

HONG CHEN

OFFICE:

Shanghai Advanced Institute of Finance
Shanghai Jiaotong University
Datong Plaza, 211 West Huaihai Road
Shanghai 200030
Tel: 021-6293-2013
E-mail: hchen@saif.sjtu.edu.cn

RESEARCH INTERESTS

- Risk management and quantitative finance
- Modeling, optimization and empirical analysis of supply chain management, economic and financial systems
- Business analytics with applications in demand management and risk management
- Best practices of supply chain management in China

TEACHING INTERESTS

- Operations management, and supply chain management
- Management science, applied stochastic process, dynamic programming, queueing models of manufacturing systems, and inventory management
- Executive courses in operations and supply chain management, and enterprise risk management with particular emphasis in practices in China.

EDUCATION

Ph.D., Engineering-Economic Systems, Stanford University, 1987
M.A., Engineering-Economic Systems, Stanford University, 1983
B.S., Mathematics, Xi'an Jiaotong University, 1982

PROFESSIONAL EXPERIENCE

2011-present	Professor of Management Science, Shanghai Advanced Institute of Finance
	2012-present, Deputy Dean
	2012-2014, Founding Director of DBA Program
2005-2011	Alumni Professor in Supply Chain Management, Chair of the Division of Operations and Logistics (2006-2009), Sauder School of Business, University of British Columbia
2010-2011	Dean (part-time), School of Management, Xi'an Jiaotong University
2009-2010	Professor, Operations Management, CEIBS, Shanghai
2003-2005	Professor of Operations Management, Academic Associate Dean, Cheung Kong Graduate School of Business

1989-2002	Professor (1998-2002), Associate Professor (with tenure, 1993-1998), Assistant Professor (1989-1993), Faculty of Commerce and Business Administration (now renamed to Sauder School of Business), University of British Columbia
1988-1989	Assistant Professor, Industrial and Management Engineering, New Jersey Institute of Technology
1987-1988	Post-doctoral fellow, Division of Applied Sciences, Harvard University

VISITING POSITION HELD

2002	Visiting Professor, Systems Engineering and Engineering Management, Chinese University of Hong Kong
1997-1999	Visiting Senior Lecturer, Industrial Engineering and Engineering Management, Hong Kong University of Science & Technology
Mar-June 1994	Visiting Associate Professor, School of Industrial and Systems Engineering, Georgia Institute of Technology
Feb 1994	Visiting Scholar, Operations Research, Stanford University
Aug-Oct 1993	Visiting Senior Lecturer, School of Business and Management, Hong Kong University of Science & Technology

HONORARY APPOINTMENTS

2001-2004	Honorary Head, Department of Management Science, School of Management, Xi'an Jiaotong University
2002-2003	Special Term Professor, School of Economics and Management, Tsinghua University

AWARDS AND DISTINCTIONS

- Recipient of National Thousand Talent Plan, China, 2012
- Outstanding Oversea Young Research Award (NSFC-China), China, 2000
- Research Excellence Award, Faculty of Commerce, UBC, 1993
- Izaak Walton Killam Memorial Faculty Research Fellowship, UBC, 1993
- Engineering Initiation Awards, NSF-USA, 1989
- George Nicholson Prize (honorable mention), The Institute for Operations Research and Management Science (INFORMS), 1988
- The Li Foundation Fellowship, the Li Foundation, New York, 1982-1984

EDITORSHIP AND OFFICES HELD ON SCHOLARLY SOCIETIES

- Associate Editor, *Management Science*, 2006-2009
- Associate Editor, *Queueing Systems - Theory and Applications*, 1996-2008.
- Editor, *Journal of Systems Science and Complexity (China)*, 2000-2007
- Associate Editor, *Operations Research*, 1995-2005
- Served on the Career Award Panel, National Science Foundation (USA), 2000
- Chair/Past Chair, INFORMS Society on Applied Probability, 1995-1998
- Vice Chair/Chair Elect, INFORMS Society on Applied Probability, 1994-1995

- Council Member, TIMS Applied Probability College, 1992-1994

MEMBERSHIPS ON SCHOLARLY SOCIETIES

- The Institute for Operations Research and Management Science (INFORMS, a merger of former Operations Society of America (ORSA) and The Institute of Management Science (TIMS)), 1987-present
- INFORMS Society on Applied Probability
- INFORMS Society on Manufacturing and Service Operations Management (MSOM)
- Canadian Operational Research Society (CORS)
- Production and Operations Management Society (POMS)

