MSOM (Manufacturing and Service Operations Management) Conference and SIG (Special Interest Groups) Meeting

DALLAS

JULY 1-3, 2018
Hilton Anatole Hotel – UT Dallas Campus
THE UNIVERSITY OF TEXAS AT DALLAS
Naveen Jindal School of Management
From the organizers

It is our pleasure to welcome you to the Manufacturing and Service Operations Management (MSOM) Conference and its associated Special Interest Groups (SIG) Meeting, organized by the Operations Management Area of the Naveen Jindal School of Management at The University of Texas at Dallas.

We received 442 submissions this year and are thrilled to welcome more than 400 registered participants, including some 340 speakers from all over the world.

Most conference events will take place at the Hilton Anatole Hotel in Dallas. We chose this venue so that you would be able to take full advantage of everything Dallas has to offer, including a rich arts and culture scene, countless excellent (and diverse) restaurants and many family-friendly activities. At the same time, because we want you to experience our beautiful campus located in the Dallas suburb of Richardson, we are inviting you to a plenary session and reception in our new Davidson-Gundy Alumni Center, immediately north of the Jindal School.

In an effort to reduce the impact of the conference on the environment, we have undertaken several new initiatives (see page 6) and hope that you will support these efforts.

As co-chairs of the Planning Committee we took great care in planning this event and wish you a productive and intellectually enriching conference. Our city is known for its beautiful weather and Southern hospitality. We truly hope you will enjoy your stay in the Dallas area.

Please do not hesitate to reach out to us if you have any questions, requests or comments.

Reach us with any inquiries or comments via email at MSOM2018@utdallas.edu.

Who’s at the conference?

<table>
<thead>
<tr>
<th>Region</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>USA</td>
<td>75</td>
</tr>
<tr>
<td>Europe</td>
<td>12</td>
</tr>
<tr>
<td>India</td>
<td>4</td>
</tr>
<tr>
<td>China</td>
<td>3</td>
</tr>
<tr>
<td>Rest of Asia</td>
<td>3</td>
</tr>
<tr>
<td>Canada</td>
<td>2</td>
</tr>
<tr>
<td>South America</td>
<td>1</td>
</tr>
</tbody>
</table>

Who’s attending what?

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSOM &amp; SIG</td>
<td>36</td>
</tr>
<tr>
<td>SIG only</td>
<td>2</td>
</tr>
<tr>
<td>MSOM only</td>
<td>62</td>
</tr>
</tbody>
</table>
From our Dean

Dr. Hasan Pirkul
Dean and Caruth Chair
Naveen Jindal School of Management
The University of Texas at Dallas

“Welcome to our beautiful campus. Over the years, we at the Jindal School have cultivated a culture of appreciation for research and researchers. Therefore, it is indeed a happy occasion for us to host this excellent conference. I wish all of you an enjoyable and productive time in Dallas.”

THE NAVEEN JINDAL SCHOOL OF MANAGEMENT

Was formally established in 1975.

Was named for an MBA graduate, Naveen Jindal, in recognition of his generous donation in 2011.

Offers more than 30 degree programs at the undergraduate, master’s and PhD levels.

Counts more than 8,500 students and more than 300 faculty members.

Has achieved top standing as one of the foremost public business schools in the nation. Various academic programs are highly ranked by Businessweek, Financial Times and U.S. News & World Report.

UT Dallas facts

Founded June 13, 1969
27,642 students
1339 staff
445 acres of campus
Colors: orange and green
Nickname: Comets
Mascot: Temoc

More info at jindal.utdallas.edu
From the MSOM Society Board

“On behalf of the MSOM board I would like to welcome everyone to the MSOM conference. The goal of the conference is to bring all MSOM members together and be a platform and a forum for exchange of ideas. This is an opportunity for us to engage both in specialized sessions and a broad scope session, benefiting the researchers and the audience from unbiased responses and from exposure to different approaches. I would like to thank the organizers for the great job they have done in creating an environment that fosters such an exchange. It was an honor serving you as the president of the society and attempting to promote new opportunities for our community members with data-driven collaborations and increasing awareness of our doctoral programs. I look forward to continue to engage with many of you in further promoting these ideas.”

