

Paolo Letizia

Department of Business Analytics & Statistics
Haslam College of Business, University of Tennessee
223 Stokely Management Center, 916 Volunteer Boulevard
Knoxville, TN 37996
Phone: 865-974-3992
E-mail: pletizia@utk.edu

EMPLOYMENT

Haslam College of Business, University of Tennessee Associate Professor (with tenure) of Operations Management and Business Analytics	Knoxville, TN, USA 2021 – present
Assistant Professor of Operations Management and Business Analytics	2015 – 2021
Rotterdam School of Management, Erasmus University Assistant Professor of Supply Chain Management	Rotterdam, The Netherlands 2012 – 2015

EDUCATION

Smeal College of Business, The Pennsylvania State University Ph.D. in Business Administration, Dual Degree in Operations Research	State College, PA, USA 2007 – 2012
KEDGE Business School M.Sc. in Supply Chain Management	Bordeaux, France 2005 – 2006
University of Pavia B.Sc. and M.Sc. <i>summa cum laude</i> in Electrical Engineering	Pavia, Italy 1995 – 2001

RESEARCH INTERESTS

Sustainable Operations, Operations-Marketing Interface, Operations-Information Systems Interface, Supply Chain Management

REFEREED PUBLICATIONS

1. Bowers, A., M. Bowers, N. Bryan, **P. Letizia**, S. A. Murphy. 2022. Forming Student Teams to Incorporate Soft Skills and Commonality of Schedule. *Forthcoming in INFORMS Journal on Applied Analytics* (formerly *Interfaces*).
2. Jia, J., **P. Letizia**, S. Willems. 2022. Supply Chain Contracting with Information Design. *Forthcoming in Decision Sciences*.
3. Esenduran, G., **P. Letizia**, A. Ovchinnikov. 2022. Customization and Returns. *Management Science [Fast Track]* **68**(6) 4517 – 4526.
4. Manouchehrabadi, B., **P. Letizia**, G. Hendrikse. 2021. Democratic versus Elite Governance for Project Selection Decisions in Executive Committees. *European Journal of Operational Research* **297**(3) 1126 – 1138.
5. Yan, W., **P. Letizia**, W. Zhou. 2021. Three Cobblers Worth the Mastermind? Crowdsourcing Innovation with Potential to Ensemble. *Decision Sciences* **53**(2) 223 – 238.
6. Manouchehrabadi, B., **P. Letizia**, G. Hendrikse. 2021. Governance of Collective Entrepreneurship. *Journal of Economic Behavior and Organization* **185** 370 – 389.

7. **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.
8. **Letizia, P.** 2018. Contract Design in Processing Trade, *Decision Sciences* **49**(4) 728 – 753.
9. **Letizia, P.**, G. Hendrikse. 2016. Supply Chain Structure Incentives for Corporate Social Responsibility. *Production and Operations Management* **25**(11) 1919 – 1941.
10. Crocker, K. J., **P. Letizia**. 2014. Optimal Policies for Recovering the Value of Consumer Returns. *Production and Operations Management* **23**(10) 1667 – 1680.
11. Ferrari-Trecate, G., E. Gallestey, **P. Letizia**, M. Spedicato, M. Morari, M. Antoine. 2004. Modeling and Control of Co-generation Power Plants: A Hybrid System Approach. *IEEE Transactions on Control Systems Technology*, 12(5) 694-705.

MANAGERIAL PUBLICATIONS

12. Esenduran, G., **P. Letizia**, A. Ovchinnikov. 2022. Whose Customized Products Can Be Returned? *Harvard Business Review* **100** (7-8), 32.
13. Esenduran, G., **P. Letizia**, A. Ovchinnikov. 2022. Why You Should Allow Returns on Customized Products. *Harvard Business Review*.

BOOK CHAPTERS

1. **Letizia, P.** 2016. Effect of Supply Chain Structures on the Adoption of CSR. In C. Tang and A. Atasu, editors, *Environmentally Responsible Supply Chains*
2. 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*
3. 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

TEACHING EXPERIENCE

Undergraduate (at University of Tennessee)

- Analytic Models for Decision Optimization
Evaluations (out of 5.0): 4.7, 4.8 (Fall 2019-2020), 4.6 (Fall 2022)

Graduate (at University of Tennessee)

- *Executive for Coca-Cola Southwest Bottling*: Fundamentals of Forecasting & Demand Planning
Evaluations (out of 7): 6.67 (Spring 2023)
- *MSBA: Systems Optimization*
Evaluations (out of 5.0): N/A, 4.8, 4.85, 4.8, 4.6 (Fall 2017-2021)
- *MBA: Prescriptive Modeling*
Evaluations (out of 5.0): 4.1, 4.67, 4.7, 4.6 (Spring 2016-2019), 4.9, 4.8, 4.9 (Fall 2020-2022)
- *Ph.D.: Prescriptive Analytics*
Evaluations (out of 5.0): 4.6 (Fall 2015)

