

Hyun-soo Ahn

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Professional History

Ross School of Business, University of Michigan, Ann Arbor, MI Technology and Operations

Full Professor 2014-Present
Robert P. Thome Professor of Business Administration, 2025- Present
Ford Motors Co. Director of Tauber Institute for Global Operations 2020-2024
Thomas Cook Professor of Business Administration 2019- 2022
Jack D. Sparks-Whirlpool Corporation Professor of Business Administration 2017-2019
Michael and Kay Hallman Fellow 2015-2017
Director of Master of Supply Chain Management 2015-2017
Associate Professor 2009-2014
Assistant Professor 2003 - 2009
Sanford R. Robertson Assistant Professor 2006 - 2007

University of California, Berkeley CA
Department of Industrial Engineering and Operations Research
Assistant Professor 2001 - 2003

Intel Corporation
System Analyst 1998

Education

University of Michigan, Ann Arbor, Michigan
Ph.D. Industrial and Operations Engineering, April, 2001

KAIST (Korea Advanced Institute of Science and Technology), Korea
B.S. Industrial Engineering, 1993

Honors, Awards, and Grants

- Victor Bernard Teaching Leadership Award 2022
- Ross Researcher of the Year 2019
- Jack D. Sparks-Whirlpool Corporation Professor 2017
- Teaching Excellence Award (chosen by Global MBA class of 2017)

- Teaching Excellence Award (chosen by Executive MBA class of 2014)
- Teaching Excellence Award (chosen by Global MBA class of 2013)
- Teaching Excellence Award (chosen by Executive MBA class of 2012)
- Teaching Excellence Award (chosen by Global MBA class of 2011)
- Teaching Excellence Award (chosen by Undergraduate class of 2006)
- Speaker at MBA Last Lecture Series Class of 2013 and 2014 (a handful of professors are selected by the MBA students to speak to the entire graduating class on its last day).
- One of the top business school professors (“Best in Class”) by BusinessWeek (2007)
- 2006 Sanford R. Robertson Assistant Professor of Business Administration in recognition for early scholastic achievement of a junior faculty.
- NSF Grant DMI-0245382 (co-PI Tava Lennon Olsen): \$350,000 Operational Strategies for Price and Service Quality Competition, Sep. 2003- Sep.2006
- NSF Grant DMI-0200439 (co-PI Phil Kaminsky): \$500,000 Models and Algorithms for Integrated Multi-Stage Production/Distribution Systems, Sep. 2002- Sep 2005.
- Department of Energy Grant (subcontracted via Powerlight Inc.): \$75,000 Throughput Improvements and Lean Manufacturing Production, Jul. 2002- Jul. 2003.
- Honorable mention for 2005 IEEE transactions on Engineering Management Best Paper
- Regent Junior Faculty Fellowship (UC Berkeley), Junior Faculty Research Grant (UC Berkeley)
- Rackham Pre-doctoral Fellowship, 1999.
- Intel Foundation Fellowship 1997-1998.

Administrative Highlights

Tauber Institute for Global Operations

- Led a joint institute between College of Engineering and Ross School of Business
- Led and oversees the full-time employment summer capstone with 20+ industry partners (including Amazon, Boeing, Target, Ford, Pfizer)
- Sourced 20-30 projects per year (approximately \$100,000 commitment per project by a sponsoring company).
- Ran a corporate advisory board consisting of the executives from 20 companies

Master of Supply Chain Management

- Relaunched the program MSCM 2.0 after completely overhauling curriculums and developing new marketing campaigns.
- Created a signature capstone program, Supply Chain Consulting Studio
- Increased enrollment from 22 student (2016) to 84 students (2019)
- Ross MSCM is ranked #3 (QS World University Rankings)
- Ran a corporate advisory board consisting of the executives from 15 companies

Capstone development at Ross.

- Created the consulting studio course for one-year master’s programs.