Wedad Elmaghraby
Executive Vice President and President-Elect, MSOM Society

“I am very much looking forward to serving you all as the president of MSOM starting this July. Thanks to the efforts of many members and officers before me, the strength of the society, particularly its research caliber, is strong. During the coming year, I hope to engage many of you in tackling some of the remaining challenges facing our society, and our respective academic departments. Some of the issues I hope to discuss and begin to work on include (i) increasing the diversity of our members (PhD students all the way to full professors) and (ii) improving the health of our PhD applicant pipeline(s). I welcome your engagement in these and other issues over the coming year!”

Gad Allon
President of the MSOM Society

The Manufacturing and Service Operations Management (MSOM) Society promotes the enhancement and dissemination of knowledge, and the efficiency of industrial practice, related to the operations function in manufacturing and service enterprises. The methods which MSOM members apply in order to help the operations function add value to products and services are derived from a wide range of scientific fields, including operations research and management science, mathematics, economics, statistics, information systems and artificial intelligence. The members of MSOM include researchers, educators, consultants, practitioners and students, with backgrounds in these and other applied sciences.

More info at connect.informs.org/msom/home
Our commitment to sustainability

We have made special efforts to reduce the impact of our conference on the environment and would like to bring your attention to the following initiatives:

- Instead of a paper program, we will provide the following options:
  - A PDF document to download on our website at: 
    jindal.utdallas.edu/files/2018_sig_meeting_program.pdf
    jindal.utdallas.edu/files/2018_msom_program.pdf
  - Interactive webpages with links to PDF versions of the extended abstracts and full length papers on our website at: 
    jindal.utdallas.edu/events/manufacturing-service-operations-management-conference/#04-program
  - A searchable, interactive and mobile-friendly webpage and app, which give you the ability to create your personalized itinerary: 
    msomconference2018.sched.com/mobile
  - Posters showing the schedule for each presentation room displayed on easels outside conference rooms at the Hilton Anatole Hotel
  - Laptops available to search the digital versions of the program at the registration desk during business hours
  - A limited number of paper copies of the program available for review at the registration desk during business hours.

- We will give out conference bags and souvenirs only upon request. We have ordered a limited number of these, based on a survey which was sent to participants prior to the conference.
- We will not be providing paper or plastic cups during coffee breaks, but rather reusable ceramic cups.
- We have limited the number of bottled drinks that will be available during the conference and will provide recycling cans to dispose of them.
- We have partnered with Executive Banquet Chef Mike Youssef at the Hilton Anatole Hotel to donate any leftover (unserved) food to the Ronald McDonald House.

We appreciate your participation in these efforts and encourage you to take the following steps to extend them:

- Only dish up what you plan to eat at meals served buffet style.
- Take only a bit at first and go back for seconds of what you liked best.
- Keep leftover food that you can eat later (such as a bag of chips or a cookie).
- Only request a conference bag and souvenirs if you have use for them.
- Reuse your coffee mug and water glass throughout the day.
- Choose to refill your glass rather than grab another bottled drink.
- Offer your newspaper or notepad to a colleague before disposing of them.
- Recycle bottles, cans and paper in designated bins.
- If comfortable, opt to walk to nearby places rather than take a cab.
- Share cab rides with other participants going to the same destination.

Did you know?

An average of 17 percent of everything printed is considered waste.

The pulp and paper industry is also the largest industrial user of water, the biggest water polluter, and the third-largest emitter of global warming pollution in most industrialized nations.

http://www.stopwaste.org/preventing

Roughly one-third of the food produced in the world for human consumption every year — approximately 1.3 billion tons — gets lost or wasted.

Conference schedule

- **Sunday, July 1, 2018 – SIG Meeting**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 a.m.-6:30 p.m.</td>
<td>Registration</td>
<td>Outside of De La Salle, Hilton</td>
</tr>
<tr>
<td>7 a.m.-8 a.m.</td>
<td>Breakfast</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>8 a.m.-9:30 a.m.</td>
<td>Sessions A1 to A5</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>9:30 a.m.-10 a.m.</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>10 a.m.-11:30 a.m.</td>
<td>Sessions B1 to B5</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>11:30 a.m.-1 p.m.</td>
<td>Buffet Lunch</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>1 p.m.-2:30 p.m.</td>
<td>Sessions C1 to C5</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>2:30 p.m.-3 p.m.</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>3 p.m.-4:30 p.m.</td>
<td>Sessions D1 to D5</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>5:30 p.m.-7:30 p.m.</td>
<td>Welcome Reception</td>
<td>Coronado, Hilton</td>
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</tbody>
</table>

