

Curriculum Vitae



Associate Professor Yuan Xuchuan

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Education Qualifications

2013	PhD (Management), National University of Singapore, Singapore
2008	Master (Economics), Harbin Institute of Technology, China
2006	Bachelor (Economics), Harbin Institute of Technology, China

Academic and Professional Experience

2023 - Present	Associate Professor, School of Business, Singapore University of Social Sciences
2019 - 2023	Senior Lecturer, School of Business, Singapore University of Social Sciences
2017 - 2019	Lecturer, School of Business, Singapore University of Social Sciences
2015 - 2017	Associate Professor, School of Management, Harbin Institute of Technology
2016	Visiting Scholar, Risk Management Institute and NUS Business School
2013 - 2015	Research Fellow, Risk Management Institute, National University of Singapore
2012 - 2013	Exchange PhD Student, Cornell University

Memberships and Professional Activities

- Member, Decision Sciences Institute (DSI)
- Member, Institute for Operations Research and Management Science (INFORMS)
- Member, American Finance Association

Research Interests

- Service operations management
- Application of complex systems theory in management
- Supply chain management
- System dynamics and simulation
- Banking regulation

Honours & Awards

- Best Teaching Case Studies Award, 46th Annual Meeting of Decision Sciences Institute, Seattle, Washington, USA, 2015
- 2011 Distinguished Paper Award (Service and Manufacturing Operations Management), 42nd Annual Meeting of Decision Sciences Institute, Boston, MA, USA, 2011
- Best Teaching Case Studies Award (Honorable Mention), 43rd Annual Meeting of Decision Sciences Institute, San Francisco, CA, USA, 2012

Journal Publications

- **Yuan, X.** Understanding Complex Dynamics in Inventory Management with Endogenous Demand under Social Interactions: A Chaos Perspective. *International Journal of Systems Science: Operations & Logistics*, 2023, 10(1), Article 2225715. DOI: <https://doi.org/10.1080/23302674.2023.2225715>
- **Yuan, X.**, Hwang, H. B. Social Interactions in Service Operations: Demand-Inducing vs Congestion-Agravating. *Journal of the Operational Research Society*, 2023. DOI: <https://doi.org/10.1080/01605682.2023.2177566>
- **Yuan, X.**, Hwang, H. B. Examining the Dynamics of Reactive Capacity Allocation through A Chaos Lens. *European Journal of Operational Research*, 2023, 308(2): 912-928. DOI: <https://doi.org/10.1016/j.ejor.2022.12.012>
- **Yuan, X.**, Dai, T., Chen, G., Nagesh, G. Co-opetition in Service Clusters with Waiting-Area Entertainment. *Manufacturing & Service Operations Management*, 2021, 23(1): 106-122. DOI: <https://doi.org/10.1287/msom.2019.0815>
- **Yuan, X.**, Nishant, R. Understanding the Complex Relationship Between R&D Investment and Firm Growth: A Chaos Perspective. *Journal of Business Research*, 2021, 129: 666-678. DOI: <https://doi.org/10.1016/j.jbusres.2019.11.043>
- **Yuan, X.**, Hwang, H. B. Stability and Chaos in Demand-Based Pricing under Social Interactions. *European Journal of Operational Research*, 2016, 253(2): 472-488. DOI: <http://dx.doi.org/10.1016/j.ejor.2016.02.047>
- Hwang, H. B., **Yuan, X.** Interpreting Supply Chain Dynamics: A Quasi-Chaos Perspective. *European Journal of Operational Research*, 2014, 233(3): 566-579. DOI: <http://dx.doi.org/10.1016/j.ejor.2013.09.025>
- **Yuan, X.**, Hwang, H. B. Managing a Service Facility with Social Interaction: Stability and Chaos. *Computers & Industrial Engineering*, 2012, 63(4): 1178-1188. DOI: <http://dx.doi.org/10.1016/j.cie.2012.06.022>
- Gasimli, V., Jiang, M., **Yuan, X.**, Mammadov, E., Sarkhanov, T. An Application of a Game-Theory Model Considering Loyal Customers and the Role of Rating Variances in Ebusiness Decision-Making Process. *International Journal of Information and Management Sciences*, 2022, 33(1): 55-76. DOI: [https://doi.org/10.6186/IJIMS.202203_33\(1\).0004](https://doi.org/10.6186/IJIMS.202203_33(1).0004)
- Ma, T., Jiang, M., **Yuan, X.** Optimize the Banker's Multi-Stage Decision-Making and the Mechanism of Pay Contract Influencing on Bank Default Risk in the Long-Term Model. *Sustainability*, 2020, 12(4): 1400. DOI: <https://doi.org/10.3390/su12041400>

