

Mirko Kremer

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ACADEMIC EMPLOYMENT, APPOINTMENTS, AND EDUCATION

Frankfurt School of Finance and Management

2014 - Present Full Professor, Management Department
2017 - 2021 Academic Director of M.Sc. in Management

University College London

2023- Present Honorary Professor, School of Management

London Business School

Spring 2017 Visiting Faculty, Management Science & Operations Department

Pennsylvania State University, Smeal College of Business

2008 - 2014 Assistant Professor, SC&IS Department

Northwestern University, Kellogg School of Management

2012 – 2013 Visiting Assistant Professor, MEDS Department

INSEAD

Spring 2012, 2014 Visiting Assistant Professor, T&OM Department

University of Mannheim, Germany

2008 Ph.D. in Management
2003 M.Sc. in Management

Ruhr-University Bochum, Germany

1999 B.Sc. in Economics

RESEARCH INTEREST

My research focuses on the impact of managerial and customer (mis)behavior on the performance and design of Operating systems, with a particular emphasis on micro-behavioral foundations of human-AI collaboration in the context of inventory management, sales and technology forecasting, and queues in production and service systems. My research blends formal modeling with experimental methods and econometric analysis.

PUBLISHED PAPERS

- 1) Kremer, M., F. De Vericourt (2022). (Mis)managing diagnostic accuracy under congestion. *Operations Research* 71(3), 895-916
- 2) Goldschmidt, K., M. Kremer, D. Thomas, C. Craighead (2021). Strategic sourcing under severe disruption risk: Learning failures and under-diversification bias. *Manufacturing & Service Operations Management* 23(4), 745-1004
- 3) Allon, G., M. Kremer (2018). Behavioral foundations of queuing systems. *Handbook for Behavioral Operations Management* edited by Karen Donohue, Elena Katok, and Stephen Leider, John Wiley and Sons Inc, New York, NY.

- 4) Kremer, M., B. Mantin, A. Ovchinnikov (2017). Dynamic pricing in the presence of strategic consumers – theory and experiment. *Production and Operations Management* 26(1), 116-133.
- 5) Kremer, M., L. Debo (2016). Inferring quality from wait time. *Management Science* 62(10), 3023-3038
- 6) Kremer, M., E. Siemsen, D. Thomas (2016). The sum and its parts – judgmental hierarchical forecasting. *Management Science* 62(9), 2745-2764
- 7) Palley, A., M. Kremer (2014). Sequential search and learning from rank feedback: Theory and experimental evidence. *Management Science* 60(10), 2525-2542
- 8) Moritz, B., M. Kremer, E. Siemsen (2014). Judgmental forecasting: Cognitive reflection and decision speed. *Production and Operations Management* 23(7), 1146-1160.
- 9) Kremer, M., S. Minner, L.N. Van Wassenhove (2014). On the preference to avoid ex-post inventory errors. *Production and Operations Management* 23(5), 773-787.
- 10) Kremer, M., L.N. Van Wassenhove (2014). Willingness-to-pay for shifting inventory risk – The role of contractual form. *Production and Operations Management* 23(2), 239-252.
- 11) Kremer, M., B. Moritz, E. Siemsen (2011). Demand forecasting behavior: System neglect and change detection. *Management Science* 57(10), 1827-1843.
- 12) Kremer, M., S. Minner, L. N. Van Wassenhove (2010). Do random errors explain newsvendor behavior? *Manufacturing & Service Operations Management* 12(4), 673-681.
- 13) Francas, D., M. Kremer, S. Minner, M. Friese (2009). Strategic process flexibility under lifecycle demand. *International Journal of Production Economics* 121(2), 427-440.
- 14) Kremer, M., S. Minner (2008). The human element in inventory decision making under uncertainty – A review of experimental evidence in the newsvendor model. *Zeitschrift für Betriebswirtschaft* 4, 83-97.
- 15) Kremer, M., C. Schneeweiss, M. Zimmermann (2006). On the validity of aggregate models in designing supply chain contracts. *International Journal of Production Economics* 103(2), 656-666.

