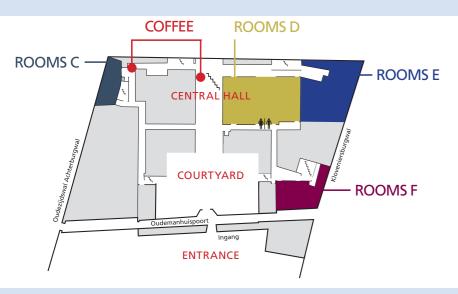
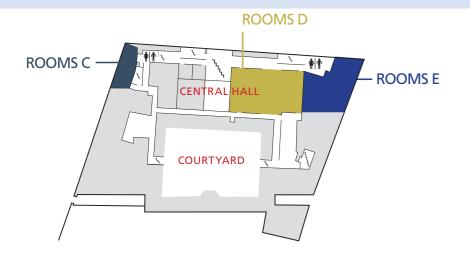
Oudemanhuispoort floorplan www.pom2012.org

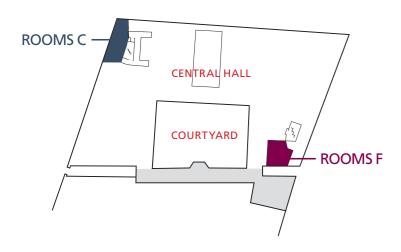
Ground floor



First floor



Second floor





Program









The various sessions of the 4th Production & Operations World Conference take place at the locations described below.

Auditorium University of Amsterdam

Address

Plenary sessions / Key note addresses Singel 411, 1012 WN Amsterdam

Directions To get to the Auditorium of the University of Amsterdam (from Central Station) you can use tramlines 1,2 and 5. Get out at stop Spui. Getting of the tram, turn sideways to see the Auditorium at approximately 100 meters from the stop, at the other side of the Spui.

Oudemanhuispoort

Faculty of Law, University of Amsterdam

Address

Parallel and Semi-plenary sessions Oudemanhuispoort 4-6, 1012 CN Amsterdam **Directions** To get to the Faculty of Law from Amsterdam's Central Station, you can use tramlines 4, 9, 16, 24, or 25. Get out at the second stop (Spui).

The street you are on now is the Rokin. Take a left and cross the bridge to enter the alley Langebrugsteeg. Follow it through to Grimburgwal. At the end of Grimburgwal, take a left onto the canal named Oudezijds Achterburgwal. Immediately on your right hand side is the gate to the Oudemanhuispoort. Go through the gate and go halfway down the passage. On your left hand side, you will find the courtyard with the

main entrance to the Faculty of Law. Alternatively, you can use the metro to get to the faculty. You can take any metro line departing from Amsterdam Central Station. Get out at Nieuwmarkt station. From the metro station, take the exit that leads to Oude Hoogstraat. Go left into Oude Hoogstraat, cross the bridge and immediately turn left into Kloveniersburgwal. Follow along the canal for about 200 meters. The gate to the Oudemanhuispoort will be on your right hand side. Go through the gateway and halfway down the passage. On your right hand side, you will find the courtyard with the main entrance to the Faculty of Law.

Muziekgebouw aan 't IJ **Concert Hall of the 21st Century**

Welcome reception (Sunday) For

Piet Heinkade 1, 1019 BR Amsterdam Address

Directions The Muziekgebouw aan 't IJ is easily accessible and is situated close to the city centre:

By foot: approx. 15 minutes from Central Station Tram 26, stop 'Muziekgebouw / Bimhuis' By car: 5 minutes from the A10 ring-road Parking garage 'Piet Hein Garage' directly underneath the neighbouring Passenger Terminal Amsterdam with direct indoor access

to Muziekgebouw aan 't IJ.

Amsterdam Museum

Social event (Monday)

Address The Amsterdam Museum has two entrances: Kalverstraat 92 and Sint Luciënsteeg 27

Directions Within walking distance of the conference venue.

By train: The museum is a fifteen-minute walk from Amsterdam's Central Station, via Damrak,

Dam Square and Kalverstraat.

By tram: Trams 1, 2 and 5 (stop at Spui); Trams 4, 9, 14, 16, 24 and 25 (stop at Rokin).

Beurs van Berlage

Conference dinner (Tuesday) Damrak 243, 1012 ZJ Amsterdam

300 m away. Upon leaving Central Station you

Directions By train: the Central Station is located a mere

can already see the building in the distance in front of you, along the main street called Damrak, leading into the city center.

By tram: The Dam/De Bijenkorf stop is the nearest tram stop. The following trams stop

here: 4, 9, 16, 24, 25.

