Graduate (at Erasmus University)

- *Executive for Kuwait Petroleum Corporation*: An Introduction to Operations Management
Evaluations (out of 5.0): 4.9 (March 2013)
- *M. Sc. General Management Core: Operations & Supply Chain Management*
Evaluations (out of 5.0): 4.1, 4.3, 4.1 (Spring 2013-2015)

- *M. Sc. Supply Chain Management Core: Managing the Supply Chain* Evaluations (out of 5.0): 4.3, 4.6, 4.5 (Fall 2012-2014)

Undergraduate (at Penn State University)

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

AWARDS AND SCHOLARSHIPS

Research

1. ASCC Faculty Research Award, Haslam College of Business (2021)
2. Summer Research Award, Haslam College of Business (2019-2022)
3. Martin and Jean Mills Faculty Research Fellow, Haslam College of Business (2019)
4. Jeanne and Charles Rider Graduate Fellowship, Smeal College of Business (2011)
5. Dissertation Summer Stipend Award, Smeal College of Business (2011)
6. Social Innovation Centre Scholarship, INSEAD (2006, 2007)
7. IFA Scholarship, ETH Swiss Federal Institute of Technology (2000, 2001)
8. Best Scientific Undergraduate Thesis Award, University of Pavia (2001)

Referee

1. Outstanding work as a Reviewer award - Production and Operations Management Journal (2019)
2. Best Reviewer award - Decision Sciences Journal (2019)
3. Outstanding Contribution in Reviewing Award - Journal of Operations Management (2017)

Teaching

1. Finalist for the Best Teacher Award – MBA, Haslam College of Business (2017-2022)
2. Teacher of the Year Award – M. Sc. Supply Chain Management, Rotterdam School of Management (2014, 2015)

PROFESSIONAL SERVICE

- Associate Editor: *Decision Sciences* (Fall 2019 - present)
- Reviewer: *Manufacturing & Service Operations Management*, *Production and Operations Management*, *Journal of Operations Management*, *Decision Sciences*, *European Journal of Operational Research*, *Journal of the Operational Research Society*, *International Journal of Production Economics*, *IEEE Transactions on Engineering Management*, *Sustainability*
- Track Co-chair: Corporate Social Responsibility and Sustainability DSI (2023), Closed-Loop Supply Chain Management POMS (2018); Environmental Operations Management POMS (2016)
- Session Chair: INFORMS (2022, 2021, 2019, 2016, 2015, 2014, 2013); POMS (2022, 2021, 2019, 2017, 2015, 2014, 2013)
- Judge: MSOM Sustainable Operations SIG (2021, 2019), DSI Elwood S. Buffa Doctoral Dissertation competition (2018, 2014)

CONFERENCE PRESENTATIONS

1. INFORMS National Meeting, Indianapolis. 2022. Yan, W., P. Letizia, G. Raz. Impact of Taxes on the Adoption of Green Technologies.

