

TAN Kar Way

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Education

PhD, Singapore Management University, Singapore, 2014

Bachelor of Science, National University of Singapore, Singapore, 1998

Academic Appointments

Associate Professor of Information Systems (Practice), School of Computing and Information Systems, SMU, Jul 2020 - Present

Assistant Professor of Information Systems (Practice), School of Computing and Information Systems, SMU, Apr 2014 - Jun 2020

Academic Administrative Positions

Acting Associate Dean, SCIS Post-Graduate Professional Education, School of Computing and Information Systems, SMU, Jan 2024 - Mar 2024

Director, MITB (Data Science & Analytics) Programme, School of Computing and Information Systems, SMU, Jul 2020 - Present

Programme Director, BSc (IS) Smart-City Management & Technology Major, School of Computing and Information Systems, SMU, Jul 2017 - Jun 2020

Academic Director, Green Transformation Lab (DHL-SMU), SMU, Apr 2014 - Mar 2017

Other Positions and Affiliations

IT Advisory Specialist, IBM Singapore Pte Ltd, IBM Global Services, Singapore, Jan 1998 - Jan 2005

Awards and Honors

Teaching Excellence in Postgraduate Professional Programmes Award, Singapore Management University, 2025

Developing Emerging Skills and Competencies Award (Bronze) - Sustainable Living: Analytics Applications for Smart Living, QS Reimagine Education, 2022

The Commendation Medal (Pingat Kepujian), Prime Minister Office, 2020

Innovative Teacher Award, Singapore Management University, 2019

Nominee of the Most Innovative Teacher, Singapore Management University, 2018

Project titled "A framework for evaluating energy sustainability efforts in maritime terminal operations: A study with Singapore and selected International ports" received the Special Mention Award as the top voted policy research project under the SMI Research Showcase April 2016., 2016

Professional Memberships

Member, IEEE Professional, 2013

RESEARCH

Research Interests

Kar Way's research spans healthcare analytics and learning analytics. Her healthcare work examines operational processes such as patient flow, emergency test procedures, bed management, and surgical scheduling using simulation, machine learning, and optimization. She has collaborated with numerous healthcare institutions to translate research into practice. Her recent work extends to population well-being, including social participation studies using geolocation data, COVID-19 risk stratification for targeted interventions, young-adult mental wellness, and AI-enabled Person-Centred Care and Healthy Ageing through clinical support tools.

In learning analytics, Kar Way studies informal student reflections as feedback for guiding instructional interventions and develops automated text-mining approaches to surface understanding and doubts for personalised learning. Recent research also leverages Large Language Models (LLMs) to enhance educational tools through reflective learning, scaffolding strategies, and tailored feedback. She examines challenges in multi-modal assessment in computing, including evaluating LLM performance on tasks involving diagrams and analytical visuals, and explores LLM-generated multiple-choice questions to improve item quality. Together, these efforts aim to advance practical, AI-supported teaching and assessment methods.

Prior to her career in SMU, Kar Way has spent several years implementing large-scale enterprise systems as an IT consultant. Her experiences allow her to appreciate and conceive research solutions which create impact in real-world businesses and society.

Research and Project Areas

Data Science, Analytics, Decision Analytics, Simulation, Healthcare, Enhanced Learning and Pedagogy.

Publications

Journal Articles [Refereed]

Automated doubt identification from informal reflections through hybrid sentic patterns and machine learning approach, by LO, Siaw Ling; TAN, Kar Way; OUH, Eng Lieh. (2021). *Research and Practice in Technology Enhanced Learning*, 16 (1), 1-24. <https://doi.org/10.1186/s41039-021-00149-9> (Published)

Hippi Care Hospital: Towards proactive business processes in emergency room services, by TAN, Kar Way; SHANKARARAMAN, Venky. (2014). *Journal of Information Systems Education*, 25 (4), 283-288. (Published)

Books (Refereed)

Business process engineering methodology by SHANKARARAMAN, Venky; TAN, Kar Way; THONSE, Srinivas; GUPTA, Mayank; DESHMUKH, Nivedita P.. (2006). Singapore: Pearson/Prentice Hall. <https://worldcat.org/isbn/9789810677626> (Published)