08:00 - 08:30	Welcome with coffee									
08:30 - 08:45	Welcome & Opening of the Con	ference, Chair Dirk Pieter van D	Oonk	Monday July 2 part 1						
08:45 - 09:45	Key note address by Luk van W	assenhove (INSEAD), Operation	ns Management: Quo Vadis? Ch	TVIOLISION DOILY DAILY						
09:45 - 10:30	Walk to conference venue Oude	emanhuispoort and Coffee Brea	ık							
	A0.08 Lean Operations	A0.09 Operations Management methods	A1.01 Logistics Management	A1.18C Operations Planning, Scheduling and Control		A1.28A Operations Strategy	C0.17 Supply Chain Management 1	C0.23 Sustainability 2	C1.17 Sustainability 1	C2.17 Supply Chain Management 2
10:30 – 12:00	Approaches to Lean (Camuffo, A.)	Project Management (Jimenez-Jimenez, D.)	Distribution Optimization (Battini, D.)	Planning Applications (Medbo, L.)	Purchasing and Sourcing (Orzes, G.)	Mass Customization and Operational Flexibility (Da Silveira, G.)	Marketing & Operations Management (Mantin, B.)	Emission Footprint (Disney, S.)	Sustainable Supply Chains (Seuring, S)	Supply Chain Power (Schoenherr, T.)
	LEA - 36. Evolution towards temporary misfit: a longitudinal analysis of the Toyota Motor Company Wilhelm, M., Camuffo, A.	LEA - 4. Managing technology projects: An RBV approach Das, S., Menon, N., Hutchison, J.	PHY - 7. Meta-Standards implementation for improving logistics and sustainable efficiency: the Spanish Food Sector García-Arca, J., Prado-Prado, J., González-Portela, A.	OPC - 17. Materials planning process during production transfer and start-up Wänström, C., Fredriksson, A., Johansson, M., Medbo, L.	SOU - 20. Orchestrating the Demand: Demand Management Capabilities at Purchasing Zimmermann, P., Kaufmann, L., Kortmann, S., Zimmermann, C.	OPS - 3. Is mass customization a global phenomenon? Empirical evidence from an exploratory study Da Silveira, G., Fogliatto, S., Fendyur, A.	SCM - 17. The Advantage of Cross Selling and Price Bundling Eynan, A., Gerstner, E.	SUS - 15. Sustainability footprint measurement: a case of perception in two SMEs James, L., Stonehouse, G., Theodoraki, E., Kumar, M.	SUS - 36. A review of modeling approaches for sustainable supply chain management Seuring, S., Brandenburg, M.	SCM - 30. Power driven quality- controlled logistics integration in agri-food supply chains Hsiao, H., Van Der Vorst, J., Lee, T.
	LEA - 3. A Systems Approach to Unifying Lean Thinking and Six Sigma to Improve Impact in Organizations Clegg, B., Orme, R., Rees, Titchen.	LEA - 11. EFQM process criteria results: a Project management maturity perspective Jimenez-Jimenez, D., Martínez Costa, M., Martínez-Lorente, A.	PHY - 11. Functionality of a Food Logistics Centre -a food producer's perspective Liljestrand, K.	OPC - 14. Adaptive Option Drawing – A step towards the closure of the gap between supply chain configuration and deployment Schönberger, J., Kotzab, H.	SOU - 15. Spare life time value Sharma, M., Singh, K.	OPS - 13. Exploring the linkages between green management capabilities and mass customization capabilities Perin, E., Trentin, A., Forza, C.	SCM - 14. Survey of dynamic pricing research on selling a given inventory over a finite horizon without replenishment Chen, M., Chen, Z.	SUS - 34. The EU emissions trading scheme & the carbon intensity of supply chains: a UK grocery retail perspective Sanchez Rodrigues, V., Harris, I., Tsai, I., Disney, S., Bhattacharya, S.	SUS - 1. The development of sustainable transports through the right logistics strategy Aschauer, G.	SCM - 57. Factors Moderating the Influence of Bargaining Power on Performance in Supply Chain Management Schoenherr, T.
	LEA - 23. Failure mapping through combination of process mapping, EPCA, FTA, and FMEA techniques Oliveira, U., Rocha, H., Marins, F.	LEA - 33. Using project management tools and techniques in an academic research project Vitoreli, G., Lima, C., Gerolamo, M., Carpinetti, L.	PHY - 2. Analyzing Cost To Serve computation: model and application in a service sector Battini, D., Persona, A., Azzi, A.	OPC - 9. On the winning team: Exploring the application of planning, scheduling and control to sport operations Katri, K., Bamford, D., Moxham, C.	SOU - 6. International Purchasing Offices in China: Results from the empirical research Jia, F., Lamming, R., Nassimbeni, G., Sartor, M., Orzes, G.	OPS - 12. Operational flexibility and performace: myth or empirical evidence? Pérez, M., Serrano Bedia, S., Lopez Fernandez, L., Perez Perez, P.		SUS - 32. Minimizing CO2 Emissions in a Recyclable Waste Collection System with Multiple Depots Ramos, T., Gomes, M., Barbosa-Póvoa, A.	SUS - 7. Future sustainable supply chain: what French companies actually scan? Fabbe-Costes, N., Roussat, C.	SCM - 51. A supplier's restructuring process to become a 'systemist' within a new automotive industrial condominium Pires, S.
12:00 – 13:00	Lunch (Atrium)									
13:00 – 14:30	Lean Cases (Camuffo, A.)	Methodologies in OM (Strohhecker, J.)	Logistics Management and Physical Distribution (Ignacio, E.)	Operations Planning (Gaalman, G.)	Innovation in Purchasing (Spina, G.)	Operations Strategy I (Fransoo, J.)	E-business and Operations (De Koster, R.)	Closed Loop Supply Chains (Teunter, R.)	Cases in Sustainability (Jammernegg, W.)	Supply Chain Conceptualizations (Doran, D.)
	LEA - 16. The role of IT in lean continuous improvement – Help or Hindrance? Mähring, M., Ekblom, A., Kosuge, X., Lychnell, X., Åhlström, X.	TEA - 6. Improving blood sample logistics using simulation Joergensen, P., Jacobsen, P.	PHY - 13. Batching of precedence-constrained order- picking bins in a warehouse with multiple delivery locations Matusiak, M., De Koster, R., Saarinen, J.	oPC - 16. Mathematical optimization of a flexible job shop problem including preventive maintenance and availability of fixtures Thörnblad, K., Almgren, T., Patriksson, M., Strömberg, A.	SOU - 16. A supplier segmentation framework to support supply chain strategy in an FMCG company Skipworth, H., Shao, W., Welch, N., Noble, G.	OPS - 15. Classification of Production Systems for Construction: An Operations Strategy Perspective Rudberg, M., Jonsson, H.	SCM - 52. Understanding the impact of e-services on the link between service factors and customer satisfaction Ramanathan, R., Karpuzcu, T., Ramanathan, U.	SUS - 28. Beyond waste reduction: creating value with information systems in closed- loop supply chains Özdemir Akyildirim, Ö.	SUS - 11. Environmental management systems as mechanisms to discriminate stakeholders González-Benito, J., Lannelongue-Nieto, G.	SCM - 1. Integration of Busines: Processes: A study of a multitier supply chain in Pakistan Abbasi, M., Wong, C.
