Bora Kolfal

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EMPLOYMENT

Associate Professor of Operations Management (effective July 1, 2013. Tenure granted in November 2012), Alberta School of Business, University of Alberta, Department of Accounting, Operations, and Information Systems (AOIS), Edmonton, AB.

Assistant Professor of Operations Management, Alberta School of Business, University of Alberta, July 2006-Present.

Courses Taught:
- MGTSC 352 – Operations Management (Undergraduate, Winter 2009 – 2012)
- MGTSC 426/626 – Service Operations Management (Undergraduate/MBA, Fall 2006 – 2011)
- MGTSC 488 – Supply Chain Management (Undergraduate, Winter 2007, 2008, and 2011)
- MGTSC 468 – Quantitative Mgmt. Consulting Project (Undergraduate, Winter 2007)
- MGTSC 495 – Individual Research Project I (Undergraduate, Winter 2009 and 2011)
- MGTSC 704 – Seminar in Stochastic Models (Graduate, Winter 2008 and 2010)
- MGTSC 710 – Individual Research: Readings in Queueing Theory (Graduate, Fall 2010)

Courses in the 2012-2013 Academic Year:
- OM 352 (formerly MGTSC 352) – Operations Management (Undergraduate, Fall 2012)
- OM 502 (formerly MGTSC 502) – Operations Management (MBA, Winter 2013)

Visiting Scholar, University of Michigan, Department of Industrial and Operations Engineering (IOE), Ann Arbor, MI. Two appointments: July-September 2008 and May-August 2007.

Teaching Assistant (2005-06), **Research Assistant** (2002-05), Northwestern University, Department of Industrial Engineering and Management Sciences (IEMS), Evanston, IL.

Associate Planning Expert, State Planning Organization, Prime Ministry of Turkey, Ankara, Turkey, 1998-2001.

EDUCATION

Northwestern University, Evanston, IL

Ph.D. in Industrial Engineering and Management Sciences, June 2007
- Thesis Title: "Modeling Flexibility in Service Operations and Supply Chains"
- Major: Stochastic Modeling and Analysis
- Minors: Production and Logistics, Decision and Risk Analysis, Financial Engineering

M.S. in Industrial Engineering and Management Sciences, December 2002

Bilkent University, Ankara, Turkey

B.S. in Industrial Engineering

PEER-REVIEWED PUBLICATIONS

- Iravani, S.M.R., and B. Kolfal, 2005, "When Does the cμ Rule Apply to Finite-Population Queueing Systems," *Operations Research Letters,* **33**(3), pp. 301-304.
- Iravani, S.M.R., B. Kolfal, and M.P. Van Oyen, 2007, "Call Center Labor Cross-Training: It's a Small World After All," *Management Science,* **53**(7), pp. 1102-1112.
- Saghafian, S., M.P. Van Oyen, and B. Kolfal, 2009, "A New Policy for the Control of Parallel Queueing Systems," *Proceedings of 2009 NSF Engineering Research and Innovation Conference*, Honolulu, Hawaii.
- Iravani, S.M.R., B. Kolfal, and M.P. Van Oyen, 2011, "Capability Flexibility: A Decision Support Methodology for Parallel Service and Manufacturing Systems with Flexible Servers," *IIE Transactions*, **43**(5), pp. 363-382.
- Saghafian, S., M.P. Van Oyen, and B. Kolfal, 2011, "The 'W' Network and the Dynamic Control of Unreliable Flexible Servers," *IIE Transactions*, **43**(12), pp. 893-907.
- Delasay, M., B. Kolfal, and A. Ingolfsson, 2012, "Maximizing Throughput in Finite-Source Parallel Queue Systems," *European Journal of Operational Research*, **217**(3), pp. 554-559.
- Iravani, S.M.R., B. Kolfal, and M.P. Van Oyen, 2012, "Process Flexibility and Inventory Flexibility via Product Substitution," accepted for publication at *Flexible Services & Manufacturing*. Available online at: http://www.springerlink.com/content/h207553107702427/
- Kolfal, B., R. Patterson, and L. Yeo, 2012, "Market Impact on IT Security Spending," accepted for publication at *Decision Sciences Journal*.
- Alanis, R., A. Ingolfsson, and B. Kolfal, 2013, "A Markov Chain Model for an EMS System with Repositioning," *Production and Operations Management*, **22**(1), pp. 216-231.

WORK IN PROGRESS

- Messinger, P., B. Kolfal, and K. Asdemir, "Self-Service Co-creation: Cooperation or Competition?"
- Delasay, M., A. Ingolfsson, and B. Kolfal, "Multi-server Service Systems with Adaptive Server Behavior."
- Rastpour, A., B. Kolfal, and A. Ingolfsson, "Analysis of Yellow and Red Alerts in Emergency Medical Services (EMS) Systems."
- Alanis, R., A. Ingolfsson, B. Kolfal, and F. Campello, "Optimizing Compliance Tables for Emergency Medical Services (EMS) Systems Repositioning."
- Kolfal, B., R. Patterson, E. Rolland, and L. Yeo, "Information Sharing and Shared Investment Decisions in Supply Chains with Adverse Events."
- Delasay, M., A. Ingolfsson, B. Kolfal, and, K. Schultz "Components of Service Time and Effects of Load and Overwork."

