

Industrial & Systems Engineering Seminar

Flexible Workers or Full-Time Employees? On Staffing Service Systems with a Blended Workforce

Wednesday, May 3

3:15 PM - Refreshments, 3:30 - Graduate Seminar

Lind Hall Room 305



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The rise of the blended workforce is prompting firms to re-evaluate their staffing strategies. A blended workforce melds contingent workers with full-time employees. In this work, we study optimal staffing decisions in service systems with a blended workforce, in the context of a queueing-theoretic framework. We characterize how decisions in such systems depend on three main factors: (i) the supply-side uncertainty of the flexible agent pool, (ii) operating costs in the system, and (iii) fluctuations in incoming customer demand. This is joint work with Rouba Ibrahim at UCL.

BIO:

Jing Dong is an assistant Professor in the Department of Industrial Engineering and Management Sciences at Northwestern University. Her research interests are in applied probability, stochastic simulation, and service operations management. She got her PhD in Operations Research from Columbia University.