

Pengfei Guo

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EDUCATION

- Ph.D. in Business Administration, Duke University, Durham, NC, U.S.A, 2007
Thesis: Analysis and comparison of queues with different levels of delay information.
Advisor: Paul Zipkin
- M.S. in Shanghai Jiao Tong University; B.S. in Xi'an Jiao Tong University

EMPLOYMENT

Faculty of Business, the Hong Kong Polytechnic University

Professor, Department of Logistics and Maritime Studies, 2017-

Associate Professor (with tenure), Department of Logistics and Maritime Studies, 2013-2016

Assistant Professor, Department of Logistics and Maritime Studies, 2007-2013

RESEARCH INTERESTS

Service operations management, queueing economics, operations management in public sector including health care, sharing economy

RESEARCH

Journal Publications

- P1. Tan, Y., P. Guo and Y. Wang. 2018. Equilibrium queueing strategies of two types of customers in a two-server queue. *Operations Research Letters*, 46 (2018) 99-102.
- P2. Yang, L., P. Guo and Y. Wang. 2018. Service pricing with loss averse customers. *Operations Research*, 66(3) 761-777.
- P3. Guo, P., C. Tang, Y. Wang and M. Zhao. 2018. The impact of reimbursement policy on patient welfare, readmission rate and waiting time in a public healthcare system: Fee-for-service vs bundled payment. *Manufacturing & Service Operations Management*, accepted and accessible via <https://pubsonline.informs.org/doi/10.1287/msom.2017.0690>.
- P4. Li, R., P. Guo and Z. Lian. 2017. Pricing and capacity decisions in service systems with boundedly rational customers. *Naval Research Logistics*, 64 437-452.
- P5. R. Li, Q. Li, P. Guo and Z. Lian. 2017. On the uniqueness and stability of equilibrium in quality-speed competition with boundedly-rational customers: the case with general reward function and multiple servers. *International Journal of Production Economics*, 193 (2017) 726-736.
- P6. Guo, P., R. Lindsey and A. Qian. 2017. Comparison of subsidy schemes for reducing waiting times in health care systems. *Production and Operations Management*, 26(11) 2033-2049.

- P7. Li, R., P. Guo and Z. Lian. 2016. Quality-speed competition in customer-intensive services with boundedly rational customers. *Production and Operations Management*, 25 (11) 1885-1901.
- P8. Q. Li, P. Guo, C-L. Li and J. Song. 2016. Equilibrium joining strategy and optimal control of a make-to-stock queue. *Production and Operations Management*, 25 (9) 1513-1527.
- P9. X. Xu, Li, R., Z. Lian and P. Guo. 2016. A hotelling queue model with probabilistic service. *Operations Research Letters*, 44, 592-597.
- P10. Bensoussan, A., and P. Guo. 2015. Managing nonperishable inventories with learning about demand arrival rate through stock-out times. *Operations Research*, 63, 602-609.
- P11. Niu, B., Y. Wang, P. Guo. 2015. Equilibrium pricing sequence in a co-opetitive supply chain with the ODM as a downstream rival of its OEM. *Omega*, 57, 249-270.
- P12. Guo, P. and R. Hassin. 2015. Equilibrium strategies for placing duplicate orders in a single server queue. *Operations Research Letters*, 43, 343-348.
- P13. Guo, P., R. Lindsey and G. Zhang. 2014. On the Downs-Thomson paradox in a self-financing two-tier queuing system. *Manufacturing & Service Operations Management*, 16, 315-322.
- P14. Wang, Y., B. Niu and P. Guo. 2014. The comparison of two vertical outsourcing structures under push and pull contracts. *Production and Operations Management*, 23, 610-625.
- P15. Guo, P., M. Leng and Y. Wang. 2013. A fair staff allocation rule for the capacity pooling of multiple call centers. *Operations Research Letters*, 41, 490-493.
- P16. Guo, P. and G. Zhang. 2013. Strategic queueing behavior and its impact on system performance in service systems with the congestion-based staffing policy. *Manufacturing & Service Operations Management*, 15, 118-134.
- P17. Wang, Y., B. Niu and P. Guo. 2013. On the advantage of quantity leadership when outsourcing production to a competitive contract manufacturer. *Production and Operations Management*, 22, 104-119.
- P18. Guo, P. and R. Hassin. 2013. On the advantage of leadership in service pricing competition. *Operations Research Letter*, 41, 397-402.
- P19. Guo, P. and Q. Li. 2013. Strategic behavior and social optimization in partially-observable Markovian vacation queues. *Operations Research Letters*, 41, 277-284.
- P20. Guo, P. and R. Hassin. 2012. Strategic behavior and social optimization in Markovian vacation queues: The case of heterogeneous customers. *European Journal of Operational Research*, 222, 278-286.
- P21. Guo, P. and R. Hassin. 2011. Strategic behavior and social optimization in Markovian vacation queues. *Operations Research*, 59, 986-997.
- P22. Guo, P., W. Sun and Y. Wang. 2011. Equilibrium and optimal strategies to join a queue with partial information on service times. *European Journal of Operational Research*, 214, 284-297.
- P23. Guo, P., Z. Lian and Y. Wang. 2011. Pricing perishable products with compound Poisson demands. *Probability in the Engineering and Informational Sciences*, 25, 289-306.
- P24. Guo, P., J. Song and Y. Wang. 2010. Outsourcing structure and information flow in a three-tier supply chain. *International Journal of Production Economics*, 128, 175-187.

- P25. Guo, P., J. Liu, Y. Wang. 2009. Intertemporal service pricing with strategic customers. *Operations Research Letters*, 37, 420-424.
- P26. Guo, P. and P. Zipkin. 2009. The impacts of customers' delay-risk sensitivities on a queue with balking. *Probability in the Engineering and Informational Sciences*, 23, 409-432.
- P27. Guo, P. and P. Zipkin. 2009. The effects of the availability of waiting-time information on a balking queue. *European Journal of Operational Research*, 198, 199-209.
- P28. Guo, P. and P. Zipkin. 2008. The effects of information on a queue with balking and phase-type service times. *Naval Research Logistics*, 55, 406-411.
- P29. Guo, P. and P. Zipkin. 2007. Analysis and comparison of queues with different levels of delay information. *Management Science*, 53, 962-970.

DOCTORAL SUPERVISION

Zhengwei Luo (Chief-supervisor), Ph.D., Hong Kong Polytechnic University, ongoing

Fengfeng Huang (Chief-supervisor), Ph.D., Hong Kong Polytechnic University, ongoing

Yanli Tang (Co-supervisor, jointly supervised with Yulan Wang), Ph.D., Hong Kong Polytechnic University, ongoing.

Robin Li (Co-supervisor, jointly supervised with Zhaotong Lian), Ph.D., University of Macau, 2014

First Placement: Macau University of Science and Technology

Qingying Li (Co-supervisor, jointly supervised with Chung-Lun Li), Ph.D., Hong Kong Polytechnic University, 2013

First Placement: Donghua University, China

Baozhuang Niu (Chief-supervisor), Ph.D., Hong Kong Polytechnic University, 2011

First Placement: Sun Yat-sen University, China