Books (Non-Refereed)

Aligning IT solutions with business processes: A methodological approach by SHANKARARAMAN, Venky; TAN, Kar Way; THONSE, Srinivas; GUPTA, Mayank; DESHMUKH, Nivedita. (2007). Singapore: Pearson/Prentice Hall. <http://worldcat.org/isbn/9789810679231> (Published)

Conference Proceedings

PromptTutor: Effects of an LLM-based chatbot on learning outcomes and motivation in flipped classrooms, by ZHANG, Yuhao; OUH, EngLieh; HO, Adam; LO, Siaw Ling; TAN, Kay Way; LIN, Feng. (2025.0). *ITiCSE 2025: Proceedings of the 30th ACM Conference on Innovation and Technology in Computer Science Education, Nijmegen, June 27 - July 2*, (pp. 445-451) New York: ACM. <https://doi.org/10.1145/3724363.3729095> (Published)

Evaluating ChatGPT to answer multi-modal exercises in computer science education, by OUH, Eng Lieh; TAN, Kar Way; LO, Siaw Ling; GAN, Benjamin K. S.. (2025.0). *ITiCSE 2025: Proceedings of the 30th ACM Conference on Innovation and Technology in Computer Science Education, Nijmegen, June 27 - July 2*, (pp. 58-64) New York: ACM. <https://doi.org/10.1145/3724363.3729056> (Published)

A data-driven approach for automated multi-site competitive facility location, by TAN, Ming Hui; TAN, Kar Way; LAU, Hoong Chuin. (2024.0). *2024 IEEE International Conference on Big Data (IEEE BigData): Washington, DC, December 15-18: Proceedings*, (pp. 1-6) Piscataway: IEEE. <https://doi.org/10.1109/BigData62323.2024.10825526> (Published)

A big data approach to augmenting the Huff model with road network and mobility data for store footfall prediction, by TAN, Ming Hui; TAN, Kar Way; LAU, Hoong Chuin. (2023.0). *2023 IEEE International Conference on Big Data: Sorrento, Italy, December 15-18: Proceedings*, (pp. 1533-1538) Piscataway, NJ: IEEE. <https://doi.org/10.1109/BigData59044.2023.10386152> (Published)

Combat COVID-19 at national level using risk stratification with appropriate intervention, by JIN, Xuan; TAN, Kar Way. (2023.0). *2023 IEEE International Conference on Big Data: Sorrento, Italy, December 15-18: Proceedings*, (pp. 1-9) Piscataway, NJ: IEEE. <https://doi.org/10.1109/BigData59044.2023.10386378> (Published)

Machine-learning approach to automated doubt identification on stack overflow comments to guide programming learners, by CHEN, Tianhao; OUH, Eng Lieh; TAN, Kar Way; LO, Siaw Ling. (2023.0). *Proceedings of 2023 Pacific Asia Conference on Information Systems, Nanchang, China, July 8-12*, (pp. 1-16) Nanchang, China: PACIS. (Published)

AI-enabled adaptive learning using automated topic alignment and doubt detection, by TAN, Kar Way; LO, Siaw Ling; OUH, Eng Lieh; NEO, Wei Leng. (2022.0). *Pacific Asia Conference on Information Systems PACIS 2022: Virtual, July 5-9: Proceedings*, (pp. 1-16) Virtual: AIS. <https://aisel.aisnet.org/pacis2022/110/> (Published)

Data-driven retail decision-making using spatial partitioning and delineation of communities, by TAN, Ming Hui; TAN, Kar Way. (2022.0). *Pacific Asia Conference on Information Systems PACIS 2022: Virtual, July 5-9: Proceedings*, (pp. 1-15) Atlanta: AIS. <https://aisel.aisnet.org/pacis2022/117/> (Published)