	LEA - 12. Lean / Six Sigma implementation in SMEs: Key Findings from International Research Kumar, M., Khawaja, K., Dora, M., Timans, W., Antony, J.	TEA - 12. Kanban control for production processes with high setup times by forming campaigns Strohhecker, J.	PHY - 9. Routing heterogeneous fleet with time windows and environmental objectives Ignacio, E.	OPC - 5. Workload Control and Batch Splitting Fernandes, N.	SOU - 7. Past, present and future trends of Purchasing & Supply Management: an extensive literature review Luzzini, D., Caniato, F., Ronchi, S., Spina, G.	OPS - 20. Proximity matters: Synergies through co-location of logistics establishments Van Den Heuvel, F., Van Donselaar, K., De Langen, P., Fransoo, J.	SCM - 43. The Adoption of E-Collaboration Technology and Development of Inter- Organizational Trust: A Case Study Noordin, N., Bititci, U., Van Der Meer, R.	SUS - 14. Closed-loop network flows: a generalized green logistic model for multiple products Hsu, H., Wang, H.	SUS - 43. Short term pain, long term gain: Value creation and capture of sustainable initiatives in supply chain Villar, C., Siegler, J., Pereira, J., Gavronski, I.	SCM - 20. From capital goods to affordable mass personalisation: Exploring the state of the art in order-to supply chains Fasusi, K., Sharif, A., Doran, D.
	LEA - 9. Management behaviors in lean production environments: the case of Italian SMEs Gerli, F., Camuffo, A.	OPC - 20. A Decision Making Model for Scheduling of Complex Operations Golmohammadi, D.	PHY - 20. Logistics Network Design for Mass Customization di Gravio, G., Costantino, F., Massimo, M.	OPC - 1. Designing a pull oriented material planning system - human, technical and organizational considerations Algestam, S., Wänström, C., Medbo, L.	SOU - 4. Acquisition and use patent information by academics: an exploratory study Chang, T.	OPS - 4. Structural equation models to investigate interaction and causal effects between JIT supply and JIT manufacturing Danese, P., Romano, P., Bortolotti, T.	SCM - 3. The Impact of Mixed Length Delivery Time Windows in Attended Home Delivery Agatz, N., De Koster, R., Lavrijsen, P.	SUS - 18. Towards an integrated model of production and remanufacturing under uncertain demand Lechner, G., Reimann, M.	problem with sustainability	SCM - 6. Supply chain differentiation: An empirical investigation of relevant decision criteria Beck, P., Hofmann, E.
14:30 – 14:35	Session connection time									
14:35 - 15:30	ROOM D.09, Meeting the Editors Karen Donuhue, Lisa Ellram, Tom Choi, Harry Maddern, Hirofumi Matsuo, Chair: Dirk Pieter van Donk			ROOM D.08. Different Groups, Different Teaching: How do we vary style and content? Nigel Slack (Warwick Business School), Chair: Sander De Leeuw			ROOM D1. 08. Panel on Global Manufacturing Country Competitiveness: Insights from global CEOs, Aleda Roth (Clemson Unit Craig Giffi (Deloitte LLP) & Atanu Chaudhuri (IIM Lucknow), Chair: Jan Fransoo			
15:30 – 16:00 16:00 – 17:30	Break Modelling in Lean (Godsell, J.)	Teaching in OM (Leseure, M.)	Transportation Management (De Koster, R.)	Production Planning (Frazzon, E.)	Inter-Firm Relations (Schiele, H.)	Operations Strategy II (Vereecke, A.)	Inventory Management (Bijvank, M.)	Green SCM (Koulikof-Souviron, M.)	Sustainable Practices (Vinelli, A.)	Supply Chain Collaboration (Doran, D.)
	LEA - 25. Segmented supply chain network modelling and optimisation based on demand profiling Picaut, Y., Fichtinger, J., Godsell, J., Murkett, S., Vlanti, E.	TEA - 4. Is Operations Management Relevant? Doran, D., Hill, A., Ektas, Brown.	PHY - 15. Design of repositioning policies to maximize vehicle rental profits Roy, D., Pazour, J., De Koster, R	OPC - 13. Delivery plan quality deficiencies and the efficiency of manufacturing planning and control Rosenberg, P., Jonsson, P., Wänström, C.	SOU - 21. Organizational and Cultural Antecedents of Early Supplier Integration in New Product Development Processes Zunk, B., Schiele, H., Song, M.	OPS - 5. Theory and Practice for Decision-Making on Outsourcing: A Review of Progress and Pitfalls Dekkers, R., Ogden, S., Williamson, E., Johnston, J., Chaudhuri, A., Burlat, P.	SCM - 25. Determination of the order-up-to-level using the backordering fill rate expressions in a lost sales context and discrete demand Guijarro, E., Babiloni, E., Cardós, M.	SUS - 17. Why manufacturers and retailers go (or do not go) green together: a manufacturer's perspective Koulikoff-Souviron, M., Rossi, S.	Franchini, V., Fornasiero, R.,	SCM - 68. Supply Chain Management for SMEs: Lessons Learned from Knowledge Transfer Projects Wong, C., Grant, D., Fleschhut, L.
	OPC - 18. Myopic Policies for Dynamic Lot-Sizing Problems in Serial Production Lines with Random Yields and Autoregressive Demand Babich, V., Sobel, M.	TEA - 10. Impacts of teaching and assessment methods on the academic performance in an OM course Sacristán-Díaz, M., Garrido Vega, P., González-Zamora, M., Alfalla-Luque, R.	PHY - 12. Freight Origin- Destination Estimation using Bayesian Networks Based on Multiple Data Sources Ma, Y., Kuik, R., Van Zuylen, H.	OPC - 19. Managing production ramp-up in semiconductor manufacturing Lee, W., Matsuo, H.	SAP - 8. An empirical analysis of the association between offshoring and innovation Avella, L, Valle, S., García, P.	OPS - 26. Strategies to cope with uncertainty: The moderating role of the supply chain position Wieland, A., Wallenburg, C.	SCM - 9. Myopic replenishment policies for inventory systems with lost sales Bijvank, M.	SUS - 5. Supply chain characterization and sustainability analysis using the GreenSCOR model for Novopan del Ecuador Cordova, X., Merchán, D., Casares, C., Ubidia, J.	SUS - 26. Sustainable fashion companies: contingencies of a proactive behavior Moretto, A., Macchion, L., Caniato, F., Spina, G., Cappellari, R.	SCM - 16. Exploring Collaborative Forecasting in the UK Food Supply Chain Eksoz, C., Mansouri, A., Doran, D.
	LEA - 7. Service parts management for discontinued products: A case study Ferreira, L., Silva, C.	TEA - 7. Teaching Planning in Undergraduate Operations Management: The Case for Providing Substitute Experiences Leseure, M.	PHY - 10. An extended fuzzy cognitive maps approach for decision support in transport collaboration Kayikci, Y.	OPC - 6. An Approach for the Rescheduling of Integrated Production and Transport Systems Frazzon, E., Novaes, A., Scholz- Reiter, B., Makuschewitz, M., Hartmann, J., Pintarelli Jr., J.	SOU - 8. Supplier development and the darkside of inter- firm relations: the negative moderating effect of trust Matthews, L., Cousins, P., Savio, N.	OPS - 18. Plant Location, Design and Layout- Use of Google Earth as support tool Tálamo, J., Carvalho, M.	SCM - 56. The Effects of Demand Substitution on Supply Chain Inventories: Strategic Behavior of Competing Suppliers Schlapp, J., Fleischmann, M.	SUS - 31. Exploring the impact of energy efficiency technologies on firm performance Pons, M., Bikfalvi, A., Llach, J., Palcic, I.	SUS - 44. Sustainable supply chain management in the oil and gas industry: An overview of current practice Wan Ahmad, W., De Brito, M., Tavasszy, L.	SCM - 59. Collaborative outcomes for supply chain partners: A social capital perspective Singh, P., Al-Balushi, S., Singh, P.

