

# Yong-Pin Zhou

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/402847/publications.pdf>

Version: 2024-02-01

21  
papers

959  
citations

686830

13  
h-index

839053

18  
g-index

22  
all docs

22  
docs citations

22  
times ranked

691  
citing authors

#	ARTICLE	IF	CITATIONS
1	Call Center Outsourcing: Coordinating Staffing Level and Service Quality. <i>Management Science</i> , 2008, 54, 369-383.	2.4	143
2	Impact of Supply Chain Transparency on Sustainability under NGO Scrutiny. <i>Production and Operations Management</i> , 2019, 28, 3002-3022.	2.1	93
3	A Call-Routing Problem with Service-Level Constraints. <i>Operations Research</i> , 2003, 51, 255-271.	1.2	91
4	Managing Learning and Turnover in Employee Staffing. <i>Operations Research</i> , 2002, 50, 991-1006.	1.2	90
5	Call-Routing Schemes for Call-Center Outsourcing. <i>Manufacturing and Service Operations Management</i> , 2007, 9, 33-50.	2.3	67
6	Incorporating Satisfaction into Customer Value Analysis: Optimal Investment in Lifetime Value. <i>Marketing Science</i> , 2006, 25, 260-277.	2.7	66
7	Managing Response Time in a Call-Routing Problem with Service Failure. <i>Operations Research</i> , 2005, 53, 968-981.	1.2	65
8	Coordinated Replenishment Strategies in Inventory/Distribution Systems. <i>Management Science</i> , 2007, 53, 293-307.	2.4	60
9	Impact of Queue Configuration on Service Time: Evidence from a Supermarket. <i>Management Science</i> , 2018, 64, 3055-3075.	2.4	59
10	Parametric Forecasting and Stochastic Programming Models for Call-Center Workforce Scheduling. <i>Manufacturing and Service Operations Management</i> , 2015, 17, 571-588.	2.3	50
11	Are customer satisfaction and customer loyalty drivers of customer lifetime value in mobile data services: a comparative cross-country study. <i>Information Technology and Management</i> , 2012, 13, 281-296.	1.4	45
12	Routing to Manage Resolution and Waiting Time in Call Centers with Heterogeneous Servers. <i>Manufacturing and Service Operations Management</i> , 2012, 14, 66-81.	2.3	35
13	On the incomplete results for the heterogeneous server problem. <i>Queueing Systems</i> , 2006, 52, 189-191.	0.6	27
14	Call to Duty: Just-in-Time Scheduling in a Restaurant Chain. <i>Management Science</i> , 2021, 67, 6751-6781.	2.4	19
15	To Preannounce or Not: New Product Development in a Competitive Duopoly Market. <i>Production and Operations Management</i> , 2016, 25, 2051-2064.	2.1	12
16	Delay Information in Virtual Queues: A Large-Scale Field Experiment on a Major Ride-Sharing Platform. <i>Management Science</i> , 2022, 68, 5745-5757.	2.4	10
17	The impact of users' characteristics on customer lifetime value raising: evidence from mobile data service in China. <i>Information Technology and Management</i> , 2015, 16, 273-290.	1.4	8
18	Incorporating a delay mechanism in ordering policies into multi-echelon distribution systems. <i>IIE Transactions</i> , 2008, 40, 445-458.	2.1	7

#	ARTICLE	IF	CITATIONS
19	Pooling Agents for Customer-Intensive Services. <i>Operations Research</i> , 0, , .	1.2	6
20	Call to Duty: Just-in-Time Scheduling in a Restaurant Chain. <i>SSRN Electronic Journal</i> , 0, , .	0.4	2
21	Measuring Customer Lifetime Value in a Semi-Contractual Transaction Setting with Artificially Truncated Duration. <i>Journal of Relationship Marketing</i> , 0, , 1-21.	2.8	0