Exploring and evaluating the impact of COVID-19 on mobility changes in Singapore, by GUNAWAN, Aldy; TRAN, Linh Chi; TAN, Kar Way; WANG, I-Lin. (2022.0). *Proceedings of the 12th Annual International Conference on Industrial Engineering and Operations Management, Istanbul, Turkey, 2022 March 7-10*, (pp. 4104-4115) Istanbul, Turkey: IEOM. <https://ieomsociety.org/proceedings/2022istanbul/773.pdf> (Published)

Discovery of mental wellness via social analytics for liveability in an urban city, by TAN, Kar Way. (2021.0). *2021 17th IEEE International Conference on Automation Science and Engineering (CASE): Lyon, France, August 23-27: Proceedings*, (pp. 1-6) Piscataway, NJ: IEEE. <https://doi.org/10.1109/CASE49439.2021.9551606> (Published)

Redesigning patient flow in paediatric eye clinic for pandemic using simulation, by TAN, Kar W.; GOH, Bee K.; GUNAWAN, Aldy. (2021.0). *Proceedings of the 2021 IEEE International Smart Cities Conference (ISC2)*, USA: IEEE. (Published)

Social participation performance of wheelchair users using clustering and geolocational sensor's data, by YIN, Yukun; TAN, Kar Way. (2020.0). *Proceedings of the 16th International Conference on International Conference on Automation Science and Engineering (CASE), Hong Kong, 2020 August 20-21*, (pp. 1-6) Hong Kong: IEEE. (Published)

Do my students understand? Automated identification of doubts from informal reflections, by LO, Siaw Ling; TAN, Kar Way; OUH, Eng Lieh. (2019.0). *ICCE 2019: Proceedings of the 27th International Conference on Computers in Education, Kenting, Taiwan, December 2-6*, (pp. 1-10) Kenting, Taiwan: Asia-Pacific Society for Computers in Education. (Published)

Data-driven surgical duration prediction model for surgery scheduling: A case-study for a practice-feasible model in a public hospital, by TAN, Kar Way; NGUYEN, Francis Ngoc Hoang Long; ANG, Boon Yew; GAN, Jerald; LAM, Sean Shao Wei. (2019.0). *2019 IEEE 15th International Conference on Automation Science and Engineering (CASE): Vancouver, Canada, August 22-26: Proceedings*, (pp. 275-280) Piscataway, NJ: IEEE. <https://doi.org/10.1109/COASE.2019.8843299> (Published)

Data-driven decision-support for process improvement through predictions of bed occupancy rates, by TAN, Kar Way; NG, Qi You; NGUYEN, Francis Ngoc Hoang Long; LAM, Sean Shao Wei. (2019.0). *2019 IEEE Conference of Automation Science and Engineering: Vancouver, BC, 22-26 August*, (pp. 133-139) Piscataway, NJ: IEEE. <https://doi.org/10.1109/COASE.2019.8843135> (Published)

Using teaching cases for achieving Bloom's high-order cognitive levels: An application in technically-oriented information systems course, by TAN, Kar Way. (2017.0). *Proceedings of the 2017 SIGED International Conference on Information Systems Education and Research, Seoul, December 10*, Seoul: (Published)

Traffic simulation model for port planning and congestion prevention, by LI, Baoxiang; TAN, Kar Way; TRAN, Trong Khiem. (2016.0). *WSC 2016: Winter Simulation Conference, Washington, DC, December 11-14: Proceedings*, (pp. 2382-2393) Piscataway, NJ: IEEE. <https://doi.org/10.1109/WSC.2016.7822278> (Published)

Improving carbon efficiency through container size optimization and shipment consolidation, by MA, Nang Laik; TAN, Kar Way; CHONG, Edwin Lik Ming. (2016.0). *Proceedings of the International Conference on Logistics and Transport: 8th ICLT 2016, September 6-8, Singapore*, (pp. 10-10) Singapore: ICLT. (Published)

Reducing carbon emission of ocean shipments by optimizing container size selection, by CHONG, Edwin Lik Ming; MA, Nang Laik; TAN, Kar Way. (2014.0). *2014 IEEE International Conference on Automation Science and Engineering (CASE): Taipei, 18-22 August: Proceedings*, (pp. 480-485) Piscataway, NJ: IEEE. <https://doi.org/10.1109/CoASE.2014.6899369> (Published)

