

Conference Programme OVERVIEW



21st EurOMA Conference

OPERATIONS MANAGEMENT IN AN INNOVATION ECONOMY
20th - 25th June 2014 | Palermo - Italy

Sunday 22 June																			Sunday 22 June
08:30-17:30	Registration																		
09:00-13:30	Young Scholars Workshop - Aula "Multimediale A"																		
08:30-12:00	EurOMA Board meeting																		
12:00-14:00	Welcome reception (lunch), Complesso Didattico																		
14:00-15:30	Opening and Plenary Session - Keynote speech by Prof. Robert Handfield, Aula Magna																		
15:30-16:00	Coffee break, Complesso didattico																		
16:00-17:30	Parallel sessions																		
Room	Aula "1"	Aula "2"	Aula "3"	Aula "4"	Aula "5"	Aula "6"	Aula "7"	Aula "8"	Aula "9"	Aula "10"	Aula "11"	Aula "12"	Aula "Multimediale A"	Aula "Multimediale B"	Aula "Seminari A"	Aula "Seminari B"	Aula "Seminari C"	Aula "Sala Professori"	Room
Chair	Cristina Gimenez	Mickey Howard	Pamela Danese	Matteo Kalchschmidt	Mehmet Chakkol	Ann Vereecke	Mats Winroth	Andreas Wieland	Xiuzhu Gu	Pär Åhlström	Torbjorn H. Netland	Andreas Größler	Jie Yu	James Freeman	Martin Spring	Zoe Radnor	Lars Medbo	-	Chair
16:00-17:30	SUS-01	SUS-04	SCM-07	SCM-25	IVN-21	REL-13	INT-01	LOG-13	HOM-04	LEA-07	STR-01	BEH-01	EBO-01	PRJ-01	SRV-01	PUB-01	SCH-01	-	16:00-17:30
	SUS-02	SUS-05	SCM-08	SCM-30	IVN-31	REL-11	INT-02	LOG-14	HOM-05	LEA-14	STR-04	BEH-09	EBO-02	PRJ-02	SRV-02	PUB-02	SCH-02	-	
	SUS-03	SUS-06	SCM-11	SCM-27	IVN-06	REL-12	INT-03	LOG-15	HOM-06	LEA-09	STR-03	BEH-08	EBO-03	PRJ-04	SRV-12	PUB-03	SCH-03	-	
Monday 23 June - Parallel Sessions																			Monday 23 June - Parallel Sessions
Room	Aula "1"	Aula "2"	Aula "3"	Aula "4"	Aula "5"	Aula "6"	Aula "7"	Aula "8"	Aula "9"	Aula "10"	Aula "11"	Aula "12"	Aula "Multimediale A"	Aula "Multimediale B"	Aula "Seminari A"	Aula "Seminari B"	Aula "Seminari C"	Aula "Sala Professori"	Room
Chair	Anthony Alexander	Joe Miemczyk	Harry Boer	Usha Ramanathan	Paul Coughlan	Steffen Kinkel	P. Danese & F. Caniato	Janet Godsell	Taco Van der Vaart	Matthias Holweg	Gianluca Spina	Ila Manuj	Brian Fynes	Christos Braziotis	Robin Hanson	Shaun West	Cipriano Forza	Sofia Salgado-Pinto	Chair
09:00-10:30	SUS-07	SUS-42	SCM-10	SCM-26	IVN-26	REL-10	SPECIAL SESSION: OM Research in the Fashion Industry	SPECIAL SESSION: Teaching OM-Part 1	HOM-07	LEA-10	STR-07	BEH-04	CAP-01	PRJ-03	SCH-04	SRV-04	MAS-01	RET-01	09:00-10:30
	SUS-08	SUS-11	SCM-13	SCM-29	IVN-23	REL-14			HOM-08	LEA-11	STR-05	BEH-05	CAP-02	PRJ-05	SCH-05	SRV-05	MAS-02	RET-02	
	SUS-13	SUS-12	SCM-12	SCM-31	IVN-12	REL-15			HOM-09	LEA-08	STR-06	BEH-06	CAP-03	PRJ-06	SCH-06	SRV-06	MAS-03	RET-03	
10:30-11:00	Coffee break, Complesso didattico																		
Room	Aula "1"	Aula "2"	Aula "3"	Aula "4"	Aula "5"	Aula "6"	Aula "7"	Aula "8"	Aula "9"	Aula "10"	Aula "11"	Aula "12"	Aula "Multimediale A"	Aula "Multimediale B"	Aula "Seminari A"	Aula "Seminari B"	Aula "Seminari C"	Aula "Sala Professori"	Room
Chair	Bart Vos	James Aitken	Evelyne Vanpoucke	Vikram Bhakoo	David Baxter	Olga Matthias	Roberto Filippini	Janet Godsell	Roy Stratton	Antonio Caputo	Martin Rudberg	Eileen Murphy	Patricia Deflorin	Jan Frick	Federico Caniato	Kostas Selviaridis	Paolo Roma	Valeria Belvedere	Chair
11:00-12:30	SUS-09	SUS-16	SCM-09	SCM-28	IVN-24	REL-16	SPECIAL SESSION: Meet the Editors	SPECIAL SESSION: Teaching OM-Part 2	HOM-10	LEA-13	STR-02	BEH-07	GLO-01	PER-01	PUR-01	SRV-07	SAL-01	MCH-01	11:00-12:30
	SUS-14	SUS-17	SCM-14	SCM-32	IVN-22	REL-17			HOM-11	LEA-12	STR-08	BEH-03	GLO-02	PER-02	PUR-02	SRV-08	SAL-02	MCH-02	
	SUS-15	SUS-28	SCM-15	SCM-06	IVN-29	REL-18			HOM-14	LEA-15	STR-09	BEH-02	GLO-03	PER-03	PUR-03	SRV-09	SAL-03	MCH-03	
