading (by robots or other automatic processes) is prohibited without explicit Publisher approval, unless otherwise noted. For more information, contact permissions@informs.org.

The Publisher does not warrant or guarantee the article's accuracy, completeness, merchantability, fitness for a particular purpose, or non-infringement. Descriptions of, or references to, products or publications, or inclusion of an advertisement in this article, neither constitutes nor implies a guarantee, endorsement, or support of claims made of that product, publication, or service.

Copyright © 2016, INFORMS

Please scroll down for article—it is on subsequent pages



With 12,500 members from nearly 90 countries, INFORMS is the largest international association of operations research (O.R.) and analytics professionals and students. INFORMS provides unique networking and learning opportunities for individual professionals, and organizations of all types and sizes, to better understand and use O.R. and analytics tools and methods to transform strategic visions and achieve better outcomes. For more information on INFORMS, its publications, membership, or meetings visit <http://www.informs.org>

Editor-in-Chief

Paul P. Maglio

University of California, Merced

Editor, Healthcare Applications

Lisa M. Maillart

University of Pittsburgh

Editor, Service Operations Management

Seyed Iravani

Northwestern University

Editorial Board

Dionne Aleman

University of Toronto

Chris Anderson

Cornell University

Tor Andreasson

NHH Norwegian School of
Economics, Norway

Ralph Badinelli

Virginia Tech

Hari Balasubramanian

University of Massachusetts,
Amherst

Steve Baron

University of Liverpool, UK

Michael Barrett

University of Cambridge, UK

Rahul Basole

Georgia Institute of Technology

Robert Bau

Independent Consultant

Daniel Berg

Rensselaer Polytechnic Institute;
and University of Miami

Ebru Bish

Virginia Tech

Mary Jo Bitner

Arizona State University

Jeanette Blomberg

IBM Research, Almaden

Tilo Böhmman

University of Hamburg, Germany

Ryan Buell

Harvard Business School

Carri Chan

Columbia University

Tsan-Ming Choi

Hong Kong Polytechnic
University, China

Morris Cohen

University of Pennsylvania

Amy Cohn

University of Michigan

Mark Daskin

University of Michigan

Sriram Dasu

University of Southern California

Mark Davis

Bentley University

Haluk Demirkan

University of Washington, Tacoma

Brian Denton

University of Michigan

Safa Erenay

University of Waterloo

Ray Fisk

Texas State, San Marcos

Emmanuel Fragnière

Haute école de gestion de Genève
Switzerland; and University of
Bath, UK

Craig Froehle

University of Cincinnati

Faiz Gallouj

University of Lille, France

Walter Ganz

Fraunhofer IAO, Germany

Archis Ghate

University of Washington

Aditya Ghose

University of Wollongong,
Australia

Robert J. Glushko

University of California, Berkeley

Michael Goul

Arizona State University

Yvonne de Grandbois

Montreux University, Switzerland

Scott Grasman

Rochester Institute of Technology

Christian Grönroos

Hanken School of Economics,
Finland

Diwakar Gupta

University of Minnesota

Anders Gustafsson

University of Karlstad, Sweden

Christoph Heitz

Zurich University of Applied
Sciences, Switzerland

Zhibin Jiang

Shanghai Jiao Tong University,
China

Akira Kamoshida

Yokohama City University, Japan

P. K. Kannan

University of Maryland

Pinar Keskinocak

Georgia Institute of Technology

Henry Kim

York University, Canada

Kwang-Jae Kim

Pohang University Science and
Technology, Korea

Steve Kimbrough

University of Pennsylvania

Sheryl Kimes

Cornell University

Simge Kucukyavuz

Ohio State University

Murat Kurt

Merck Research Labs

Katherine Lemon

Boston College

Ying Tat Leung

IBM Research

Fu-ren Lin
National Tsinghua University,
Taiwan

Grace Lin
Institute for Information
Industry, Taiwan

Achim Luhn
Siemens AG, Germany

Robert Lusch
University of Arizona

Kelly Lyons
University of Toronto, Canada

Birgit Mager
Cologne University of Applied
Sciences, Köln International
School of Design, Germany

Maria Mayorga
North Carolina State

Janet McColl-Kennedy
University of Queensland,
Australia

Alexandra Medina-Borja
University of Puerto Rico
at Mayaguez; and National
Science Foundation

Vijay Mehrotra
University of San Francisco

Thomas Meiren
Fraunhofer IAO, Germany

Paul Messinger
University of Alberta, Canada

Rich Metters
Texas A&M University

George Miller
Altair Institute

Anna Nagurney
University of Massachusetts,
Amherst

Andy Neely
Cambridge University, UK

Suvi Nenonen
University of Auckland,
New Zealand

Irene Ng
Warwick University, UK

Rogelio Oliva
Texas A&M University

Vincent Omachonu
University of Miami

Mike Papazoglou
Tilburg University, Netherlands

Robert Paton
University of Glasgow, UK

Lia Patricio
University of Porto, Portugal

Claudio Pinhanez
IBM Brazil

Francesco Polese
University of Salerno, Italy

Martin Puterman
University of British Columbia

Rhonda Righter
University of California, Berkeley

Guillame Roels
University of California,
Los Angeles

Roland Rust
University of Maryland

Scott Sampson
Brigham Young University

Yuriko Sawatani
Waseda University, Japan

Mike Shaw
University of Illinois,
Urbana-Champaign

Steve Shugan
University of Florida

Andi Smart
University of Exeter, UK

Jim Spohrer
IBM

Kaj Storbacka
University of Auckland,
New Zealand

Eleni Stroulia
University of Alberta, Canada

Gary Thompson
Cornell University

Marja Toivonen
VTT Technical Research Centre
of Finland

Kostas Triantis
Virginia Tech

Anita Tucker
Brandeis University

Tuure Tuunanen
University of Jyväskylä, Finland

Stephen Vargo
University of Hawaii

Nalini Venkatasubramanian
University of California, Irvine

Liana Victorino
University of Victoria,
British Columbia

Christoph Weinhardt
Karlsruhe Institute of Technology,
Germany

Jochen Wirtz
National University of Singapore,
Singapore

Mei Xue
Boston College

Candace Yano
University of California, Berkeley

Müge Yayla-Küllü
University of Central Florida

Greg Zaric
University of Western Ontario

L. J. Zhang
Kingdee International
Software Group

Wei Zhang
Tianjin University, China

Xiande Zhao
China-Europe International
Business School; and South
China University of
Technology, China

Advisory Board

Margaret Brandeau
Stanford University

Richard Chase
University of Southern California

Brenda Dietrich
IBM

Frances Frei
Harvard Business School

David Gann
Imperial College, London

Patrick Harker
Federal Reserve Bank of Philadelphia

Cheng Hsu
Rensselaer Polytechnic Institute

Uday Karmarkar
University of California,
Los Angeles

Richard Larson
Massachusetts Institute
of Technology

Robin G. Qiu
Pennsylvania State University

Aleda Roth
Clemson University

James Tien
University of Miami

Irving Wladawsky-Berger
American Academy of Arts
and Sciences