Improving patient length-of-stay in emergency department through dynamic queue management, by TAN, Kar Way; LAU, Hoong Chuin; LEE, Francis Chun Yue. (2013.0). *WSC 2013: Winter Simulation Conference: Washington DC, December 8-11: Proceedings*, (pp. 2362-2373) Piscataway, NJ: IEEE. <https://doi.org/10.1109/WSC.2013.6721611> (Published)

Improving patient length-of-stay in emergency department through dynamic resource allocation policies, by TAN, Kar Way; TAN, Wei Hao; LAU, Hoong Chuin. (2013.0). *2013 IEEE International Conference on Automation Science and Engineering (CASE 2013): Madison, Wisconsin, USA, 17-20 August 2013*, (pp. 984-989) Piscataway, NJ: IEEE. <http://doi.org/10.1109/CoASE.2013.6653988> (Published)

Improving patient flow in emergency department through dynamic priority queue, by TAN, Kar Way; WANG, Chao; LAU, Hoong Chuin. (2012.0). *IEEE International Conference on Automation Science and Engineering (CASE) 2012: Seoul, Korea, August 20-24, 2012*, (pp. 125-130) Piscataway, NJ: IEEE. <http://doi.org/10.1109/CoASE.2012.6386409> (Published)

Improving service through just-in-time concept in a dynamic operational environment, by TAN, Kar Way;

LAU, Hoong Chuin; FU, Na. (2011.0). *Proceedings of the 44th Annual Hawaii International Conference on System Sciences: 4-7 January 2011, Koloa, Kauai, Hawaii*, (pp. 1-9) Los Alamitos, CA: IEEE Computer Society. <http://doi.ieeecomputersociety.org/10.1109/HICSS.2011.237> (Published)

Spatial cloaking revisited: Distinguishing information leakage from anonymity, by TAN, Kar Way; LIN, Yimin; MOURATIDIS, Kyriakos. (2009.0). *Advances in Spatial and Temporal Databases: 11th International Symposium, SSTD 2009 Aalborg, Denmark, July 8-10, 2009 Proceedings*, (pp. 117-134) Berlin: Springer Verlag. https://doi.org/10.1007/978-3-642-02982-0_10 (Published)

Applying sanitizable signature to web-service-enabled business processes: Going beyond integrity protection, by TAN, Kar Way; DENG, Robert H.. (2009.0). *ICWS 2009: IEEE 7th International Conference on Web Services, Los Angeles, CA, 6-10 July: Proceedings*, (pp. 67-74) Los Alamitos, CA: IEEE Computer Society. <https://doi.ieeecomputersociety.org/10.1109/ICWS.2009.34> (Published)

Conference Papers

A framework for evaluating energy sustainability efforts for maritime smart port operations, by TAN, Kar Way; KAN, Michelle; TAN, Pang Jin; SCHABLINSKI, Stephan. (2018.0). *International Conference on ICT for Smart Society 2018, Indonesia, October 10-12, Indonesia*. (Presented)

A data-driven approach for benchmarking energy efficiency of warehouse buildings, by LEE, Wee Leong; TAN, Kar Way; LIM, Zui Young. (2017.0). *3rd PROLOG Project & Logistics 2017, May 11-12, La Rochelle, France*. (Presented)

Improving patient flow with data-driven patient prioritization method in the Emergency Department, by TAN, Kar Way; LAM, Sean Shao Wei. (2015.0). *INFORMS Healthcare Conference 2015, July 29-31, Nashville, TN*. (Presented)

Magazine Articles

Is your waste a waste?, by TAN, Kar Way; ONG, Marcus Jiong Kai; HO, Sijie; KAN, Michelle. (2016, December). *Asian Management Insights*, 3 (2), <https://cmp.smu.edu.sg/ami/article/20161208/your-waste-waste> (Published)

