

# SHANY AZARIA

Phone: +1 (416) 717 5415  
[azaria.shany@gmail.com](mailto:azaria.shany@gmail.com)  
[www.shanyazaria.com](http://www.shanyazaria.com)

1224 Shaw Street  
 Toronto, Ontario  
 Canada M6G 3N6

## RESEARCH INTEREST

I am mainly interested in leveraging advanced data science methods to investigate the effects of congestion on service systems in the public sphere, with a special interest in court system operations.

## ACADEMIC POSITIONS

**Postdoctoral Fellow** **2023-2025**  
 Operations Management and Statistics Department, Rotman School of Management, University of Toronto

## EDUCATION

<b>PhD</b>	<b>Coller School of Management, Tel Aviv University</b> Operations Strategy <i>Thesis: "Operations Management in Court Systems – Lessons Learned from the Delay of Justice"</i> <i>Supervisor: Noam Shamir</i>	<b>2023</b>
<b>MBA</b>	<b>Recanati Business School, Tel Aviv University</b>	<b>2010</b>
<b>BA</b>	<b>Berglas School of Economics, Tel Aviv University</b> Economics	<b>2007</b>

## RESEARCH

### Publications

Azaria, S., Ronen, B., & Shamir, N. (2024). Alleviating Court Congestion: The Case of the Jerusalem District Court. *INFORMS Journal on Applied Analytics*, 54(3), 205-296. <https://doi.org/10.1287/inte.2023.0026>

Azaria, S., Ronen, B., & Shamir, N. (2023). Justice in time: A theory of constraints approach. *Journal of Operations Management*, 69(7), 1202–1208. <https://doi.org/10.1002/joom.1234>

Azaria, S., Ronen, B., & Shamir, N. (2023). Manufacturing Justice: The Value of Looking at the Legal System through Operations Management Eyes. *Innovations in Management (Hebrew)*, 12, 115-126.

### Research in Progress

"The Congestion Vortex: Empirical Evidence of the Adverse Effects of Delay on Workload in Court Systems", R&R at *Production and Operations Management* (with Shamir N.)

"Access to Data for Access to Justice: Unpacking Judicial Congestion Using an Event Log" (with Alexander C., Baron O., and Krass D.)

"Shift Effect in Emergency Departments: Empirical Evidence and Assessment of Impact" (with Alaei A.J., Baron O., Krass D., Malekzadeh P., Senderovich A., Bessey M., Kettle H., Leschyna M., Sehgal N., Sultana M. and the staff of ESHC)

"From Data to Action: A Process-Driven Framework for Emergency Department Queue-Mining and Intervention Design" (with Baron O., Krass D., and Senderovich A.)

## AWARDS AND HONORS

YW4OR (Young Women for Operations Research) Cohort, EURO WISDOM Forum (2024)

Tel Aviv University Provost's Teaching Excellence Award (2023)

Theory of Constraints Body of Knowledge (2023)

"Justice in time: A theory of constraints approach" was added to the TOCICO BOK

Goldratt Foundation New Knowledge Award (2012)

Best knowledge development in the Theory of Constraints (TOC) for the presentation "Justice in Time: Applying TOC to Law Courts Systems" (with Ronen, B. and Pass, S.)

## GRANTS AND FELLOWSHIPS

Rotman TD Management Data and Analytics Lab Research Grant (2024)

"From Docket to Data: Unpacking Judicial Congestion Using Process- and Queue-Mining" (with Alexander C., Baron O., Krass D., and Senderovich A.)

Tel Aviv University President's Fellowship for Women Postdoctoral Scholars (2023)

Raya Strauss Center for Family Businesses Research Grant (2017)

"Identifying the Generic Core Problems in Family Businesses" (with Ronen, B. and Weiss, D.)

Elrov Real Estate Institute Research Grant (2014)

"The Influence of Real Estate Bonds on the Israeli Real Estate Market" (with Ronen, B. and Lieber, Z.)