- **Monday, July 2, 2018 – MSOM Conference Day 1**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 a.m.-3:30 p.m.</td>
<td>Registration</td>
<td>Outside of De La Salle, Hilton</td>
</tr>
<tr>
<td>7 a.m.-8 a.m.</td>
<td>Breakfast</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>8 a.m.-9:30 a.m.</td>
<td>Sessions E1 to E12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>9:30 a.m.-10 a.m.</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>10 a.m.-11:30 a.m.</td>
<td>Sessions F1 to F12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>11:30 a.m.-1 p.m.</td>
<td>Buffet Lunch</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>1 p.m.-2:30 p.m.</td>
<td>Sessions G1 to G12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>2:30 p.m.-4 p.m.</td>
<td>Transport to UT Dallas</td>
<td>Grand Entrance, Hilton</td>
</tr>
<tr>
<td>4 p.m.-4:30 p.m.</td>
<td>MSOM Business Meeting</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
<tr>
<td>4:30 p.m.-5:30 p.m.</td>
<td>Plenary Session</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
<tr>
<td>5:30 p.m.-6:30 p.m.</td>
<td>Cocktail Hour</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
<tr>
<td>6:30 p.m.-7:30 p.m.</td>
<td>General Reception</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
</tbody>
</table>

- **Tuesday, July 3, 2018 – MSOM Conference Day 2**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7 a.m.-5 p.m.</td>
<td>Registration</td>
<td>Outside of De La Salle, Hilton</td>
</tr>
<tr>
<td>7 a.m.-8 a.m.</td>
<td>Breakfast</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>8 a.m.-9:30 a.m.</td>
<td>Sessions H1 to H12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>9:30 a.m.-10 a.m.</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>10 a.m.-11:30 a.m.</td>
<td>Sessions I1 to I12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>11:30 a.m.-Noon</td>
<td>Poster Session</td>
<td>Chantilly Foyer, Hilton</td>
</tr>
<tr>
<td>Noon-1 p.m.</td>
<td>Boxed Lunch</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>1 p.m.-2:30 p.m.</td>
<td>Sessions J1 to J12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>2:30 p.m.-3 p.m.</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>3 p.m.-4:30 p.m.</td>
<td>Sessions K1 to K12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>4:30 p.m.-5 p.m.</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>5 p.m.-6:30 p.m.</td>
<td>Sessions L1 to L12</td>
<td>Breakout rooms, Hilton</td>
</tr>
</tbody>
</table>
General information

- **Registration desk**
  The registration desk where you can pick up your nametag is located outside the De La Salle Ballroom, in the West Wing of the Hilton Anatole Hotel (see map on page 17). If you registered as a student, please be ready to provide proof (such as a student ID card or a signed letter from your academic advisor) of your student status at check-in.
  During the hours listed below, feel free to stop by with any questions, needs or concerns, or to consult a paper copy of the conference program.

  Sunday, July 1: 7 a.m.-6:30 p.m.
  Monday, July 2: 7 a.m.-3:30 p.m.
  Tuesday, July 3: 7 a.m.-5 p.m.

- **Nametags**
  Conference nametags will be provided during check-in at the registration desk. Please wear your nametag at all times during the conference as well as during receptions. Your nametag will be your ticket onto bus transportation as well as into the SIG and MSOM receptions.

- **Internet access**
  Free wireless internet is available during the conference.

  At the Hilton Anatole:
  - Network name: Hilton Anatole Meetings
  - Access code: MSOM2018

  On UT Dallas campus:
  - Network name: UTDGuest Wireless network
  - Username: comet
  - Password: fearless

- **Mobile phones and devices**
  Please keep all mobile phones and devices set to silent or vibrate during talks/presentations. Also, please refrain from taking pictures of the presenter’s slides without their permission.

- **Presentation equipment and technical assistance**
  Presentation rooms at the Hilton Anatole Hotel will be equipped with projectors and screens as well as the necessary cables to connect a device to display presentation slides. However, computers will not be provided.

  For the SIG Meeting, the SIG Meeting Chairs will act as session chairs. For the MSOM Conference, by default, the last speaker in each session acts as a session chair. The session chair is expected to bring a presentation-enabled device (such as a laptop computer) as well as the necessary adapters/dongles and power cables (the projectors will be set up for HDMI and VGA). We encourage you to get in contact with the other speakers in your session if you want to make alternative arrangements.