CURRENT RESEARCH PROJECTS (names in alphabetical order)

- Delasay, M., A. Ingolfsson, B. Kolfal, and V. Verter, "Emergency Room Wait Time Announcement Policies."
- Kolfal, B. and X. Zhao, "Information Sharing in Supply Chains with Advance Selling Strategy."
- Kolfal, B. and P. Messinger, "Human Capital and the Division of Labor: An Extension to Service Operations."

GRANTS

- "EMS patient transfers, deployment, and system status management," Collaborator, $360,000 total, City of Calgary Public Safety Commission, 2010-2011.
- "Nova Faculty Fellowship," $10,000 total, University of Alberta, 2007-2008.
- "Shared computing facility for optimization modeling," Co-applicant, $71,400 total, NSERC RTI Grant, 2007.

GRADUATE STUDENT SUPERVISION

Supervisor (with Armann Ingolfsson):

- Mohammad Delasay Sorkhab, Ph.D. student, AOIS,
- Ramon Alanis, Ph.D. thesis, AOIS, August 2012.

Committee member:

- Lisa Yeo, Ph.D. thesis, AOIS, August 2012,
- Amir Rastpour, Ph.D. student, AOIS,
- Fernanda Campello, Ph.D. student, AOIS,
- David Paul Schnizlein, M.Sc. thesis, CS, July 2009,
- Marc Richard Lanctot, Ph.D. student, CS.

SELECTED PRESENTATIONS (speaker in parentheses)

- Rastpour, A., B. Kolfal, and A. Ingolfsson, "Analysis of Yellow and Red Alerts in Emergency Medical Services Systems," CanQueue Banff 2011, AB; Alberta Research Conference on Operations (ARCO) Calgary 2012, AB (Rastpour), "Modeling EMS yellow alert periods as partial busy periods," CORS Annual Meeting, Niagara Falls 2012, ON (Rastpour); ARCO Calgary 2012, AB (Rastpour).
- Delasay, M., A. Ingolfsson, B. Kolfal, "A queueing model with adaptive server behavior," CORS Annual Meeting, Niagara Falls 2012, ON (Delasay); ARCO Calgary 2012, AB (Delasay).
- Alanis, R., A. Ingolfsson, and B. Kolfal, "A Markov Chain Model for the Performance of an EMS System with Repositioning," University of Ottawa 2011, ON (Ingolfsson); University of Toronto 2011, ON (Ingolfsson); POMS Vancouver 2010, BC (Alanis); MITACS/CORS Edmonton 2010, AB (Alanis); INFORMS San Diego 2009, CA (Alanis); CORS/INFORMS

Toronto 2009, ON (Alanis); CORS/Optimization Days 2008, Quebec City, QC (Alanis); CanQueue Ottawa 2008, ON (Alanis).

- Delasay, M., B. Kolfal, and A. Ingolfsson, "Routing of Customers in Finite-source Queueing Networks," CanQueue 2010, MB; Syncrude Operations Research Department 2009, Edmonton, AB; ARCO Edmonton 2009, AB (Delasay).
- Saghafian, S., M.P. Van Oyen, and B. Kolfal, "Stochastic Networks with Breakdowns: Effective Control of Flexible Servers," CORS/INFORMS Toronto 2009, ON (Kolfal); ARCO Edmonton 2009, AB (Kolfal); INFORMS San Diego 2009, CA (Saghafian); INFORMS Washington DC 2008, DC (Saghafian).
- Iravani, S.M.R., B. Kolfal, and M.P. Van Oyen, "Inventory and Process Flexibility in a Make-to-Stock System with Product Substitution," INFORMS Seattle 2007, WA (Kolfal).

HONORS AND AWARDS

- Winner of Annual Murty Paper Competition, University of Michigan, Ann Arbor (with Soroush Saghafian and Mark Van Oyen), 2010.
- Nova Faculty Fellowship Award, University of Alberta, 2007-2008.
- Nomination to the INFORMS Doctoral Colloquium, 2004.
- Walter P. Murphy Fellowship, Northwestern University, 2001-2002.

SERVICE AND AFFILIATIONS

- Refereed articles for *Management Science, Operations Research, Production and Operations Management, IIE Transactions, European Journal of Operational Research,* and *INFOR*.
- Member of the Institute for Operations Research and Management Sciences (INFORMS), the Production and Operations Management Society (POMS), the Manufacturing and Service Operations Management Society (MSOM), and the Canadian Operational Research Society (CORS).
- MITACS / CORS 2010 Annual Conference, Edmonton, Member of the Scientific Committee.
- ARCO / SCOPE 2011 Annual Conference, Edmonton, Member of the Organizing Committee.