

Ki-Hun Kim

Postdoctoral Associate

[Service Engineering & Knowledge Discovery Lab](#)

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EDUCATION

Pohang University of Science and Technology (POSTECH), Republic of Korea

- Ph.D. in Industrial and Management Engineering, August 2019
Advisor: [Prof. Kwang-Jae Kim](#)
- B.S. in Industrial and Management Engineering, February 2012

ACADEMIC EXPERIENCE

School of Management Engineering, UNIST, Republic of Korea

- Postdoctoral Associate, September 2019 – Present
Advisor: [Prof. Chiehyeon Lim](#)

RESEARCH INTERESTS

- Topics: Data-driven service engineering
- Methods: Data analytics, Action research project with industry and government

R&D PROJECTS

- “Development of Living Lab Infrastructure to Test New Products and Services in Smart Safety Industry,” Ministry of Trade, Industry and Energy, Korea, Investigator, May 2017 – August 2019.
- “Development of a System Informatics-based New Service Development (SI-NSD) Framework,” National Research Foundation of Korea, Korea, Investigator, May 2014 – April 2017.
- “Strategic Use of AI Methodologies in Steel Industry,” POSCO, Korea, Investigator, July 2016 – February 2017.
- “Development of an Open Platform-based Wellness Support Service for College Students,” Daegu Technopark, Korea, Investigator, October 2016 – December 2016.
- “Development of an Open Platform for Smart Wellness Services,” National IT Industry Promotion Agency, Korea, Investigator, May 2015 – December 2015.

- “Design of a Health Insurance Big Data Platform for Healthcare Services,” National Health Insurance Service, Korea, Investigator, March 2014 – September 2014.
- “Hypertension Patient Management Services: A Service Science Approach,” Ministry of Health and Welfare, Korea, Investigator, July 2013 – June 2014.
- “Development of an Innovative Service Laboratory for Service Testing,” Ministry of Knowledge Economy, Korea, Investigator, March 2012 – May 2013.

JOURNAL ARTICLES

Referred Journals

1. **Kim, K.**, Kim, K., Lee, D., and Kim, M., “Identification of Critical Quality Dimensions for mHealth Services: A Case Study of Onecare Service,” *International Journal of Information Management*, Vol. 46, 187–197, 2019.
2. Lim, C., **Kim, K.**, Kim, M. and Kim, K., “Multi-Factor Service Design: Identification and Consideration of Multiple Factors of the Service in its Design Process,” *Service Business*, Vol. 13, No. 1, 51–74, 2019.
3. Lim, C., Kim, M., **Kim, K.**, Kim, K. and Maglio, P., “Customer Process Management: Helping Customers to Create Value-in-use in Their Process Using Data Related to the Process,” *Journal of Service Management*, Vol. 30, No. 1, 105–131, 2019.
4. **Kim, K.**, Kim, K., Lim, C., and Heo, J., “Development of a Lifelogs-based Daily Wellness Score to Advance a Smart Wellness Service,” *Service Science*, Vol. 10, No. 4, 408–422, 2018.
5. Kim, K., Lim, C., **Kim, K.**, Kang, S., You, H., Jun, C., Shin, S., Choo, D. and Kim, J., “Development of Service Concepts that Utilize Health-related Data: A Case Study with the National Health Insurance Service of South Korea,” *IISE Transactions on Healthcare Systems Engineering*, Vol. 8, No. 4, 237–249, 2018.
6. Lim, C., **Kim, K.**, Kim, M., Heo, J., Kim, K., and Maglio, P., “From Data to Value: A Nine-factor Framework for Data-based Value Creation in Information-intensive Services,” *International Journal of Information Management*, Vol. 39, No. 1, 121–135, 2018.
7. Lim, C., Kim, M., **Kim, K.**, Kim, K. and Maglio, P., “Using Data to Advance Service: Managerial Issues and Theoretical Implications from Action Research,” *Journal of Service Theory and Practice*, Vol. 28, No. 1, 99–128, 2018.
8. Kwon, R., Kim, K., **Kim, K.**, Hong, Y., and Kim, B., “Evaluating servicescape designs using a VR-based laboratory experiment: A case of a Duty-free Shop,” *Journal of Retailing and Consumer Services*, Vol. 26, 32–40, 2015.