MAJOR RESEARCH GRANTS

- Innovation Group Grant (创新群体) (NSFC-China, Co-Investigator), Y3,000,000, 2014-2017
- Platform Program (面上项目) (NSFC-China), Y\$560,000, 2013-2016
- Discovery Grants Program (NSERC), \$140,000, 2009-2014
- Discovery Grants Program (NSERC), \$105,000, 2006-2009
- Grant for Outstanding Oversea Young Researchers (NSFC-China), Y\$200,000, 2001-2003
- Individual Research Grant (NSERC), \$156,480, 2000-2004
- Earmarked Competitive Research Grant (RGC-HK), HK\$635,817. 2000-2003, co-principal investigator.
- Industrial Project (China Airline Service Limited, HK), HK\$200,000, 1999-2001, co-principal investigator
- Individual Research Grant (NSERC), \$156,000, 1996-2000
- Area-of-Excellence Grant (HKUST School of Engineering Dean's Office), HK\$200,000, 1998-1999
- Earmarked Competitive Research Grant (RGC-HK), HK\$435,600, 1997-1999
- Industrial Collaboration Grants (NSERC), \$45,000, 1997-1998, co-principal investigator
- Industrial Partnership Program (BC Advanced Systems Institute), \$18,000, 1996-1997, co-principal investigator
- Industrial Project (Avcorp Industries Inc.), \$30,000, 1996-1997, co-investigator
- Faculty Research Fellowship (UBC Killam), \$13,000, 1993-1994
- Operating Grant (NSERC), \$75,000, 1993-1996
- Operating Grant (NSERC), \$45,000, 1990-1993
- Engineering Initiation Awards (NSF-USA), US\$55,638, 1989-1991
- Humanities and Social Sciences (UBC-HSS), \$12,115, 1991-2001

INVITED PRESENTATIONS

At Invited Workshop:

- International Workshop on Operations Management, Sanya, December 2008
- Research Forum on Management Science and Engineering, Shanghai University of Finance and Economics, June 2008
- International Workshop on Operations Research: Stochastic Models and Optimizations, Beijing, June 2005 (sponsored by Academia Institute of Science and NSF-China; main speaker);
- Workshop on Research Methodology, Chengdu, June 2004 (sponsored by NSF-China; main

speaker);

- The 1st Asian E-Biz Workshop, Beijing, July 2001
- International Workshop on Operations Research: Stochastic Models and Optimizations, Beijing and Hong Kong, May 2001 (sponsored by NSF-China; main speaker);
- ERP 2000, Toward Web-based Manufacturing and Supply Chain Management Systems, Tuscaloosa, Alabama, April 2000 (sponsored by NSF-USA);
- Applied Probability Summer School, Center for Applied Probability, Columbia University, June 1997 (main speaker);
- 1996 AMS-SIAM Summer Seminar in Applied Mathematics on The Mathematics of Stochastic Manufacturing Systems, Williamsburg, Virginia, June 1996 (sponsored by NSF-USA).
- Stochastic Networks: Stability and Rare Events, Center for Applied Probability, November 1995
- Applied Probability Meeting, Mathematisches Forschungsinstitut Oberwolfach, Germany, December 1994
- Hierarchical Control for Real-Time Scheduling of Manufacturing Systems, New Hampshire, October 1992 (sponsored by NSF-USA)

At Universities:

- Rutgers University - RUTCOR - April 1988
- Pennsylvania State University - IE - March 1989
- Columbia University - IE/OR - July 1991; March 2000
- New York University - Business - July 1991
- University of Washington - Business - February 1993; April 2009
- Institute of Applied Mathematics (Academia Sinica) - May 1993
- Hong Kong University of Science and Technology - IE - June 1995
- Stanford University - OR - February 1994
- Georgia Institute of Technology - Mathematics - May 1994
- University of Wisconsin (Milwaukee) - Business - April 1995
- Xi'an Jiaotong University (China) - Management - July 1995; May 2001
- University of California (Irvine) - Business - June 1996
- Chinese University of Hong Kong - Systems Engineering - February 1997; April and Nov. 1999
- National University of Singapore – Business – October 2000
- Pennsylvania State University – Business – October 2000
- Peking University (China) – Management – May 2001
- Washington University – Business – February 2004
- Hong Kong University of Science and Technology - Business - January 2005
- University of Illinois at Urbana-Champaign – Engineering – April 2006
- Shanghai University of Finance and Economics – Business – May 2006
- Shantou University – Business – June and December 2006
- University of Southern California – Business – October 2006
- Shanghai University of Finance and Economics – April 2008
- University of Washington – Business – 2009
- China Europe International Business School – October 2009

Invited presentations at conferences:

- ORSA/TIMS Joint National Meeting, Washington DC - April 1988
- ORSA/TIMS Joint National Meeting, Denver, CO - October 1988
- SIAM Conference on Control in the 90's, San Francisco, CA - May 1989
- ORSA/TIMS Joint National Meeting, New York, NY - October 1989