Monday July 2 part 2 Welcome & Opening of the Conference, Chair Dirk Pieter van Donk 08:45 - 09:45 Key note address by Luk van Wassenhove (INSEAD), Operations Management: Quo Vadis? Chair Jan Fransoo 09:45 - 10:30 Walk to conference venue Oudemanhuispoort and Coffee Break E0.13 Service Operations 2 E1.07 Risk and Resilience **D0.08 Invited Sessions** D0.09 Invited Sessions D1.08 Invited Sessions D1.09 Invited Sessions **E0.12 Service Operations 1** E2.01 Implementing Lean E2.12 Technology 10:30 - 12:00 Healthcare Performance Invited session Teaching Surpassing Toyota Production Healthcare Operations Sustainable SCM (Hendry, L.) Lean Services (Itoh, H.) Service Development (Neely, A.) Uncertainty in Supply Chains Evaluating lean (Lindsay, C.) Technology Strategy Management (Walley, P.) (Wake, N.) System (Amasaka, K.) Management (Wemmerlov, U.) (Akkerman, R.) (Madsen, E.) HEA - 28. The relationship INV - 8. Case Teaching and INV - 40. A knowledge-driven INV - 25. Lean process INV - 15. Sustainable sourcing: SER - 9. Service Quality through | SER - 19. Network and roles RIS - 1. A Comparative Study HEA - 14. Assessing Lean TEC - 5. Complex Domains Call Quality Management in the hotel of actors in new service of Manufacturing and Service for Automation but Automation between process flow and Learning in Action approach using prediction improvement in outpatient a plethora of theories? Deployment in Healthcare sector in Mauritius: A Case Sector Supply Chain Uncertainty - A Critical Review and Requires More Knowledge and patient mortality Coughlan, P. markets for planning and healthcare systems Hendry, L., Zorzini, M., development Wallev. P. marketing of a new product Laganga, L. Study of Hotel X.Y & Z Kansola, M., Mäkinen, S., Framework Proposal Learning: A Paradox Mizuyama, H. Callychurn, D. Lehtonen, A. Machado Guimarães, M., Madsen, E. Crespo De Carvalho, J. RIS - 7. Procurement planning SER - 36. Assessment toolbox INV - 64. Designing Effective INV - 55. Staffing Dilemma in INV - 23. The green SER - 37. Integrating Modular SER - 24. Service development TFC - 3. A model for the HEA - 25. Healthcare INV - 52. Highly reliable performance data turned into Approaches to Teaching production system for Lean: Who to hire - Generalist bullwhip effect: transferring Solution Services with Service and deployment at the under uncertainty for oil refinery for measuring the leanness of formulation of an automation strategy decision support Operations Management expanding global production: or Specialist? Permanent or environmental obligations along Concepts multinational level operations hospitals Sørup, C., Jacobsen, P. Wake, N., Johnston, R. Total linkage of planning, Temporary? a supply chain Brax, S. Pinto, S., Rei. Oddsdottir, T., Akkerman, R., Yüksel, H. Granlund, A., Friedler, N. preparation and production Shah, R., Goldstein, S. Klassen, R., Lee, S., Furlan, A. Grunow, M. Sakai, H.Amasaka, K. Vinelli, A. HEA - 20. Performance TEA - 3. Experiential supply INV - 21. An investigation into INV - 49. Leading Lean in INV - 67. Building supply chains SER - 17. The Relative Impact SER - 33. Innovating RIS - 8. Uncertainty in Supply HEA - 13. How perceptions TEC - 2. The flexibility of chain learning by playing The the supply chain operational Healthcare: Challenges of by mobilizing stakeholders: of Core and Auxiliary Elements Backwards: Reverse R&D Chain Design for the Automotive on Lean thinking affect Lean Additive Manufacturing Systems evaluation as a learning implementations and their future Fresh Connection game performance of Japanese distribution Exploring the sustainability on Service Evaluation: Process in Service Innovation Industry Evers. D., Potter, A., Gosling, J., opportunity: an analysis of Turunen, T., Visnjic, I., Neely, A. . sustainabilitv strategic operation control in De Leeuw, S., Louw, J., Van Radnor, Z., Currie, G., Waring, J. strategies of European firms in Community Pharmacies in Oliveira, L. corporations Naim. M. Lindsay, C., Kumar, M. hospital healthcare Eeden, J., Hoogervorst, S. Kainuma, Y. China Japan Reis Gonçalo, C., Vignochi, L., Itoh, H., Praet, C., Sakurai, H. Wu. 7. Jia. F. Guillermo Roias Lezana, A. 12:00 - 13:00 Lunch (Atrium) 13:00 - 14:30 Appointment Scheduling Roundtable Teaching (Wake, N.) Service innovation case study Rapid Modeling (Reiner, G.) Service Operations Operations in the Public Sector | Supply Chain Resilience Mapping lean (Plehn, J.) Technology Development Improving Operations Management (McFarlane, D.) (Laganga, L.) (Minami, C.) Sustainability (Cagliano, R.) (Coughlan, P.) (Fynes, B.) (Matthiesen, R.) HEA - 5. Sequencing and Teaching OM: A showcase of INV - 71. DVD case studies of INV - 2. Rapid modeling for INV - 44. Are safe human SER - 18. Enhancing resources SER - 13. New service RIS - 5. Supply chain resilience: LEA - 30. Environmental **TEC - 8.** The utility of a Scheduling Appointments with effective teaching practices with innovation in the service industry teaching lead-time reduction resources productive human utilisation in service industries: development in the university an empirical model Value Stream Map as a commercial advanced planning Potential Call-In Patients Benn Lawson, Alistair Brandon-Minami, C., Itoh, M. principles: A hybrid approach resources? Exploring how firms an economical crisis exit sector: Overcoming barriers and Helena, C., Azevedo, S., Communicative Model for and scheduling tool: a case Chen, R., Robinson, L. Jones and Joy Field manage safety and operations developing enablers Discrete-Event Material Flow based on a continuous strategy Cruz-Machado, V. study of two manufacturing Pagell, M., Johnston, D., Jaaron, A., Backhouse, C. Dreyer-Gibney, K., Coughlan, P. Simulation improvement concept plants Alp, A., Reiner, G., Schodl, R. Veltri, A., Klassen, R. Sproedt, A., Plehn, J. Romero, R., Santos, J., Arcelus, M. HEA - 26. Operating room INV - 32. Panasonic and INV - 62. Rapid modeling INV - 29. Overcoming trade-SER - 35. Using simulation to SER - 27. Parameters in RIS - 11. Learning for Supply SAP - 2. Operational indicators TEC - 1. The management to analyse TQM, TPM, JiT and for sustainable R&D portfolio scheduling: an empirical study France: A case of CPFR offs while implementing examine the performance of an successful process outsourcina Chain Reilience of advanced manufacturing Visintin, F., Banditori, B., Matsumoto, Y., Itoh, M., management environmental programs: ERP system in a company with project: Case Ministry of Foreign | Scholten, K., Scott, P., Fynes, lean manufacturing advanced technology: A structured Vandaele, N., Decouttere, C., Cappanera, C. Nagashima, N. organization responsibility and informal processes Affairs Finland production practices: literature literature review Cheng, Y., Matthiesen, R., Landrieux. B. worker commitment Wang, Y., Greasley, A. Putkiranta. A. review and proposal Johansen, J. Longoni, A., Cagliano, R. Lujan Garcia, D., Garrido Vega, P., Machuca, J., Escobar-Pérez HEA - 11. Testing the INV - 37. Case of IKFA: INV - 16. Simulation Modelling INV - 7. The role of standard SER - 21. Comparing Service SER - 31. Determining process RIS - 10. Managing supply LEA - 13. An Investigation TEC - 7. Theorizing about Transformation Challenges in assumptions of outpatient unifying service operations and Challenge of Transportation operating and human resource improvement needs in justice chain disruptions across world of Factors Impacting Intertechnological development of healthcare appointment marketing with branded format Logistics Systems practices in developing Manufacturing and Construction courts by analyzing product regions: An empirical study in Organisation Relationships in manufacturing companies - a Mcfarlane, D., Neely, A., scheduling strategy Hilmola, O., Lättilä, L. sustainable outcomes in US. EU and Asia Programme Management: the critique of the AMT construct as variation Lawrence, S., Laganga, L. Minami, C., Morimura, F. professional work Heffernan, P., Visnjic, I., Seppälä, P., Pekkanen, P., Revilla, E., Sáenz, M. UK Utility Sector basis for research Broekhuis, M., Van Offenbeek, M. Cuthbert, R. Pirttilä, T. Li, Q., Shaw, M., Burgess, T. Matthiesen, R. 14:30 - 14:35 Session connection time ROOM D.09, Meeting the Editors Karen Donuhue, Lisa Ellram, Tom Choi, Harry Maddern, Hirofumi ROOM D.08. Different Groups, Different Teaching: How do we vary style and content? Nigel Slack ROOM D1. 08. Panel on Global Manufacturing Country Competitiveness: Insights from global CEOs, Aleda Roth (Clemson University), 14:35 - 15:30 Matsuo, Chair: Dirk Pieter van Donk (Warwick Business School), Chair: Sander De Leeuw Craig Giffi (Deloitte LLP) & Atanu Chaudhuri (IIM Lucknow), Chair: Jan Fransoo 15:30 - 16:00 16:00 - 17:30 Service Delivery in Healthcare Room F0.02 Involvation High Performance Planning & Scheduling Global Operations (Demeter, C.) Service Delivery (Ponsignon, F.) Managing the Operations -Supply Chain Risk Management I Leadership in Lean Operations Information Systems and Manufacturing (Matsui, Y.) (Meijboom, B.) (Grunow, M.) Product Development interface (Yang, B.) (Drotz, E.) Performance (Santa, R.) (Gosling, J.) LEA - 10. The adaptation TEC - 4. Enterprise Resource **HEA - 3.** Implementing change Involvation will demonstrate its INV - 41. Aligning Product INV - 47. RFID and Perishable SCM - 46. Manufacturing plant SER - 3. Exploring the Influence PRD - 18. A soft systems RIS - 12. Perspectives on in health services: the case of international hit Supply Chain Strategy with Supply Chain Inventory Management with networks at the product and of Process Design for Customer approach to improving an supply chain risk management process of work organization Planning implementation: a Rapid Response Systems Game 'The Fresh Connection' Shelf-Space & Freshness material flow level Perceived Quality engineer-to-order supply chain Yang, B., Yang, Y. toward severe and fluctuated survey of Turkish manufacturing Process Amorim, M., Lago, A., Moscoso, Mello, M., Gosling, J., Naim, M. Blok, C., Koster, E., Wagner, C. Morita, M., Flynn, E., Dependent Demand Olhager, J., Feldmann, A. organizations environment Machuca, J., Ochiai, S. Piramuthu, S. Strandhagen, J. Inamizu, N., Fukuzawa, M., Karaman Akgül, A., Gözlü, S. Fujimoto, T., Shintaku, J., Suzuki, N. HEA - 16. The impact of INV - 10. Cumulative capabilities INV - 57. Planning and INV - 51. An Ecological SER - 25. Customer Experience PRD - 1. Derivatives Planning RIS - 14. Collaboration LEA - 14. Lean production TEC - 6. Information front-office/ back-office and lean: A test of the sandcone scheduling in the automotive Perspective of the hidden Design in Non-Experiential as Operations Strategy decisions and strategies for and leadership attributes - the Technology-enabled Quality configurations on performance industry: A comparison of Complexities and Costs in Service Organisations Deployment: The Der-Plan disruption recovery service in case of Hungarian production Management Practices and Firm model Flynn, B., Bortolotti, T., Global Supply Chains and Ponsignon, F., Maull, R. urban public tram systems Performance in a complex health service processes in Germany and Approach managers Danese, P., Romano, P. Sourcing Adamides, E., Adamides, E., Zeng, A., Fang, Y., Durach, F. Losonci, D. Maria N, P. Meijboom, B., Gemmel, P., Van Staeblein, T., Aoki, A. Koumanakos, P., Hadjipantelis, Roth. A. Steenis, T. HEA - 4. Root causes of INV - 43. International contexts INV - 12. Market I aunch SER - 34. Globalization of SER - 22. Empirical framework PRD - 3. Examining the Effects RIS - 13. Sanction as an Econo- LEA - 26. The Daily Round of TEC - 9. Impact of service Political Risk to Supply Chains ineffective healthcare delivery of responsive competitiveness: Planning of New Pharmaceutical Services of complex service network of Supplier and Lead User Lean Leaders - a Go to Gemba quality on improvement in and their mitigation from current HPM stage for Drugs Voss, C. characteristics between private Collaboration on Company Zaniirani Farahani. R. Study operational performance: Grunow, M., Hansen, K. Poksinska B. Swartling D. FMS to RMS Böhme, T., Williams, J., and public sector organizations Responsiveness the IS/IT user's point of view Al-Zu'Bi, M., Tsinopoulos, C. Childerhouse, P., Deakins, A. Ortega, C., Machuca, J., Ouertani, Z., Mills, J., Neely, A. Drotz, E. Santa, R. Towill. D. Filippini, R., Garrido Vega, P., Perez. J. Social event at the Amsterdam Museum

08:00 - 08:30

08.30 - 08.45

Welcome with coffee

Tuesday July 3 part 1

OPS - 8. Manufacturing strategy | SCM - 48. Responsiveness and | MIR - 10. Global sourcing and | SUS - 3. Investigating

intermediation in agile fashion

Purvis, L., Naim, M., Towill, D.

supply chains

the transfer of academic

perceptions of sustainable

supply chains into practice

formulation process – evidence | Flexibility in a Decentralized

Supply Chain

Bilberg, A.