REFEREED CONFERENCE PAPERS

1. Ryu, D., **Kim, K.**, Kim, M., Kim, K., Kim, M., Yun, J., and Yang, J., “Evaluation of User Experience using a Virtual Reality Model: A Case of FOLED Chevron Alignment Sign,” *Proceedings of The 18th China-Korea Bilateral Symposium on Quality*, Incheon, Korea, August 23–25, 2019.

2. Bae, Y., **Kim, K.**, and Kim, K., “An Approach for Decomposing Multivariate Out-of-control Observations with Clustering Algorithm : A Case Study,” *Proceedings of The 18th Asia Pacific Industrial Engineering and Management Systems*, Yogyakarta, Indonesia, December 3–6, 2017.
3. **Kim, K.**, Kim, K., Lee, D., and Kim, M., “Identification of Critical Quality Dimensions for Continuance Intention in mHealth Services: A Case Study of Onecare Service,” *Proceedings of International Research Symposium in Service Management (IRSSM-8)*, Seoul, Korea, August 1–5, 2017.
4. **Kim, K.**, Kim, K., Lim, C., Heo, J., Lee, D., and Kim, M., “A Case Study to Analyze Quality Attributes in a mHealth Service for College Students,” *Proceedings of International Research Conference on Systems Engineering and Management Science 2017*, Xian, China, April 21–22, 2017.
5. Kim, K., Lim, C., Heo, J., Kim, M., **Kim, K.**, and Lee, C., “System Informatics-based Services: Conceptual Framework and Implications from Case Studies,” *Proceedings of the Asia Pacific Industrial Engineering & Management Systems Conference 2016*, Taipei, Taiwan, December 8–10, 2016.
6. Lim, C., Maglio, P., Kim, K., Kim, M., and **Kim, K.**, “Toward smarter service systems through service-oriented data analytics,” *Proceedings of 2016 IEEE 14th International Conference on Industrial Informatics (INDIN)*, Poitiers, France, July 18–21, 2016.
7. Lim, C., Maglio, P., Kim, M., **Kim, K.**, and Kim, K., “Data-driven Customer Process Management: A New Paradigm for Co-Creating Value with Customer Data,” *Proceedings of SERVSIG 2016*, Maastricht, Netherlands, June 17–19, 2016.
8. **Kim, K.**, Kim, K., Park, J., Jun, C., Kim, K., Kim, B., Lee, D., and Kim, M., “Identification of Critical Health Behaviors in Health Behavior Support Services for College Students,” *Proceedings of the International Research Conference on Systems Engineering and Management Science 2016*, Beijing, China, April 1–2, 2016.
9. Kim, K., Lim, C., Heo, J., Kwon, R., Kim, M., **Kim, K.**, and Lee, C., “System Informatics-based New Service Development: A Conceptual Framework,” *Proceedings of the Asia Pacific Industrial Engineering & Management Systems (APIMES) Conference 2015*, Ho Chi Minh City, Vietnam, December 8–11, 2015.
10. **Kim, K.**, Lim, C., and Kim, K., “Systematic Identification of Process Parameters Related to a Quality Dimension for Information-Intensive Service: A Case Study on IPTV Service,” *Proceeding of the 14th Korea-China Quality Symposium*, Jeju, Korea, August 20–22, 2015.
11. Kwon, R., Lim, C., **Kim, K.**, Kim, K., Kim, Y., and Kang, S., “Designing a Service Process for Hypertension Patient Support,” *Proceedings of the Asia Pacific Industrial Engineering & Management Systems Conference 2014*, Jeju, Korea, October 12–15, 2014.
12. Kim, K., Kwon, R., **Kim, K.**, Kang S., Kim, Y., Kim, E., Jun, C., Lee, J., and Lee, W., “Development of a Service Model for Hypertension Patient Management,” *Proceedings of the Spring Research Conference on Systems Engineering and Management Science 2014*, Shenzhen, China, May 16–17, 2014.