In the News

- Plenary Speaker, SBS D-Forum, 2025
- Writing monthly columns for Maekyung Economics Newspaper for 3 years.
- “University of Michigan revamps SCM program, debuts Supply Chain Consulting Studio”, Supply Chain Quarterly, Feb. 2017
- “Demand information can help adjust capacity”, Phys.Org, Feb 2017
- “Michigan Ross Takes a New Route with MSCM Program”, Business Wire, Jan. 7. 2017
- “Teaching for laughs,” BusinessWeek, September 5, 2007.
- “Managing Uncertainty,” Dividend (UM Business School Alumni Magazine), 2007.
- “Playing the waiting game in a ridiculously long line,” Newhouse News Service, November 30, 2005.

Ph.D. dissertation supervised:

13 students graduated/13 students got academic placements.

1. Maria Mayorga. Currently a full professor (with tenure) at IE department, NC State.
2. Mehmet Gumus. Currently a full professor (with tenure) at McGill University.
3. Man Yu. Currently a full professor (with tenure) at HKUST
4. Chia-wei Kuo. Currently a full professor (with tenure) and associate dean at National Taiwan University
5. Dadi Wang. first position, an assistant professor at McGill University
6. Yan Yin. First position an assistant professor at HEC Paris
7. Anyan Qi. Currently an associate professor at UT Dallas
8. Bam Amornpetchkul. Currently an associate professor at NIDA Business School, Thailand
9. Ruthy Beer. first position, an assistant professor at Kelley Business School, Indiana University
10. Hakjin Chung. Currently an associate professor at KAIST graduate school of management.
11. Beryl Chen. Currently an associate professor at the University of Illinois
12. Jacob Chestnut. Starting as an assistant professor at Cornell University
13. Zhenyu Zhang, 2021. Currently an assistant professor at the University College of London
14. Zijin Zhang, 2025, Currently as an assistant professor at Boston College.

Industry Collaboration & Projects

Tech: Google, Amazon, Microsoft, Cisco, Intel Corp., Dell, Samsung SDS

Manufacturing: Boeing, General Motors, Ford, Stellantis, Toyota, Dana, Visteon, Powerlight, Dow Chemicals, Nexteer, Solum

Beauty/Healthcare: Medtronic, Guidant, Pfizer, Merck, Mayo Clinic, Michigan Medicine, 3M, Johnson and Johnson, L’Oreal, Estee Lauder, Cosmax, Goodai Global.

Service/Retail: Target, Intercontinental Hotel, Marriot, American Express, Hotels.com, Bank of America, Great Lakes Home Care, Avis Car Rental, Radial, Macys, UM Athletics Department

Food: Little Ceasars. ConAgra, Nestle, Sajo

Start-up: Asleep, Friday Labs, Bepl.

Led/Conducted/Supervised more than 100 projects.

Teaching

At Ross School of Business

For MBA

MBA core course “Applied Business Statistics” (TO502)
MBA elective course: “Applied Business Analytics and Decisions” (TO618)
MBA elective course: “Data Mining” (TO567)
MBA elective course: “Applied Regression” (TO566)
Online MBA elective: “Managerial Big Data Analytics” (TO 718)
Online MBA residence: “Business Transformation” (BA536)

For Executive MBA

EMBA core course “Decision Making under Uncertainty” (EMBA 603)
EMBA elective course: Big Data Analytics for Executives (EMBA 610)
EMBA elective course “GenAI Primer for Executives” (EMBA 701)

Executive Education

CDAIO Program (Chief Data & AI Officer), 2025 –
Saudi Arabia Ministry of Industry and Mining, 2025-
Bank of America, 2018-2020
ICBC (Industrial and Commercial Bank of China), 2016-2019

For Specialty Master’s and Undergraduate

MM (Master of Management) “Business Analytics and Statistics”
MSCM (Master of Supply Chain Management) “Supply Chain Colloquium”
MSCM (Master of Supply Chain Management) “Business Bootcamp”
Tauber: “Topics in Global Operations” (TO 701)

At University of California at Berkeley

Ph.D. course: Applied Stochastic Processes II (IEOR-263B)
Undergraduate courses: Service Operation Design and Analysis (IEOR-151)
“Production Operations Analysis (IEOR-150)

Publications

Refereed Publications: Journal and book chapter

[P1] Hyun-soo Ahn, Izak Duenyas, and Rachel Zhang. 1999. Optimal stochastic scheduling of a

two-stage tandem queue with parallel servers. *Advances in Applied Probability*, 31, 1095-1117.