WORKING PAPERS

- 16) Rodriguez, A.E., R. Ibrahim, M. Kremer (2026). Persuasive communication in social service operations. Under revision for 3rd round review at *Management Science*
- 17) Kremer, M., H. Nikpayam, F. De Vericourt (2026). AI-Assisted Decisions in Organizations - Algorithm Adherence, Blame, and Delegation. Under 2nd round review at *Management Science*
- 18) Kremer, M., J. Schlapp (2026). Delegated innovation scouting when success is rare: A behavioral investigation. Under revision for 3rd round review at *Management Science*
- 19) Kızılyıldırım, R., E. Korpeoglu, G. Korpeoglu, M. Kremer (2026). An experimental analysis of participation restriction and visibility in parallel innovation contests. Under 2nd round review at *M&SOM*
- 20) Kızılyıldırım, R., E. Korpeoglu, G. Korpeoglu, M. Kremer (2025). Solver capacity utilization and allocation on crowdsourcing platforms: An experimental study. Under revision for 2nd round review at *M&SOM*
- 21) Kremer, M., D. Thomas (2026). Blame in supply chains. To be submitted to *Management Science*
- 22) Kremer, M. (2020). Learning to make BIG newsvendor decisions.
- 23) Kremer, M., J. Fan (2020). A theory of service slowdowns in (partially) customer-operated systems.
- 24) Jin, C., L. Debo, S. Irvani, M. Kremer (2020). Observational learning in broad choice sets.

WORK IN PROGRESS

- 25) Rodriguez, A.E., R. Ibrahim, M. Kremer. Human-Machine Interaction in Service Operations.
- 26) Kremer, M., H. Nikpayam, F. De Vericourt. AI-Assisted Decision Making: Shifting Blame and Easing Effort.

- 27) Momesso, T., R. Ibrahim, B. Gokpinar, M. Kremer. The impact of targets on efficiency and fairness in service systems.
- 28) Kremer, M., A. Rafaeli, G. Yom-Tov. The impact of emotional load on service systems.
- 29) Fragkos, I., M. Kremer, J. Schlapp, F. Sting (2022). Behavior in mortal multi-arm bandits.
- 30) Allon, G., A. Bassamboo, M. Kremer. Why customers abandon queues.

INVITED TALKS AND CONFERENCE PRESENTATIONS

- “When Delegating AI-assisted Decisions Drives AI Over-Reliance”
University of Bath (November 2025), European TOM Conference (June 2025), Imperial College London (April 2025), Nova School of Business and Economics (November 2024), Catolica Lisbon (November 2024), INSEAD (October 2024), University of Oxford (June 2024), University of Cambridge (May 2024), ERASMUS Rotterdam (May 2024), University of Hong Kong (May 2024), Tilburg University (February 2024), IE Madrid (January 2024), INFORMS 2023 Conference (Phoenix, USA)
- “Persuasive Communication in Operations”
Renmin University, China (October 2023), Bayes Business School (November 2023), University of Luxembourg (December 2023), Keynote @ 15th International Behavioral Operations Conference (Wuxi, China, December 2023)
- “Blame in Supply Chains”
Organizational Design Seminar 2022
- “Social Norms in Customer-Operated Service Systems”
INFORMS 2020 Conference (Online)
- “Observational learning in congested environments with multiple”
Koc University (April 2016), University of Mannheim (April 2015), EBS (March 2015), Keynote at 6th International Workshop on Behavioral Operations Management 2014 (Shanghai, China)
- “The impact of congestion of diagnostic accuracy”
University of Pennsylvania (October 2021), European TOM Seminar (June 2021), Indiana University (June 2019), EURO conference (Valencia, June 2018), University of Texas Dallas (February 2018), University of Cologne (December 2017), INFORMS 2017 Conference (Houston, TX, USA), INFORMS 2016 Conference (Nashville, TN, USA), POMS 2014 conference (Atlanta, USA), 9th Behavioral OM Conference 2014 (Cologne, Germany), Rotterdam School of Management (June 2014)
- “The sum and its parts – A behavioral investigation of top-down and bottom-up forecasting processes”
UCLA (March 2013), Bocconi University (March 2013), INFORMS 2012 Conference (Phoenix, Arizona, USA), Nanyang Technological University (May 2012), University College London (March 2012), ESSEC Paris (March 2012), IESE Barcelona (March 2012), 7th Winter Operations Conference 2012 (Salt Lake City, UT), POMS 2012 Conference (Chicago, USA)
- “Herding in queues”
INFORMS 2013 Conference (Minneapolis, MN, USA), INFORMS 2012 Conference (Phoenix, Arizona, USA), University of Pennsylvania (September 2012), National University Singapore (June 2012), Singapore Management University (May 2012), Technical University Munich (March 2012), HEC Paris (March 2012), INFORMS 2011 Conference (Charlotte, NC), POMS 2012 Conference (Chicago, USA)

