Speaker: Professor Sameer Hasija, INSEAD

Date: Monday, September 8, 2014

Time: 10:00 am - 11:00 am

Location: Room 3330H

Title: Fleet Management Coordination in Decentralized Humanitarian Operations

Abstract: Entirely motivated by field research, we study incentive alignment for the coordination of operations in humanitarian settings. Focused on transportation, the second-largest overhead cost (after personnel) for humanitarian organizations, we study the fleet size problem from a managerial perspective. Our setup features a service-level-focused humanitarian program implemented by an international humanitarian organization with private information about transportation needs, which affects the balance between service level and efficiency intended by the organization's headquarters. The incentive alignment issue is complex because traditional instruments based on financial rewards and penalties are not considered to be viable options. This problem is further complicated by information asymmetry in the system due to the dispersed geographical locations of the parties. We design a novel mechanism based on an operational lever to coordinate incentives for different program types. Interestingly, the standard result of “no output distortion and positive information rent for the efficient type” in adverse selection models does not hold in our setting. We obtain three parameter-dependent regions for truth revelation and link these regions to the type of activities carried out by different programs.

Bio: Sameer Hasija is a faculty member of the Technology and Operations Management area at INSEAD. He earned his Ph.D. and M.S. from the Simon School of Business at the University of Rochester and his Bachelor of Technology from the Indian Institute of Technology at Madras.

At INSEAD, Sameer teaches the Process and Operations Management MBA and EMBA core courses and an elective course on service management. He also teaches modules on supply chain management, service management, and process innovation in various executive open enrolment/company specific programs. In the Ph.D. program, Sameer has taught courses on stochastic processes and incentive design issues in OM.

The primary focus of Sameer’s research is on contracting issues in outsourcing of knowledge and/or information intensive service processes. He is also interested in service process design issues with applications in healthcare, call-center, and humanitarian operations. Lately, he has also been working
on general topics in the OM-Economics interface and behavioral operations. His research has been published in/accepted to leading journals such as Information Systems Research, Management Science, Manufacturing & Service Operations Management, Operations Research, and Production and Operations Management.

On the practice side, Sameer has worked on consulting/research projects with firms in different industries such as business/knowledge process outsourcing, luxury retail, reverse logistics, healthcare, hi-tech manufacturing, data analytics, and financial services.