



Canadian Operational Research Society
Calgary Section

<http://www.corscalgary.org/>

PROFESSIONAL DEVELOPMENT SEMINAR

When: Noon to 1:30 PM, Friday, November 19, 2010

Room 217
TransCanada Tower
450 - 1 Street SW
(See attached map)

SPEAKER

Diane Bischak

TOPIC

**Behavioural Operations Management: An Introduction and a
Sample of Applications**

Abstract:

Behavioural operations management is a relatively new field of study that examines the impact of the human element on the performance of operational systems. Controlled experiments place subjects in situations to observe how they actually make decisions concerning aspects of operations or to test how their reactions vary with changes in operational conditions. This talk will offer a sample of interesting findings related to (1) production management (can lean inventory methods in production lines have beneficial effects on the workers themselves?), (2) inventory management (given overage and underage costs, can managers readily determine the best quantity to order?), and (3) supply chain management (are contractual arrangements between a supplier and retailer affected by how well the two parties know each other?)

About the Speaker:

Diane Bischak is an associate professor of Operations Management at the Haskayne School of Business, University of Calgary. She has published articles in *Management Science*, *IIE Transactions*, *Journal of Quality Technology*, and *Health Care Management Science*. Diane is currently researching applications of behavioural operations management to queuing systems. Her other research interests include health care operations management and statistical quality control. Her research is supported by a grant from the Natural Sciences and Engineering Research Council (NSERC).

There is no charge for attending the meeting. The room is available until 1:30 PM for those interested in staying afterwards to mingle and meet other OR practitioners.

Sketch of Location for CORS Meetings at TransCanada Tower in Conference Rooms 214 and 217.

