

Nazlı Sönmez

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Current employment

Assistant Professor of Management Science, ESMT Berlin, Berlin, Germany, August 2022–Present.

Education

PhD, London Business School, London, UK, 2021.

MSc, (Valedictorian), Bilkent University, Ankara, Turkey, 2015.

BSc, (Summa cum laude), Bilkent University, Ankara, Turkey, 2013.

Past employment

Assistant Professor, Bilkent University Faculty of Business Administration, Ankara, Turkey, September 2021 – July 2022.

Marketing Intern, Caucasus and Central Asia Business Unit, The Coca Cola Company, Ankara, Turkey, June 2012–July 2012.

Production Planning Intern, Ankara Plant, Coca Cola Icecek A.S (An anchor bottler of the Coca-Cola system), Ankara, Turkey, June 2011–July 2011.

Publications

Peer reviewed journal articles

Buell, R., K. Ramdas, N. Sönmez, K. Srinivasan, and R. Venkatesh (2024). *Shared service delivery can increase client engagement: A study of shared medical appointments*. *Manufacturing and Service Operations Management* 26 (1): 154–166.

Sönmez, N., K. Srinivasan, R. Venkatesh, R. Buell, and K. Ramdas (2023). *Evidence from the first shared medical appointments (SMAs) randomised controlled trial in India: SMAs increase the satisfaction, knowledge, and medication compliance of patients with glaucoma*. *PLOS Global Public Health* 3 (7): e0001648.

Work in progress

Venkatesh, R., N. Sönmez, R. Buell, K. Ramdas, and S. Kavitha. *Assessing the benefits of an innovative healthcare delivery model in serving disadvantaged patient populations. (to be submitted to a General Interest Scientific Journal.)*

Sönmez, N., K. Ramdas, and S. Deo. *How to manage doctor appointments with a shared medical appointment option?*

Sönmez, N., R. Buell, K. Ramdas, M. Sindal, and R. Venkatesh. *Increasing the follow-up rate of patients requiring emergency high-Consequence treatment.*

Venkatesh, R., N. Sönmez, R. Buell, K. Ramdas, and S. Kavitha. *Peer effects in healthcare delivery: An investigation into shared medical appointments. (To be submitted to Management Science.)*

Teaching Experience

Instructor, *Operations and Supply Chain*, MIM Course, ESMT Berlin, February 2023 – March 2023.

External Teaching

Assistant Professor, *MAN610-Data Analytics and Statistics (A graduate level course)*, Faculty of Business Administration, Bilkent University, Ankara, Turkey, September 2021–January 2022.

Assistant Professor, *MAN495- Business Capstone Project (undergraduate level course)*, Faculty of Business Administration, Bilkent University, Ankara, Turkey, January 2021–June 2022.

Assistant Professor, *MAN302-Business Forecasting (undergraduate level course)*, Faculty of Business Administration, Bilkent University, Ankara, Turkey, January 2021–June 2022.

Graduate Teaching Assistant, *Statistical Research Methods (P003), PhD*, London Business School, London, UK, February 2016–July 2021.

Graduate Teaching Assistant, *Data Analytics for Managers (C170), MBA & EMBA*, London Business School, London, UK, September 2018–October 2019.

Guest Teacher, *Operations Management (MG104), Undergraduate*, London School of Economics, London, UK, October 2019–July 2021.

Graduate Teaching Assistant and Second Marker, *Supply Chain Management (MG466), Graduate*, London School of Economics, London, UK, January 2019–June 2019.

Graduate Teaching Assistant and Second Marker, *Operations Management for Management Consultancy (MG401), Graduate*, London School of Economics, London, UK, January 2018–June 2018.

Graduate Teaching Assistant, *Probabilistic Analysis (IE 523), Graduate*, Bilkent University, Ankara, Turkey, September 2014–January 2015.

Graduate Teaching Assistant, *Quality Assurance and Reliability (IE 380), Undergraduate*, Bilkent University, Ankara, Turkey, September 2013–June 2014.

Graduate Teaching Assistant, *Senior Design Project (IE 477 & IE 478), Undergraduate*, Bilkent University, Ankara, Turkey, September 2013–June 2014.

Graduate Teaching Assistant, *Linear Algebra & Differential Equations (Math 225), Undergraduate*, Bilkent University, Ankara, Turkey, September 2012–June 2013.

Graduate Teaching Assistant, *A Process Outlook for IE (IE 102), Undergraduate*, Bilkent University, Ankara, Turkey, September 2011–June 2012.

Reviewer services

Health Care Management Science; Management Science; Manufacturing & Service Operations Management.

Research grants and fellowships

Research Grant from the Institute of Innovation and Entrepreneurship, Institute of Innovation and Entrepreneurship, London Business School, 2022

Research Grant from the Wheeler Institute for Business and Development, Wheeler Institute for Business and Development, London Business School, 2022

Research Grant from the Wheeler Institute for Business and Development, Wheeler Institute for Business and Development, London Business School, 2022

Honors and awards

Responsible Business Education Awards - "[Highly Commended](#)", *Evidence from the first shared medical appointments (SMAs) randomised controlled trial in India*, Financial Times, UK, 2023.

2022 Manufacturing & Service Operations Management - Meritorious Service Award

Best Paper Award, 1st ACM Conference on Equity and Access in Algorithms, and Mechanisms, and Optimization (EAAMO'21), 2021.

Finalist, MSOM Student Paper Competition, 2020.

PhD Award (£15,000), London Business School, 2020.

Professor Sir James Ball Annual PhD Award (£10,000) – An annual award that is given to one PhD student across all PhD students at London Business School, London Business School, 2020.

Full Scholarship and Tuition Waiver, London Business School, 2020.

Finalist, Health Applications Society (HAS) Bonder Scholarship for Applied Operations Research in Health Services, INFORMS, 2018.