- The 28th IEEE CDC Conference, Tampa, Florida - December 1989
- SIAM Conference on Applied Probability, New Orleans, LA - March 1990
- ORSA/TIMS Joint National Meeting, Las Vegas, NV - May 1990
- ORSA/TIMS Joint National Meeting, Philadelphia, PA - October 1990
- The 29th IEEE CDC Conference, Honolulu, HI - December 1990
- ORSA/TIMS Conference on Applied Probability, Monterey, CA - January 1991
- The 1991 American Control Conference, Boston, MA - June 1991
- ORSA/TIMS Joint National Meeting, Anaheim, CA - November 1991
- ORSA/TIMS Joint National Meeting, Orlando, FL - April 1992
- EURO XII/TIMS XXXI Joint International Conference, Helsinki, Finland - June 1992
- INRIA/ORSA/TIMS/SMAI Conference on Applied Probability, Paris, France - June 1993
- The 12th World Congress International Federation of Automatic Control, Sydney, Australia - July 1993
- ORSA/TIMS Joint National Meeting, Phoenix, AZ - October 1993
- ORSA/TIMS Joint National Meeting, Boston, MA - April 1994
- INFORMS Conference on Applied Probability, Atlanta, GA - June 1995
- TIMS XXXIII International Conference, Singapore - June 1995
- The 22nd European Association for Research in Industrial Economics Conference, Juan les Pins/SophiaAntipolis, France - September 1995
- INFORMS National Meeting, New Orleans - October 1996
- INFORMS National Meeting, Washington DC - May 1996
- IFORS Triennial Conference, Vancouver - July 1996
- INFORMS National Meeting, Atlanta - November 1996
- INFORMS Conference on Applied Probability, Boston, MA - June 1997
- EURO XV/INFORMS XXXIV Joint International Conference, Barcelona, Spain - July 1997
- AIAA (American Institute of Aeronautics and Astronautics) Guidance and Control Conference, New Orleans - August 1997
- The Fourth Conference of the Association of the Asian-Pacific Operational Research Society, Melbourne – December 1997
- INFORMS National Meeting, Montreal - April 1998
- INFORMS National Meeting, Seattle – October 1998
- The 10th INFORMS Applied Probability Conference, Ulm, Germany - July 1999
- IFORS Triennial Conference, Beijing – August 1999
- INFORMS National Meeting, Philadelphia – November 1999
- The 38th IEEE CDC Conference, Phoenix – December 1999
- CORS Annual Meeting, Edmonton – May 2000
- MSOM Society Conference, Ann Arbor – June 2000
- INFORMS National Meeting, San Antonio – November 2000
- The 11th INFORMS Applied Probability Conference, New York – July 2001
- INFORMS National Meeting, San Jose – November 2002
- MSOM Society Conference, Ithaca – June 2002
- INFORMS National Meeting, Atlanta – October 2003
- The 12th INFORMS Applied Probability Conference, Beijing – June 2004
- MSOM Society Conference, Holland – July 2004
- MSOM Society Conference, Chicago – June 2005
- INFORMS National Meeting, San Francisco – October 2005
- INFORMS National Meeting, Seattle – November 2007
- International Symposium on Supply Chain Management: Theory and Applications, Sany – December 2008

- POMS 2009, Orlando – May 2009
- CORS-INFORMS Joint International Meeting, Toronto – June 2009
- INFORMS National Meeting, San Diego – October 2009
- POMS 2010 Meeting, Vancouver – May 2010

Organized major conference:

- General Chair, POMS Meeting, Vancouver – May 2010

Organized major academia-industry forum:

- Co-Chair, SAIF-Stanford Industry Forum on Risk Management and Financial Modeling, Shanghai – Oct 2013
- Co-Chair, SHUFE-SAIF-Stanford Forum on Financial Modeling and Data Analysis, Shanghai – May 2015

Organized and chaired sessions at conferences:

- SIAM Conference on Control in the 90's, San Francisco, CA - May 1989
- ORSA/TIMS Conference on Applied Probability, Monterey, CA - January 1991
- ORSA/TIMS Joint National Meeting, Anaheim, CA - November 1991
- INFORMS Conference on Applied Probability, Atlanta, GA - June 1995
- TIMS XXXIII International Conference, Singapore - June 1995
- INFORMS National Meeting, Washington DC - May 1996
- INFORMS National Meeting, Atlanta - November 1996
- INFORMS Conference on Applied Probability, Boston, MA - June 1997
- INFORMS National Meeting, Montreal, - April 1998
- INFORMS National Meeting, Seattle – October 1998
- The 10th INFORMS Applied Probability Conference, Ulm, Germany - July 1999
- IFORS Triennial Conference, Beijing – August 1999
- The 11th INFORMS Applied Probability Conference, New York – July 2001
- INFORMS National Meeting, San Francisco – October 2005