12:30-13:30	Lunch, Complesso Didattico																		
Room	Aula "1"	Aula "2"	Aula "3"	Aula "4"	Aula "5"	Aula "6"	Aula "7"	Aula "8"	Aula "9"	Aula "10"	Aula "11"	Aula "12"	Aula "Multimediale A"	Aula "Multimediale B"	Aula "Seminari A"	Aula "Seminari B"	Aula "Seminari C"	Aula "Sala Professori"	Room
Chair	Paul Cousins	Paolo Taticchi	Frank Wiengarten	Andreas Feldmann	Patrik Jonsson	Benn Lawson	Chris Voss	Janet Godsell	Dabhikar Mandar	Richard Keegan	Sami Farooq	Ben Clegg	Jan Olhager	Gerald Reiner	Alistair Brandon-Jones	Tim Baines	Samir Dani	Isabel Duarte de Almeida	Chair
13:30-15:00	SUS-19	SUS-22	SCM-16	SCM-34	IVN-33	REL-19	SPECIAL SESSION: Operations as Practice	SPECIAL SESSION: Teaching OM-Part 3	HOM-20	LEA-21	STR-10	TQM-01	GLO-04	PER-04	SOM-09	SRV-10	RSK-01	REG-01	13:30-15:00
	SUS-20	SUS-36	SCM-17	SCM-35	IVN-27	REL-20			HOM-12	LEA-17	STR-11	TQM-12	GLO-15	PER-05	SOM-02	SRV-11	RSK-05	REG-02	
	SUS-21	SUS-24	SCM-22	SCM-36	IVN-30	REL-21			HOM-15	LEA-18	STR-12	TQM-06	GLO-07	PER-10	SOM-06	SRV-03	RSK-03	REG-03	
15:00-15:30	Coffee break, Complesso didattico																		
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Chair	Mark Pagell	Stefan Gold	Andrea Vinelli	Jasna Prester	Roberto Filippini	Magnus Persson	Nuran Acur	Torbjorn H. Netland	Torbjörn Jacobsson	Carin Andersson	Mats Johansson	Stefano Barone	Krisztina Demeter	Jose Machuca	Chris Voss	Alok Choudhary	Kirstin Scholten	Giuseppe Aiello	Chair
15:30-17:00	SUS-25	SUS-18	SCM-19	IVN-01	IVN-20	REL-22	SPECIAL SESSION: Crowdsourcing and Open Innovation	WORKSHOP: Social Media in OM and EurOMA	HOM-16	LEA-19	LOG-01	TQM-04	GLO-11	PER-07	SOM-04	INF-07	RSK-04	MNT-01	15:30-17:00
	SUS-26	SUS-29	SCM-38	IVN-10	IVN-32	REL-23			HOM-17	LEA-20	LOG-02	TQM-05	GLO-10	PER-08	SOM-01	INF-02	RSK-06	MNT-02	
	SUS-38	SUS-34	SCM-05	IVN-16	IVN-28	REL-27			HOM-18	LEA-16	LOG-03	TQM-03	GLO-08	PER-09	SOM-03	INF-03	RSK-02	MNT-03	
17:15-18:30	EurOMA Annual General Meeting, Aula Magna																		
20:00-22:30	Conference dinner, Palazzo Butera																		

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Tuesday 24 June - Parallel Sessions

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Chair	Melanie Hudson Smith	Christina W.Y. Wong	Veronica H. Villena	Atanu Chaudhuri	Lars Bengtsson	Bert Meijboom	B. MacCarthy & C. Blome	Enzo Bivona	Chiara Gobbi	Yoshiki Matsui	Susan Grant	Claudio Garavelli	Brian V. Waehrens	Jillian MacBryde	Rui Sousa	Dirk P. Van Donk	Eamonn Ambrose	Angel Diaz	Chair
09:00-10:30	SUS-31	SUS-30	SCM-18	IVN-04	REL-01	REL-25	SPECIAL SESSION: New Supply Chains: Research opportunities and challenges	EMS-09	HOM-19	TMO-03	LOG-04	TQM-07	GLO-09	PER-06	SOM-07	INF-04	RSK-07	HUM-01	09:00-10:30
	SUS-32	SUS-35	SCM-23	IVN-05	REL-02	REL-28		EMS-02	HOM-13	TMO-07	LOG-05	TQM-08	GLO-06	PER-11	SOM-08	INF-05	RSK-15	HUM-02	
	SUS-27	SUS-23	SCM-24	IVN-19	REL-03	REL-29		EMS-04	HOM-03	TMO-02	LOG-06	TQM-02	GLO-13	PER-12	SOM-05	INF-06	RSK-14	HUM-03	
10:30-11:00	Coffee break, Complesso didattico																		10:30-11:00
11:00-12:00	Plenary Session (Keynote speech by Massimo Vian from LUXOTTICA GROUP), Aula Magna																		11:00-12:00
12:00-13:00	Lunch, Complesso Didattico																		12:00-13:00
Room	Aula "1"	Aula "2"	Aula "3"	Aula "4"	Aula "5"	Aula "6"	Aula "7"	Aula "8"	Aula "9"	Aula "10"	Aula "11"	Aula "12"	Aula "Multimediale A"	Aula "Multimediale B"	Aula "Seminari A"	Aula "Seminari B"	Aula "Seminari C"	Aula "Sala Professori"	Room
Chair	Raffaella Cagliano	Nigel Caldwell	Alan Mckittrick	Juliana Hsuan	Hamid Noori	Sinéad Roden	Marco Formentini	Gonzalo Mejia	Pedro J. Martinez-Jurado	Raluca Bunduchi	Silvio Pires	Jannis Angelis	Guido Nassimbeni	Frederic Marimon	Desmond Doran	Christos Tsinopoulos	Niraj Kumar	-	Chair