AWARDS AND HONORS

- Lim, C., Kim, M., **Kim, K.**, Kim, K. and Maglio, P., "Using Data to Advance Service: Managerial Issues and Theoretical Implications from Action Research," Best Paper in JSTP for the 2018 Literati Awards for Excellence, April 16, 2019.
- **Kim, K.**, Kim, K., Lim, C., and Heo, J., "Utilization of Lifelogs-based Daily Wellness Index for a College Wellness Service," Best Presentation Award, Fall Conference of Korean Society of Quality Management, Seoul, Korea, October 12–13, 2018.
- **Kim, K.**, Kim, K., Lee, D., and Kim, M., "Identification of Critical Quality Dimensions for Continuance Intention in mHealth Services: A Case Study of Onecare Service," Highly Commended Award, International Research Symposium in Service Management, Seoul, Korea, August 1–5, 2017.
- **Kim, K.**, Kim, K., Lim, C., Heo, J., Lee, D., and Kim, M., "A Case Study to Analyze Quality Attributes in an mHealth Service for College Students," Best Student Paper Award, International Research Conference on Systems Engineering and Management Science 2017 (IRC-SEMS 2017), Xian, China, April 21–22, 2017.
- **Kim, K.**, Lim, C., Heo, J., and Kim, K., "Development of a Daily Health Behavior Index for College Students," Encouragement Award, 2016 IME Graduate Student Research Competition, POSTECH.
- Lim, C., Maglio, P., Kim, M., **Kim, K.**, and Kim, K., "Data-driven Customer Process Management: A New Paradigm for Co-Creating Value with Customer Data," Best Paper Award, SERVISIG 2016.
- **Kim, K.**, "Development of Data-driven Healthcare Service Concepts: A Case Study with National Health Insurance Service of Korea," Best Presenter on Special Topics in Advanced Industrial Engineering Class, Department of Industrial and Management Engineering, POSTECH, 2015.
- Jung, K., Jung, J., **Kim, K.**, "Eco Industry Park," Encouragement Award, 2016 National College & Graduate Energy Competition, Province of Gyeongsangbuk-do, Korea, 2013.
- National Science & Technology Scholarship, KOSAF, March 2008 – February 2012.

CONFERENCE PRESENTATIONS

- INFORMS Annual Meeting, Houston, Texas, USA, 2017
- International Research Symposium in Service Management, Seoul, Korea, 2017.
- IRC-SEMS 2017, Xian, China, 2017
- 2017 Fall Conference of Korean Institute of Industrial Engineers, Daejeon, Korea, 2017.
- 2017 Spring Conference of Korean Institute of Industrial Engineers, Yeosu, Korea, 2017.
- INFORMS Annual Meeting, Nashville, USA, 2016.
- IRC-SEMS 2016, Beijing, China, 2016.
- 2016 Fall Conference of Korean Institute of Industrial Engineers, Seoul, Korea, 2016.
- 14th Korea-China Quality Symposium, Jeju, Korea, 2015.
- 2015 KSQM 50th Anniversary, Seoul, Korea, 2015.

- INFORMS Annual Meeting, San Francisco, USA, 2014.
- 2014 Fall Conference of Korean Institute of Industrial Engineers, Suwon, Korea, 2014.
- Joint Conference of Korean Institute of Industrial Engineers and Korean Operations Research and Management Science Society, Busan, Korea, 2014.
- INFORMS Annual Meeting, Minneapolis, USA, 2013.
- Joint Conference of Korean Operations Research and Management Science Society and Korean Institute of Industrial Engineers, Yeosu, Korea, 2013.
- Fall Conference of Korean Institute of Industrial Engineers, Ansan, 2012.

TEACHING EXPERIENCE

- Advanced Thinking Program: Service Concept Development, TA for Prof. Kwang-Jae Kim, POSTECH, 2016 Spring
- Research & Education Program: Design of Experiment, TA for Prof. Kwang-Jae Kim, POSTECH, 2015 Spring
- Quality Engineering, TA for Prof. Kwang-Jae Kim, POSTECH, 2014 Fall
- Service Quality Engineering, TA for Prof. Kwang-Jae Kim, POSTECH, 2014 Spring

SKILLS

- Software: Minitab, SAS, SPSS, SmartPLS
- Programming for data analysis: R, Python

REFERENCES

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