Organized and chaired clusters at conferences:

- TIMS Applied Probability College and ORSA Applied Probability Group, ORSA/TIMS Joint National Meeting, San Francisco, CA - November 1992
- Statistics and Applied Probability, TIMS XXXII International Meeting, Anchorage, AK - June 1994.
- Applied Probability, IFORS Triennial Conference, Vancouver, Canada - July 1996.
- INFORMS National Meeting, Seattle – November 2007

Organized conference:

- Co-chair, Program Committee and Organizing Committee, The 12th INFORMS Applied Probability Conference, Beijing – June 2004
- Chair, Program Committee, Research Forum on Management Science and Engineering, Shanghai University of Finance and Economics, Shanghai – June 2008
- Member, Program Committee, The Inaugural Conference of the Overseas Chinese Scholars Association in Management Sciences and Engineering, Shanghai – July 2008
- Member – Program Committee International Symposium on Supply Chain Management: Theory and Applications, Sanya, Hainan – December 2008
- Member, Program Committee, The 2nd Conference of the Overseas Chinese Scholars

MEMBERSHIPS ON MAJOR UNIVERSITY/SCHOOL COMMITTEES

At Shanghai Advanced Institute of Finance

- School Curriculum Committee, 2011-present
- MBA Program Committee (Ex Officio), 2012-present
- MF (Master of Finance) Program Committee (Ex Officio), 2012-present
- DBA Program Committee, 2012-present
- Appointment, Promotion and Tenure Committee, 2011-present

At the University of British Columbia

- Appointment, Promotion and Tenure Committee (for both Full Professor and Associate Professor), Faculty of Commerce, 2000-2001
- Committee on Research Center for Electronic Commerce Research, Faculty of Commerce, 2000-2001
- Appointment, Promotion and Tenure Committee (for Associate Professor), Faculty of Commerce, 1994-1996
- Ph.D. Committee, Faculty of Commerce, 1996; 2000-2001
- Faculty representative on Graduate Council, 1994-1996
- Scholarships Committee (under the Graduate Council), 1994-1996
- The Liaison with Business Committee, Faculty of Commerce, 1991-1993

PROFESSIONAL SERVICES

Review for Journals:

Annals of Applied Probability
Annals of Operations Research
Applied Stochastic Models and Data Analysis
Automatica
Canadian Journal of Administrative Sciences
European Journal of Operations Research
IEEE Transactions on Automatic Control
IEEE Transactions on Communications
IEEE Transactions on Engineering Management
IEEE Transactions on Information Theory
IEEE Transactions on Robotics and Automation
International Journal of Flexible Manufacturing Systems
International Transactions in Operations Research
Journal of Discrete Event Dynamic Systems
Journal of Economics & Management Strategy
Management Science
Mathematical and Computer Modeling
Mathematics of Operations Research
Naval Research Logistics
Operations Research
Operations Research Letters
Optimal Control: Applications & Methods
Production and Operations Management

Queueing Systems - Theory and Applications
Siam Journal on Control and Optimization
Transportation Science

Review for Grant Agencies:

National Science Foundation (USA)
Natural Science and Engineering Research Council (Canada)
The Israel Science Foundation
Hong Kong Research Grants Council

External Examiner

- Lam Sum (MPhil), Department of Computing, The Hong Kong Polytechnic University, August 1997
- Tsan-Ming Choi, Department of Systems Engineering and Engineering Management, Chinese University of Hong Kong, July 1999

PHD SUPERVISION

- Zhan Zhang, Sauder School of Business, University of British Columbia, 2006-2011 (expected)
- Alex Qian (Co-principal adviser), Sauder School of Business, University of British Columbia, 2006-2012
- Owen Wu, Sauder School of Business, University of British Columbia, 2006
The first prize winner, Manufacturing & Service Operations Management Society's Student Competition, 2006
- Xinyang Shen, Sauder School of Business, University of British Columbia, 2001
- Hengqing Ye, Department of Industry Engineering and Engineering Management, Hong Kong University of Science and Technology, 1999
Honorary mention, INFORMS George Nicholson Student Paper Competition, 1999.
- Liqun Xu, Department of Industry Engineering and Engineering Management, Hong Kong University of Science and Technology, 1998

DBA SUPERVISION (Doctor of Business Administration in Global Financial Management)