  A technical assistant will be on duty at all times during the conference to assist with any computer- or projector-related issue. Please send someone to the registration desk to request help.
Social media
Please use the hashtag #MSOM2018 when posting about the MSOM conference and the SIG meeting on social media.
To receive real time updates on the conference, follow us on Twitter at @MSOM2018.

- Dietary preferences
Vegetarian, vegan and gluten-free options will be provided for all meals. On July 3, we ask that you pick up a boxed lunch that matches the dietary preferences you stated at registration.

- Smoking policy
The Hilton Anatole Hotel is a non-smoking facility. Guests can smoke 50 feet from the entrance of the hotel and are asked to dispose of all smoking materials in an appropriate receptacle.

UT Dallas is a smoke-free campus. Smoking is strictly prohibited everywhere on campus.

- Parking
Parking at the Hilton Anatole Hotel is available for conference participants in Lots 3 and 4 for a price of $22 per day. Complementary parking is available in the more distant Lot 5 (see map on page 19).

Parking on UT Dallas campus is available on July 2 in the PS1 parking lot across from the Davidson-Gundy Alumni Center (see map on page 22). Please use green parking spots only. See one of our conference helpers to obtain a parking permit or email us at MSOM2018@utdallas.edu with subject header “Parking permit.”

- Emergency
In an emergency, dial 9-1-1 immediately!
For non-emergency situations,
- At the Hilton Anatole Hotel: the hotel emergency number is 111. Hotel security also can be reached at 214-761-7349.
- On the UT Dallas campus: dial 972-883-2222 or extension 2222 from any campus phone. This number rings directly into the UT Dallas 911 Center.

- Need help?
For technical assistance, please dispatch someone to the registration desk to request help with projector and computer issues.

For any other questions or concerns, do not hesitate to stop by the registration desk or flag down a conference helper, recognizable as a person wearing a “Here to help” MSOM conference T-shirt.

You also may reach us with any inquiries or comments via email at MSOM2018@utdallas.edu.

- Miscellaneous
Notepads and water refill stations are available to conference participants in every breakout rooms.

World Cup soccer games will be shown on large screens at the Counter Culture Café inside the Hilton Anatole Hotel (see map on page 18).
**Plenary session**

- **Where and when**
  Davidson-Gundy Alumni Center, UT Dallas campus
  July 2nd, 4:30 PM – 5:30 PM

- **Speaker**
  Professor Serguei Netessine of the Wharton School of Business at the University of Pennsylvania

- **Title**
  A Vision of Responsible Research in Business and Management

- **Abstract**
  Let’s ask ourselves: Are we responsible as researchers? If not, who should care and why? And what does it mean to be “responsible”?

  Business and management researchers have a unique capacity to guide the actions of organizational leaders to create a prosperous and sustainable future. Research is a core activity of most university-based business and management schools. Yet, both the relevance and quality of research in business schools has been under attack for more than two decades. These attacks can be summarized in terms of two core issues. The first issue is the widening gap between research and practice, with business research in many domains being increasingly disconnected from the real-world practices. Because research is evaluated primarily based on placement in elite journals and its impact on subsequent research, rather than on its ability to address real-world problems, its link to practice is often undervalued. High-quality problem-driven research, if not published in the top journals, is often undervalued. The second concern is the quality and integrity of research. Academic evaluation systems can promote bad research practices by encouraging quantity over quality and novelty over replicability, resulting in little cumulative progress in knowledge. The two core problems are connected: Relevance is moot when quality is in doubt. Responsible research is about creating both useful and credible knowledge. Research in business schools is costly, and business schools face competition from alternative low-cost education providers that are not burdened by the expense of research. Resource providers, including students, donors, legislators and funding agencies, deserve to understand how business research provides a benefit to society.

  In this talk I will motivate the need for responsible research, I will discuss what our community can do to collectively promote responsible research, and I will describe what a group of senior scholars from around the world has been doing over the last year to spearhead the initiative for responsible research and how everyone can participate.

Dr. Serguei Netessine is a professor in the Operations, Information and Decisions Department at the Wharton School, University of Pennsylvania. He previously served as Timken Professor of Global Technology and Innovation at INSEAD. He has lived, taught and worked with companies in the U.S., Russia, France and Singapore.

