

CSCRL SPRING SYMPOSIUM

HELP WANTED: LEADING, ENGAGING, AND NURTURING YOUR
WORKFORCE TO KEEP YOUR SUPPLY CHAIN MOVING
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ABSTRACT

DATA DRIVEN WORKFORCE MANAGEMENT IN SERVICE OPERATIONS

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Service operations are labor-intensive, with a large portion of operating costs on staffing labor. Managing service operations requires forecasting demand and labor productivity, capacity planning, personnel scheduling, task scheduling and routing, etc. It is important to use data to understand/predict the behaviors of both customers and labor when developing operational strategies. This presentation will focus on empirical studies of labor behaviors when making task routing decisions.