- Lei Shi (founder and managing director, Shanghai Fudan Microelectronics Group Co., Ltd. Listed in HK Stock Exchange; Chairman, Shanghai Commerce and Invest (Group) Corporation ("SCI") and Shanghai Fudan Technology Enterprise Holdings Ltd; 上海复旦微电子集团股份有限公司创始人、执行董事、总经理, 上海市商业投资(集团)有限公司董事长), Shanghai Advanced Institute of Finance and Arizona State University, 2002-2005
- Jicheng Zhao (vice president and CRO of Ping An Bank Co., Ltd; 平安银行总行副行长), Shanghai Advanced Institute of Finance and Arizona State University, 2002-2005
- Ye Zhou (founder and president, ChinaPNR, 汇付天下有限公司创始人、总裁周晔), Shanghai Advanced Institute of Finance and Arizona State University, 2002-2005
- Xinjun Liang (co-founder and vice chairman/CEO of Fosun Group, one of the largest private groups in China ; 复星集团创始人之一, 现任公司副董事长兼首席执行官), Shanghai Advanced

Institute of Finance and Arizona State University, 2002-2005

CHINA EXPERIENCES (2002 - present):

Industrial Forum Organized:

- The First Forum on Best Practices in Supply Chain Management in China, Beijing, July 2005
- The Second Forum on Best Practices in Supply Chain Management in China, Beijing, June 2006
- The Third Forum on Best Practices in Supply Chain Management in China, Shantou, June 2007
- The Fourth Forum on Best Practices in Supply Chain Management in China, Beijing, June 2008

Taught courses for DBA, Executive MBA and Executive Development Program at

Shanghai Advanced Institute of Finance
China Europe International Business School
Cheung Kong Graduate School of Business
Guanghua School of Management, Beijing University
School of Economics and Management, Tsinghua University
School of Engineering, Chinese University of Hong Kong

Consulted for (selective) Digital China, Lenovo, Li Ning Sport, Midea, Sanlian, TCL, Tsingdao Beer, Unicom, Government of Urumqi

HONG CHEN

Publications Record

BOOK

H. Chen and D.D. Yao, *Fundamentals of Queuing Networks: Performance, Asymptotics and Optimization*, Springer-Verlag, New York, 2001.

ARTICLES IN PROFESSIONAL JOURNALS

- H. Chen, C. Tong and L. Bai, "The Lenovo Duo Model" (in Chinese), *Harvard Business Review* (China Edition), 82-92, January 2009.
- Chen, H., Qin, L., Shi, X.H, "Towards an Agility Supply Chain" (in Chinese), *Harvard Business Review* (China Edition), June 2009.

REFEREED PUBLICATIONS

(a) *Journals*

- H. Chen, J.M. Harrison, A. Mandelbaum, A.V. Ackere and L.M. Wein, "Empirical evaluation of a queueing network model for semiconductor wafer fabrication", *Operations Research*, **36**, 2, 202-215 (1988).
- H. Chen, "Optimal intensity control of a multi-class queue", *Queueing Systems - Theory and Applications*, **5**, 281-294 (1989).
- J.M. Harrison, R.J. Williams and H. Chen, "Brownian models of closed queueing networks with homogeneous customer populations", *Stochastics and Stochastics Reports*, **29**, 37-74 (1990).
- H. Chen and D.D. Yao, "Optimal intensity control of a queueing system with state-dependent capacity limit", *IEEE Transactions on Automatic Control*, **35**, 4, 459-464 (1990).
- H. Chen and D.D. Yao, "Derivatives of the expected delay in the GI/G/1 queue", *Journal of Applied Probability*, **28**, 899-907 (1990).
- H. Chen and A. Mandelbaum, "Discrete flow Networks: bottleneck analysis and fluid approximations", *Mathematics of Operations Research*, **16**, 2, 408-446 (1991).
- H. Chen and A. Mandelbaum, "Stochastic discrete flow networks: diffusion approximations and bottlenecks", *Annals of Probability*, **19**, 4, 1463-1519 (1991).
- H. Chen and D.D. Yao, "A fluid model for systems with random disruptions", *Operations Research*, **40**, S2, S239-247 (1992).
- H. Chen, P. Yang, D.D. Yao and X. Chao, "Optimal control of a simple assembly system", *Operations Research Letters*, **14**, 199-205 (1993).
- S.H. Xu and H. Chen, "On the asymptote of the optimal routing policy for two service stations", *IEEE Transactions on Automatic Control*, **38**, 187-189 (1993).
- H. Chen and D.D. Yao, "Dynamic scheduling of a multi-class fluid network", *Operations Research*, **41**, 1104-1115 (1993).
- H. Chen and W. Whitt, "Diffusion approximations for open queueing networks with service interruptions", *Queueing Systems, Theory and Applications*, **13**, 335-359 (1993).

