

Chen Yan



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Academic Qualification

2002-2006 Ph.D.: Arizona State University, Industrial Engineering;
1996-1999 Master: Xiamen University, Systems Engineering;
1992-1996 BS: Xiamen University, Systems Engineering.

Working Experience

2013-Present Associate Professor / Macao University of Science and Technology
2006-2013 Assistant Professor / Macao University of Science and Technology

Teaching Activities

Business Forecasting, Advanced Operations Management, Quality Management, Research Methodology

Research Interest

Behavioral operations management, ,

Selected Journal Papers (*corresponding author indicated with * and students with*)

Nie, T., Cai, M. , & Chen, Y. * (2023). An Investigation of Helicopter Parenting and Interpersonal Conflict in a Competitive College Climate. In *Healthcare* (Vol. 11, No. 10, p. 1484).

Li, X., Wu, M. , Shi, C., & Chen, Y. * (2023). Impacts of green credit policies and information asymmetry: From market perspective. *Resources Policy*, 81, 103395.

Zhang, j. , Kuo, Y.H., Li, X., & Chen, Y.* (2021). Coordinating Supply Chain Financing for E-commerce Companies through a Loan Contract. *SAGE Open*, 11(4), 21582440211065455. [SSCI, 2021 IF: 2.032, ranking: 53/111 in SOCIAL SCIENCES, INTERDISCIPLINARY, Q2]

Chen, Y., Tang, T. , Li, Y., & Fan, D.* (2021). Does Interest Alignment between Hotels and Online Travel Agencies Intensify Review Manipulations? *Industrial Management & Data Systems*, Accepted. [SCI, 2021 IF: 4.803, ranking: 20/50 in ENGINEERING, INDUSTRIAL, Q2]

Kuo, Y. H., Balasubramanian, H., & **Chen, Y.*** (2020). Medical Appointment Overbooking and Optimal Scheduling Tradeoffs between Schedule Efficiency and Accessibility to service. *Flexible Services and Manufacturing Journal*, 1-30. [SCI]

Chen, Y., Kuo, Y. H.*, Fan, P ., & Balasubramanian, H. (2018). Appointment overbooking with different time slot structures. *Computers & Industrial Engineering*, 124, 237-248. [SCI]

Chen, Y., Tang, H.*, Nie, T., & Lin, X. (2015). Integration of Congestion-related Emissions in a Transit Bus Scheduling Problem During Rush Hours. *Environmental Engineering & management Journal*, 14(8). [SCI]

Chen, Y.*, Pfund, M.E., Montgomery, D.C. and Fowler, J.W. (2010). Robust Scaling Parameters for Composite Dispatching Rules, *IIE Transactions* 42(11) 842-853 [SCI]

Pfund, M.E., Fowler, J.W.*, Gadkari, A., and **Chen, Y.** (2008). Scheduling jobs on parallel machines with ready times and setup times, *Computers & Industrial Engineering*, 54, 764-782 [SCI]

Chen, Y., Toni, F. and Ye, N.* (2004). Quality of service requirements of network applications on the internet, *Information Knowledge Systems Management*, 4, 55-76

Major Conference Papers (*students indicated with **)

Li, Y. , **Chen, Y.**, Guo, G. , Wu, H. , & Yuan, Z. (2022). Integrated routing for a vehicle-robot pickup and delivery system with time constraints. arXiv preprint arXiv:2202.04550, Best Oral Presentation.

Li, C. N. , **Chen, Y.**, Luan, H. J. , Wang, L. S. , Sun, L. X. , Wang, T. X. , & Li, X. (2020, December). Launch Strategies for Upgraded Products with Consideration of Self cannibalization. In 2020 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 166-170). IEEE, shortlisted for the best paper (top 3%).

Tang, T. , Huang, L. , & **Chen, Y.** (2020, December). Evaluation of Chinese Sentiment Analysis APIs Based on Online Reviews. In 2020 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 923-927). IEEE.

Liu, Y. , Li, Q. Y. , & **Chen, Y.** (2020, December). What Makes Consumers More Strategic? Evidence from an Experimental Study. In 2020 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 660-664). IEEE.

Fang, Y. , **Chen, Y.**, & Li, X. (2017, December). Joint decision making about price and duration of discount airfares. In 2017 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 31-34). IEEE.

Fan, P., Fan, D. , Kuo, Y. H., & **Chen, Y.** (2016, December). Modeling and evaluation of overbooking rules for primary health care clinic with different patient behavior. In 2016 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 861-865). IEEE.

Chen, Y., Kuo, Y. H., Balasubramanian, H., & Wen, C. (2015, December). Using simulation to examine appointment overbooking schemes for a medical imaging center. In Proceedings of the 2015 Winter Simulation Conference (pp. 1307-