Netessine received his BS and MS degrees in computer science and electrical engineering from the Moscow Institute of Electronic Technology. After working for Motorola and Lucent Technologies, he also received MS and PhD degrees in operations management from the University of Rochester. His current research focuses on business-model innovation and operational excellence. He has worked on these topics with numerous organizations around the world. He is an active angel investor in technology startups, and he serves on advisory boards of multiple ventures around the world.

Netessine received The Risk-Driven Business Model: Four Questions that Will Define Your Company (Harvard Business Press, 2014). His full list of publications, media mentions and industry activities can be found at [www.netessine.com](http://www.netessine.com).
Receptions

- Welcome Reception – July 1

The Welcome Reception takes place July 1 from 5:30 p.m. to 7:30 p.m. in the Coronado Ballroom at the Hilton Anatole Hotel.

Drinks and hors d’oeuvres will be served to registered participants of the SIG Meeting and/or MSOM Conference as well as their registered guests. Make sure to wear your conference nametag as proof of registration.

- General Reception and WORMS-sponsored cocktail hour – July 2

The General Reception takes place on July 2 from 5:30 p.m. to 7:30 p.m. at the Davidson-Gundy Alumni Center on the campus of The University of Texas at Dallas.

Drinks and hors d’oeuvres will be served to registered participants of the MSOM Conference as well as their registered guests. Make sure to wear your conference nametag as proof of registration.

A bus service between the Hilton Anatole Hotel and the UT Dallas campus will be provided:
  - Buses will leave the Hilton Anatole Hotel from 2:30 p.m. to 3:30 p.m.
  - Buses will leave the campus of UT Dallas from 5 p.m. to 8 p.m.

Your conference nametag is your ticket to boarding the buses.

The General Reception includes a cocktail hour (from 5:30 p.m. to 6:30 p.m.) sponsored by the Women in Operations Research and Management Science (WORMS) Forum of INFORMS. We encourage you to take this opportunity to learn about the WORMS forum, whose main goal is to support women’s careers in OR/MS. You may win a free WORMS coffee mug in the process!

JOIN WORMS TODAY!

Take advantage of our mentorship network – meet other WORMS members and learn from their experiences

Take part in our events at the INFORMS Annual Meeting: sessions about the promotion of women, luncheon, networking reception

Earn a WORMS award such as the Family Care Travel Fund – to cover family care costs when attending the Annual Meeting

For more information

connect.informs.org/worms/home
Hotel information

- **Address**
  Hilton Anatole Hotel
  2201 North Stemmons Freeway
  Dallas, Texas 75207, USA
  Telephone: +1-214-748-1200
  Fax: +1-214-761-7520
  Website: [www.hiltonanatolehotel.com](http://www.hiltonanatolehotel.com)

- **Amenities**

  The hotel offers the following amenities:
  
  o **Spa**: choose from a variety of soothing services and treatments, from facials and massages to manicures and pedicures that work with your schedule and your wallet
    [www.hiltonanatolehotel.com/v-spa/](http://www.hiltonanatolehotel.com/v-spa/)
  o **Fitness center**: take advantage of a full-service, 80,000 square-foot health facility with an array of personal training programs, classes and equipment to help you stay healthy and in the game
    [www.hiltonanatolehotel.com/v-spa/](http://www.hiltonanatolehotel.com/v-spa/)
  o **JadeWaters Resort Style Pool**: relax at the leisure Cove pool and swim-up bar or get refreshed at the splash and play area, lazy river and two 180-foot. winding water slides
    [www.hiltonanatolehotel.com/experience/](http://www.hiltonanatolehotel.com/experience/)
  o **Dining**: on-site options include a steakhouse, a casual restaurant, a grab-and-go coffee bar, a breakfast café or a cocktail bar
    [www.hiltonanatolehotel.com/dining/](http://www.hiltonanatolehotel.com/dining/)
  o **Art Collection**: enjoy the largest collection of art and antiques ever assembled in an American hotel

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**Welcome to the Hilton Anatole!**

We are delighted to have you as our guest for the 2018 Manufacturing and Service Operations Management Conference.

If there is a service that we can provide to improve your productivity or comfort, please feel free to let us know. We are here to make it happen for you and look forward to being of service.