- H. Chen and J.G. Shanthikumar, "Fluid limits and diffusion approximations for networks of multi-server queues in heavy traffic", *Journal of Discrete Event Dynamic Systems*, **4**, 269-291 (1994).
- H. Chen, P. Yang and D.D. Yao, "Control and scheduling in a two-station queueing network: optimal policies and heuristics", *Queueing Systems, Theory and Applications*, **18**, 301-332 (1994).
- H. Chen, "Fluid approximations and stability of multiclass queueing networks: work-conserving disciplines", *Annals of Applied Probability*, **5**, 636-665 (1995).
- D. Atkins and H. Chen, "Performance evaluation of scheduling control of queueing networks: fluid model heuristics", *Queueing Systems, Theory and Applications*, **21**, 391-413 (1995).
- H. Chen, "Rate of convergence of the fluid approximation for generalized Jackson networks", *Journal of Applied Probability*, **33**, 3, 804-814 (1996).
- H. Chen, "A sufficient condition for the positive recurrence of a semimartingale reflecting Brownian motion in an orthant", *Annals of Applied Probability*, **6**, 3, 758-765 (1996).
- H. Chen and H. Zhang, "Diffusion approximations for multiclass re-entrant lines under a first-buffer-first-served discipline", *Queueing Systems, Theory and Applications*, **23**, 177-195 (1996).
- T. Chi, J.J. Liu and H. Chen, "Optimal stopping rule for a project with uncertain completion time and salvageability", *IEEE Transactions on Engineering Management*, **44**, 1, 54-66 (1997).
- H. Chen and H. Zhang, "Stability of multiclass queueing networks under FIFO discipline", *Mathematics of Operations Research*, **22**, 3, 691-725 (1997).
- H. Chen, O. Kella and G. Weiss, "Fluid approximations for a processor-sharing queue", *Queueing Systems, Theory and Applications*, **27**, 99-125 (1997).
- H. Chen and H. Zhang, "Diffusion approximations for Kumar-Seidman network under a priority service discipline", *Operations Research Letters*, **23**, 171-181 (1998).
- H. Chen, "Basic Adjoint Relation for Transient and Stationary Analysis of Some Markov Processes", *Annals of Operations Research*, **87**, 273-303 (1999).
- J.J. Liu and H. Chen, "Optimal pacing in an assembly-based multistage production system", *Annals of Operations Research*, **87**, 87-101 (1999).
- H. Chen and H. Zhang, "Stability of multiclass queueing networks under priority service disciplines", *Operations Research*, **48**, 1, 26-37 (2000).
- H. Chen and H. Zhang, "A necessary condition and a sufficient condition for the diffusion approximations of multiclass queueing networks under priority service disciplines", *Queueing Systems, Theory and Applications*, **34**, 237-268 (2000).
- H. Chen and X. Shen, "Strong approximation for multiclass feedforward queueing networks", *Annals of Applied Probability*, **10**, 3, 822-876 (2000).
- H. Chen and H. Zhang, "Diffusion approximations for some multiclass queueing networks under FIFO service disciplines", *Mathematics of Operations Research*, **25**, 679-707 (2000).
- H. Chen and M. Frank, "State dependent pricing with a queue", *IIE Transactions*, **33**, 10, 847-860 (2001).
- H. Ye and H. Chen, "Lyapunov function as a necessary and sufficient condition for the stability of fluid networks", *Operations Research Letters*, **28**, 3, 125-136 (2001).
- H. Chen and H. Ye, "Existence condition for the diffusion approximations of multiclass priority queueing networks", *Queueing Systems, Theory and Applications*, **38**, 435-470 (2002).
- H. Chen, X. Shen and D.D. Yao, "Brownian approximations of multiclass open queueing networks", *Operations Research*, **50**, 6 (2002).
- H. Chen and H. Ye, "Piecewise linear Lyapunov function for the stability of multiclass queueing networks", *IEEE Transactions on Automatic Control*, **47**, 4 (2002).
- X. Shen, H. Chen, J.G. Dai and W. Dai, "The finite element method for computing the stationary distribution of an SRBM in a hypercube with applications to finite buffer queueing networks", *Queueing Systems, Theory and Applications*, **42**, 1, 33-62 (2002).

