

Paolo Letizia

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EMPLOYMENT

- 08/2015 – present **Haslam College of Business,
University of Tennessee**
Assistant Professor of Operations Management and Business Analytics
- 07/2012 – 07/2015 **Rotterdam School of Management,
Erasmus University**
Assistant Professor of Supply Chain Management

EDUCATION

- 08/2007 – 06/2012 **Smeal College of Business,
The Pennsylvania State University**
Ph.D. in Business Administration,
Dual Degree in Operations Research
- 09/2005 – 06/2006 **Bordeaux Business School**
M.Sc. in Supply Chain Management
- 09/1995 – 03/2001 **University of Pavia**
B.S. and M.Sc. *cum laude* in Electrical Engineering

RESEARCH INTERESTS

Closed-Loop Supply Chain Management, Socially Responsible Operations, Supply Chain Contract, OM-Marketing interface, Supply Chain Management

REFEREED PUBLICATIONS

1. **Letizia, P.**, M. Pourakbar, T. Harrison. 2018. The Impact of Consumer Returns on the Multi-channel Sales Strategies of Manufacturers, *Production and Operations Management* **27**(2) 323 – 349
2. **Letizia, P.** 2018. Contract Design in Processing Trade, *Decision Sciences* **49**(4) 728–753
3. **Letizia, P.**, G. Hendrikse. 2016. Supply Chain Structure Incentives for Corporate Social Responsibility, *Production and Operations Management* **25**(11) 1919 – 1941
4. Crocker, K. J., **P. Letizia**. 2014. Optimal Policies for Recovering the Value of Consumer Returns, *Production and Operations Management* **23**(10) 1667 – 1680
5. Ferrari-Trecate, G., E. Gallestey, **P. Letizia**, M. Spedicato, M. Morari, M. Antoine. 2004. Modeling and Control of Cogeneration Power Plants: A Hybrid System Approach. *IEEE Transactions on Control Systems Technology*, 12(5):694-705

BOOK CHAPTERS

6. **Letizia, P.** 2016. Effect of Supply Chain Structures on the Adoption of CSR. In C. Tang and A. Atasu, editors, *Environmentally Responsible Supply Chains*

7. Van Wassenhove, L. N., B. Lebreton, **P. Letizia**. 2007. A Paradigm Shift: Supply Chain Collaboration and Competition in and between Europe's Chemical Clusters. *EPCA Think Tank*
8. Ferrari-Trecate, G., E. Gallestey, **P. Letizia**, M. Spedicato, M. Morari, M. Antoine. 2002. Modeling and Control of Cogeneration Power Plants: A Hybrid System Approach. In C. J. Tomlin and M. R. Greenstreet, editors, *Proc. 5th International Workshop on Hybrid Systems: Computation and Control*, Volume 2289 of Lecture Notes in Computer Science, Springer-Verlag, 209-224

COMPLETED MANUSCRIPTS

9. **Letizia, P.**, G. Hendrikse, B. Manouchehrabadi. 2018. Communication and Decision Making in Heterogeneous Partnerships. *Under revision for resubmission at Production and Operations Management*
10. **Letizia, P.**, G. Esenduran, A. Ovchinnikov. 2018. On Product Customization and Returns. *Under revision for resubmission at Manufacturing & Service Operations Management*
11. **Letizia, P.**, D. Thomas. 2018. Manufacturer's Investments and Reverse Channel Selection for Product Returns under Uncertainty. *To be submitted at Production and Operations Management*
12. Yan, W., W. Zhou, **P. Letizia**. 2018. Crowdsourcing Data Science for Innovation. *Under review at MIS Quarterly*

WORK IN PROGRESS

13. **Letizia, P.**, Z. J., Ren, S., Willems. 2018. An Empirical Study of Inventory Policy Choice and Inventory Level Decisions.
14. Pourakbar, M., **P. Letizia**. 2018. Strategies to Combat Refurbished/Remanufactured Counterfeit Products.
15. Drake, D., **P. Letizia**, G. Raz. 2018. Impact of Taxes on the Adoption of Green Technologies: The Case of Competitive Manufacturers.