*Warm Regards,*

*Maggie Morales,*

*Hotel Manager*
Local information

- **Transportation**
  The Hilton Anatole Hotel is located a 10-minute drive (4.5 miles) from Dallas Love Field (DAL) airport and about 25 minutes (18 miles) from the Dallas-Fort Worth (DFW) International Airport. The hotel does not offer an airport shuttle service, but cabs and shared rides are easily accessible to and from the property. Directions to the hotel from either airport can be found at: www3.hilton.com/en/hotels/texas/hilton-anatole-DFWANHH/maps-directions/index.html

  The Dallas Area Rapid Transit (DART) is the public transportation system: www.dart.org/
  You can use it to reach the Hilton Anatole Hotel from either airports:
  - From Love Field airport: take the 524 bus to the Inwood/Love Field station (7 minutes) then the Orange train line to the Market Center station (4 minutes).
  - From DFW airport: take the Orange train line to the Market Center station (42 minutes)

  The entrance to the Hilton Anatole Hotel is located at about a 10-minute walk from the DART Market Center station.

- **Attractions in Downtown Dallas**
  We recommend the following attractions and activities, which are either within walking distance or a short cab ride away from the Hilton Anatole Hotel – (*) indicates family-friendly activities:
  - **Trinity Strand Trail**: 2.5 miles of urban trail in the Dallas Design District – Ideal for morning walk/run  www.trinitystrand.org/
  - **The M-Line Trolley**(*): nostalgic streetcar links the downtown Dallas Arts District with the trendy shops, galleries and bistros of Uptown, including West Village  www.dart.org/riding/mline.asp
  - **Dallas Reunion Tower**(*): 561-foot observation tower and one of Dallas’ most recognizable landmarks  reuniontower.com
  - **John F Kennedy Memorial Plaza and the Sixth Floor Museum at Dealey Plaza**: museum dedicated to the life, death and legacy of President John F. Kennedy  www.jfk.org/
  - **Medieval Times**(*): jousting, horsemanship and falconry plus a four-course, utensil-free meal served in a castle-like space:  www.medievaltimes.com/plan-your-trip/dallas-tx/index.html
  - **Dallas World Aquarium**(*): aquarium and zoo  www.dwazoo.com
    - **Klyde Warren Park**(*): green space “out of thin air” that connects the vibrant Uptown neighborhood with the Dallas Arts District and downtown  www.klydewarrenpark.org
    - **Deep Ellum**: entertainment district known for its vibrant street murals and quirky art galleries  deepellumtexas.com
  - **Nasher Sculpture Center**: modern and contemporary sculpture  www.nashersculpturecenter.org
  - **Dallas Museum of Art**: one of the largest art museums in America  dma.org
  - **Crow Collection of Asian Art**: museum dedicated to the arts and cultures of China, Japan, India, and Southeast Asia  crowcollection.org
  - **Margaret Hunt Hill Bridge**: designed by Santiago Calatrava  calatrava.com/projects/margaret-hunt-hill-bridge.html
  - **Perot Museum of Nature and Science**(*): natural history and science museum  www.perotmuseum.org
  - **Frontier of Flight Museum**(*): aerospace museum  www.flightmuseum.com

Did you know?

The Dallas Arts District is the largest urban arts district in the US
- **Other attractions in the Dallas area**

  These attractions are about 30 minutes to one hour away from Downtown Dallas by car:
  
  o **Kaboom Town**: 3rd of July fireworks  addisonkaboomtown.com
  o **Fort Worth Stockyards and Rodeo**: authentic glimpse of the American West [www.fortworthstockyards.org](http://www.fortworthstockyards.org)
  o **Arboretum and Botanical Garden**: 66-acre botanical garden www.dallasarboretum.org
  o **White Rock Lake**: reservoir located in northeast Dallas surrounded by hiking and biking trails, blackland prairie and picnic areas www.whiterocklake.org/white-rock-lake
  o **Dallas Zoo**: 106-acre zoo home to more than 2,000 animals representing 406 species [www.dallaszoo.com](http://www.dallaszoo.com)
  o **George W. Bush Presidential Library and Museum**: presidential library on the campus of Southern Methodist University [www.bushcenter.org](http://www.bushcenter.org)
  o **Lake Grapevine**: wonderful for fishing, recreational boating, camping, hiking and much more [www.lake-grapevine.com](http://www.lake-grapevine.com)
  o **Six Flags over Texas**: theme park [www.sixflags.com/overtexas](http://www.sixflags.com/overtexas)