## TEACHING

### **Coller School of Management, Tel Aviv University**

**2007-2023**

Instructor (Undergraduate, Graduate, and Executive programs)

- Statistics (intro and advanced)
- Practical Models in Operations Research
- Leading the Strategic Change Process
- New Ventures Creation

### **SDA-Bocconi School of Management, Milan, Italy**

**2006-2009**

Teaching Assistant (Graduate program)

- Advanced Methods in Increasing Shareholders' Value

## INVITED TALKS AND OTHER PRESENTATIONS

Shift Effect in Emergency Departments: Empirical Evidence and Assessment of Impact

- Sandra Rotman Centre for Health Sector Strategy Research Roundtable, Toronto, Canada, February 2025

From Data to Action: A Process-Driven Framework for Emergency Department Queue Mining and Intervention Design

- 35<sup>th</sup> Annual Conference of the Production and Operations Management Society (POMS), Atlanta, Georgia (Scheduled)

Access to Data for Access to Justice: Event Log of 18 Years of U.S. Federal District Court Cases

- University of Rochester, Simon Business School, OM Group Seminar, Rochester, NY, February 2025
- University of Toronto, Rotman OMS Department Seminar, Toronto, Canada, January 2025
- Ben-Gurion University, Department of Industrial Engineering and Management Seminar, Beer Sheva, Israel, January 2025

- Tel-Aviv University, Coller school of management, Operations Strategy Seminar, Tel-Aviv, Israel, January 2025
- Hebrew University, Business School Seminar, Jerusalem, Israel, January 2025
- Bar Ilan University, Management Department Seminar, Ramat-Gan, Israel, January 2025

#### From Docket to Data: Unpacking Judicial Congestion Using Process- and Queue-Mining

- INFORMS Annual Meeting, Seattle, Washington, October 2024
- 33<sup>rd</sup> European Conference on Operational Research (EURO), Copenhagen, Denmark, July 2024

#### Leveraging Operations Management to Improve Access to Justice: Research Agenda on Court Congestion

- 33<sup>rd</sup> European Conference on Operational Research (EURO), Copenhagen, Denmark, July 2024

#### Consequences of Long Lead Time – Empirical Evidence of Adverse Effects of Delay in Court Systems

- WISDOM Webinar on “Machine Learning and Operations Management”, May 2024
- 33<sup>rd</sup> Annual Conference of the Production and Operations Management Society (POMS), Orlando, Florida, May 2023

#### Alleviating Court Congestion: The Case of the Jerusalem District Court

- 33<sup>rd</sup> Annual Conference of the Production and Operations Management Society (POMS), May 2023

#### Justice in Time: Applying Operations Theory to Court Systems

- 31<sup>st</sup> Annual Conference of the Production and Operations Management Society (POMS), online, April 2021
- 30<sup>th</sup> European Conference on Operational Research (EURO), Dublin, Ireland, June 2019
- ORSIS annual meeting, Shefayim, Israel, May 2019
- ORSIS annual meeting, Beer-Sheva, Israel, May 2018

#### Resolving the Real Estate Price Crisis: the TOC Way (Keynote panel discussion)

- 15<sup>th</sup> annual TOCICO conference, Berlin, Germany, July 2017

### PROFESSIONAL SERVICE

- Co-chaired “Queueing and Applied Probability” session at CORS Annual Meeting, Edmonton, Alberta (Scheduled June 2025)
- Co-chaired “Service Science: Leveraging access to data to improve access to social services” session at INFORMS Annual Meeting, Seattle, Washington, October 2024
- Reviewer for the Academy of Management Annual Conference, August 2023

### AFFILIATIONS

- Member of SCALES – OKN (Systematic Content Analysis of Litigation Events Open Knowledge Network) consortium
- Member of Informs
- Member of POMS (Production and Operations Management Society)
- Member of ORSIS (Operations Research Society of Israel)
- Member of WORMS (Women in OR/MS)
- Member of EURO WISDOM (Women in Society: Doing Operational Research and Management Science) forum

### INDUSTRY EXPERIENCE

#### **Focused Management Ltd.**

**2004-2017**

Consultant and project leader in implementing strategic, operational, and cross-company improvement processes to increase shareholders’ value in large-scale R&D, service, not-for-profit, and industrial organizations.