2. INFORMS National Meeting, Indianapolis. 2022. Chomachaei, F., E. Gal-Or, P. Letizia, P. Roma. The Economic and Environmental Impacts of the Sharing Economy Business Model.
3. INFORMS National Meeting, Indianapolis. 2022. Gurlek, R., D. KC, P. Letizia. Store Closures and Online Shopping: Evidence from a Natural Experiment.
4. INFORMS National Meeting, Indianapolis. 2022. Agrawal, A., C. Fuchs, P. Letizia. How Does Product Customization Affect Consumer Returns? an Empirical Analysis.
5. INFORMS National Meeting, Anaheim. 2021. Esenduran, G., P. Letizia, A. Ovchinnikov. Customization and Returns.
6. MSOM Conference, Singapore. 2021. Esenduran, G., P. Letizia, A. Ovchinnikov. Customization and Returns.
7. POMS National Meeting, Virtual. 2021. Gal-Or, E., P. Letizia, F. Rahmanniyay, P. Roma. Is Sharing Economy Green?
8. POMS National Meeting, Virtual. 2021. Esenduran, G., P. Letizia, A. Ovchinnikov. Customization and Returns.
9. INFORMS National Meeting, Virtual. 2020. Esenduran, G., P. Letizia, A. Ovchinnikov. Customization and Returns.
10. POMS National Meeting, Virtual. 2020. Gal-Or, E., P. Letizia, F. Rahmanniyay, P. Roma. Is Sharing Economy Green?
11. POMS National Meeting, Virtual. 2020. Esenduran, G., P. Letizia, A. Ovchinnikov. Customization and Returns.
12. INFORMS National Meeting, Seattle. 2019. Esenduran, G., P. Letizia, A. Ovchinnikov. On Product Customization and Returns.
13. INFORMS National Meeting, Seattle. 2019. Gal-Or, E., P. Letizia, F. Rahmanniyay, P. Roma. Is Sharing Economy Green?
14. MSOM Conference, Singapore. 2019. Letizia, P., G. Esenduran, A. Ovchinnikov. On Product Customization and Returns.
15. POMS National Meeting, Washington, D.C. 2019. Letizia, P., G. Esenduran, A. Ovchinnikov. On Product Customization and Returns.
16. POMS National Meeting, Washington, D.C. 2019. Letizia, P., E. Gal-Or, Rahmanniyay, P. Roma. Is Sharing Economy Green?
17. POMS National Meeting, Washington, D.C. 2019. Pourakbar, M., P. Letizia. Strategies to Combat Refurbished/Remanufactured Counterfeit Products.
18. POMS National Meeting, Houston, TX. 2018. Letizia, P., G. Esenduran, A. Ovchinnikov. Optimal Returns Policies for Customized Products.
19. POMS National Meeting, Houston, TX. 2018. Letizia, P., D. Drake, G. Raz. Impact of Taxes on the Adoption of Green Technologies.
20. POMS National Meeting, Seattle, WA. 2017. Letizia, P. Contract Design in Processing Trade.
21. POMS National Meeting, Seattle, WA. 2017. Letizia, P., G. Esenduran, A. Ovchinnikov. Optimal Return Policies for Customized Products.
22. INFORMS National Meeting, Nashville, TA. 2016. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
23. INFORMS National Meeting, Nashville, TA. 2016. Pourakbar, P. Letizia, M. Nikoofal. Strategies to Combat Refurbished and Remanufactured Counterfeit Products.
24. POMS National Meeting, Orlando, FL. 2016. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.

25. POMS National Meeting, Washington, D. C. 2015. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
26. POMS National Meeting, Atlanta. 2014. Gao, L., P. Letizia. How to Use Private Local Knowledge: the Case for Processing Trade.
27. POMS National Meeting, Atlanta. 2014. P. Letizia, G. Hendrikse. Organizing Socially Responsible Operations along the Supply Chain.
28. POMS National Meeting, Atlanta. 2014. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
29. Consumer Returns Conference, Dallas. 2013. Letizia, P. Optimal Policies for Consumer Returns.
30. OR Conference, Rotterdam. 2013. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
31. EURO-INFORMS Conference, Rome. 2013. Letizia, P., D. Thomas. Investments to Reduce Consumer Returns under Information Asymmetry.
32. INFORMS National Meeting, Minneapolis. 2013. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Strategy.
33. POMS National Meeting, Denver. 2013. Letizia, P., T. Harrison. The Impact of Product Returns on Dual-Channel Supply Chain Design.
34. POMS National Meeting, Chicago, Illinois. 2012. Letizia, P., T. Harrison. The Impact of Product Returns on Dual-Channel Supply Chain Design.

INVITED TALKS

1. Emlyon Business School, Lyon, France. 2023. Chomachaei, F., E. Gal-Or, P. Letizia, P. Roma. The Economic and Environmental Impacts of the Sharing Economy Business Model.
2. MIP Politecnico, Milan, Italy. 2022. Esenduran, G., P. Letizia, A. Ovchinnikov. 2022. Customization and Returns.
3. Rotterdam School of Management, Rotterdam, Netherlands. 2021. Agrawal, A., P. Letizia. How does Product Customization affect Consumer Returns? An Empirical Analysis.
4. MIP Politecnico, Milan, Italy. 2016. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
5. University of Tennessee, Knoxville, USA. 2015. Letizia, P., T. Harrison. The Impact of Product Returns on a Manufacturer Multi Channel Sales Strategy.
6. Essec Business School, Paris, France. 2012. Crocker, K. J., P. Letizia. Optimal Policies for Recovering the Value of Consumer Returns.
7. Rotterdam School of Management, Rotterdam, Netherlands. 2012. Crocker, K. J., P. Letizia. Optimal Policies for Recovering the Value of Consumer Returns.

INDUSTRY AND EXTRACURRICULAR EXPERIENCE

INSEAD
Research Associate in Supply Chain Management

Fontainebleau, France
2006 – 2007

Accenture
Senior Consultant in Supply Chain Management

Milan, Italy
2002 – 2006

ETH Swiss Federal Institute of Technology
Research Associate in Optimal Control Theory

Zurich, Switzerland
2000 – 2001

PERSONAL

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

Last update: 02/2023