- **Shopping**

  Best places to go shopping:
  
  o **Galleria Dallas**: upscale shopping mall [www.galleriadallas.com](http://www.galleriadallas.com)
  o **NorthPark Center**: shopping mall [www.northparkcenter.com](http://www.northparkcenter.com)
  o **Allen Premium Outlets**: outlet mall [www.premiumoutlets.com/outlet/allen](http://www.premiumoutlets.com/outlet/allen)
  o **Highland Park Village**: open-air luxury shopping center hpvillage.com
  o **Bishop Arts District**: more than 60 independent boutiques, restaurants, bars, coffee shops, theaters and art galleries [www.bishopartsdistrict.com/shops-and-services](http://www.bishopartsdistrict.com/shops-and-services)
  o **Dallas Farmers Market**: large public market open everyday offering seasonal produce, naturally raised meats, cheese, eggs, and honey, breads, canned and regional/international foods [dallasfarmersmarket.org](http://dallasfarmersmarket.org)
  o **Trinity Groves**: entertainment precinct that brings together dining, shopping and arts under one roof under the Restaurant Concept Incubator program [www.trinitygroves.com](http://www.trinitygroves.com)
- **Food**

Here is a selection of our favorite restaurants within a reasonable distance from the Hilton Anatole Hotel:

- **Typical Texas food:**
  - Mexican and Tex-Mex: Meso Maya [www.mesomaya.com](http://www.mesomaya.com)
    Maracas Cocina Mexicana [www.maracascsm.com](http://www.maracascsm.com)
    Mia’s Tex Mex [www.miastexmex.com](http://www.miastexmex.com)
    Beto & Son [www.betoandson.com](http://www.betoandson.com)
  - Steakhouses: Dakota’s Steakhouse [dakotascrestaurant.com](http://dakotascrestaurant.com)
    Bob’s Steak & Chop House [bobs-steakandchop.com](http://bobs-steakandchop.com)
  - Barbecue: Lockhart Smokehouse [www.lockhartsmokehouse.com](http://www.lockhartsmokehouse.com)
    Pecan Lodge [pecanlodge.com](http://pecanlodge.com)
    Smoke [smokerestaurant.com](http://smokerestaurant.com)
  - Southern food: Ellen’s [www.gritsrule.com](http://www.gritsrule.com)
    Ten Eleven Grill [www.tenelevengrill.com](http://www.tenelevengrill.com)

- **Fine dining:**
  - Uchi: contemporary Japanese cuisine by Chef Tyson Cole [uchidallas.com](http://uchidallas.com)
  - Knife: Steakhouse by Chef John Tesar [www.knifedallas.com](http://www.knifedallas.com)
  - Montlake Cut: Fresh fish and raw-bar specialties by Chef Nick Badovinus [www.mlcdallas.com](http://www.mlcdallas.com)
  - Abacus: Innovative global cooking by Chef Kent Rathbun [abacussajaspers.com/locations/dallas](http://abacussajaspers.com/locations/dallas)
  - Flora Street Café: New American cuisine by Chef Stephan Pyles [florastreet.com](http://florastreet.com)
  - Fearing’s: Southwestern cuisine by Chef Dean Fearing [fearingsrestaurant.com](http://fearingsrestaurant.com)
  - Montlake Cut: Fresh fish and raw-bar specialties by Chef Nick Badovinus [www.mlcdallas.com](http://www.mlcdallas.com)

- **Casual dining and family-friendly:**
  - Burgers: Rodeo Goat [rodeo goat.com/dallas](http://rodeo goat.com/dallas)
    Twisted Root [www.twistedrootburgerco.com](http://www.twistedrootburgerco.com)
  - Pizza: Pie Tap [pie-tap.com](http://pie-tap.com)
    Cane Rosso [www.canerosso.com](http://www.canerosso.com)
    Olivella’s Neo Pizza Napoletana [olivellas.com](http://olivellas.com)
  - Cafes: Lark on the Park [larkonthepark.com](http://larkonthepark.com)
    Dream Café [www.dreamcafedallas.com](http://www.dreamcafedallas.com)