Petersen, K., Hadar, R.,

from SMEs

Winroth, M.

Löfving, M., Säfsten, K.,

SCM - 11. Information Exchange

Supply Chain under inventory

Barbosa-Póvoa, A., Bruccoleri,

inaccuracy Cannella, S.,

Buck, R., Dani, S., Backhouse, C. M., Framinan, J., Relvas, S.

	A0.08 Lean Operations	A0.09 Operations Management methods	A1.01 Logistics	A1.18C Operations Planning, Scheduling and Control	A1.18D Sourcing Management	A1.28A Operations Strategy	C0.17 Supply Chain Management 1	C0.23 Sustainability 2	C1.17 Sustainability 1	C2.17 Supply Chain Management 2
30 – 10:00	Lean and improvement (Matsui, Y.)	Programs and Games in OM Learning (Soman, C.)	Storage and Location (De Koster, R.)	Production Planning II (Frazzon, E.)	Contracting (Van Raaij, E.)	Integration Strategies (Stratton, R.)	The Operations Finance interface (Kogabasoglu-Hillmer, C.)	Green SCM II (Vanpoucke, E.)	Certification in Sustainability (Corbett, C.)	Supply Chain Flexibility (Boer, H.)
	LEA - 8. Achieving continuous improvement and innovation through a supportive organizational context Furlan, A.	TEA - 11. GeoGebra: A tool for improving operations management teaching at MBA level Soman, C.	PHY - 8. Sequencing Container Storage and Retrieval Requests at a Container Terminal Gharehgozli, A., Yu, Y., De Koster, R.	OPC - 11. Production planning revisited by Global Manufacturing Research Group 2009 data Prester, J.	SOU - 17. A Comparative Study of Formulas for Choosing the Economically Most Advantageous Tender Stilger, S., Siderius, J., Van Raaij, E.	OPS - 25. The Effect of Process Management and Absorptive Capacity on Exploration Wiedenegger, A., Lindorfer, R., Feichter, C., Desch, T.	SCM - 69. Optimal Decisions in the Innovation Adoption and Diffusion of Supply Chain Finance Wuttke, D., Blome, C., Protopappa-Sieke, M.	SUS - 24. Approaches and performance implications of Green Supply Management: An empirical study Mendonça Tachizawa, E., Giménez Thomsen, C., Montes-Sancho, M., Sierra, V.	SUS - 16. SORIOS - A method for evaluating and selecting environmental certificates and labels Kikkenborg Pedersen, D., Dukovska-Popovska, I., Strandhagen, J.	SCM - 32. Interaction effects of internal integration and customer integration on flexibility capability and market performance Kotcharin, S., Kotcharin, S., Eldridge, S., Freeman, J.
	LEA - 24. Impact of cultural perspectives on quality management practices: an empirical study Phan, A., Jing, Z., Matsui, Y.	TEA - 9. Serious Games in Manufacturing Education: Evaluation of Learners' Engagement Pourabdollahian, B.	PHY - 19. Optimizing Layout of a Live-cube Compact Storage System Zaerpour, N., Yu, Y., De Koster, R.	OPC - 7. Hybrid Triggers for Production Scheduling along Global Supply Chains Frazzon, E., Scholz-Reiter, B., Makuschewitz, M., Pintarelli Jr., J., Hartmann, J.	SOU - 1. Competing for contracts with buyer uncertainty: Choosing price and quality variables Anderson, E., Qian, C.	OPS - 16. The proactive realignment of supply chains Stratton, R.	SCM - 21. An Innovation Adoption Model for the Introduction of Supply Chain Finance between Buyers and Suppliers Foerstl, K., Wuttke, D., Blome, C., Henke, M.	SUS - 40. Antecedents and enablers in the implementation of green supply chain practices Upadhyay, A., Johnson, M., Baglieri, E.	SUS - 19. The Impact of ISO 14001 on Operating Performance Lo, C., Yeung, A., Cheng, T.	SCM - 39. Enriching supply chain capabilities in consumer goods business: from cost and speed to agility and adaptabilit Moscoso, P., Lago, A.
	LEA - 39. Sustaining lean improvements in a hospital emergency department Faull, N., Moodley, M.	TEA - 5. Disseminating research through education globally using new media and internet technology Essien, N., Martin, C., Macintyre, M., Hajikosta, K., Srikumar, A., O'Toole, R., Van Wijgerden, A.	PHY - 14. Location-Allocation Modelling with Inventory and Transportation Decisions: Indonesian Petroleum Gas Distribution Rahman, S., Masudin, I., Jie, F.	OPS - 27. Identifying and evaluating multiple decoupling points in house building supply chains Schoenwitz. M.	SOU - 14. Performance based contracting for business services: A provider view of inhibitors and enablers Selviaridis, K., Norrman, A.	OPS - 14. Linking supply chain configuration with production strategy; the case of food production Romsdal, A., Strandhagen, J., Dreyer, H.	SCM - 61. Exploring the investment community's perception of supply chain management a study of equity analysts' reports Son, B., Kocabasoglu-Hillmer, C., Sodhi, M., Lee, T.	SUS - 41. Why do companies pursue green SCM? Motivators, influencers and performance outcomes Vanpoucke, E., Van Engelshoven, V.	SUS - 4. Stringency, governance, media coverage and diffusion of environmental and social labeling schemes Corbett, C., Castka, P.	SCM - 19. Enabling Globalization of Production through Supply Chain Improvement Programs Farooq, S., Dukovska- Popovska, I., Boer, H.
:00 – 10:45	Opportunity to walk to Auditor	ium & Coffee break (Auditorium)								
:45 – 11:45	TNT: Taking Responsibility for	Sustainable Logistics, Marco He	ndriks (Director Strategic Opera	tions & Infrastructure of TNT Ex	press N.V), Chair: René de Koste	er				
45 – 12:00	Walk to conference venue Oud	emanhuispoort								
00 – 13:00	Lunch (Atrium)									
00 – 14:30	Lean Cases II (Sweeney, M.)	Teaching and Learning in OM (Machuca, J.)	Facility and Logistics Management (Santos, J.)	Modelling in Operations (Nielsen, J.)	Purchasing and Operations Interface (Pereira, G.)	Competitiveness in Operations Strategy (Demeter, K.)	Supply chain Integration (Van der Vaart, T.)	Sustainability Strategy (Cagliano, R.)	Environmental Performance in Sustainable Operations (Giménez, C.)	Supply Chain Collaboration II (Böhme, T.)
	LEA - 22. Supply chain practices and diffusion of agility in the UK oil and gas industry Musa, A., Yusuf, Y., Dauda, M., Adeleye, O.	TEA - 1. Self-reflective enquiry in a real-life consultancy project in a MBA's Programme Alves, M.	PHY - 4. Warehouse design: validation of a new methodology through empirical research Chackelson, C., Errasti, A., Melacini, M., Santos, J.	OPC - 3. Interdisciplinary Modelling of Scheduling Environments: A Case Study Dimopoulos, C., Cegarra, J., Gavriel, G., Chouchourelou, A., Papageorgiou, G.	SOU - 19. Evolutionary or Revolutionary? Supply Management Involvement in Services Spending Tate, W., Ellram, M.	OPS - 2. Does the competitive orientation really lead to emphasize on different internal competences? Chen, Y., Dultra-De-Lima, R., Csillag, J., Oyadomari, J.	SCM - 65. How does ICT help improve performance? Social network and transaction cost perspectives Van Donk, D., Zhang, X., Jayaram, J., Van Der Vaart, T.	SUS - 10. Developing sustainability strategies in global manufacturing networks Golini, R., Longoni, A., Cagliano, R.	SUS - 45. Green service practices and their performance implications Wong, C., Boon-Itt, S., Wong, C., Lai, K., Cheng, T., Lun, Y.	SCM - 53. An Extended Proce Reference Model for Estimatin the Impacts of Supply Chain Concepts Reitner, K., Wetzlinger, W., Ortner, O.
	LEA - 31. Sustaining Operations Improvement - Case Research Findings and Conclusions Szwejczewski, M., Sweeney, M., Franken, A.	SAP - 11. Operations, supply chain and service operations management courses in Europe Moreno-Moreno, A., Alfalla- Luque, R., Machuca, J., Sacristán-Díaz, M.	PHY - 17. Manual order picking optimization: an innovative approach Sgarbossa, F., Battini, D., Faccio, M., Persona, A.	OPC - 8. Modelling the Workforce Planning Process in Professional Service Operations Hargaden, V., Ryan, J.	SOU - 12. The link between manufacturing and purchasing strategies Rebolledo, C.	OPS - 1. Supply chain strategy in high-tech start-ups Barros, A., Claro, J.	SCM - 66. Ten Years After: Revisiting and Extending the Arcs of Integration Concept of Supply Chain Management Vastag, G., Antal, A., Tyukodi, G., Vaart, T.	SUS - 29. Sustainable operations strategy: Theoretical frameworks evolution Pinheiro De Lima, E., Gouvea Da Costa, S., Mocelin Manfrin, P., Goncalves Machado, C.	SUS - 9. Environmental practices, IT-enabled coordination and environmental performance Giménez Thomsen, C., Sierra, V., Rodon, J., Rodriguez, J.	SCM - 5. Identifying barriers to internal supply chain integratio using Systems Thinking. Bakker, F., Böhme, T., Donk, Van, D.
	LEA - 28. Rolling out lean production systems in MNCs: a plant-level, cross-firm study Secchi, R., Camuffo, A., Paolino, C.	TEA - 13. How do Operations Management (OM) teaching approaches influence student learning? Zhang, Y.	PHY - 3. A linear programming approach for optimal selection of feeding policies in assembly systems Caputo, A., Pelagagge, M., Salini, G.	OPC - 10. Developing engineering processes through integrated modelling of product and process Nielsen, J., Hvam, L.	SOU - 11. Purchasing Department Involvement: Category Manager and Purchasing Professionals Perceptions by Category Pereira, G.	OPS - 17. A dynamic view of importance-performance fit in manufacturing strategy Szász, L., Demeter, K.	SCM - 40. Supply chain process integration mechanisms from a dynamic resource-based view: Case studies of Japanese manufacturers Nakano, M., Akikawa, T., Shimazu, M.	SUS - 12. Serving the World - Sustainably? Größler, A., Laugen, B., Arkader, R.	SUS - 6. Exploring relation of multimodal transportation features and environmental- social performance of transportation Davarzani, H., Amiri Khorheh, M.	MIR - 1. How horizontal inter- firm relationships regulated by a Network Contract influence SMEs' performance in the sho industry Agostini, L., Filippini, Nosella, A.
:30 – 14:35	Session connection time									
35 – 15:30	Room D0.08, Behavioral Operati (University of Minnesota), Chair:	ons: Applications in Supply Chain Sander De Leeuw	Management, Karen Donohue		alysis of Industrial Performance: C iro Fujimoto (University of Tokyo),		Room D0.09, Health Care Operat Twente), Chair: Jan Fransoo	tions, Erwin Hans (University of	Room D1.09, Supply Chain Wide Optimisation at TNT Express, John Poppelaars (Ortec), Chair: Jack van der Veen	
:30 – 16:00	Break				1.	I -	I -			
00 – 17:30	Lean and HR (Yokozawa, K.)	Planning, Design in Humanitarian Logistics (De Leeuw, S.)	Empty Container Management (Wy, Y.)	Inventory Management (Arreola-Risa, A.)	Supplier Selection Decision Support Systems (Forza, C.)	Operations Strategy Process (Löfving, M.)	Supply chain Networks across industries (Jayaram, J.)	Inter-organisational Interaction (Purvis, L.)	The Triple Bottom Line (Van der Veen, J.)	Supply Chain Structures (Thun, J.)
	LEA - 35. High Performance Work Systems in Manufacturing Logistics Wallner, T., Menrad, M., Thurner, S.	HUM - 2. POM's Role in Crisis Management Gupta, S., Starr, M.	PHY - 1. Optimal allocation of empty containers in a network with intermodal transportation when demand is uncertain Bastida, E., Gabor, G., Dekker, R., Porras Musalem, E.	OPC - 15. Investigation of design issue in case of storage and retrieval systems using autonomous vehicle technology Tappia, E.	SOU - 18. A decision model for supplier rationalization based on performance diversity Talluri, S., Decampos, H., Hult, T.	OPS - 24. Implementation of Reconfigurable Manufacturing Systems, the Case of The LEGO Group Wang, Y., Hadar, R., Bilberg, A.	SCM - 15. Outsourcing strategy within the biopharmaceutical manufacturing sector Dooley, L., Hargaden, V., Lupton, G.	MIR - 6. When processes collide; an analysis of the dynamics of interoganisational interaction in business service exchange. Kelly, S.	SUS - 2. Tipping the Balance: Achieving the Triple Bottom Line in Global Supply Chains Ashby, A., Hudson Smith, M.	scm - 33. A three-echelon supply chain with price-only contracts and sub-supply chaic coordination Liao, S., Seifert, R., Zequeira, R., Liao, S.
	LEA - 38. Employee discipline and personal-initiative: Critical capabilities for kaizen Yokozawa, K.	HUM - 6. Factors affecting global inventory prepositioning locations in humanitarian operations – a delphi study Richardson, D., De Leeuw, S.	PHY - 5. A framework for empty container management in export oriented countries: a Thai shippers' s perspective Chanpum, M., Ng.	OPC - 4. Optimizing Fresh Product Inventory for Retailers with Direct Store Deliveries Ettl, M., Xue, Z., Yao, D.	SOU - 3. Using combined fuzzy and TOPSIS techniques for supporting supplier selection decision taken Carpinetti, L., Lima Junior, F.	OPS - 28. A quasi-empirical investigation of Skinner's strategic trade-offs model Sarmiento, R.	scm - 45. Third-party influencers of service demand in metals and construction industry supply chains Ojala, M., Ahvenniemi, O., Martinsuo, M.	MIR - 3. Real-time Delphi based Identification and Evaluation of Future Trends in the Fast Moving Consumer Goods (FMCG) Industry Förster, B., Keller, J., Von Der Gracht, H., Darkow, I.	environmental performance of	SCM - 64. Applying the Shap. Value for analyzing Supply Ch Structures Thun, J., Feess, E.
		1	i			1			1	1