- “Demand forecasting behavior: System neglect and change detection”
M&SOM 2010 Conference (Haifa, Israel)
- “Learning how to make BIG newsvendor decisions”
INFORMS 2012 Conference (Phoenix, Arizona, USA), University of Minnesota (January 2009),
INFORMS 2008 Conference (Washington DC, USA).
- “On Value of demand information and the willingness-to-pay for it”
Cornell University (April 2010), George Washington University (March 2010), POMS 2008
Conference (San Diego, USA), 3rd Behavioral OM Conference (Edmonton, Canada. 2008), 2nd
Behavioral OM Conference (Minneapolis, USA. 2007), Penn State University (2007).
- “Strategic Process Flexibility under Lifecycle Demand”
14th International Working Seminar on Production Economics (Innsbruck, Austria. 2006).
- “On the Validity of Aggregate Models in Designing Supply Chain Contracts”
13th International Working Seminar on Production Economics (Innsbruck, Austria. 2004), 7th
Workshop of the EURO Working Group on DDM (Louvain-la-Neuve, Belgium. 2004).

PROFESSIONAL SERVICE

- Associate Editor for *Operations Research*, 2024 -
- Department Editor for *Production and Operations Management*, 2018 -
- Senior Editor for *Production and Operations Management*, 2015 - 2018
- 2014, 2015, 2016, 2017, 2020, 2021, 2022 *Management Science* Meritorious Service Award
- 2014, 2018 *Manufacturing & Service Operations Management* Meritorious Service Award
- Ad-hoc reviewer: *Management Science*, *Manufacturing & Service Operations Management*, *Production and Operations Management* (Best Reviewer Award 2012, Behavioral Operations Dept.), *Journal of Operations Management*
- President, Production and Operations Management Society, College of Behavior in Operations Management, 2011 – Present
- Conference organizer: POMS College of Behavior in OM Mini-Conferences 2012 & 2014
- Organizing Committee for Behavioral Operations Conference 2025 (Hamburg, Germany)
- Track Chair: POMS 2010, 2011, 2013, 2014 Annual Meetings, Behavioral Operations Track

TEACHING

I have taught courses on Operations Management (EMBA, MBA, MSc, BSc), AI & Decision Making (MSc), Supply Chain Management (MBA, MSc, BSc), Judgment & Decision Making (PhD), and Supply Chain Analytics (MBA, BSc) at the University of Mannheim, INSEAD, Northwestern University (Kellogg), Pennsylvania State University (Smeal), London Business School, and Frankfurt School of Finance and Management.

RESEARCH GRANTS

- DFG: “Diagnostic Accuracy under Accumulated Pressure”, with Francis de Vericourt (ESMT Berlin), €172,786, 2022-2024.
- DFG: “Integrating Emotional Load into Service Operations”, with Galit B. Yom-Tov (Technion, Israel Institute of Technology) and Anat Rafaeli (Technion, Israel Institute of Technology), €412,500, 2022-2024.

- NSF-CMMU: “Collaborative Research - Collaborative Research: The Positive Role of Queues on Customer Value Perception: Mathematical Models and Laboratory Experiments”, with Laurens G. Debo (University of Chicago) and Seyed M.R. Iravani (Northwestern University), \$425,000, April 2013 – March 2016
- Various Smeal Small Research Grants (\$18,000)
- Daimler Chrysler AG (Projects on network design and capacity expansion under uncertainty, € 15,000 in 2004 - 2005)