Theses and Dissertations

Dynamic queue management for hospital emergency room services (Doctoral dissertation), by TAN, Kar Way. (2013). Singapore: Singapore Management University. http://ink.library.smu.edu.sg/etd_coll/109/ (Published)

Other Outputs and Contributions

Reports

A framework for evaluating energy sustainability efforts in maritime terminal operations by TAN, Kar Way; KAN, Michelle; TAN, Pang Jin; KOH, Yi Tong; LEE, Wee Liang. (2015). (Presented)

Audio / Video Materials

Towards sustainable, green growth [Podcast@SMU] [Audio/Video], by TAN, Kar Way. (2015, March 01). <http://www.smu.edu.sg/podcast/towards-sustainable-green-growth> (Published)

Posters

A framework for evaluating energy sustainability efforts in maritime terminal operations, by TAN, Kar Way; Members of Green Transformation Lab. (19 Apr 2016). *Singapore Maritime Institute Research Showcase April 2016, Singapore Maritime Week 2016*, (Published)

Research Grants

Singapore Management University

AI-InterRAI: AI-Assisted InterRAI Assessment and Evaluation for Person-Centred Care Planning and Healthy Ageing, Singapore-New Zealand Joint Grant Call on Leveraging AI for Healthy Ageing, AI Singapore, National University of Singapore (NUS), PI (Project Level): DAI Bing Tian, Co-PI (Project Level): TAN Kar Way, NGO Chong Wah, 2025, S\$1,329,998.8

PromptTutor - Generative AI-enabled Personalised Tutor for Reflection Learning in Programming Courses, Tertiary Education Research Fund (TRF), Ministry of Education (MOE), PI (Project Level): OUH Eng Lieh, Co-PI (Project Level): TAN Kar Way, LO Siaw Ling, 2024, S\$286,610.2

Development of the Emergency Department PRedictIve resOUrce (ED-PRIOR) Analytics Framework for Hospital Resource Utilisation in Trauma Patients, SingHealth Duke-NUS Academic Medicine Research Grant Initiative: Special Category (HSR-HEARTS), SingHealth Duke-NUS, Co-PI (Project Level): TAN Kar Way, 2024, S\$57,750

A Study for Evaluating Energy Sustainability Efforts in Maritime Terminal Operations in Singapore and with Selected International Ports (Phase 1), Singapore Maritime Institute, PI (Project Level): TAN Kar Way, 2015, S\$70,224

Green Transformation Lab, DHL, PI (Project Level): TAN Kar Way, 2015, S\$480,000

CISCO Asia Logistic Network Study, DHL, Co-PI (Project Level): TAN Pang Jin, Michelle KAN, TAN Kar Way, 2015, S\$14,000

Green Transformation Lab, DHL, PI (Project Level): TAN Kar Way, 2013, S\$500,000

Service improvement for A&E via Robust Optimization, SMU Internal Grant, Ministry of Education (MOE) Tier 1, PI (Project Level): LAU Hoong Chuin, 2011, S\$24,898.42

Business Process Engineering Methodology Textbook- Pedagogy Project Proposal, SMU Internal Grant, Ministry of Education (MOE) Tier 1, PI (Project Level): Venky SHANKARARAMAN, Co-PI (Project Level): TAN Kar Way, 2006, S\$22,538.89

Other Institutions

Adaptive Learning with Automated Doubt Mining and Topic Alignment, Technology-Enabled Learning Grant, Centre of Teaching Excellence PI (Project Level): TAN Kar Way, Co-PI (Project Level): LO Siaw Ling, OUH Eng Lieh, 2020

Enterprise in a Classroom, MOE, Ministry of Education, Singapore and Singapore Management University PI (Project Level): Venky SHANKARARAMAN, Co-PI (Project Level): TAN Kar Way, 2011, SGD231,800

Work in Progress

LOO Wee Ling, TAN Kar Way, Adopting Gen AI in education: Improving students' reasoning using automated metacognitive guidance, 2024

TEACHING

Teaching Areas

Data Science, Analytics, Enterprise Systems, Process Mining, Simulation, Healthcare,

Courses Taught

Singapore Management University

Undergraduate Programmes :