- H. Chen and Y.-W. Wan, "Price competition of make-to-order firms", *IIE Transactions*, **35**, 9 (2003).
- H. Chen and X. Shen, "The finite element method for computing the stationary distribution of an SRBM in an orthant with applications to open queueing networks", *Queueing Systems, Theory and Applications*, **45**, 1, 27-45 (2003).
- H. Chen and M. Frank, "Monopoly pricing when customer queues", *IIE Transactions*, **36**, 569-581 (2004).
- H. Chen and Y.-W. Wan, "Capacity competition of make-to-order Firms", *Operations Research Letters*, **22**, 3, 187-194 (2005).
- H. Chen, M. Frank and O. Wu, "What actually happened to the Inventories of American Companies between 1981-2000?", *Management Science*, **51**, 7, 1015-1031 (2005).
- H. Chen, O. Wu and M. Frank, "U.S. retail and wholesale inventory performance from 1981 to 2003", *Manufacturing and Service Operations Management*, **9**, 4, 430-456 (2007).
- X. Chao, H. Chen, and S. Zheng, "Joint replenishment and pricing decisions in inventory systems with stochastically dependent supply capacity", *European Journal of Operations Research*, 191, 140-153 (2008).
- X. Chao, H. Chen and S. Zheng, "Dynamic capacity expansion for a service firm with capacity deterioration and supply uncertainty", *Operations Research*, **57**, 82-93 (2009).
- H. Chen, O. Wu and D.D. Yao, "On the benefit of inventory-based dynamic pricing strategies", *Production and Operations Management*, 19, 3, 249-260 (2010).
- Wu, O., Chen, H. "Optimal control and equilibrium behavior of production-inventory systems", *Management Science*, 56, 9, 1362-1379 (2010).
- Chen, H., and H. Ye, "Asymptotic optimality of balance routing", *Operations Research*, **60**, 163-179 (2012).
- H. Chen and Z. Zhang, "Technical note – Joint inventory and pricing control with general additive demand", *Operations Research*, **62**, 6, 1335-1343 (2014).
- H. Chen, Q. Qian and A. Zhang, "Would allowing privately funded health care reduce the public waiting time? Theory and empirical evidence from Canadian joint replacement surgery data", *Production and Operations Management*, **24**, 4, 605-618 (2015).

(b) Conference Proceedings

- H. Chen and D.D. Yao, "Optimal scheduling of multi-class queueing networks: the approach via fluid network", *Proceedings of the 28th IEEE Conference on Decision and Control*, 1105-1106 (1989).
- P. Yang, H. Chen and D.D. Yao, "Optimal control and scheduling in a multi-class queueing network: results and conjectures", *Proceedings of the 29th IEEE Conference on Decision and Control*, 582-586 (1990).
- H. Chen and D.D. Yao, "Studies on systems with random disruptions via fluid models", *Proceedings of 1991 American Control Conference*, Boston, MA.
- X. Chao and H. Chen, "Optimal control for a tandem queue with blocking", *Proceedings of the 12th World Congress International Foundation of Automatic Control*, **10**, 357-360, Sydney, Australia (1993).
- D. Atkins and H. Chen, "Dynamic scheduling control for a central server network of queues", *World Congress International Foundation of Automatic Proceedings of the 12th Control*, **10**, 351-356, Sydney, Australia (1993).
- H. Chen and H. Ye, "Piecewise linear Lyapunov function for the stability of multiclass queueing networks with priority service disciplines", *Proceedings of the 38th IEEE Conference on Decision and Control*, Phoenix (1999).

- H. Chen, Y.-W. Wan and J. Zhong, "Price and time competition of two identical make-to-order firms", MSOM Society Conference, Ann Arbor, Michigan (2000)

(c) Chapters

- H. Chen and A. Mandelbaum, "Leontief systems, RBV's and RBM's", *Applied Stochastic Analysis*, edited by M.H.A. Davis and R.J. Elliotte, *Stochastic Monographs*, Volume 5, 1-43, Gordon and Breach Science Publishers (1991).
- H. Chen and W.T. Ziemba, "Dynamic Programming", *The New Palgrave Dictionary of Money and Finance*, edited by P. Newman, M. Milgate and J. Eatwell, 713-715, Macmillan (1992).
- H. Chen and A. Mandelbaum, "Hierarchical modelling of stochastic networks, Part I: fluid models", *Stochastic Modeling and Analysis of Manufacturing Systems*, edited by D.D. Yao, 47-105, Springer-Verlag (1994).
- H. Chen and A. Mandelbaum, "Hierarchical modelling of stochastic networks, Part II: strong approximations", *Stochastic Modeling and Analysis of Manufacturing Systems*, edited by D.D. Yao, 107-131, Springer-Verlag (1994).
- H. Chen and D.D. Yao, "Stable priority disciplines for multiclass networks", in *Stochastic Networks: Stability and Rare Events* (Lecture Notes Series), edited by P. Glasserman, K. Sigman and D.D. Yao, 27-39, Springer-Verlag (1996).
- H. Chen, "A Brownian model of stochastic processing network", *Stochastic Modeling and Optimization, with applications in Queues, Finance and Supply Chains*, edited by D.D. Yao, H. Zhang and X.Y. Zhou, Springer-Verlag (2002).
- H. Chen and H. Ye, "Methods in diffusion approximation for multi-server systems: sandwich, uniform attraction and state-space collapse" in *Queueing Networks: A Fundamental Approach*, edited by R.J. Boucherie and N.M. van Dijk, 489-530, Springer (2010).