TEACHING EXPERIENCE

Graduate (at University of Tennessee)

- *Ph.D.*: Prescriptive Analytics
Evaluations (out of 5.0): 4.0 (Fall 2015)
- *MSBA*: Systems Optimization (Fall 2017)
- *MBA*: Prescriptive Modeling
Evaluations (out of 5.0): 4.1, 4.67, 4.7 (Spring 2016–2018)

Graduate (at Erasmus University)

- *Executive Course Kuwait Petroleum Corporation*: Operations Management
Evaluations (out of 5.0): 4.92 (March 2013)
- *M. Sc. Supply Chain Management Core*: Managing the Supply Chain
Evaluations (out of 5.0): 4.3, 4.6, 4.5 (Fall 2012–2014)
- *M. Sc. General Management Core*: Operations & Supply Chain Management
Evaluations (out of 5.0): 4.1, 4.3, 4.1 (Spring 2013–2015)

Undergraduate (at Penn State University)

- *Elective*: Demand Fulfillment
Evaluations (out of 7.0): 6.67 (Fall 2011)

AWARDS AND SCHOLARSHIPS

Research

1. Jeanne and Charles Rider Graduate Fellowship, Smeal College of Business (2011)
2. Dissertation Summer Stipend Award, Smeal College of Business (2011)
3. Social Innovation Centre Scholarship, INSEAD (2006 – 2007)
4. IFA Scholarship, ETH Swiss Federal Institute of Technology (2000 – 2001)
5. Best Scientific Undergraduate Thesis Award, University of Pavia (2001)

Referee

1. Outstanding Contribution in Reviewing Award - Journal of Operations Management (2017)

Teaching

1. Finalist for the Best Teacher Award – MBA, Haslam College of Business (2017)
2. Teacher of the Year Award – M. Sc. Supply Chain Management, Rotterdam School of Management (2014, 2015)

PROFESSIONAL SERVICE

- Reviewer: *Manufacturing & Service Operations Management, Production and Operations Management, Journal of Operations Management, Journal of the Operational Research Society, Decision Sciences, International Journal of Production Economics, IEEE Transactions on Engineering Management, Sustainability*
- Track Co-chair: Environmental Operations Management POMS (2016); Closed-Loop Supply Chain Management POMS (2018)
- Session Chair: INFORMS (2013, 2014, 2015, 2016); POMS (2013, 2014, 2015, 2017)
- Judge: DSI Elwood S. Buffa Doctoral Dissertation competition (2014, 2018)

CONFERENCE PRESENTATIONS and INVITED TALKS

1. HEC, Paris. 2018. Letizia, P., G. Esenduran, A. Ovchinnikov. Optimal Return Policies for Customized Products.
2. POMS National Meeting, Seattle, WA. 2017. Letizia, P., G. Esenduran, A. Ovchinnikov. Optimal Return Policies for Customized Products.
3. MIP Politecnico, Milano, Italy. September 2016. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
4. POMS National Meeting, Orlando, FL. 2016. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
5. POMS National Meeting, Washington, D. C. 2015. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
6. University of Tennessee, Knoxville. 2015. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
7. POMS National Meeting, Atlanta. 2014. Gao, L., P. Letizia. How to Use Private Local Knowledge: the Case for Processing Trade.
8. POMS National Meeting, Atlanta. 2014. P. Letizia, G. Hendrikse. Organizing Socially Responsible Operations along the Supply Chain.
9. POMS National Meeting, Atlanta. 2014. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
10. Consumer Returns Conference, Dallas. 2013. Letizia, P. Optimal Policies for Consumer Returns.

11. OR Conference, Rotterdam. 2013. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
12. EURO-INFORMS Conference, Rome. 2013. Letizia, P., D. Thomas. Investments to Reduce Consumer Returns under Information Asymmetry
13. INFORMS National Meeting, Minneapolis. 2013. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
14. POMS National Meeting, Denver. 2013. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
15. Essec Business School, Paris. 2012. Crocker, K. J., P. Letizia. Optimal Policies for Recovering the Value of Consumer Returns
16. Rotterdam School of Management, Rotterdam. 2012. Crocker, K. J., P. Letizia. Optimal Policies for Recovering the Value of Consumer Returns

INDUSTRY AND EXTRACURRICULAR EXPERIENCE

07/2006 – 08/2007	INSEAD Research Associate in Supply Chain Management	France
01/2002 – 12/2006	Accenture Senior Consultant in Supply Chain Management	Italy
07/2000 – 12/2001	ETH Swiss Federal Institute of Technology Research Associate in Optimal Control Theory	Switzerland

PERSONAL

- Citizenship: Italian
- Member: INFORMS, POMS, MSOM
- Language Proficiency: Italian (Native), English (Fluent), French (Fluent)