Full Scholarship and Tuition Waiver, Bilkent University, 2015.

National Scholarship for Master of Science Students, TUBITAK (The Scientific and Technological Research Council of Turkey), 2015.

Certificate of Appreciation in Recognition of Academic Excellence in Master of Science Studies, Bilkent University, 2014.

Scholarship of Industry Integrated Project Support Program, TUBITAK (The Scientific and Technological Research Council of Turkey), 2013.

Full Scholarship and Tuition Waiver, Bilkent University, 2013.

Presentations

Peer reviewed paper presentations

Assessing the potential of an innovative healthcare delivery model: Shared medical appointments

- 07/27/19: INFORMS Healthcare Annual Meeting, INFORMS, Boston, MA, USA.
- 08/01/18: LBS Trans-Atlantic Doctoral Conference, London Business School, London, UK.
- 07/11/18: PhD Conference with Daron Acemoglu, Wheeler Institute for Business and Development, London Business School, London, UK.
- 07/02/18: 2018 INFORMS MSOM Conference, INFORMS Manufacturing and Service Operations Management Society, Dallas, TX, USA.

Can shared service delivery increase customer engagement? A study of shared medical appointments

- 10/24/21: INFORMS Annual Meeting, INFORMS, Anaheim, CA, USA.
- 10/02/21: ACM conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO '21), Association for Computing Machinery, Berkeley, CA, USA.
- 06/05/21: Manufacturing and Service Operations Management Conference 2021, MSOM SIG, Bloomington, IN, USA.
- 05/05/21: POMS 31th Annual Conference, Production and Operations Management Society, Washington, DC, USA.
- 11/08/20: INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.

How to manage doctor appointments with a SMA option

- 07/27/19: INFORMS Healthcare Annual Meeting, INFORMS, Boston, MA, USA.

How to manage doctor's appointments with a shared medical appointment option

- 11/04/18: INFORMS Annual Meeting, INFORMS, Phoenix, AZ, USA.

Increasing patient engagement through shared medical appointments

- 05/03/19: POMS 30th Annual Conference, Production and Operations Management Society, Washington, DC, USA.

Increasing the follow-up rate of patients requiring emergency high-consequence treatment

- 07/11/24: 2nd Summer Workshop on Innovations in Management Science, SWIMS, Crete, Greece.
- 09/05/24: OR 2024 Conference, Technical University of Munich (TUM), Munich, Germany

Operational innovation in healthcare delivery

- 11/08/20: INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.

Peer effects in healthcare delivery: An investigation into shared medical appointments

- 11/09/20: INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.

Shared medical appointments: An innovative approach to healthcare delivery

- 10/20/19: INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.
- 11/04/18: INFORMS Annual Meeting, INFORMS, Phoenix, AZ, USA.
- 05/06/18: POMS 29th Annual Conference, Production and Operations Management Society, Houston, TX, USA.
- 10/22/17: INFORMS Annual Meeting, INFORMS, Houston, TX, USA.
- 08/01/17: LBS Trans-Atlantic Doctoral Conference, London Business School, London, UK.

The role of peer familiarity in shared service delivery: An investigation into shared medical appointments

- 04/24/24: 34th Annual POMS Conference, Production and Operations Management Society (POMS), Minneapolis, MN, USA.
- 10/17/23: INFORMS 2023 Annual Meeting, INFORMS, Phoenix, AZ, USA.
- 07/27/23: INFORMS 2023 Healthcare Conference, INFORMS, Toronto, Ontario, Canada
- 10/17/22: INFORMS 2022 Annual Meeting, INFORMS, Indianapolis, IN, USA.

Research seminars

Shared service delivery can increase client engagement: A study of shared medical appointments

- 11/02/22: Research Seminar, INSEAD, Fontainebleau, Paris, France
- 11/04/22: Research Seminar, HEC Paris, Paris, France

Can shared service delivery increase customer engagement? A study of shared medical appointments

- 11/26/21: Research Seminar, Graduate School of Business, Koc University, Istanbul, Turkey.
- 01/19/21: Research Seminar, NEOMA Business School, Paris, France.
- 01/14/21: Research Seminar, Singapore Management University, Singapore, Singapore.
- 01/07/21: Research Seminar, NOVA School of Business and Economics, Carcavelos, Portugal.
- 12/25/20: Research Seminar, Ozyegin University, Istanbul, Turkey.
- 12/17/20: Research Seminar, HEC Paris, Paris, France.
- 12/14/20: Research Seminar, Faculty of Business Administration, Bilkent University, Ankara, Turkey.
- 11/27/20: Research Seminar, Department of Industrial Engineering, Bilkent University, Ankara, Turkey.
- 10/28/20: European TOM Virtual Seminar, Technology and Operations Management (TOM), London, UK.

Other presentations

Can shared service delivery increase customer engagement? A study of shared medical appointments

- 11/09/20: Presented by Coauthor, INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.
- 07/13/20: Author & Presenter, Kellogg-Wharton OM Workshop, The Wharton School of Business, University of Pennsylvania, Philadelphia, PA, USA.

How to manage doctor appointments with a SMA option

- 10/20/19: Presented by Coauthor, INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.

Increasing patient engagement through shared medical appointments

- 10/20/19: Presented by Coauthor, INFORMS Annual Meeting, INFORMS, Seattle, MA, USA.

Languages

Turkish (native), English (advanced), German (intermediate), Italian (intermediate).

Hobbies and skills

Programming: Stata, Java, Matlab, Arena Simulation Software, Python, R, GAMS

Personal Interests: Traveling, Playing Piano, Swimming, Yoga, Basketball, Baking (Cofounder of Bilkent University Baking Club in 2012)

Updated: September, 2024