SOU - 5. A mobile decision

support system for optimal

supplier selection in an agro

Garg, S., Krishna Sundar, D.

supply chain

Merino - Díaz De Cerio, J.

17:30 – 18:00 ROOM F0.01 Annual General Meeting EurOMA

LEA - 21. Quality Management

Practices and Management

environmental uncertainty

Style: The moderating role of

HUM - 4. A sketch planning

Holguin-Veras, J., Jaller, M.

model for points of distribution

location in large urban disasters

PHY - 18. Robust models for

allocating empty containers

under uncertainty

Wu, Y., Zhang, H.

OPC - 2. A Heuristic for

Optimizing Stochastic (Q,R)

Arreola-Risa, A., Giménez-

García, V., Martínez-Parra, J.

Production-Inventory Systems

18.30 – 19:15 Welcome drinks (Beurs van Berlage)

19:15 – 22:00 Conference Dinner (Beurs van Berlage)

Tuesday July 3 part 2

formance in Beisia superstores, Fossas, M.

Japan. Johnson, M., Godsell, J., Minami, C., Nishioka, K.

cases studies

Bengtsson, L.

Gobbo, J., Olsson, A.,

	C3.17 Healthcare	D0.08 Invited Sessions	D0.09 Invited Sessions	D1.08 Invited sessions	D1.09 Invited Sessions	E0.12 Service Operations 1	E0.13 Product Development	E1.07 Supply Chain Resilience	E2.01 Reliable Supply Chains	E2.12 Retail Management	
3:30 – 10:00	Improvement concepts in Healthcare (Smart, A.)	Roundtable Consulting (Radnor, Z.)	Supply Chain Management (Power, D.)	Operations in emerging markets (Blanco, E.)	Maintenance & Reliability (Van Houtum, GJ)	Modularity in Service Operations (Hsuan, J.)	Innovation (Murtic)	Supply Chain Risk Management II (Gaudenzi, B.)	Reliability & Maintenance (Flapper, S.)	Retail management (Rudberg, M.)	
	HEA - 6. A framework for the analysis of implementations of technological innovations in networks of healthcare organizations Coelho Rodrigues, J., Claro, J., Barros, A., Mendonça, J.	Management Consultancy in Operations Management: Setting the Research Agenda with David Upton, Dave Lubowe (IBM) and Mark Palmer (OEE)	INV - 27. Normative Models, Guiding Principles or Contingent Evolution? An Epistemological Journey into Supply Chain Management Lawson, B., Holweg, M.	INV - 5. Multichannel Distribution Strategies in Latin America Blanco, E., Garza, J.	INV - 20. Evidence-Based Asset Management and its role in cancer screening Jardine, A.	SER - 29. Bundling products and services through modularization strategies Rajahonka, M., Bask, A., Hsuan, J., Tinnilä, M.	PRD - 5. Achieving Knowledge Communication for Open Innovation Practice Axelson, M., Bjurström, E.	RIS - 4. Managing risks behind returns flow at the interface between strategy and operations Gaudenzi, B., Russo, I.	REL - 5. Aggregate overhaul and supply chain planning for rotables Flapper, S., Arts, J., Vernooij, K.	RET - 2. Reducing food waste with an automated store replenishment system Kaipia, R., Loikkanen, L.	
	HEA - 24. Service supply chain intermediation: increasing capacity for glaucoma monitoring through an e-health initiative Smart, A.		INV - 45. Exploring Dynamic Supply Chain Practices: Using the Recent Economic Crisis as a Natural Experiment Pagell, M., Wiengarten, I.	INV - 69. Understanding small retail stores in Chinese cities Zhao, L., Shao, Y., Zou, W., Wang, Y., Yu, M., Fransoo, J.	INV - 38. Emergency supply flexibility in a two-echelon inventory system with pipeline information Minner, S., Seidscher, A.	SER - 16. Corporate travel services: a triadic and service modularity perspective Holma, A., Bask, A., Andersson, D.	PRD - 2. Effects of industrial design of products on premium price and customer satisfaction with maturing of products Akiike, A.	RIS - 9. Coordinated risk management for supply chain and government Pourakbar, M., Zuidwijk, R., Lucassen, I., Veenstra, A.	REL - 7. Hybrid Control Chart for Fault Detection of Cyclic Signals in Semiconductor Manufacturing Park, J., Kim, S., Baek, J.	RET - 4. Implementing Zara's 'Pronto Moda' paradigm at a value brand retailer: an empirical study Martínez, S., Errasti, A., Rudberg, M.	
	HEA - 30. Exploring the links between hospital pharmacies and pharmaceutical industry: a case study Santos Bravo, A., Crespo de Carvalho, J.			performance of small retailers in	INV - 53. Maintenance and value in the supply chain Scarf, P.	SER - 14. Application of network analysis for characterizing service modularity Frandsen, T.	PRD - 17. Exploring absorptive capacity in knowledge transfer projects: an operations management perspective Mattia, B., Murtic, A.	RIS - 6. Transaction cost theory and social exchange theory as explanation for supply risk management performance Hoffmann, P., Schiele, H., Song, M.	REL - 8. Optimization models for improving maintenance schedules by utilizing opportunities Strömberg, A., Almgren, T., Andréasson, N., Palmgren, M., Patriksson, Å., Wojciechowski, A., Önnheim, M.	SER - 5. Pricing Computing Infrastructure as a Service for Online Businesses Basu, S., Chakraborty, D., Sharma, D.	
0:00 – 10:45	Opportunity to walk to Auditor	ium & Coffee break (Auditorium)									
0:45 – 11:45	TNT: Taking Responsibility for	Sustainable Logistics, Marco He	endriks (Director Strategic Opera	tions & Infrastructure of TNT Ex	press N.V), Chair: René de Kost	er					
1:45 – 12:00	Walk to conference venue Out	lemanhuispoort									
2:00 – 13:00	Lunch (Atrium)										
3:00 – 14:30	Business Process Management in Healthcare (Radnor, Z.)	ROOM F0.02 Involvation	Service Procurement (Wynstra, F.)	Assortment models (Martinez de Albeniz, V.)	Supply Chain Modeling (Disney, S.)	The role of Customers in Services (Sousa, R.)	New Product Development (Itohisa, M.)	Organizational Resilience (Rice, V.)	Developing performance management systems (Hartsuiker, D.)	Supply Chains in Emerging Economies I (Dias, B.)	
	HEA - 22. Business Process Management in healthcare. Sant Camil hospital case study. Sanchez, L., Blanco, B., Simon, R.	international hit Supply Chain Game 'The Fresh Connection'	INV - 35. Service operations management and service supply network triadic arrangements Menor, L., Johnson, P.	INV - 60. Learning Consumer Tastes from Dynamic Assortments: A Nonparametric Bayesian Model Ulu, C., Honhon, D.	INV - 26. Performance evaluation of customer service centers for a servitizing company Lambrecht, M., Colen, J.	SER - 30. The design of expert services: on the role of effective process interfaces Santos, J., Spring, M.	PRD - 16. Successfully Overcoming New Product Launch Barriers: The Importance of Stakeholder Interaction Kortuem, V.	RIS - 3. Critical Factors of Organisational Resilience Burnard, K., Bhamra, R., Young, I.	INV - 42. Exploring the operational and financial divide Nicholson, A.	EME - 7. Risk and agri-food supply chain performance: perceptions from initial analysis Rosales, F., Tomas, R., Pimenta M., Batalha, M., Alcântara, R.	
	HEA - 9. Modularity in cancer care provision Gobbi, C.			INV - 28. Knowledge intensive/ professional service triads: preliminary reflections and research options Lewis, M.	INV - 63. The Assortment Packing Problem: Multiperiod Assortment Planning for Short-Lived Products Martinez de Albeniz, V.	INV - 11. Bullwhip behavior in the Order-Up-To policy with ARIMA demand Gaalman, G., Disney, S.	SER - 32. Customer Use of Virtual Channels in Multichannel Services: Does Type of Activity Matter? Sousa, R., Amorim, M., Rabinovich, E.	PRD - 11. An empirical approach to resource planning in NPD Hird, A., Duffy, H., Mendibil, K., Whitfield, I., Vallance, M.	RIS - 2. Examining SME Resilience in the Context of Global Economic Recession Ates, A., Acur, N., Bititci, U.	PER - 4. Adoption of Performance Measurement System by Service Sector SME: Case of Brunei Darussalam Haji Masri, M. Bamford, D., Proudlove, N.	EME - 2. Port of Santos and the Port's Service Value Perception. The Export Footwear Sector of São Paulo State Region (Brazil) B. Dias, E., Asakava, C.
	HEA - 19. From Developing Lean Organizations to Lean Learning Networks Radnor, Z., Jenei, I.		INV - 61. Three's a crowd: the tangle of principal-agent relationships in a supplier-buyer- customer service triad Van Der Valk, W.	INV - 14. Bargaining for an Assortment Heese, H., Aydin, G.	INV - 18. Closed loop supply chains: The impact of advance notice and lead-times Hosoda, T., Disney, S.	SER - 4. Servitized capital goods offerings: Why should the customer accept? Angelis, J., Alvizos, E.	PRD - 12. The Relevance of Firms' Knowledge Amount to Their Strategic Positioning to a Consensus Standard Itohisa, M.	LEA - 19. Bringing segmented supply chain strategies down to the manufacturing shop floor: enablers and inhibitors Enz, M., Rice, V., Claringbould, T.	SER - 15. Experience dimensions in a fear evoking servicescape Hartsuiker, D., Riel, 0.	EME - 4. Understanding the impact of Project Risk Management on Project Performance: An Empirical Study Carvalho, M., Rabechini Jr, R.	
4:30 – 14:35	Session connection time			I			I		I		
4:35 – 15:30	(University of Minnesota), Chair:	ions: Applications in Supply Chain Sander De Leeuw	Management, Karen Donohue	Room D1.08, An Evolutionary An Locations of Design Sites, Takah	alysis of Industrial Performance: (iro Fujimoto (University of Tokyo),	Capability-Architecture Fit and Chair: René de Koster	Room D0.09, Health Care Opera Twente), Chair: Jan Fransoo	tions, Erwin Hans (University of	Room D1.09, Supply Chain Wide John Poppelaars (Ortec), Chair:		
5:30 – 16:00 6:00 – 17:30	Hospital Management (Voordijk, H.)	ROOM F0.02 Responsive	Service Operations (Roth, A.)	Supply Chains in Emerging Economies II (Slepniov, D.)	Modeling Joint Pricing and inventory decisions (Güllü, R.)	Service Supply Chains (Pilkington, A.)	New Product Development II (Reid, I.)	Open Innovation (Bengtsson, L.)	Supply Chain responsiveness (Godsell, J.)	Supplier relations (Kalchschmidt, M.)	
	HEA - 15. Slimming the purchasing process in a physically isolated hospital: a case study Martins, A., Bendito, S.	Responsive Learning Technologies will demonstrate some of its web served, competitive business simulations and online, assessment and instruction	INV - 36. National Culture in Service Operations: An Overview Metters, R.	EME - 5. Multi agent system for the supply chain of fresh products in Bogotá, Colombia Mejia, G., Mahecha Bernal, L.	INV - 22. Joint Pricing and Inventory Decisions for Perishable Products Kaya, O., Polat, A.	SER - 20. The Impact of Uncertainties and Strategy of Service Supply Chains on Business Performance Lo, S., Chang.	PRD - 23. What and how about customer-driven product development Sommer, A., Steger-Jensen, K.	PRD - 20. Open Innovation practices on firm performance: evidences from biotech industry Perrone, G.	TEC - 10. Fit between Manufacturing Strategy and Technology in different industrial contexts Ortega, C., Arana, I., Garrido Vega, P., Dominguez, J., Morita, M., Perez, J.	RET - 5. Decoupling points and product uniqueness impact on supplier relations Wikner, J., Bäckstrand, J.	
	ir h	HEA - 27. Increasing flexibility in real estate development in health by exercising real options Voordijk, H.	solutions	INV - 34. Illuminating the service provider's strategic mandate on realizing apt quality and value through service innovation Menor, L.	EME - 3. Outbound supply chain coordination in emerging markets: a fashion industry perspective Caridi, M., Moretto, A., Caniato, F., Camplone, V., Sianesi, A., Spina, G.	INV - 4. Joint pricing and inventory control for additive demand models with reference effects Bilgiç, T., Güler, G., Güllü, R.	SER - 2. Operationalising Dynamic capabilities: Exploring concepts from Strategic and Operations Management Alinaghian, L., Srai, J.	PRD - 4. An exploratory model for coordination approaches in buyer-supplier-supplier triads in NPD projects Ates, M., lanniello, G., Van Ende, J.	PRD - 22. Testing the Schumpeterian hypotheses on an open innovation framework. Sandulli, F., Fernandez- Menendez, J., Rodriguez- Duarte, A., Lopez-Sanchez, J.	SCM - 55. Are Lead factories an enabler for a successful technology implementation? Scherrer, M., Deflorin, P.	RET - 1. The effects of boundar spanning activities and inter-firm absorptive capacity on supplier flexibility Al-Balushi, Z.
	HEA - 29. Patient-centered Healthcare Process Redesign to Enable Mass Customization of Healthcare Services		INV - 50. Hitting the sweet spot in service operations strategy Roth, A.	EME - 1. Building server capabilities in China Adeyemi, O., Slepniov, D., Vejrum, B., Boer, H.	INV - 13. Pricing and Inventory Control in a Multi-class Queueing System Güllü, R., Güler, G., Bilgiç, T.	SER - 23. Is Service Management a Discipline? Pilkington, A., Chai, K., Htaw, T.	PRD - 21. Mechanising the human capital in new product development projects Reid, I.	PRD - 9. User's involvement through the Web 2.0 in the process of innovation: multiple cases studies	SCM - 31. Technology mediated service operations improvement: Using IT to improve queuing per- formance in Beisia superstores,	cooperation with suppliers and its effect on performance	

Reid, I.

17:30 – 18:00 ROOM F0.01 Annual General Meeting EurOMA

18.30 – 19:15 Welcome drinks (Beurs van Berlage)

Healthcare Services

Zhang, X., Chen, S.

19:15 – 22:00 Conference Dinner (Beurs van Berlage)