- Analytics Applications for Smart Living
- Analytics Foundation
- Introductory Data Analytics in Healthcare
- IS Project Experience (Applications)
- IS/SMT Project Experience (Applications)

Postgraduate Professional Programmes :

- Capstone Project - Software and Cyber-Physical Systems
- Data Analytics Lab
- Process Analytics and Applications
- Process Analytics using Simulation
- Project
- Statistical Thinking for Data Science

Postgraduate Research Programmes :

- Empirical Research Project 4
- Empirical Research Project I
- Empirical Research Project II
- Empirical Research Project III

Executive Development :

- Decision Making using Data, Infineon, 18 Nov 2021-18 Nov 2021
- Data Analytics Techniques for Data Analysts, PSA, 12 Oct 2017-24 Jan 2018
- Appreciation of Data Analytics for Leaders, PSA, 14 Sep 2017-08 Jan 2018
- Circular Economy Workshop, 03 Jul 2016-03 Jul 2016
- Unlocking the value of circular economy, 17 Mar 2016-17 Mar 2016
- Proactive Healthcare, 11 Jan 2015-11 Jan 2015
- Proactive Healthcare Processes, 11 Jan 2014-11 Jan 2014

Teaching Publications

Cases

Relevance of healthcare analytics in Singapore during COVID-19 and beyond, by TAN, Kar Way; LAM, Sean Shao Wei; CHEAH, Sin Mei . (2024). SMU-23-0032. (Published)

The healthcare analytics landscape in Singapore: Evolving to deliver better care, by TAN, Kar Way; LAM, Sean Shao Wei; CHEAH, Sin Mei. (2020). SMU-20-0026. <https://cmp.smu.edu.sg/case/4496> (Published)

iNET: Overcoming a legacy web portal at Singapore Management University, by TAN, Kar Way; BHARDWAJ, Sheetal. (2017). SMU-17-0008. <https://www.thecasecentre.org/educators/products/view?id=147318> (Published)

GLC: Delivery through shared responsibility, by TAN, Kar Way; SHANKARARAMAN, Venky; CHAN, Chi Wei. (2017). SMU-17-0012. <http://alex.sg/smu/glc-delivery-through-shared-responsibility/> (Published)

Teaching Notes

Relevance of healthcare analytics in Singapore during COVID-19 and beyond, by TAN, Kar Way; LAM, Sean Shao Wei; CHEAH, Sin Mei . (2024). SMU-23-0032TN. (Published)

The healthcare analytics landscape in Singapore: Evolving to deliver better care, by TAN, Kar Way; CHEAH, Sin Mei; LAM, Sean Shao Wei. (2020). SMU-20-0026. <https://cmp.smu.edu.sg/case/4496> (Published)

iNET: Overcoming a legacy web portal at Singapore Management University, by TAN, Kar Way; BHARDWAJ, Sheetal. (2017). SMU-17-0008TN. <https://www.thecasecentre.org/educators/products/view?id=147319> (Published)

GLC: Delivery through shared responsibility, by TAN, Kar Way; SHANKARARAMAN, Venky; CHAN, Chi Wei. (2017). SMU-17-0012TN. <https://www.thecasecentre.org/educators/products/view?id=147317> (Published)

OTHER ACADEMIC AND PROFESSIONAL ACTIVITIES

Other Grants and Funding Received (Non-Research)

Technology Enhanced Learning (TEL) Fund, Adaptive Learning With Automated Doubt Mining And Topic Alignment, Singapore Management University, May 2020

Presentation and Talks

Presentations

PromptTutor - Generative AI-enabled Personalised Tutor for Reflection Learning in Programming Courses, (04 Jul 2025). *National Technology Enhanced Learning (NTEL)*, SIT.

Personalized learning using automated topic alignment and doubt detection, (12 Nov 2021). *Inaugural AUN-TEPL (ASEAN University Network-Thematic Network for Technology Enhanced Personalised Learning)*, Virtual.