[P2] Hyun-soo Ahn, Izak Duenyas, and Mark Lewis. 2002. Optimal control of a two-stage tandem queueing system with flexible servers. *Probability in the Engineering and Informational Sciences*, 16, 453- 369.

[P3] Ilan Adler., Hyun-soo Ahn, Richard Karp, and Sheldon Ross. 2003. Coalescing times for IID random variables with applications to population biology. *Random Structures and Algorithms*. 23(2), 155-166.

[P4] Hyun-soo Ahn, Izak Duenyas, and Rachel Zhang. 2004. Optimal control of a flexible server. *Advances in Applied Probability*, 36, 139-170.

[P5] Hyun-soo Ahn and R. Righter. 2005. Multi-actor Markov decision processes, *Journal of Applied Probability*, Vol. 42, 15-26.

[P6] Hyun-soo Ahn and Philip Kaminsky. 2005. Production and distribution policy in a two stage stochastic push-pull supply chain. *IIE Transactions*, 37(7), 609-621.

[P7] Hong-Bae Jun, Hyun-Soo Ahn, and Hyo W. Suh. 2005. On identifying and estimating the cycle time of product development process, *IEEE Transactions on Engineering Management*, 52, 336-349. Honorable mention for 2005 IEEE-TEM Best Paper Award.

[P8] David Kaufman, Hyun-soo Ahn, and Mark E. Lewis. 2005. On the introduction of agile, temporary workers into a tandem queueing system. *Queueing Systems*, 51, 173-186.

[P9] Hyun-soo Ahn, Rhonda Righter, and J. G. Shanthikumar. 2005. Staffing decisions for heterogeneous workers with turnover, *Mathematical Methods of Operations Research*, 62(3), 499-514.

[P10] Ilan Adler., Hyun-soo Ahn, Richard Karp, and Sheldon Ross. 2005. A probabilistic model for the survivability of cells. *Journal of Applied Probability*, Vol. 42, 919-931.

[P11] Hyun-Soo Ahn, M. Mayorga, and J. G. Shanthikumar. 2006. Optimal production and capacity policy in a make-to-stock System with multi-class demand. *Probability in the Engineering and Informational Sciences*, 20, 609-634,

[P12] Hyun-soo Ahn and R. Righter. 2006. Dynamic load balancing with flexible workers, *Advances in Applied Probability*, 38, 621-642.

[P13] Hyun-soo Ahn , Mehmet Gumus, and Philip Kaminsky. 2007. Pricing and manufacturing decisions when demand is a function of prices in multiple periods. *Operations Research*, 55, 1039-1057.

[P14] Jung-hyun Kim, Hyun-soo Ahn, Rhonda Righter. 2009. Optimal production policies with multistage stochastic demand leadtimes. *Probability in the Engineering and Informational Sciences*, 23, 515-543.

[P15] Hyun-soo Ahn , Mehmet Gumus, and Philip Kaminsky. 2009. Inventory, discounts, and the timing effects. *M&SOM*, 11-4, 613-629.

[P16] Katia Frank, Hyun-soo Ahn, Rachel Zhang. 2009. Inventory policies for a make-to-order

system with a perishable component and fixed ordering cost. *Naval Research Logistics*, 56, 127-141.

[P17] Hyun-soo Ahn. 2010. Understanding and Managing Variability Wiley Encyclopedia of Operations Research and Management Science.

[P18] Jung-Hyun Kim, Hyun-soo Ahn, Rhonda Righter. 2011. Managing queues with Heterogeneous Servers. *Journal of Applied Probability*, 48(2) 435-452.