13:00-14:30	SUS-37	SCM-01	IVN-03	IVN-07	REL-04	REL-08	NEG-01	EMS-03	LEA-06	TMO-04	LOG-07	TQM-10	GLO-12	PER-13	SOM-13	INF-01	RSK-10	-	13:00-14:30
	SUS-33	SCM-02	IVN-17	IVN-08	REL-05	REL-24	NEG-02	EMS-05	LEA-02	TMO-05	LOG-08	TQM-11	GLO-14	PER-14	SOM-11	INF-08	RSK-11	-	
	SUS-39	SCM-04	IVN-18	IVN-09	REL-30	REL-06	NEG-03	EMS-06	LEA-03	-	LOG-10	TQM-09	GLO-05	PER-15	SOM-15	INF-09	RSK-12	-	
14:30-15:00	Coffee break, Complesso didattico																		14:30-15:00
Room	Aula "1"	Aula "2"	Aula "3"	Aula "4"	Aula "5"	Aula "6"	Aula "7"	Aula "8"	Aula "9"	Aula "10"	Aula "11"	Aula "12"	Aula "Multimediale A"	Aula "Multimediale B"	Aula "Seminari A"	Aula "Seminari B"	Aula "Seminari C"	Aula "Sala Professori"	Room
Chair	Javier Gonzalez-Benito	Annachiara Longoni	Umberto La Commare	Erica Mazzola	Ilaria Giannoccaro	Alessandro Ancarani	Fabio Zambuto	Jurgen Strohhecker	Per Engelseth	Mattia Bianchi	Salvatore Cannella	Annibal Scavarda	Maike Scherrer-Rathje	Lilian M. De Menezes	Ornella Benedettini	Chieko Minami	Maria Fischl	-	Chair
15:00-16:30	SUS-40	SCM-03	IVN-13	IVN-02	REL-07	HOM-01	NEG-04	EMS-07	LEA-04	TMO-01	LOG-09	TQM-13	SCM-37	PER-16	SOM-10	INF-10	RSK-13	-	15:00-16:30
	SUS-41	SCM-21	IVN-14	IVN-11	REL-26	HOM-02	NEG-05	EMS-08	LEA-05	TMO-08	LOG-11	TQM-14	SCM-20	PER-17	SOM-14	INF-11	RSK-09	-	
	SUS-10	-	IVN-15	IVN-25	REL-09	HOM-21	NEG-06	EMS-01	LEA-01	TMO-09	LOG-12	-	SCM-39	PER-18	SOM-12	INF-12	RSK-08	-	
16:45-17:30	Closing Session and Awards, Aula Magna																		16:45-17:30
Wednesday 25 June																			Wednesday 25 June
08:30-12:00	Company visit (Plant Tours)																		08:30-12:00

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Sunday 22 June - Parallel Sessions

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Topic	Sustainability in Operations and Logistics	Sustainability in Operations and Logistics	Supply Chain Management	Supply Chain Management	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	Managing the Operations Interface within Organisations	Logistics Management and Physical Distribution	Healthcare Operations Management		Lean and Agile Operations	Operations Strategy	Behavioural Operations	E-business and Operations	Project Management	Servitization	Operations in the Public Sector	Operations Planning, Scheduling and Control	Topic
Chair	Cristina Gimenez	Mickey Howard	Pamela Danese	Matteo Kalchschmidt	Mehmet Chakkol	Ann Vereecke	Mats Winroth	Andreas Wieland	Xiuzhu Gu		Pär Åhlström	Torbjorn H. Netland	Andreas Größler	Jie Yu	James Freeman	Martin Spring	Zoe Radnor	Lars Medbo	Chair
16.00-17.30	SUS-01	SUS-04	SCM-07	SCM-25	IVN-21	REL-13	INT-01	LOG-13	HOM-04		LEA-07	STR-01	BEH-01	EBO-01	PRJ-01	SRV-01	PUB-01	SCH-01	16.00-17.30
	The impact of used product quality on the firm's product acquisition decisions <i>Saman Afshar; Luc Muyldermans</i>	Dynamic capabilities towards environmental sustainability: an exploratory case study <i>Alessandro Da Giau; Andrea Furlan; Andrea Vinelli</i>	Towards a conceptualisation of supply chain integration beyond the dyad: A systematic review <i>Raymond Obayi; Alok Choudhary; S.C. Lenny Koh; Andrew Simpson</i>	Conceptual Model for Supply Chain and Quality Management integration <i>Ana C. Fernandes; Huy Truong; Paulo Sampaio; Maria Do Sameiro Carvalho</i>	Exploring open process innovation in large manufacturing firms: Framework development and empirical investigation <i>Simon Milewski; Kiran Fernandes; Ignazio Cabras</i>	How has the automotive industry approached outsourcing and offshoring