Do my students understand? Automated identification of doubts from informal reflections, (27 Feb 2020). *Inaugural AUN-TEPL (ASEAN University Network-Thematic Network for Technology Enhanced Personalised Learning)*, Singapore

Future of Sustainable mobility in Logistics, (26 May 2017). *Future of Sustainable Mobility in Logistics Industry Round-table*, DHL Asia-Pacific Innovation Centre.

DHL and SMU Industry-Academic Collaboration: Success Stories, (01 Sep 2016). *8th Higher Education Summit Asia 2016*,

Invited Seminars, Talks and Lectures

N2women panel session: Preparation for a career in academia for female PhD students, 22 Oct 2020. 10th EAI International Conference on Mobile Networks and management (Monami) 2020, Japan

Benchmarking energy efficiency: Data-driven approach to benchmarking warehouses and a framework for maritime terminal operations, 23 Sep 2020. Data-driven approach to Drive Supply Chain Excellence Workshop

Consultancy

DHL, Singapore Management University, May 2013

Khoo Teck Puat Hospital, Jan 2011 - Jan 2013

Media Contributions and Citations

Combining AI with sustainability and green energy, Singapore ranks first in global competitiveness, Central News Agency (Taiwan), 01 Sep 2024

What's in Singapore's first Smart City course?, CommonWealth Magazine (Taiwan), 06 Oct 2018
<https://www.cw.com.tw/article/article.action?id=5092397>

"SMU-DHL collaboration yields unconventional solutions in sustainable logistics". Published 28 March 2016, The Business Times, Newspaper, 01 Jan 2016

"Towards sustainable, green growth", SMU Podcast , Internet, 03 Jan 2015

Greening the Supply Chain, Envision (by National Environment Agency), 30 Nov 2014
<https://www.nea.gov.sg/envision-magazine/issue5/>

DHL and Singapore Management University Launch Green Transformation Lab, Yahoo!, Channel News Asia, Berita, Sea Ship News, 09 May 2013

UNIVERSITY SERVICE

Singapore Management University

Exam Reviewer for Track Core (Data Protection), Industry Practice Master Exam Reviewer, Jul 2024 - Present

Committee Chair, Doctorate of Engineering Committee, Jul 2021 - Present

Task Force Member, Gender Equity Taskforce, Apr 2021 - Present

Task Force Member, Strategic Priority Expert Panel (Digital Transformation), Mar 2020 - Jun 2020

Committee Member, PhD Committee, Aug 2018 - Present

EXTERNAL SERVICE – PROFESSIONAL

Editor Journal Editor, Special Issue "Application of Statistical Theory and Machine Learning in Health Services", Healthcare, 2022 - Present

Reviewer Conference Paper, American Conference on Information Systems (AMCIS), 2019 - Present

Event Co-organiser, Innovation in Urban Management and Circular Economy Symposium, Singapore Management University, 2016 - Present

Reviewer Journal Article, European Journal of Operational Research, Elsevier, 2015 - Present

Symposium Organiser, Urban Logistics: E-Commerce and Sustainability Symposium, Singapore Management University, 2014 - Present

Reviewer Conference Paper,
International Conference on Information Systems (ICIS), Association for Information Systems, 2013

Reviewer Journal Article,
Flexible Services and Manufacturing Journal (FSM), Springer, 2013 - 2014

Workshop Organizer, Metaheuristics International Conference, Industry Workshop on Supply Chain Analytics, Singapore Management University, 2013

Reviewer Journal Article, IEEE Transactions on Automation Science and Engineering (TASE), Institute of Electrical and Electronics Engineers (IEEE), 2013 - Present

Reviewer Conference Paper, IEEE Conference on Automation Science and Engineering (CASE), Institute of Electrical and Electronics Engineers (IEEE), 2011 - Present

Reviewer Conference Paper,
Asia Pacific Conference on Information Systems (PACIS), Association for Information Systems, 2010 - 2014

EXTERNAL SERVICE – PUBLIC SECTOR AND COMMUNITY SERVICE

Discussion Leader, Advanced Maritime Leaders Programme (AMLP), Maritime Port Authority of Singapore, 2017