[P19] Chia-wei Kuo, Hyun-soo Ahn, Goker Aydin. 2011. Dynamic pricing of limited inventories when customers negotiate. *Operations Research*, 59, 882-897.

[P20] Maria Mayorga, Hyun-soo Ahn. 2011. Joint Management of Capacity and Inventory in Make-to-Stock Production Systems. *European Journal of Operational Research*, 212 (2), 312-324.

[P21] Chia-wei Kuo, Hyun-soo Ahn, Goker Aydin. 2013. Pricing Policy in a Supply Chain: Negotiation or Posted Pricing. *Production and Operations Management* 22(3):626-641.

[P22] Hyun-soo Ahn and Mark E. Lewis 2013. Flexible Server Allocation and Customer Routing Policies for Two Parallel Queues when Service Rates are not Additive. *Operations Research* 61(2): pp. 344–358.

[P23] Hark-chin Hwang, Hyun-soo Ahn, Philip Kaminsky. 2013. Basis Paths and a Polynomial Algorithm for the Multi-Stage Production-Capacitated Lot-Sizing Problem. *Operations Research* 61(2): pp. 469-482.

[P24] Franklin Dexter, Hyun-soo Ahn, Richard H. Epstein. 2013. Choosing which provider sees the next patient in the preanesthesia evaluation clinic based on the relative speeds of the providers. *Anesthesia & Analgesia*, pp 919-923.

[P25] Maria Mayorga, Hyun-soo Ahn, Goker Aydin. 2012. Assortment with Inventory Decisions with Multiple Quality Levels. *Annals of Operations Research*, Vol 211(1), 301-331.

[P26] Man Yu, Hyun-soo Ahn, Roman Kapuscinski. 2014. Rationing Capacity in Advance to Signal Quality. Forthcoming in *Management Science*.

[P27] Man Yu, Roman Kapuscinski, Hyun-soo Ahn. 2014. Advance Selling and Interdependent Consumer Valuations. Forthcoming in *Management Science*.

[P28] Anyan Qi, Hyun-soo Ahn, Amitabh Sinha. 2014. Investing in a Shared Supplier in a Competitive Market: Stochastic Capacity. *POMS*

[P29] Ruthy Beer, Hyun-soo Ahn, Steve Leider. 2016. Can Trustworthiness in a Supply Chain be signaled? Accepted at *Management Science*

[P30] Hwang, H. Ahn, H., Kaminsky, P. 2016 Transportation-Based Approach for the Two-Stage Production-Capacitated Lot-Sizing Problem. Accepted at *Journal of Global Optimization*.

[P31] Anyan Qi, Hyun-soo Ahn, Amitabh Sinha. 2016. Capacity Investment with Demand Learning. Accepted at *Operations Research*.