of core engineering services? <i>Steve Simplay; Richard Anderson</i>	Combining internal and external manufacturing of product modules <i>Martin J. Eklind; Magnus Persson; Mats Winroth</i>	Third-party logistics in large construction projects: A SCM perspective <i>Andreas Ekeskär; Martin Rudberg; Anders Vennström</i>	Managing risk of overrun in theatre time in surgical scheduling <i>Canan Kocabasoglu-Hillmer; Wayne Holland; Donna Chung</i>		The group building process in lean production system: Content analysis of Leaders' communication notes <i>Nobuyuki Inamizu; Kaori Murata; Mitsuhiro Fukuzawa; Shumpei Iwao; Nobutaka Suzuki; Junjiro Shintaku, Takahiro Fujimoto</i>	Dynamic capabilities: a research agenda <i>Ali S. Al-Hashmi; Kepa Mendibil</i>	On the role of accounting information and experience on the new product development process <i>Valeria Belvedere; Alberto Grandò</i>	The integration between physical and digital outbound supply chains of Italian fashion companies <i>Federico Caniato; Antonella Moretto</i>	Exploring agile project management practices in the aerospace industry <i>Christos Braziotis; Bart Maccarthy</i>	Towards usage-oriented business models: an assessment of European capital goods manufacturers <i>Federico Adrodegari; Andrea Alghisi; Nicola Saccani</i>	Applying supply chain logic to criminal law enforcement <i>Carolien De Blok; Aline Seepma; Inge Roukema; Dirk P. Van Donk</i>	An Integrated Maintenance Management System Model for Offshore Wind Farms – A Management towards Complexity <i>Elisabete Ezeiza Ibguren; Kristian R. Petersen</i>	
	SUS-02	SUS-05	SCM-08	SCM-30	IVN-31	REL-11	INT-02	LOG-14	HOM-05		LEA-14	STR-04	BEH-09	EBO-02	PRJ-02	SRV-02	PUB-02	SCH-02	
	Green supply chain management and performance achievement: the role of human resources <i>Davide Luzzini; Annachiara Longoni; Marco Guerci</i>	Exploring a Natural Resource Based View of Closed Loop Supply Chain Management (CLSCM) <i>Joe Miemczyk; Mickey Howard; Thomas E. Johnsen</i>	Retaining rooted operations capabilities in footloose supply networks – the system cluster configuration <i>Peder V. Søberg; Brian V. Wæhrens</i>	The emergence of structural heterogeneity: an empirical analysis of auto-parts supply networks in Japan <i>Tomomi Kito; Steve New</i>	The potential of digital analytics to generate innovation <i>Claudio L. C. De Oliveira; Fernando José Barbin Laurindo</i>	Leveraging structural collaboration in buyer-supplier relationships <i>Evelyne Vanpoucke; Ann Vereecke</i>	Creating value propositions through configuration of knowledge and resources <i>Eija L. Heikka; Juliana Hsuan; Thomas Frandsen; Juliana Hsuan</i>	A collaborative slot allocation model for the sea-rail multimodal transport service providers based on revenue management <i>Yasanur Kayikci</i>	Just what the doctor ordered: Measuring service quality in GP practices <i>Melanie Hudson Smith</i>		Conceiving lean roll-out as a knowledge transfer process: an exploratory study in the service industry <i>Raffaele Secchi; Arnaldo Camuffo; Frederica De Stefano</i>	Trends in manufacturing strategies: A longitudinal investigation of the International Manufacturing Strategy Survey <i>Torbjorn H. Netland; Jan Frick</i>	Manufacturing's Wicked Problems (partially) explained through Social Network Analysis <i>Ben Clegg; Amrik Sohal; Chee S. Koh; Prasanta Dey; David Bennett</i>	Product delivery service provider selection and customer satisfaction in the era of internet of things: a Chinese e-retailers' perspective <i>Jie Yu; Nachiappan Subramanian; Karen Ning</i>	The management of the changes of project objectives and milestones of university-industry collaborative R&D projects from university scientists' perspective <i>Teh-Yuan Chang</i>	Opportunities for servitization in food and retail supply chains <i>Saara A. Brax; Riikka Kaipia</i>	Changing emphases in serial New Service Development – the role of learning mechanisms <i>Katrin Dreyer-Gibney; Paul Coughlan</i>	Multi Objective Genetic Algorithm for multimode job shop scheduling problem <i>Giada La Scalia; Rosa Micale; Giuseppe Aiello; Antonello Giallanza</i>	