CASE STUDIES

- J.-D. Brochu, H. Chen and N. Kumar, "An e-business case study", sponsored by and prepared for Industry Canada (2001).
- H. Chen and S. Wang, "Sanlian Home Appliances (A)" and "Sanlian Home Appliances (B)" (in both Chinese and English), Cheung Kong Graduate School of Business (2004). [Teaching case on central warehouse for supply chain management at one of the largest home appliances retailer chains.]
- H. Chen and S. Wang, "TCL" (in both Chinese and English), Cheung Kong Graduate School of Business (2004). [Teaching case on supply chain management at one of the largest and most well-known home electronic producers in China.]
- H. Chen and S. Wang, "Hainan Airlines" (in Chinese), Cheung Kong Graduate School of Business (2004). [Teaching case on quality management.]
- H. Chen and S. Wang, "Sanlian Home Appliance in 2005" (in both Chinese and English), Cheung Kong Graduate School of Business (2005). [Teaching case on operations strategy and supply chain management.]
- H. Chen and S. Wang, "Midea REC, A" and "Midea REC, B" (in both Chinese and English), Cheung Kong Graduate School of Business (2005). [Teaching case on supply chain management at one of the largest producers of air conditioners.]
- H. Chen and L. Qin, "Showdown with Dell on channels" (in both Chinese and English), Cheung Kong Graduate School of Business (2005). [Teaching case on the competition between Lenovo and Dell in China through different operations and supply chain strategy.]

- H. Chen and S. Wang, “Tsingdao Beer” (in both Chinese and English), Cheung Kong Graduate School of Business (2005). [Teaching case on outsourcing third party logistics and forming joint venture.]
- H. Chen and L. Qin, “Digital China’s risk management system” (in both Chinese and English), Cheung Kong Graduate School of Business (2005). [Teaching case on the risk management at an IT product distributor.]
- H. Chen and L. Qin, “Lenovo: Show Down with Dell” (in both Chinese and English), Cheung Kong Graduate School of Business (2005). [Teaching case on Lenovo, the largest PC producer in China.]
- H. Chen and S. Wang, “Supplier management at Li Ning” (in Chinese), 2006. [Teaching case on the supplier management.]
- H. Chen and L. Qin, “Li Ning: demand driven supply chain” (in both Chinese and English), 2006. [Teaching case on supply chain strategy and supplier management.]
- H. Chen and L. Qin, “YH Global Logistics” (in both Chinese and English), 2007. [Teaching case on the growth and operations of a third-party logistics company.]
- H. Chen and L. Qin, “Intel (China): Innovation Club” (in both Chinese and English), 2007. [Teaching case on how Intel (China) provides support to medium size computer manufacturers in the wake of the competition from AMD.]

WORK SUBMITTED

- Chen, H., Zhang, Z. “Joint pricing and inventory control with general additive demand”, *Operations Research* (under revision).
- G. Gao, L.M. Hitt and H. Chen, “Empirical evidence on product variety and inventory performance”, *Manufacturing and Service Operations Management* (under revision).
- Chen, H., Q. Qian, A. Zhang, “Would allowing privately funded health care reduce the public waiting time? Empirical evidence from Canadian joint replacement surgery data” (2012).
- Chen, H., Q. Qian, A. Zhang, “Physician dual practice, public waiting time and patient welfare” (2012).

WORKING PAPERS AND WORK IN PROGRESS

- H. Chen and Y. Zhao, “A new queueing model for aircraft landing process” (1995).
- F.L. Xu, H. Chen and Z.B. Tang, “Intertemporal theme-driven manipulation” (1999).
- F.L. Xu, H. Chen and Z.B. Tang, “Intertemporal prediction” (1999).
- H. Chen and H. Ye, “An examination of some manufacturing physics principles” (2001).
- H. Chen, Q. Hu and S. Zheng, “Dynamic pricing and inventory replenishment in a supply chain” (2007).
- H. Chen and H. Ye, “Balanced routing” (2007).
- H. Chen and M. Frank, “Loss aversion and corporate investment” (2010).
- H. Chen, T. Wang and D.D. Yao, “Financial network, market liquidity and systemic risk – a dynamic model”, presented (by T. Wang) at Chicago Fed Workshop on Money, Banking, Payment and Finance, August 11-16, 2014.
- H. Chen and M. Frank, “Are Direct Investments by the Federal Reserve a Good Idea? A Corporate Finance Perspective”, presented (by M. Frank) at European Summer Symposium in Financial Markets (ESSFM) 2014, Gerzensee, July 2014 (under revision for submission).