



MANUFACTURING & SERVICE OPERATIONS MANAGEMENT

M&SOM – Introduction / Update

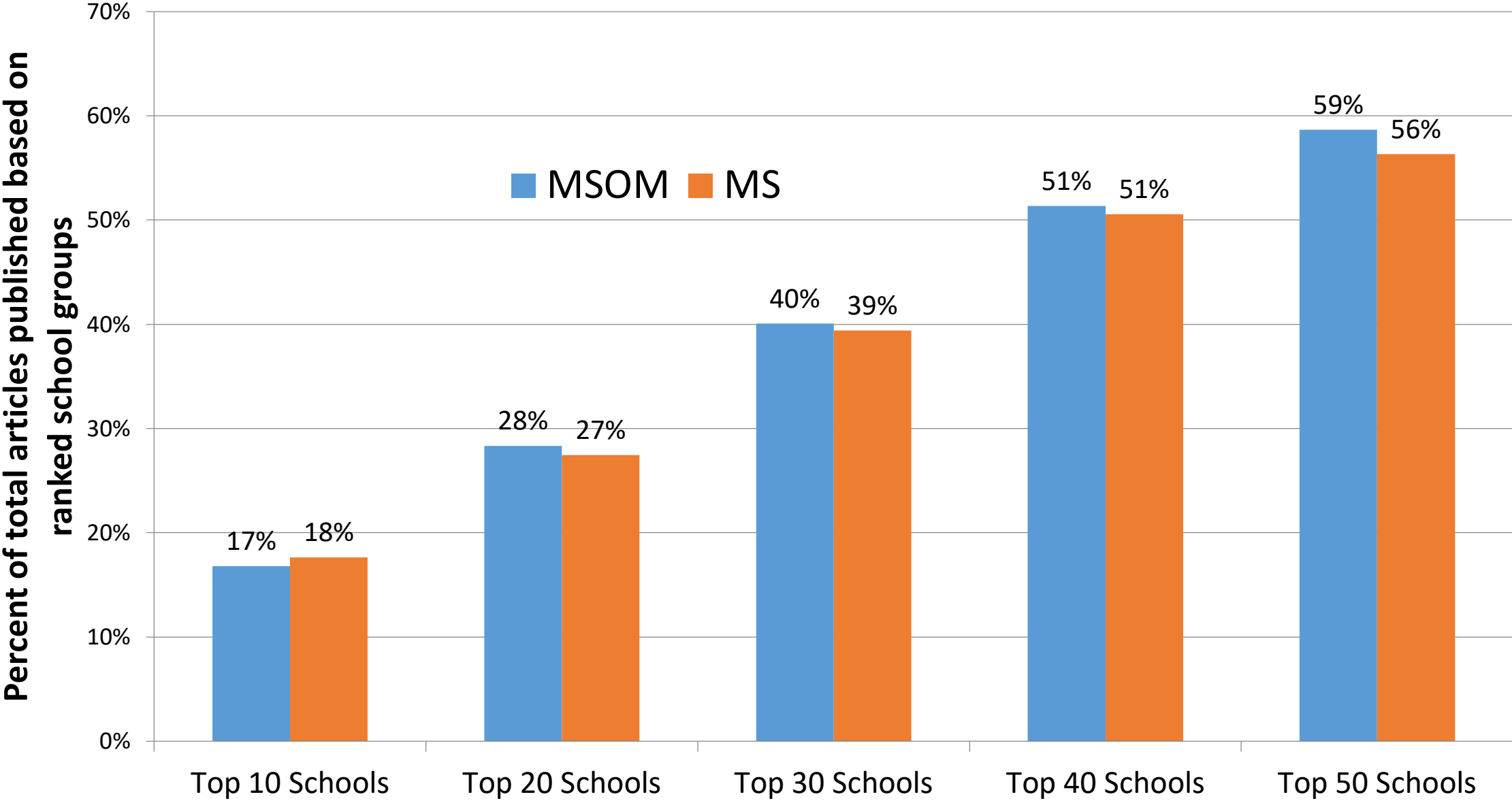
Christopher Tang

Editor in Chief

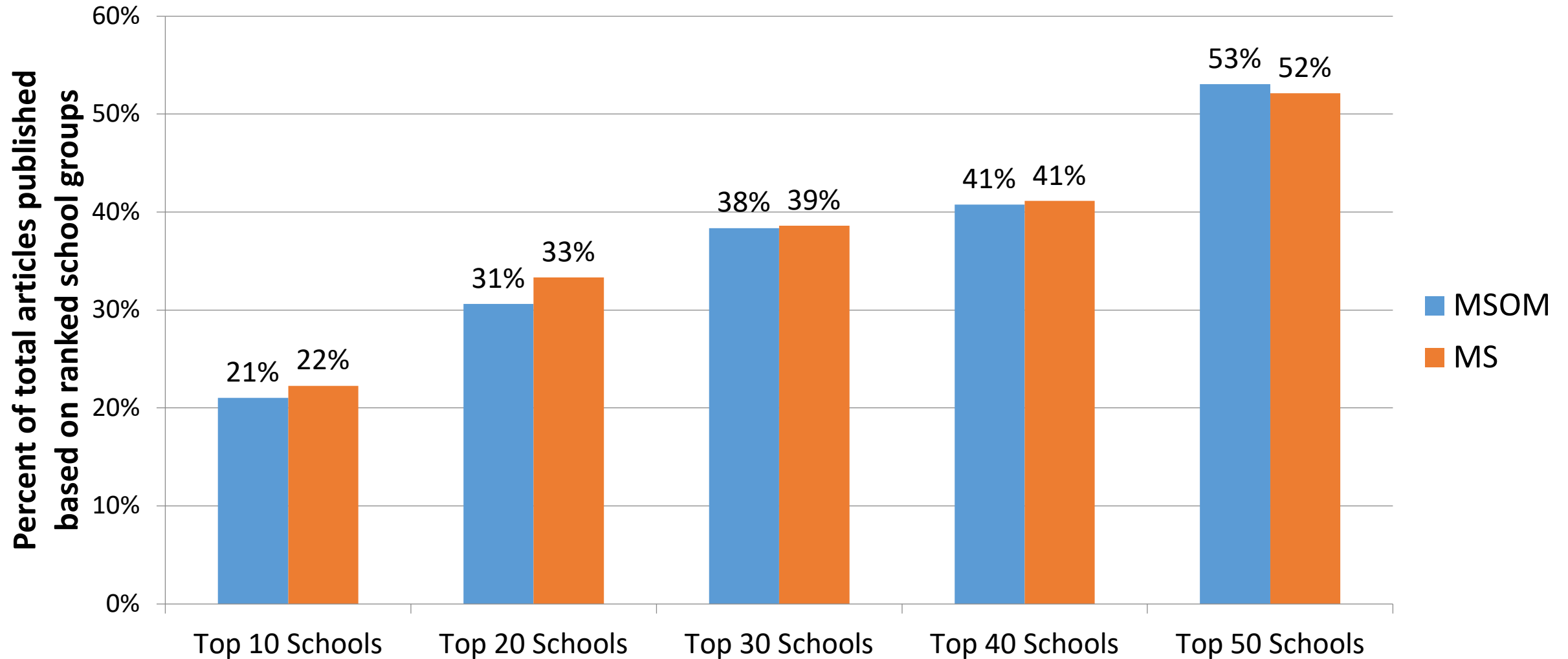
M&SOM: Manufacturing & Service Operations Management

- One of the **INFORMS journals** (others include: Management Sci., Operations Research, Marketing Sci., etc.)
- **Inaugurated in 1999**
- Former Editors
 - Leroy Schwarz (Purdue)
 - Garrett van Ryzin (Columbia)
 - Gerard Cachon (Upenn)
 - Steve Graves (MIT)
 - Christopher Tang (UCLA)

MSOM vs. MS author profile (based on BW school ranking in 2013)



MSOM vs. MS author profile (based on FT school ranking in 2013)





Original Plan (accomplished)