Wednesday July 4 part 1

	A0.08 Lean Operations	A0.09 Managing networks	A1.01 Cases in OM	A1.18C Performance Measurement	A1.18D Managing supply chains	A1.28A Operations Strategy	C0.17 Supply Chain Management 1	C0.23 Managing Inter-firm Relations	C1.17 Sustainability 1	C2.17 Supply Chain Management 2
00	Lean Cases III (Yang, Y.)	Managing Humanitarian Supply Chains (Richardson, A.)	Cases in Emerging Economies (Rigato Vasconcellos, L.)	Performance Measurement II (Kumar, M.)	Supplier Selection (Narasimhan, R.)	Managing Capabilities (Von Haartman, R.)	Supply Chain Models (Brandenburg, M.)	Buyer-Supplier Relationships (Lakemond, N.)	Sustainable HR (Johnston, D.)	Supply Chain Collaboration I (Van Donk, D.)
	LEA - 37. Lean maintenance in aircraft services company: a case study Yang, Y., Roesch, M.	HUM - 5. Towards a method for qualitative and quantitative assessment of humanitarian disaster demand forecast Lauras, M., Vargas-Florez, J., Charles, A., Dupont, L.	EME - 8. The impact of logistics service performance on customer satisfaction and loyalty in Brazilian chemical industry Sampaio, M.	Performance Management	SOU - 10. Supplier selection in the private label supply chain: exploratory evidence from the South Korean retail sector Narasimhan, R., Kim, M., Schoenherr, T.	OPS - 21. Manufacturing capabilities: Mere drivers of operational performance or critical for customer-driven innovation? Von Haartman, R.	SCM - 35. Understanding the dynamic and co-evolutionary aspects of supply networks: a framework Marchi, J., Erdmann, R., Rodriguez, C.	MIR - 5. The impact of business environment factors on supply chain buyer-supplier relationships and supply chain performance Ji, C., Coughlan, J., Coll, F.	SUS - 20. Lean work environments and their impact on worker and operational outcomes Longoni, A., Pagell, M., Johnston, D., Veltri, A.	SCM - 13. Customer integral information sharing and operational performance: A relational view Chavez, R., Giménez Thom C., Van Donk, D., Van Der VT.
	LEA - 32. Lessons from Business Excellence in Asia - Tools and Techniques for Success Tickle, M., Adebanjo, D., Mann, R.	HUM - 1. Fleet management policies in humanitarian development programs: an empirical investigation Eftekhar, M., Masini, A., Van Wassenhove, L.	EME - 6. Can the Call Center contribute to the innovation? A multiple case study in service companies. Rigato Vasconcellos, L., Marx, R.	PER - 10. Performance indicators under the perspective of sustainability: A case study Morioka, S., Carvalho, M.	SOU - 13. Can Purchasing Professionals Use Social Media Networks to Increase Social Capital in their (Supplier) Networks? Rozemeijer, F., Quintens, L.	OPS - 19. Mass Customisation Capability: Where do we start? Tsinopoulos, C., Al-Zu'Bi, M.	SCM - 18. A Stochastic Dynamic Programming Approach for Integrating Supply Chain Network Design and New Product Diffusion Falsini, D., Dello Stritto, G., Schiraldi, M., Secomandi, N.	MIR - 13. How banks can help buyers and suppliers improve supply chain integration Silvestro, R., Lustrato, P.	SUS - 27. Changes in Human Resource Management in the transition to Lean Production: Evidence from the aerospace industry Moyano-Fuentes, J., Jerez- Gómez, P., Martínez-Jurado, P.	OPS - 29. Automation, lab productivity and employme - a cross country comparis Kromann, L.
	LEA - 5. Integrated Kanban number optimization procedure for a Multi Line Mixed-Model Assembly System Faccio, M., Gamberi, M., Persona, A.	HUM - 3. Measuring sustainability in humanitarian operations Haavisto, I., Kovács, G.	EME - 9. Identification of critical customers: QFD and CVCA methods for the development of a Continuous Passive Motion equipment Tanure, R., Callegaro, A., Buss, A., Paula, I.	PER - 1. Operations performance model Beelaerts Van Blokland, W., Maaskant, L., Santema, S.	SOU - 9. Overcoming the disconnection between supplier selection and vendor rating: A model and an application Micheli, G., Cagno, E., Masi, D., Chavez, E.	OPS - 10. Exploring the black box of dynamic capabilities: an operations management perspective Memar Zadeh, M.	SCM - 10. Modeling value impacts of supply chain management Brandenburg, M.	MIR - 2. Integrating customer knowledge in suppliers' new product development – Taking a supplier perspective Eslami, M., Lakemond, N.	SUS - 13. Engineering Sustainability in Australian Higher Education Hasan, M., Green, A.	SCM - 12. Trust-Based Supply Chain Collaboration An Empirical Examination Cao, M., Zhang, Q.
30	Break									
0	TQM and EFQM (Gomez-Gomez, J.)	Clusters in SCM (Verdouw, C.)	Optimising buyer-supplier relations (D. Krause)	Performance Measurement III (Demeter, K.)	Offshoring in the supply chain (Luzzini, D.)	Global Strategy (Waehrens, B.)	Global Supply Chains (Ferdows, K.)	Supply Chain Inter-firm Relationships (Knoppen, D.)	Reverse Logistics (Mattes, K.)	Supply Chain Governance (Wiengarten, P.)
,	impacts of TQM principles	OPS - 7. Segmentation and Evaluation of the Order-to- Delivery Process of Agricultural Machinery Köber, J., Heinecke, G.	SOU - 2. Adaptation in Industrial Buyer-Supplier Relationships: Effects of the Economic Downturn Krause, D., Ellram, L.	PER - 5. Measuring the performance-related effect of supply chain events on manufacturing operations Heinecke, G., Migge, B., Kunz, A., Lamparter, S., Lepratti, R.	SCM - 62. Sourcing complexity and supply chain strategies in the Chinese manufacturing sector Subramanian, N., Muhammad, D., Rahman, S.	OPS - 11. Offshoring- outsourcing, innovative capabilities and technology leaders: Some preliminary remarks Nielsen, A., Vang, J., Lema, R.	SCM - 42. Implementing company-specific production systems in global networks Netland, T., Ferdows, K.	MIR - 15. Assessment of logistic collaboration between supplier and retailer Vieira, J., Yoshizaki, H.	SUS - 33. Towards an understanding of the household logistics role in the reverse household waste supply chain Rouquet, A., Monnot, E., Reniou, F.	SCM - 27. Globalization a supply chain governance: Maritime cluster in North I Norway Halse, L.
	LEA - 18. EFQM vs TQM: An empirical comparison Martínez-Lorente, A., Gomez-Gomez, J., Martínez Costa, M.	SCM - 67. Virtualisation of Logistic Networks in Dutch Horticulture: State of the Art and Future Challenges Verdouw, C., Beulens, A., Van der Vorst, J.	SOU - 23. In the Shadow of Dominant Customers: The Effect of Close Relationships on the Supplier's Performance Kim, Y.	PER - 11. Performance measurement system for inventory management – a case study Myrelid, A., Lidestam, H.	SCM - 2. Global supply chain design: Building a decision model Abid, M., Bengtsson, L., Hellberg, R., Dabhilkar, M., Abid, A.	OPS - 9. Balancing global and local production: supply network configurations in the fashion industry Macchion, L., Moretto, A., Caridi, M., Danese, P., Sianesi, A., Vinelli, A.	SCM - 47. Establishment of Supply Chain Centres of Excellence in Multinational Corporations O'Reilly, S., Nagle, M.	SCM - 29. Internal collaboration as a pre-condition for external collaboration in global sourcing: a social capital perspective Horn, P., Schiele, H., Scheffler, P.	SUS - 35. Material efficiency in the German Manufacturing Industry Schröter, M., Mattes, K.	SCM - 50. An exploratory on the use of the supply or risk mitigating strategies of control and dual sourcing Pimpão, M., Ferreira, L.
	LEA - 17. The internal relationships of the EFQM model: an empirical analysis Martínez Costa, M., Gomez- Gomez, J., Martínez-Lorente, A.	EME - 10. Outsourcing transportation services: evidence from the mexican maquiladora industry Valladares Montemayor, H.	SOU - 22. Understanding the alignment of supplier capability and governance mechanism in buyer-supplier collaboration Kumar, N.,Howard, M., Lewis, M., Carey, S.	PER - 9. The effect of contingencies on manufacturing practices and operations performance Matyusz, Z., Demeter, K.	SCM - 54. Governing offshoring: evidence from an international survey Ronchi, S., Piscitello, P., Luzzini, D., Caniato, F., Elia, S.	OPS - 23. The Future of Manufacturing Configuration - Priorities and Challenges for Danish Multinationals Wæhrens, B., Slepniov, D.	SCM - 41. Domestic vs foreign plants: does this distinction really matter? Nassimbeni, G., Orzes, G., Sartor, M.	MIR - 7. Supply Chain Relationships as a Context for Learning: Connecting Inter- and Intra-organizational Learning Processes Knoppen, D., Sáenz, M., Johnston, D.	SUS - 23. Physical product properties and their relationship to reverse logistics systems efficiency and effectiveness Mendonça Freires, F., Vieira Marinho, S., Medeiros Rodrigues, A.	SCM - 37. Does Governar Business Process Outsour Arrangements Conform to Archetype of Arm's-Lengti Hybrid Control? Mckittrick, A., Wiengarten Humphreys, P.
00 _	Lunch (Atrium)									
	Management Systems and Innovation (Matsui, Y.)	Sustainable networks (Sato, S.)	Human performance in operations (Marimon, F.)	Performance Measurement III (Wiech, B.)	Supply Chain Networks (Harrington, T.)	Classification for Performance (Komiya, K.)	Supply Chain Innovation (Bengtsson, L.)	Supply Chain Inter-firm Relationships II (Krause, D.)	Sustainable Supply Chain Management (Carpinetti, L.)	Supply Chain Integration (Pimenta, M.)
	LEA - 1. Can Lean Six Sigma lead to Process Innovation? An exploratory research Antony, J., Setijono, D., Kumar, M.	SUS - 47. Linking supply chain strategies to supply chain carbon efficiency: the role of outsourcing, leanness, and diversification Chen, C.	OPS - 31. Does personnel participation in continuous improvement matter for Corporate Social Responsibility? Fernandez-Gonzalez, F., Prado- Prado, J., Fernández-Pérez, R.	PER - 2. Supply Chain Performance Metrics: A SCOR Model Based Perspective Cirtita, H., Gica, A., Moisescu, I.	SCM - 22. Complexity Measurement in Supply Chains - Case-based Research Gerschberger, M., Staberhofer, F.	PER - 8. An indicator-based management model for service levels in shared services centers Martins, R., Coelho, R., Lobo, D.		MIR - 14. Exploring the effect of incentives on supplier performance Terpend, R., Krause, D.	SUS - 22. The wicked character of SSCM: vidence from CSR reports Meckenstock, J., Barbosa- Póvoa, A., Carvalho, A.	SCM - 8. Determinants of service receivers' intentior switch providers in outsou arrangements Bhattacharya, A., Singh, F
	LEA - 20. Soft TQM, hard TQM and innovation performance: an empirical study Matsui, Y., Zeng, J., Phan, C.	SUS - 48. Green supply chain practices and institutional processes Hoejmose, S.	PER - 14. Pivotal factor of satisfaction and loyalty: Do it right the first time (e-quality) or solving the problems (e-recovery). Petni-Yaya, L., Marimon, F. Casadesus, M.	PER - 12. Managing change in performance measures: a case study on practice and challenges Salloum, M., Myrelid, A.	SCM - 28. Developing a Concept of Operations for Multi-Organisational Networks Harrington, T., Singh Srai, J.	PER - 3. Complexity Index: Assessing the impact of external and internal complexity on production plant performance Goetzfried, M.	SCM - 7. Cost innovation in global supply chains The case of Huawei Technologies Bengtsson, L., Wang.	MIR - 8. Supplier and Purchasing Function involvement in NPD: what are the effects? Patrucco, A., Luzzini, D., Ronchi, S.	SUS - 25. How do Sustainable Supply Chain initiatives diffuse? From a literature review to a research agenda Moatti, V., Carbone, C.	SCM - 49. Dynamics of In functional Integration: the of Marketing and Logistics Pimenta, M., Tate, W., Silv
	LEA - 29. Impact of systems integration on innovation and customer satisfaction Simon, A., Petnji-Yaya, L., Casadesus, M.	SUS - 49. Sustainability in Manufacturing Strategy: A Theoretical Approach Shimada, T., Matsui, Y., Sato, S.	LEA – 27. Innovation Processes: Which One for Which Project? Salerno, M.	PER - 13. Productivity measurement with a changing output mix Wiech, B.	SCM - 44. Dispersed Manufacturing Networks and Combinative Competitive Capabilities Noori, H., Tan, A.	PER - 6. A new type of category management - Case study of a Japanese retailer Komiya, K., Sakagawa, Y.	SCM - 38. Dynamics of Vendor Innovation Capability: Evidence from the Electronics Manufacturing Services Industry Mefford, R.	MIR - 12. Resources and Capabilities generated by Supply Chain Integration and effects on operational performance Silva, E., Pires, S., Paiva, E., Sacomano Neto, M.	SUS - 37. Non Timber Forest Products Value Chains in Amazon Rain Forest: Contributions from Collaborative Network Theories Straatmann, J., Salazar, M., Patricia, P., Gerolamo, M., Carpinetti, L.	SCM - 70. Supply chain integration to face deman and product uncertainty: an empirical study Caniato, F., Golini, R., Kalchschmidt, M.