- Ma, T., Jiang, M., **Yuan, X.** Cash Salary, Inside Equity, or Inside Debt? The Determinants and Optimal Value of Compensation Structure in a Long-term Incentive Model of Banks. *Sustainability*, 2020, 12(2): 666. DOI: <https://doi.org/10.3390/su12020666>
- Ma, T., Jiang, M., **Yuan, X.** Pay Me Later is Not Always Positively Associated with Bank Risk Reduction - From the Perspective of Long-Term Compensation and Black Box Effect. *Sustainability*, 2020, 12(1): 35. DOI: <https://doi.org/10.3390/su12010035>
- Gasimli, V., Jiang, M., **Yuan, X.**, Mammadov, E., Traore, S. The Informational Role of Average Rating and Variance of Customer Ratings in the Differential Patterns of Consumer Behavior. *Human Systems Management*, 2020, 39(1): 1-10. DOI: <https://doi.org/10.3233/HSM-190528>
- Li, C., Jiang, M., **Yuan, X.** Managing Service Capacity with Boundedly Rational Consumers under Social Interactions: A Chaos Perspective. *Kybernetes*, 2020, 49(3): 660-680. DOI: <https://doi.org/10.1108/K-09-2018-0489>
- Li, C., Jiang, M., **Yuan, X.** Managing Price and Service Rate in Customer-Intensive Services Under Social Interactions. *Journal of Business Economics and Management*, 2019, 20(5): 878-896. DOI: <https://doi.org/10.3846/jbem.2019.10452>
- Gasimli, V., Jiang, M., **Yuan, X.**, Mammadov, E. The New Role of the Variance of Ratings on Decision-Making Process, Considering the Loyal Customer's Different Preference in a Brand. *International Journal of Information and Management Sciences*, 2019, 30(4): 361-382. DOI: [https://doi.org/10.6186/IJIMS.201912_30\(4\).0005](https://doi.org/10.6186/IJIMS.201912_30(4).0005)
- Li, C., Jiang, M., **Yuan, X.** Managing Operations in Customer-Intensive Services with Forward-Looking Customers. *Kybernetes*, 2018, 47(10): 1941-1955. DOI: <https://doi.org/10.1108/K-11-2017-0436>

Invited Book Review

- Keppo, J., **Yuan, X.** Review of George M. von Furstenberg's Contingent Convertibles - From an Academic Perspective. *Global Credit Review*, 2015, 5(1): 67-76. DOI: <https://doi.org/10.1142/S2010493615500063>

Selected Conference Papers

- **Yuan, X.**, Hwang, H. B., Qian, Q. Managing Service Operations with Quality-Conscious Consumers. 2018 Annual Meeting of the Decision Sciences Institute Proceedings, Chicago, IL, USA, 17-19 November 2018, 1065-1073.
- **Yuan, X.**, Hwang, H. B. Managing a Service System under the Influence of Social Interaction. Proceedings of the 42nd Annual Meeting of Decision Sciences Institute, Boston, MA, USA, 19-22 November 2011, 3641-3646.
- **Yuan, X.**, Hwang, H. B. Tradeoffs in Decision Making: A Shipping Choice Example. Proceedings of the 11th International DSI and the 16th APDSI Joint Meeting, Taipei, Taiwan, 12-16 July 2011.

- **Yuan, X.**, Hwang, H. B. Managing a Service System with Social Interaction: Stability and Chaos. Proceedings of the 41st Annual Meeting of Decision Sciences Institute, San Diego, LA, USA, 20-23 November 2010, 3661-3666.
- Hwang, H. B., **Yuan, X.**, Xie, N. Supply Chain Dynamics: Random, Chaotic, or Chaos-like? Proceedings of the 40th Annual Meeting of Decision Sciences Institute, New Orleans, LA, USA, 14-17 November 2009, 4171-4176.

Editorial Work & Book Chapter

- Hui Nee Au Yong, Xuchuan Yuan, Linda Low (eds). Series on China's Belt and Road Initiative: Volume 15 - China's Belt and Road Initiative: Going Global and Transformation in the Global Arena. World Scientific Publishing Singapore, February 2022. DOI: <https://doi.org/10.1142/11871>
 - **Yuan, X.**, 2022. Chapter 1: Healthcare Collaboration Under the Belt and Road Initiative: Challenges and Opportunities. pp. 3-30. DOI: https://doi.org/10.1142/9789811221873_0001

Newspaper Commentary

- Jussi Keppo and Xuchuan Yuan. How to Change Bankers' Bonuses to Curb Excessive Risk-Taking. The Straits Times, July 23, 2017. <https://www.straitstimes.com/business/invest/how-to-change-bankers-bonuses-to-curb-excessive-risk-taking>

Case Research & Development

- Hwang, H. B., Yuan, X. Guangzhou KingMed Diagnostics: Post-IPO Transformation. *Ivey No. W25196*. Canada: Ivey Publishing. 2021-10-18. <https://www.iveypublishing.ca/s/product/guangzhou-kingmed-diagnostics-postipo-transformation/01t5c0000D62SpAAJ>
 - Hwang, H. B., **Yuan, X.** Teaching Note - Guangzhou KingMed Diagnostics: Post-IPO Transformation. *Ivey No. W25197*. Canada: Ivey Publishing. 2021-10-18.
 - Hwang, H. B., **Yuan, X.** 金域医学：上市后转型. *Ivey No. W28440*. Canada: Ivey Publishing. 2022-03-23.
- Hwang, H. B., Yuan, X. Din Tai Fung: The Art of the Dumpling. *Ivey No. 9B16D007*. Canada: Ivey Publishing. 2016-04-08. <https://www.iveypublishing.ca/s/product/din-tai-fung-the-art-of-the-dumpling/01t5c00000CwqxRAAR>
 - Hwang, H. B., **Yuan, X.** 鼎泰豐：小笼包的艺术. *Ivey No. 9B16DC007*. Canada: Ivey Publishing. 2016-04-08.
 - Hwang, H. B., **Yuan, X.** 鼎泰豐：小籠包的藝術. *Ivey No. 9B16DT007*. Canada: Ivey Publishing. 2016-04-08.