- **Ethnic:**
  - Indian: Kalachandjis [www.kalachandjiis.com](http://www.kalachandjiis.com)
    8 Cloves [8colves.com](http://8colves.com)
    Spice In the City [spiceinthecitydallas.com](http://spiceinthecitydallas.com)
  - Korean: Koryo Kalbi [www.koryobbq.com](http://www.koryobbq.com)
  - Mediterranean: Laili [lailidallas.com](http://lailidallas.com)
    Zatar [zatar Dallas.com](http://zatar Dallas.com)
  - Ethiopian: Lalibela [lalibeladallas.com](http://lalibeladallas.com)
    Yenat Guada [yenatguada.com](http://yenatguada.com)
  - Japanese: Sushi Bayashi [www.sushibayashi.com](http://www.sushibayashi.com)

- **Vegan & Vegetarian Friendly:**
  - Spiral Diner [spiral diner.com](http://spiral diner.com)
  - Cosmic Café [cosmiccafedallas.com](http://cosmiccafedallas.com)
  - True Food Kitchen [www.truefoodkitchen.com/dallas](http://www.truefoodkitchen.com/dallas)
  - V-Eats [www.v-eats.com](http://www.v-eats.com)

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**Did you know?**

Dallas has more restaurants per capita than New York City.
- Gather Kitchen  www.gatherkitchen.com
- Flower Child  www.iamaflowerchild.com

- Coffeeshops:
  - Stupid Good Coffee  www.stupidgoodcoffee.com
  - Ampersand  www.ampersandfw.com
  - Ascension Coffee  ascensiondallas.com
  - Hand+Rose Coffee:  www.handsandrose.co
  - Magnolias Sous Le Point:  www.magnoliasdallas.com

- Bars and pubs:
  - Wheelhouse: sports bar  wheelhouse-dallas.com
  - 3Eleven Kitchen & Cocktails: cocktail bar  3elevendallas.com
  - House of Blues: Music venue  www.houseofblues.com
  - Texas Ale Project: Brewery  www.texasaleproject.com
  - Trinity Hall: soccer-obsessed Irish pub  www.trinityhall.tv
What was my registration fee used for?
Below is a pie chart showing the breakdown of a $700 registration fee into cost centers. Neither the MSOM Society nor The University of Texas at Dallas is making money from the conference. On the contrary, UT Dallas is partially subsidizing the event. If you compare to the registration fee for the annual INFORMS Conference for example, the MSOM Conference fee is only slightly higher, and, as per MSOM custom, you receive breakfast, lunch, dinner and coffee breaks every day. This conference, unlike previous ones, is taking place at a hotel, where catering costs are much higher than catering contracted through universities.

We chose to hold the conference at an outside venue because our campus, though large and beautiful, is located in Richardson, which is a 20- to 30-minute drive from the fun and culturally rich downtown Dallas experience.

Also note that regular members partially subsidize students who attend the conference and pay a much lower registration fee than the actual cost per participant. Consider this subsidy your way of contributing to the next generation of researchers in our field!

Will it be possible to register for the SIG Meeting and/or MSOM conference on site?
Yes, it will be possible to register on site at the registration desk on July 1, 2 and 3. Payment by credit card is preferred, but checks and cash also will be accepted.

I am coming with kids. Is it possible to arrange childcare services (such as babysitting) during the conference?
Please contact us at MSOM2018@utdallas.edu with the subject header “Childcare at MSOM” if you would like some information about possible childcare solutions during the SIG Meeting and MSOM Conference.

May I bring guests to the conference?
Of course! You may bring guests to the conference. If you would like your guests to attend the dinner receptions (on July 1 and July 2), you need to pay a guest fee at the time of registration (or later separately). Note that guests are not allowed to attend the academic sessions, breakfast, lunch or coffee-break events. The Hilton Anatole Hotel is a family-friendly resort hotel with a long list of amenities and activities for the entire family to enjoy.
Maps

- Hilton Anatole Hotel: Conference Rooms

- Hilton Anatole Hotel: Directions from DART Station
- Hilton Anatole Hotel: General Layout
- Hilton Anatole Hotel: Parking Facilities

- Hilton Anatole Hotel: Nearby Attractions
- Trinity Strand Trail
- UT Dallas: Campus Maps

- UT Dallas: Davidson-Gundy Alumni Center layout
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THE GREATEST THREAT TO OUR PLANET IS THE BELIEF THAT SOMEONE ELSE WILL SAVE IT.

Robert Swan, Author

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Or visit our website at jindal.utdallas.edu/msom2018