Wednesday July 4 part 2

	C3.17 Healthcare	D.08 Invited Sessions	D1.08 Invited Sessions	E0.12 Service Operations 1	E0.13 Product Development	E1.07 Supply Chain Management in practice	E2.01 Maintenance	E2.12 Behavioral Operations
- 10:00	Operations Improvement in Healthcare (Hudson Smith, M.)	Behavioral Operations (De Koster, R.)	Transportation & Logistics (Yoshizaki, H.)	Servitization (Vinelli, A.)	New Product Development Management (Gaimon, C.)	Supply Chain Practices (Godsell, J.)	Predictive Maintenance (Klingenberg, W.)	Behavioral Operations I (Nunthaphanich, T.)
	HEA - 23. Sustaining operations improvement in healthcare: drivers for change in the NHS UK. Sinha, T., Welch, C.	BEH - 3. The Impact of Regulatory Focus of Store Managers on Store Operating Procedures and On-Shelf Availability De Koster, R., Stam, D.	INV - 59. Evaluation of a city logistics scheme using exact optimization for the VRPSTW Taniguchi, E., Qureshi, G., Yamada.	SER - 12. Service Recovery: impacts on operational performances Contiero, E., Vinelli, A.	PRD - 24. Managing Cross-Functional Integrated Pharmaceutical Development - A Reference Model Ziegler, R.	SCM - 24. Perspectives of smartphone technology as a supply chain event management tool Graf, H., Narzt, W.	REL - 3. Fault Classification of Cyclic Signal for Semiconductor Process Monitoring and Preventive Maintenance Cho, M.	BEH - 9. Continuous Improvement Behaviors of Work Teams: On Developin and Validating a Team-level Survey Van Dun, D., Overbeek, I., Van Vuuren, H., Wilderom, C.
	HEA - 18. Sustainability-oriented operations in hospitals: the role of the various professional subcultures Pinzone, M., Lettieri, E., Shani, A., Masella, C.	INV - 56. Dissecting Order Decisions Siemsen, E., Lee, Y.	INV - 17. Urban delivery industry response to cordon pricing, time-distance pricing, and carrier-receiver policies in competitive markets Holguin-Veras, J.	SER - 6. Factors influencing service complexity: the perspective of servitized manufacturers Benedettini, O., Neely, A.	PRD - 10. Amalgamating Product Development and Operations under integrated Bottleneck Management Hinckeldeyn, J., Dekkers, R., Kreutzfeldt, J.	SCM - 23. Delivering Consumer Relevant Quality: A Holistic Framework to Align Marketing and Operations Godsell, J., Martin, P., Szucks-Farkas, Z.	REL - 6. Clustering Condition-based Maintenance Activities Klingenberg, W., De Jonge, B., Teunter, R., Bokhorst, J.	BEH - 8. The influence of manufacturing flexibility in strategic: a study based on Quality Management Tamayo-Torres, J., Gutierrez-Gutierrez, L., Barrales-Molina, V.
	HEA - 10. The determinants of patient satisfaction in English GP surgeries Hudson Smith, M.	INV - 70. Developing supplier capacity: cost-sharing mechanisms and experimental tests Zhixi, W., Hu, S., Ye, Q., Chi, C.	INV - 68. Greenhouse gas emission tradeoff analysis of a Brazilian bioethanol supply chain Yoshizaki, H., Lopes, C.	SER - 28. Antecedents and outcomes of competitive priorities for buyers of servitized offerings Raja, J., Johnson, M., Cakkol, M.	PRD - 8. Knowledge Management for New Product Development Gaimon, C., Ozkan, F., Kavadias, K.	SCM - 26. Supply Chain Accounting: Its functional and relational context. Hald, K., Thrane, S.	REL - 11. Prognostic maintenance scheduling for offshore wind turbine farms Van Horenbeek, A., Van Ostaeyen, J., Duflou, J., Pintelon, L.	BEH - 6. Application of Analytical Hierarchy Process for selecting operations manager at service encounts of a telecom company Nunthaphanich, T., Thawesaengskultha N.
10:30	Break							
- 12:00	Innovation in Healthcare (Radaelli, G.)	Strategy Cascading (Hucherzmeier, A.)	City Logistics (Spinler, S.)	Servitization II (Hsuan, J.)	New Product Development Performance (Coughlan, P.)	Sustainability solutions (Plehn, J.)	Maintenance and Costs (Tinga, T.)	Behavioral Operations II (Engelhardt-Nowitzki, C.)
	HEA - 8. ICT-driven Innovation of Healthcare Operations: The (Un)Solved Quest for Balancing Exploration and Exploitation Gastaldi, L., Lettieri, E., Corso, M., Masella, C.	INV - 54. Alignment in Strategy Cascading: A Case Study Across Manufacturing Firms Schlickel, M.	INV - 1. Non-dominated Time Window Policies in City Distribution Akyol, D., De Koster, M.	SER - 11. Customer value of Product Service System and service-chain reengineering Codini, A.	PRD - 6. Managing supplier performance during collaborative new product development Benn Lawson, B., Krause, D., Potter, A.	SUS - 21. Strategic and operational choices for sustainable mobility solutions Masini, A., Toschi, L.	REL - 1. Developing n Algebraic Model for Administrating Preventive Maintenance Cost of Production Machines Ansari, F., Fathi, M., Seidenberg, U.	BEH - 5. An experimental study of the relationship between trust and inventory replenishment in triadic supply chain Kaboli, A., Cheikhrouhou, N., Dervish, M., Glardon, R.
	HEA - 12. Innovating Healthcare Operations: lessons from a micro-level investigation Lettieri, E., Radaelli, Spiller, N., Mura, M.	INV - 24. Decentralized problem solving in the service industry Kolb, W., Loch, C., Huchzermeier, 0., Sting, F.	INV - 30. Exploring City Logistics in China – an Overview of Urban Freight Distribution Ma, Y., Li, Q.	SER - 7. Towards assessing Product/ Service-Systems (PSS) within the Danish maritime industry: A PSS positioning map Bey, N., Hsuan, J., Neugebauer, L., Mougaard, K., Andersen, J., Mcaloone, T.	PRD - 15. An analysis of key determinant factors for new product development performance Kitanaka, H., Matsui, Y., Sato, O., Shimada, T.	SUS - 30. Conceptual Framework for a Software Platform Supporting Eco- efficient Production Processes Plehn, J., Willner, O., Bunse, K. Sproedt, A.	REL - 10. Modeling the effects of usage variations on the optimal maintenance intervals for military systems Tinga, T., Janssen, R.	BEH - 7. The effect of risk aversion on the retailer-manufacturer relationship with respect to returns policies Ohmura, S., Matsuo, H.
	HEA - 2. An innovative lean approach to healthcare: eHealth as Lean tools Almeida De Freitas Camões, I., Crespo De Carvalho, J., Martins, A.	INV - 58. Collaborative Search Sting, F.	INV - 65. Solving Large-Scale Integrated Location-Routing Problems For Urban Logistics Applications at Groupe La Poste Winkenbach, M., Kleindorfer, P., Roset, A., Spinler, S.	SER - 26. Towards a framework for lean product-service systems Powell, D., Resta, B., Gaiardelli, P.	PRD - 7. The influence of supplier integration on the performance of new product development: a critical review Donmez, M., Koulikoff-Souviron, M., Coughlan, P.	SUS - 46. Greening the operations of a real-life retail distribution network: strategy assessment Hayden, C., Zesch, F.	REL - 4. The Optimal Preventive Maintenance Age under Uncertainty in the Parameters of the Lifetime Distribution De Jonge, B., Klingenberg, W., Teunter, R., Tinga, T.	BEH - 4. Behavioral Determinants of Supply Chain Flexibility in Volatile Environments Engelhardt-Nowitzki, C.
- 13:00	Lunch (Atrium)							
- 14:30	Managing Variability (Aronsson, H.)	Global Sourcing (Lee, C-Y.)	Humanitarian Logistics (De Leeuw, S.)	Servitization III (Spring, M.)	Innovation II (Kinkel, S.)	Supply chain interfirm relationships (Janssen, R.)	Spare Parts Management (Van Houtum, G.)	Behavioral Operations III (Ancarani, A.)
	HEA - 21. Impact of Variability in Arrival Rates on Patient Waiting Times in an Emergency Department Sainathan, A.	INV - 19. Global Sourcing Decisions for a Multinational Firm with Foreign Tax Credit Planning Hsu, V., Hu, J., Xiao, W.	INV - 9. Material convergence and its determinants: the case of Hurricane Katrina Destro, L., Holguin-Veras, J.	SER - 8. Defining service-based business models in manufactur-ing: A property rights perspective Buschak, D., Buschak, D., Spring, M.	PRD - 13. Are excellent companies innovative ones? Jimenez-Jimenez, D., Martínez Costa, M., Martínez-Lorente, A.	MIR - 4. Lateral collaboration – a network perspective to inter-firm supply chain relationships Janssen, R., Quak, H.	REL - 12. A New Approximate Evaluation Method for Two-Echelon Inventory Systems with Emergency Shipments Van Houtum, G., Ozkan, E., Serin, Y.	BEH - 2. The effects of cognitive biases and heuristics on industrial designers' attitude toward overdesign - evidence from Italy Belvedere, V., Grando, A., Ronen.
	HEA - 17. Understanding the impact of variation on healthcare systems Olsson, O., Aronsson, H.	INV - 33. Supply chain disruptions from the Tohoku Earthquake: What happened to automotive semiconductors and what to research? Matsuo, H.	INV - 46. Funding strategies in humanitarian operations for relief and development Pedraza-Martinez, A., Aflaki, A.	SER - 10. Capability-maturity model for servitization and future research directions: crane manufacturing Chaudhuri, A., G, A.	PRD - 19. Absorptive capacity and innovation: the contingent role of organizational mechanisms Oltra-Mestre, M., Flor-Peris, M., Garcia-Palao, C.	MIR - 9. Impact of Inter-firm Collaboration on Firm Performance: Comparison of Perspectives of Supply Chain Members Piboonrungroj, P., Disney, S.	REL - 2. Condition based spare parts supply Basten, R., Lin, X., Kranenburg, A., Van Houtum, G.	BEH - 1. The impact of purchasing managers' social preferences and inter- firms social bonds on buyer-supplier business integration Ancarani, A., Di Mauro, C., Rehm, M., Schupp, F., Wuhner, H.
	HEA - 1. Brazilian Hospital Financial- Economic Performance: Comparing for-profit and non-profit Hospitals Alberton, A., Canazaro, C., Marcon, R.		INV - 3. The effect of earmarked funding on fleet management for relief and development Besiou, M., Pedraza-Martinez, A., Van Wassenhove, L.	SER - 1. Aligning network involvement with service strategy in service operations and innovations Ackerman, E., Martinsuo, M.	PRD - 14. Patterns and paths of German factories' production and innovation strategies in China Kinkel, S.	MIR - 11. Examining supply chain collaborations: An empirical study Ramanathan, U.	REL - 9. Forecasting Spare Parts Demand using Maintenance Information Teunter, R., Van Jaarsveld, W., Romeijnders, W.	

14:30 – 15:15 Refreshments, Best Paper Awards & Closing Ceremony (Location: Atrium at the Oudemanhuispoort), Chair: Dirk Pieter van Donk