- [P32] Hyun-soo Ahn, Stefanus Jasin, Philip-Kaminsky, Yang Wang. Multi-Period Batch Production and Distribution Problem. Accepted at *Operations Research*
- [P33] Gabriel Zayas-Caban, Hyun-soo Ahn. 2017. Dynamic Control of a Single Server System When Jobs Change Status, Accepted at *Probability in Engineering and Informational Science*.
- [P34] Bam Amornpetchkul, Hyun-Soo Ahn, Ozge Sahin. 2015 Conditional Promotion and Cognitive Overspending. Accepted *Production and Operations Management*
- [P35] Beryl Chen, Xiuli Chao. Hyun-soo Ahn, 2016 Dynamic Pricing and Inventory Control with Nonparametric Demand Learning. Accepted, *Operations Research*
- [P36] Tyler, Moxey, Hakjin Chung, Hyun-soo Ahn, Rhonda Righter. 2017. When is Anarchy Beneficial? *Performance Evaluation Review*.
- [P37] Hakjin Chung, Hyun-soo Ahn, Stefanus Jasin, 2018 On (Re-Scaled) Multi-Attempt Approximation of Customer Choice Model and its Application to Assortment Optimization. Accepted *Production and Operations Management*
- [P38] Anyan Qi, Hyun-soo Ahn, Amitabh Sinha. 2019. To share or not to share? Contract structures for capacity investments in shared suppliers. *Production and Operations Management*, 27(8)
- [P39] Hakjin Chung, Hyun-soo Ahn, Rhonda Righter, 2020 The Potentially Negative Effects of Cooperation in Service Systems, 2020, *Advances in Applied Probability*
- [P40] Hyun-soo Ahn, Derek Wang, Owen Wu. 2021. Asset Selling under Debt Obligations. Forthcoming, *Operations Research*.
- [P41] Ruthy Beer, Hyun-soo Ahn, Stephen Leider. The Signaling and Incentive Effects of Supplier Awards. Accepted at *M&SOM*
- [P46] Mengzhenyu Zhang, Hyun-soo Ahn, Joline Uichanco. Pricing for a New Product, Accepted at *Operations Research*
- [P47] Ruthy Beer, Hyun-soo Ahn, Steve Leider. 2021. The Impact of Decision Rights and Long-Term Relationships on Innovation Sharing. Accepted at *Management Science*
- [P48] Hakjin Chung, Hyun-soo Ahn, So-Yeon Chun. Dynamic Pricing with Point Redemption. *M&SOM*
- [P49] Hyun-soo Ahn, Eren Cetinkaya, Izak Duenyas. Zhenyu Zhang Competition and Collaboration in Capacity Investments. *Production and Operations Management*.
- [P50] Myung-hoon Lee, Hyun-soo Ahn, Hakjin Chung, Sang Won Kim, Optimal Subsidy Policy for Innovation: Technology Push and Demand Pull, *Production and Operations Management*.
- [P51] Hyun-soo Ahn, Chris Ryan, Joline Uichanco, Zhenyu Zhang, 2022, On the Performance of Certainty-Equivalence Pricing, *Math of OR*

[P52] Hyun-soo Ahn, Chris Ryan, Joline Uichanco, Zhenyu Zhang. 2025, Valuing Influence, *M&SOM*

[P53] Hyun-soo Ahn, Zhenyu Zhang, Zijin Zhang 2026. Mixing Offline and Online Data for Better Decisions, Provisionally accepted, *Operations Research*.

Working Papers

[P53] Bogyom Lee, Hyun-soo Ahn, Joline Uichanco, 2026. Personalized Service Design Based on Partial Customer Information, Submitted to M&SOM

[P54] Zijin Zhang, Hyun-soo Ahn, Lennart Baardman, 2026. Ordering and Ranking Products for an Online Retailer, Revision Submitted, M&SOM.

[P56] Hyun-soo Ahn, Hakjin Chung. 2026. Like Attracts Like: Optimal Assortment on a Platform. Submitted, M&SOM

[P57] Renjun Hu, Hyun-soo Ahn, Lennart Baardman. 2026. Assortment and Fulfillment Optimization in Online Grocery Retail. Submitted M&SOM

[P58] Zijin Zhang, Hyun-soo Ahn, Lennart Baardman 2026, More data or Better Data? Impact of Costly Data Collection on the Newsvendor Problem. Major Revision Management Science.

[P59] Hyun-soo Ahn, Ruth Beer, Anyan Qi, and Wen Zhang, 2026, Collaboration Under Power-Asymmetry, working paper

[P60] Renjun Hu and Hyun-soo Ahn, 2026. OTSS: Output-Targeted Soft Segmentation for Contextual Decision-Weight Learning, Working paper

[P61] Renjun Hu, Hyun-soo Ahn, Stefanus Jasin, 2026. Retention-Optimal Feedback Design with Correlated Priors and Ordinal Signals, Working Paper

[P62] Hyun-soo Ahn, Jin-Ah Kim, Song-hee Kim, 2026. The Era of Elite AI Team Is Over. Submitted, Harvard Business Review

[P63] Hyun-soo Ahn, Song-hee Kim, 2026. Rewriting the Growth Formula for South Korea, Submitted, SBS Foundation.