	SUS-03	SUS-06	SCM-11	SCM-27	IVN-06	REL-12	INT-03	LOG-15	HOM-06		LEA-09	STR-03	BEH-08	EBO-03	PRJ-04	SRV-12	PUB-03	SCH-03	
	The role of signalling to understand sustainability orientation and supply network engagement: a case in the UK food retail sector <i>Leonardo Marques</i>	Corporate social responsibility, organization strategy and organization performance: an empirical study <i>Zainab Al-Balushi; Nidaa Al-Barwani</i>	Supply chain online knowledge networking: issues around engagement from an insurer's and supplier perspective. <i>Susan Grant</i>	A meta-analysis of information communication technology and supply chain integration <i>Odkhishig Ganbold; Yoshiki Matsui</i>	Role Of Collaborative Supply Chain Of Innovation In Firm's Performance <i>Alessandra Alletto; Manfredi Bruccoleri; Erica Mazzola; Usha Ramanathan</i>	Developing and Testing Theoretical and Measurement Models of Supplier Complexity <i>Ila Manuj; Markus Gerschberger</i>	Differentiated manufacturing cost accounting at the production process type level <i>Andreas Myrelid; Jan Oihager</i>	Relevant Factors To Hire Services In Intermodal Terminals For Bulk Agricultural <i>Ricardo Martins; Débora Lobo; Alexandre F. Alves; Renato Luiz Sproesser</i>	The Critical factors of the medical technology supply chains in the European healthcare sector: a pilot study <i>Enrique Garcia Villarreal; Ran Bhamra; Martin Schönheit</i>		A novel methodology for assessing leanness using graph theoretic approach <i>Gopalakrishnan Narayanamurthy; Anand Gurumurthy</i>	Well played? Examining strategy and performance in off-field sporting operations <i>Claire Moxham; David Bamford; Benjamin Dehe; Katri Kauppi</i>	LMX-TMX and workers' engagement: an analysis in health care <i>Alessandro Ancarani; Carmela Di Mauro; Giuseppe Giammanco; Maria D. Giammanco; Mariaelena Giunta</i>	The evolution of the impact of e-business technology on operational competence and profitability in the economic downturns <i>Jose Benitez-Amado; Yang Chen; Aseel Abu-Ajamieh</i>	Application of multi-criteria decision making to PMISs assessment <i>Mario Enea; Cinzia Muriana</i>	Enabling the transition from product provider to service provider <i>Rivini Matararachchi; Janet Godsell; Dharmasri Wickramasinghe</i>	Designing Procurement organization for Local Governments <i>Andrea S. Patrucco; Stefano Ronchi; Helen Walker</i>	Production planning and control for engineer-to-order: a state-of-the-art case study <i>Pavan K. Sriram; Erlend Alfnes; Daryl Powell; Steinar Kristoffersen</i>	

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Monday 23 June - Parallel Sessions

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Topic	Sustainability in Operations and Logistics	Sustainability in Operations and Logistics	Supply Chain Management	Supply Chain Management	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	SPECIAL SESSION: OM Research in the Fashion Industry	SPECIAL SESSION: Teaching OM-Part 1	Healthcare Operations Management		Lean and Agile Operations	Operations Strategy	Behavioural Operations	Capacity Planning and Control	Project Management	Operations Planning, Scheduling and Control	Servitization	Mass Customization	Retail Operations	Topic
