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Service & Knowledge Lab  
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#### Academic Positions

- 2017~Present: Associate Professor, Assistant Professor, UNIST
- 2015~2017: Project Scientist & Lecturer, California Center for Service Science, University of California, Merced (Advisor: [Prof. Paul Maglio](#))
- 2014~2015: Post-doctoral Researcher, Information Research Laboratories & Department of Industrial and Management Engineering, POSTECH (Advisor: [Prof. Kwang-Jae Kim](#))

#### Education

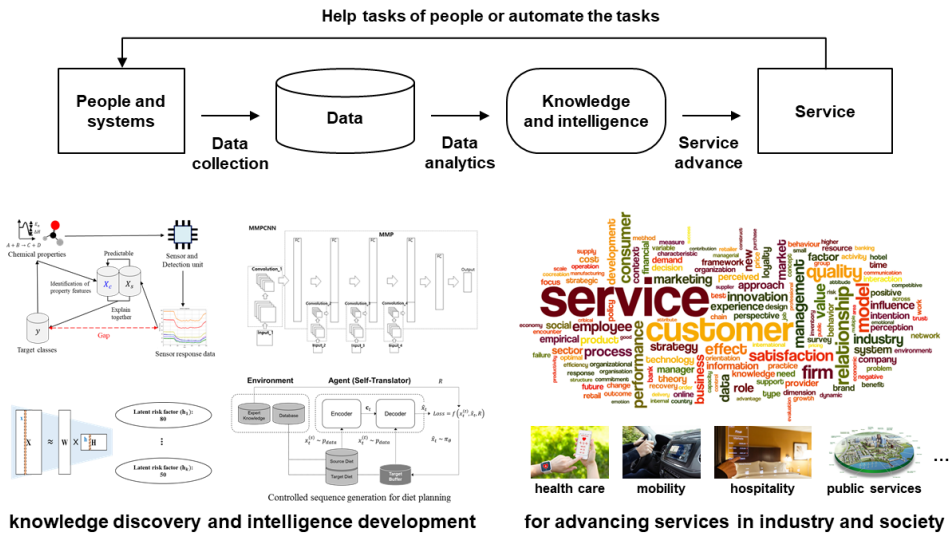
- 2014: Ph.D. in Industrial and Management Engineering, POSTECH (Advisor: [Prof. Kwang-Jae Kim](#))
- 2009: B.S. in Industrial and Management Engineering, POSTECH

#### Awards/Honors

- 2021: Most Cited Award, *Cities*
- 2021: 2020 UNIST Outstanding Faculty Award (Research)
- 2019: Best Paper in 2018, *Journal of Service Theory and Practice*
- 2019: 2018 UNIST Outstanding Faculty Award (Education)
- 2018: Award from the Minister of Science and ICT, Best Work of the KIST CRPC Fellowship
- 2016: Best Paper, *SERVISG*
- 2009: Best Paper, *APIEMS*

## Service Engineering & Knowledge Discovery Lab. 서비스 지식 연구실

We solve service problems in industry/society and develop knowledge discovery methods.



#### Recent Papers

- Lee, C., Kim, S., Jeong, S., Kim, J., Kim, Y., Lim, C. and Jung, M., "MIND Dataset for Diet Planning and Dietary Healthcare with Machine Learning: Dataset Creation using Combinatorial Optimization and Controllable Generation with Domain Experts," 35th Conference on Neural Information Processing Systems (NeurIPS) Datasets and Benchmarks Track, December 6 - 14, 2021. [Article](#)
- Lee, C., Kim, S., Lim, C., Kim, J., Kim, Y. and Jung, M., "Diet Planning with Machine Learning: Teacher-forced REINFORCE for Composition Compliance with Nutrition Enhancement," 27th ACM SIGKDD International Conference on Knowledge Discovery & Data Mining (KDD), August 14 - 18, 2021. [Article](#)
- Kim, J. and Lim, C., "Customer Complaints Monitoring with Customer Review Data Analytics: An Integrated Method of Sentiment And Statistical Process Control Analyses," *Advanced Engineering Informatics*, Vol. 49, 101304, 2021. [Article](#)
- Lee, C. and Lim, C., "From Technological Development to Social Advance: A Review of Industry 4.0 through Machine Learning," *Technological Forecasting & Social Change*, Vol. 167, 120653, 2021. [Article](#)
- Lim, C., Kim, M., Kim, K., Kim, K. and Maglio, P., "Customer Process Management: A Framework for Using Customer-related Data to Create Customer Value," *Journal of Service Management*, Vol. 30, No. 1, 105-131, 2019. [Article](#)
- Lim, C. and Maglio, P., "Data-driven Understanding of Smart Service Systems through Text Mining," *Service Science*, Vol. 10, No. 2, 154-180, 2018. [Article](#)
- Lim, C., Kim, M., Heo, J. and Kim, K., "Design of Informatics-based Services in Manufacturing Industries: Case Studies Using Large Vehicle-related Databases," *Journal of Intelligent Manufacturing*, Vol. 29, No. 3, 497-508, 2018. [Article](#)
- Lim, C., Kim, K. and Maglio, P., "Smart Cities with Big Data: Reference Models, Challenges, and Considerations," *Cities*, Vol. 82, 86-99, 2018. [Article](#)
- 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, 121-135, 2018. [Article](#)
- 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. [Article](#)