[P64] Yan Yin, Hyun-soo Ahn, Damian Beil. The role of cost modeling in competitive bid Procurement Gathering Pre-Auction Intelligence on Suppliers. Revision for M&SOM

[P65] Hoda Parvin, Hyun-soo Ahn, Mark van Oyen. Control Policies for the N-network with Impatient Customers and Finite Buffers.

[P66] Jacob Chestnet, Hyun-soo Ahn, Ravi Anupindi. Giving it away for free to increase profit. Reject and Resubmit. Journal of Marketing Research

[P67] Bam Amornpetchkul, Hyun-soo Ahn, Ozge Sahin. Dynamic Pricing with Transshipments for Dual-Channel

[P68] Hyun-soo Ahn, John-Silverholz, Sueze Song, and Xiaoyu Wu, 2021. Optimal COVID-19 Containment Strategies: Evidence Across Multiple Mathematical Models, Under revision

Invited Talks

Recent seminar

2026: USC, CUNY, NUS

2025: Duke University

2023: Norte Dame University, University of College at London

2021: POMS-HK Distinguished Speaker Seminar, Cornell University

USC Marshal school of Business

2019: Washington University at St. Louis

2018: UT Dallas

2017: University of Maryland, UC San Diego

2016: University of Oregon, University of California at

Berkeley Chinese University of Hong-Kong

2015: University of Toronto, University of Minnesota, University of Illinois,

2014: Carnegie-Melon, Chinese University of Hong Kong, Univ. of Pittsburgh, Yale., KHUST, National University of Singapore

2013: University of California at Berkeley, University of California at Los Angeles, National Taiwan University,

2012: Chicago Booth School of Business, HKUST Business School. University of City College in London, Purdue University. Kenan-Flagler Business School at University of North Carolina

Other University Seminar

Cornell University, Case Western University, Washington University at Saint Louis, Northwestern University (IEMS), Purdue University (IE), Tilberg University, University of Arizona.

Industry talks: Hewlett Packard, Samsung Electronics, Intercontinental Hotel, Cosmetics Industry CEO Forum (South Korea), Cosmax.

Invited discussant: M&SOM SIG Conference, 2008, Consumer oriented OM models conference, Washington University, 2007, Competition with Delays conference, Washington University, 2004, Informs Doctoral Colloquium.

Over 100+ conference presentations.

Professional Activities and Service

For Ross School of Business & University of Michigan

- Co-Director of Tauber Institute for Global Operations, 2020-2024
- Director of Master of Supply Chain Management

- Ph.D. program coordinator 2008-2011
- Curriculum committee: 2010-
- Invited panel for new faculty orientation. 2006, 2007, 2008
- Invited lecturer for Prepare initiative 2009-
- Participated in new faculty recruiting
- Faculty advisor: Delta Sigma Pi, Ross Follies
- Faculty Senate Grievance Committee
- University Conflict Resolution Board.

For Academic community

- Invited cluster organizer, INFORMS 2014 at San Francisco (20+ clusters and 100+ sessions)
- co-chair, INFORMS doctoral colloquia, 2002
- co-chair, M&SOM student paper competition. 2009
- cluster chair, M&SOM sponsored cluster (26 sessions) at INFORMS, 2005.
- M&SOM best paper selection committee. 2010
- Invited speaker, INFORMS doctoral colloquia, 2005
- Session chair for more than dozen INFORMS sessions
- Panel judge for National Science Foundation, US-Israel Binational Science Foundation, M&SOM student paper competition, POMS student paper competition, JFIG paper competition
- Associate editor and guest editor for a special issue: Probability in the Engineering and Informational Sciences, Editorial Review Board: POMS
- Associate editor for Operations Research.
- Department Editor for Decision Analysis.
- **Referee** for Management Science, Operations Research, M&SOM, Journal of Applied Probability, Advances in Applied Probability, Queueing Systems, Operations Research Letters, Naval Research Logistics, IIE Transactions, Probability in the Engineering and Informational Sciences, European Journal of Operational Research.