Chair	Anthony Alexander	Joe Miemczyk	Harry Boer	Usha Ramanathan	Paul Coughlan	Steffen Kinkel	P. Danese F. Caniato	Janet Godsell	Taco Van der Vaart		Matthias Holweg	Gianluca Spina	Ila Manuj	Brian Fynes	Christos Braziotis	Robin Hanson	Shaun West	Cipriano Forza	Sofia Salgado-Pinto	Chair
09:00-10:30	SUS-07	SUS-42	SCM-10	SCM-26	IVN-26	REL-10	FAS-01	Keynote	HOM-07		LEA-10	STR-07	BEH-04	CAP-01	PRJ-03	SCH-04	SRV-04	MAS-01	RET-01	09:00-10:30
	What are the performance implications of managing safety jointly with operations? Mark Pagell; Robert Klassen; David Johnston; Anton Shevchenko; Sharvani Sharma	Sustainable supply chain management and competitive advantage: The role of human capital Annachiara Longoni; Raffaella Cagliano	The Influence of Supply Chain Management Practices in the Enterprise Performance Daniel Spina; Luiz C. Di Serio; Luiz A. Ledur Brito; André L. De Castro Moura Duarte	Using AHP-Entropy weight and TOPSIS methodology in green supplier selection Tao Chen; James Freeman	Complexity in the Development of New Services – A Contingency-based Approach Christian Schaefer; Christos Tsinopoulos	The effect of flexibility and inter-organizational learning on supply chain performance Maria J. Saenz; Desiree Knoppen	From process design to service design: a case study from the fashion retailing sector Cláudia Pereira; Ana C. Barros; Lia Patrício; Paula Gomes; Rui Rebelo	Nigel Slack	The Agency Contract in Lean: The Clinician as Agent Claire F. Lindsay; Maneesh Kumar		Organisational agility & the business process conundrum: Is reconfiguration the answer? Isimemeh Osagie; Umit Bititci	Development of a manufacturing strategy framework for SMEs Kristina Säfsten; Mats Winroth	Do portfolio managers love to receive the integrated information while they mostly make decision relying on their intuition? Why? Hannaneh Rashidi Bajgan	Capacity planning for IT service operations management Veerendra K. Rai; Praveen Chandak; Sanjit Mehta	Lean Project Planning in shipbuilding: The implementation challenge Lise Lillebrygfeld Halse; Kristina Kjersem; Jan Emblemsvåg	Are companies taking advantage of joint decision in the production planning? Raul Pulido; Alessandro Brun; Alvaro García-Sánchez	Journeying through service: towards a competitive logic of servitization Christopher Durugbo	Organization design for mass customization: literature review and research agenda Enrico Sandrin; Alessio Trentin; Cipriano Forza	Empirical analysis of sell-through in the fashion industry Juan E. Flores; Pol Boada; Philip Moscoso	
	SUS-08	SUS-11	SCM-13	SCM-29	IVN-23	REL-14	FAS-02		HOM-08		LEA-11	STR-05	BEH-05	CAP-02	PRJ-05	SCH-05	SRV-05	MAS-02	RET-02	
	Entrepreneurial evidence and sustainability strategy as enablers for sustainable product development Kristian Peters; J.C. Wortmann	Achieving a socially responsible supply chain: extending sustainability to suppliers Cristina Sanchez; Cristina Gimenez; Vicenta Sierra	The benefit of information sharing in a multi-echelon supply chain Maulana M. Syuhada	Unexplored potential of modularisation: Revisited definition and ontology Guido J.L. Micheli; Mauro Mancini; Nicola Careri; Paolo Trucco	Making a difference, making it happen, learning the lessons: collaborative learning through a community of practice of business improvement professionals. Christine Welch; Tammi Sinha; Nigel Ward	Contractual and relational governance dynamics in outsourced infrastructural maintenance Feng Fang; Wendy Van Der Valk; Bart Vos; Henk Akkermans	Supply chain sustainability in the