Addendum to the CV of
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Contributions to Academic Leadership and Institutional Building

Administrative Accomplishments at Singapore University of Technology and Design (SUTD)

From 2011 to 2014, I served, as Head of Pillar (at the rank of Dean) of Engineering Systems and Design (ESD) at Singapore University of Technology of Design (SUTD). SUTD is a new university established in collaboration with MIT (www.sutd.edu.sg). The University, with ambitions of becoming one of the world's leading universities, has a unique focus on technology and design. In my capacity as Head of Pillar, I was part of the senior leadership team developing the university and reporting directly to the Provost. I was involved in all aspects of university governance and institutional building including setting direction and vision for the university, budget planning, faculty hiring across the university, student recruitment and admission, facilities and campus development, development of policies for faculty governance, promotion and tenure, and annual reviews, research management and planning, industry and community outreach, and fund raising, among many others. A highlight of my accomplishments within ESD included the hiring of **25 tenured or tenure track faculty members**. The ESD faculty is **uniquely interdisciplinary** with research interests at the intersection among others of operations research, economics, computer science, engineering, and public policy (see http://esd.sutd.edu.sg/faculty). I also led the design and implementation of **a unique undergraduate program**, that emphasizes **project-based learning**, **design thinking**, and **entrepreneurship** (see http://esd.sutd.edu.sg/academics/undergraduate-program/). I actively participated in the university-wide **fund-raising** effort to build an endowment fund from scratch (the endowment fund now stands at over **$700 million**) and in the design and planning of a new **$500 million state of the art campus** (https://www.youtube.com/watch?v=MsPaPk-HC6k)

Administrative Accomplishments at the University of Minnesota

Over a period extending more than 15 years (1997-2011 and 2018-Present), I led the Department of Industrial and Systems Engineering (ISyE) at the University of Minnesota through a transformation from a small graduate program into a full fledged department (the newest in the College of Science and Engineering and only the second such new department in the past several decades) offering a full slate of graduate and undergraduate degrees, with a rapidly expanding student population and a growing research footprint (http://www.isye.umn.edu/). A highlight of my accomplishments include the hiring of nearly **20 tenured and tenure track faculty members**, including several senior leading scholars, making the department a recognized research powerhouse among industrial and systems engineering departments. I led the development of a new **innovative undergraduate program** (http://www.isye.umn.edu/undergraduate/) that quickly became one of the **largest and fastest growing undergraduate programs** in the college. The new program has been particularly **popular with women**, with an incoming class in 2019 that is over 45% women. I led with colleagues the successful launch of several graduate programs, including an **MS program in Systems Engineering**, an **MS program Analytics**, a **combined MS-BS** program in Industrial Engineering, and a joint **MS program in**

[1] A detailed CV is available upon request; see also personal website: https://benjaafar.com/.

Transportation with Civil Engineering. I have recently collaborated with colleagues from Computer Science and Statistics on the development of a new **undergraduate program in Data Science**. I successfully worked with the college of science and engineering leadership on getting approval for a **$33 million building renovation** for a new home for Industrial and Systems Engineering.

Leadership in Building Interdisciplinary Research Programs

I have been involved in the establishment of several interdisciplinary research programs. The following is a highlight of recent efforts[2]. With support with support from the Office of the Vice President for Research and the Center of Transportation Studies at the University of Minnesota, I recently led the effort to establish a university-wide **Initiative on the Sharing Economy** with participation from faculty from Management, Engineering, Computer Science, Public Policy, the School of Design, and the Law School (http://www.sharingeconomy.umn.edu/). The initiative has supported the development of sharing economy research across the University and has helped establish the University of Minnesota as a center for thought leadership in this area, including through the organization of several successful workshops and symposia. I led, with colleagues, the organization of a unique program that **brings together academic scholars and industry leaders and researchers** to engage with **challenging problems in analytics** (https://www.ima.umn.edu/2017-2018.1/W7.24-8.11.17). The program, supported by NSF through the Institute of Mathematics and its Applications (IMA), saw more than **100 participants** in fields ranging from healthcare to transportation to retail. I am currently co-leading a large scale effort funded by a **$1.75 million** grant from NSF to study how automated vehicles can be leveraged for "Greater Community Health, Equity, Livability, and Prosperity (HELP) (https://www.nsf.gov/awardsearch/showAward?AWD_ID=1831140)". The project involves researchers from engineering, computer science, public policy, and architecture and design as well as several community partners.

Leadership in Service to the Profession

I have been involved in service to the profession in numerous of ways, including as member of the editorial board of journals, as organizer and chair of several national and international conferences, and as a board member of professional societies. The following is a highlight of recent contributions[3]. I recently assumed the position of Editor-in-Chief of the **INFORMS journal *Service Science***, where I initiated a major reorganization and repositioning of the journal with the ambition of making it the **leading journal in the science and engineering of service** with a focus on innovative approaches to service design and management. I have enlisted the help of a **world-class editorial board** (https://pubsonline.informs.org/page/serv/editorial-board) consisting of foremost leaders in the field drawing from multiple disciplines, including operations, marketing, information systems, finance, data science, and others. The editorial board has been organized along topical areas in service that cover the full range of service theory and applications, with an emphasis on new and emerging topics. I have been involved in editorial work for other journals, particularly MSOM where I have been one of the longest serving associate editors and where I am currently co-editing a **special issue on "Sharing Economy and Innovative Marketplaces**." I have been extensively involved in conference organization, serving among others as general chair of the **INFORMS International Conference**, the **NSF-IMA Industrial Mathematics Workshop and Clinic**, the **Symposium on the Sharing Economy**, and the **MSOM SIG Conference on Sustainable Operations**; see https://benjaafar.com/professional-activities/ for details. I have served on various boards and committees for professional societies, including INFORMS, MSOM, and POMS. I recently served as board member of POMS, as President of the MSOM Special Interest Group on Sustainable Operations, and as Vice President for the POMS sustainable Operations Society.

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[2] Description of earlier efforts can be found at https://benjaafar.com/.

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