❖ *Departmental Structure (Jan 1, 2016)*

- ❖ *Manufacturing & SCM Operations – Brian Tomlin (Dartmouth)*

- ❖ *Service Operations – Morris Cohen (Upenn)*

- ❖ *Innovative Operations – Hau Lee (Stanford)*

- ❖ *A common pool of AEs from 50 (2015) to 58 (2016) to 70 (2017)*

❖ *MSOM Review: online blog*

- ❖ Press releases for some articles + Re-blog using LinkedIn

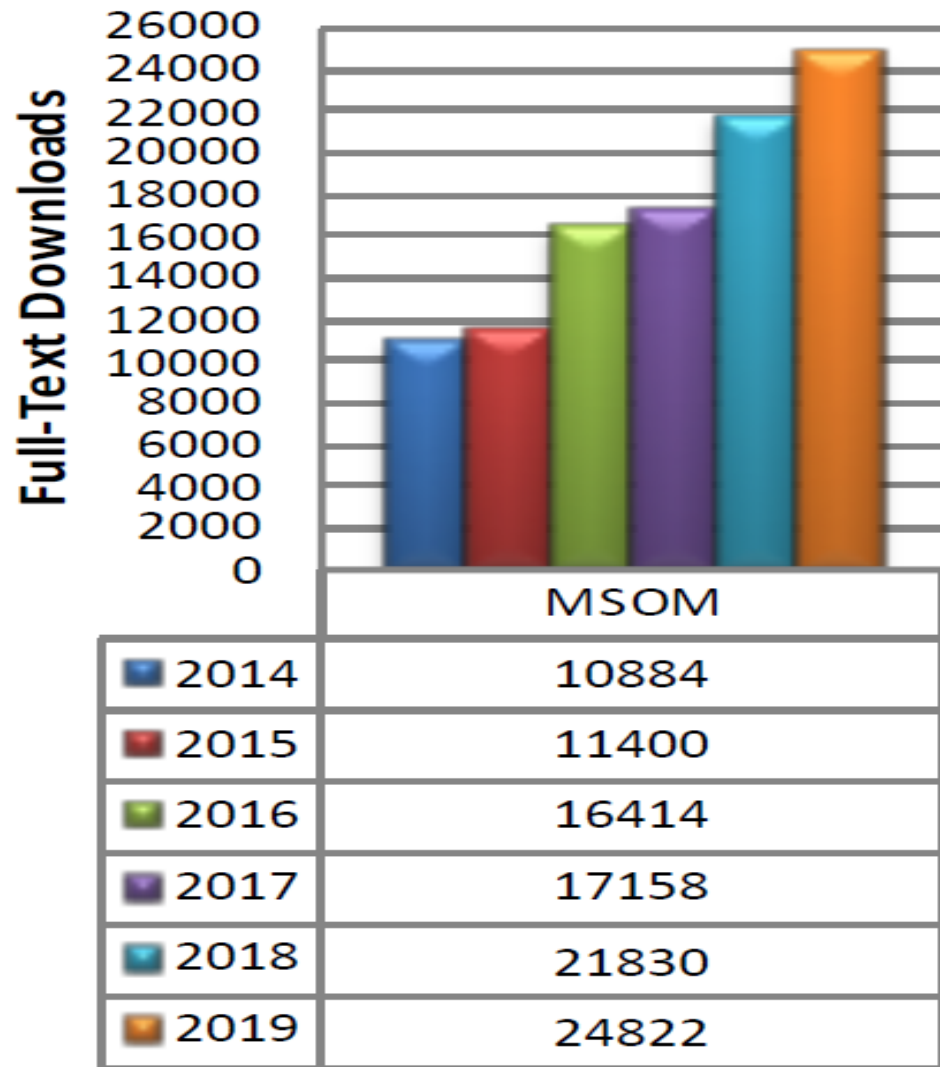
❖ *From MSOM Editor: online blog*

- ❖ E-flyer to pre-announce articles in each new issue

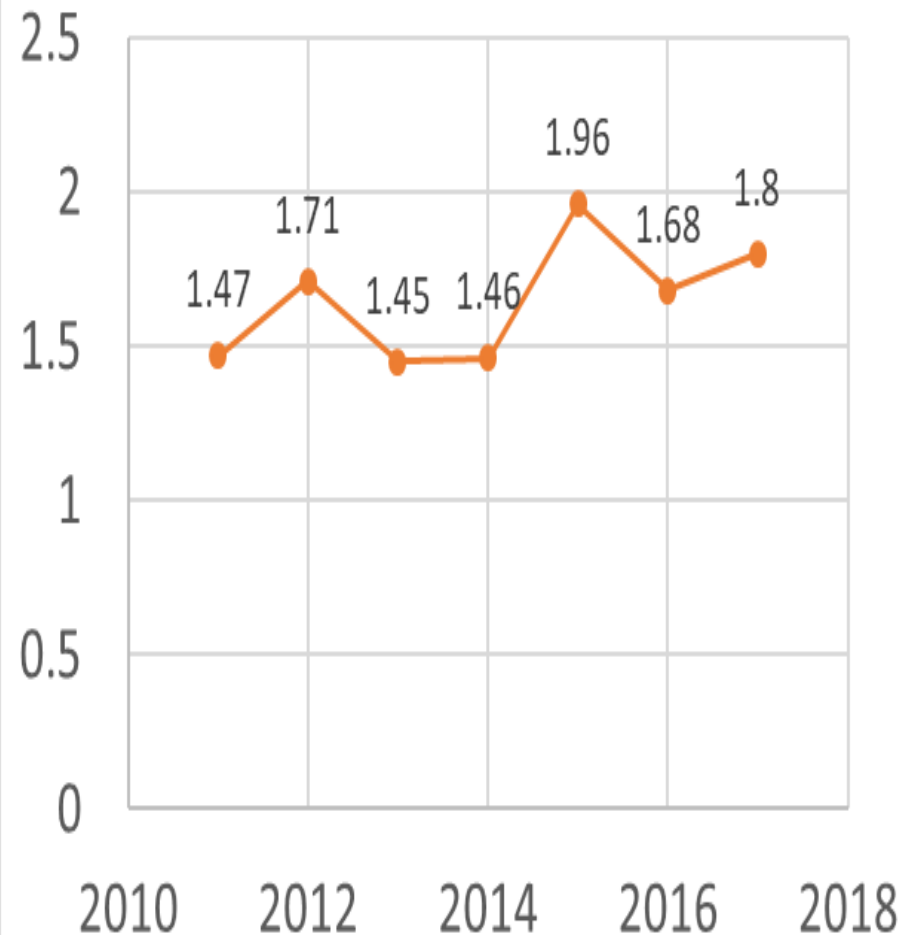
M&SOM is on the rise!



Q1 Usage



M&SOM Impact Factor



| Article Influence | |
|-------------------|------|
| 2017 Score | |
| MS | 3.68 |
| JOM | 2.26 |
| OR | 2.06 |
| M&SOM | 1.92 |
| POM | 1.2 |

Promotion Campaigns – (accomplished)

- ❖ *2015 Awareness: 2015 “M&SOM matters” (done)*
- ❖ *2016 Appreciation: 2016 “M&SOM is quality” (done)*
- ❖ *2017 Affirmation: Financial Times has added M&SOM on its Top 50 list!!!! M&SOM was Selected by FT (9 out of 150 journals)!*

M&SOM Initiatives and Recognitions

- 2018 Alibaba (Cainiao) data drive research competition
 - Co-chairs: Gad Allon & Chris Tang
- 2018 Special Issues
 - Sharing Economy and Online Platforms -- Co-editors: Saif Benjaafar & Ming Hu
 - People-Centric Operations -- Co-editors: Guillaume Roels & Brad Staats
- 2019 Second Biennial *M&SOM* Practice-Based Research Competition
 - Chair: Jeremie Gallien
- 2019 Special Issue
 - Smart City Operations – Co-editors: Sameer Hasija & Chung-Piaw Teo
- *M&SOM* articles won external awards
 - 2016 – Winner of Ralph Gomory Industry Study Award (Craig et al. 2016)
 - 2017 – Winner of Responsible Research in Business and Management (Lo et al. 2017)
 - 2018 – Runner up + Finalist of Ralph Gomory Industry Study Award (Chan et al, 2018, Gallino et al. 2018)