fashion industry: an exploratory study Alessandro Da Giau; Laura Macchion; Romeo Bandinelli; Federico Caniato; Maria Caridi; Pamela Danese		Emergency department staff resourcing based on the patient needs Tomi Malmstrom; Paulus Torkki; Ari Solonen		Lean principles in the printing industry - a success story? Kathrin Reitner; Markus Gerschberger; Tillmann Boehme; Brogan Rylands	Why do firms trade-off or accumulate capabilities? Testing the integrated model in the airline industry Alka A. Nand; Prakash J. Singh	Behavioral causes of the bullwhip effect: Mscs Vs. Lscs Himanshu Shee; Surahman Kaswi	A Workload Equation that accounts for Human Cognitive Time Distortion Fabian Von Schéele; Darek Haftor	Project control in large and complex programs Lauri Vuorinen; Miia Martinsuo	Kit preparation using batching – quantitative results from two experiments Robin Hanson; Lars Medbo; Mats Johansson	Operational context: The determinant of servitization? Max Finne	Enabling mass customization through the service innovation of the mid office Rhian Silvestro; Paola Lustrato; Daniel Chicksand	The internationalization of the cosmetic retail industry: a comparison between emerging and developing countries Luis H. Pereira; Mary A.A. Guimbert; Adriane Farias Santos Lopes de Queiroz	
	SUS-13	SUS-12	SCM-12	SCM-31	IVN-12	REL-15	Conclusion Panel	TCH-01	HOM-09		LEA-08	STR-06	BEH-06	CAP-03	PRJ-06	SCH-06	SRV-06	MAS-03	RET-03	
	Reverse logistics of e-waste in developing countries: challenges and prospects for the Brazilian model. Jacques Demajorovic; Eryka E.F. Augusto; Maria T. Saraiva de Souza	The sustainable operations management integrated to the core business: a case study Annibal Scavarda; Mariza Almeida; Cládice Diniz; Branca Terra	Supply chain strategies for the fast moving industries Sophie Stephens; Ehsan Sabet; Baback Yazdani	Determining the total cost of reverse supply chain operations for original equipment manufacturers Samuel B. Larsen; Peter Jacobsen	Deployment of service innovations Chris Voss; Qiang Wang; Xiande Zhao	Does relational embeddedness matter? An investigation into supplier's tertius iungens orientation and its impact on innovation performance Vikram Bhakoo; Thomas Choi; Yang Yang	Bart MacCarthy; Neil Towers	Enhancing the Appropriateness of Supply Network Decisions through System Dynamics Modeling – a Teaching Case Based on Multiple Cross-linked Supply Chain Parties Corinna Engelhardt-Nowitzki; Gerald J. Aschauer	Innovation in a network of focused healthcare providers: roles, coordination and integration mechanisms Peter Markowski; Mandar Dabhilkar		A temporal framework for adopting lean supply chain management: Evidence from an entire supply network Pedro J. Martinez-Jurado; Jose Moyano-Fuentes	Diverse roles of sustainability in the innovation and evolution of industrial business models: Lessons from three Italian cases Samuel W. Short; Paolo Taticchi; Flavio Tonelli	Ambidexterity as basis for cumulative capability: Extending the "sand cone" model Javier Tamayo-Torres; Jens Roehrich; Mike Lewis	Managing complexity of product mix and production flow in configure-to-order production systems Anna Myrodi; Martin Bonev; Lars Hvam	Project Portfolio Management and Strategy Execution: some findings in interaction practices Wilson R. L. Zatti; Orlando Cattini Jr.	A planning model to compare just in time and line storage alternatives for continuous supply of components to assembly systems Antonio Caputo; Pacifico M. Pelagagge	Identifying limits of the Product Service System theory and the implications for innovation: International Video Entertainment Company Mairi Macintyre; Yuwei Wang	Adapting Premium FMCG brand and supply chain strategies to affordable Luxury Wines & Spirits Jean N. Dollet; Angel Diaz; Luis Solis	Factors influencing success in the Italian app markets: an empirical analysis Daniele Ragaglia; Paolo Roma	