- Hwang, H. B., Yuan, X. Shanghai Baolong Automotive Corporation. *Ivey No. 9B12D021*. Canada: Ivey Publishing. 2012-10-23. <https://www.iveypublishing.ca/s/product/shanghai-baolong-automotive-corporation/01t5c00000Cwr26AAB>
 - Hwang, H. B., **Yuan, X.** 上海保隆汽车科技股份有限公司. *Ivey No. 9B12DC021*. Canada: Ivey Publishing. 2012-10-23.
 - Hwang, H. B., **Yuan, X.** Teaching Note - Shanghai Baolong Automotive Corporation. *Ivey No. 8B12D021*. Canada: Ivey Publishing. 2012-10-23.

Conference Presentations & Discussions

- Seminar at the School of Management, Shanghai University, China, 5 December 2023
- National Conference on Supply Chain and Operation Management (ISCOM 2023), Shanghai, China, 1-4 December 2023
- The 7th Congress on Systems Science of China (CSSC2023), Chongqing, China, 19-21 May 2023
- The 14th Chinese Academy of Management Annual Meeting (2019), Suzhou, China, 1-3 November 2019
- The 2019 Annual Academic Conference of the Stochastic Service Operations Management Branch of the Operations Research Society of China, Hefei, China, 5-7 July 2019
- The First Hujiang International Scholar's Forum at the University of Shanghai for Science and Technology, Shanghai, China, 20-21 April 2019
- 20th International Conference on Electronic Commerce, Business School of Nankai University, Tianjin, China, 6-7 July 2018
- The 2nd Congress on System Science of China (CSSC2018), Beijing, China, 12-13 May 2018
- The Ninth China Finance Review International Conference, Shanghai, China, 16-17 July 2016
- First PKU-NUS Annual International Conference on Quantitative Finance and Economics, Shenzhen, China, 7-8 May 2016
- Ninth Annual Risk Management Conference, Singapore, 30-31 July 2015
- Seventh International IFABS Conference, Hangzhou, China, 26-29 June 2015
- 2015 China International Conference in Finance, Shenzhen, China, 9-12 July 2015
- NUS Risk Management Institute Research Seminar, 2 Feb 2015
- Eighth Annual Risk Management Conference, Singapore, 10-11 July 2014
- INFORMS Annual Meeting, Minneapolis, MN, USA, 6-9 October 2013
- 43rd Annual Meeting of Decision Sciences Institute, San Francisco, CA, USA, 17-20 November 2012
- INFORMS Annual Meeting, Phoenix, AZ, USA, 14-17 October 2012
- 42nd Annual Meeting of Decision Sciences Institute, Boston, MA, USA, 19-22 November 2011
- 11th International DSI and the 16th APDSI Joint Meeting, Taipei, Taiwan, 12-16 July 2011
- 21st International Conference on the Pacific Rim Management, Tainan, Taiwan, 9-11 July 2011
- 41st Annual Meeting of Decision Sciences Institute, San Diego, LA, USA, 20-23 November 2010

Working Papers

- Chung, S., Keppo, J., **Yuan, X.** The Impact of Volcker Rule on Bank Profits and Default Probabilities. Available at: <http://ssrn.com/abstract=2167773>
- Jokivuolle, E., Keppo, J., **Yuan, X.** Bonus Caps, Deferrals, and Bankers' Risk-Taking. Available at: <http://ssrn.com/abstract=2346602>
- **Yuan, X.**, Hwang, H. B. Tradeoffs in Decision-Making: A Shipping Choice Problem in Bulk Transport. Available at: <https://ssrn.com/abstract=3681261>
- **Yuan, X.**, Hwang, H. B., Qian, Q. Managing Service Operations with Quality-Conscious Consumers. Available at: <https://ssrn.com/abstract=3680483>

Research Grants

- Principal Investigator, Managing Service Operations Under Social Interactions: Capacity, Price, and Quality Decisions. MOE Start-Up Research Funding (Grant No. RFE23005), Ministry of Education, Singapore, 2023-2025.
- Principal Investigator, Service Operations Management under Social Interactions: A Complex System Perspective. National Natural Science Foundation of China (Grant No. 71502044), 2016-2018.
- Principal Investigator, Study on Service Operations Management under the Influence of Social Interactions. China Postdoctoral Science Foundation (Grant No. 2015M570300), 2015-2017.

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