10:30-11:00	Coffee Break, Complesso Didattico																			10:30-11:00

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Topic	Sustainability in Operations and Logistics	Sustainability in Operations and Logistics	Supply Chain Management	Supply Chain Management	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	SPECIAL SESSION: Meet the Editors	SPECIAL SESSION: Teaching OM-Part 2	Healthcare Operations Management		Lean and Agile Operations	Operations Strategy	Behavioural Operations	Global Operations and Strategic Sourcing	Performance Measurement and Management	Purchasing and Procurement	Servitization	Sales & Operation Planning	Managing Change in Operations	Topic
Chair	Bart Vos	James Aitken	Evelyne Vanpoucke	Vikram Bhakoo	David Baxter	Olga Matthias	Roberto Filippini	Janet Godsell	Roy Stratton		Antonio Caputo	Martin Rudberg	Eileen Murphy	Patricia Deflorin	Jan Frick	Federico Caniato	Kostas Selviaridis	Paolo Roma	Valeria Belvedere	Chair
11:00-12:30	SUS-09	SUS-16	SCM-09	SCM-28	IVN-24	REL-16	Panel	TCH-02	HOM-10		LEA-13	STR-02	BEH-07	GLO-01	PER-01	PUR-01	SRV-07	SAL-01	MCH-01	11:00-12:30
	Sustainable supplier development practices: drivers and enablers in a global environment <i>Cristina Sancha; Annachiara Longoni; Cristina Gimenez</i>	Implementing sustainability in multi-tier supply chains: Extending agency theory <i>Miriam Wilhelm; Constantin Blome; Ellen Wieck; Antony Paulraj</i>	Organizational responsiveness to supplier disruptions: Empirical evidence from agri-food product recalls <i>Antony Potter; Benn Lawson; Frits Pijl; Matthias Holweg</i>	Competitive pressure and internal integration. An empirical approach <i>Jose Moyano-Fuentes; Pedro J. Martinez-Jurado</i>	Incremental and radical innovation: an approachment to them through TQM <i>Lorena Para Gonzalez; Daniel Jimenez-Jimenez; Ángel R. Martínez-Lorente</i>	Do different governance modes affect buyer-supplier integration: an exploratory investigation <i>Marya Kabantsova; Dirk P. Van Donk; Damien Power</i>	Alessandro Ancarani (JP&SM); Steve Brown (JOPM); Lisa Ellram (JSCM); Daniel Guide (JOM); Patrik Jonsson (JPD&LM); Bart MacCarthy (IJPE); Jan Olhager (OMR); Aleda Roth (POMJ)	Benchmarking operations management education in the European Union <i>Joao M. Vilas-Boas Da Silva; Vanessa Leandro</i>	How front-office / back-office configuration relates to performance in different public health service settings: a multiple case study <i>Bert Meijboom; Paul Gemmel; Thomas Van Steenis</i>		Towards a lean production ramp-up <i>Anna Rymaszewska</i>	National culture and its implications for investments in unforeseen demand hedge practices <i>Andrea Mazzoleni; Matteo Kalchschmidt; Jury Gualandris</i>	What incentives support the implementation of corporate lean programs? <i>Torbjorn H. Netland; Jason D. Schloetzer; Kasra Ferdows</i>	Knowledge adoption and operations strategy in plants of a networked system <i>Maricela C.; Arellano Caro</i>	Manufacturing costs as a decision support in production development and relocation issues – a case study at a supplier to the automotive industry <i>Carin Andersson; Jan-Eric Ståhl</i>	Sourcing team behaviour in project-based MNE's <i>Anders P. L. Hansen; Morten Munkgaard Møller</i>	A diagnostic tool for servitization strategic planning and implementation <i>Pavel Albores-Barajas; Patrick Keen; Al-Hamza Al-Azkari; Pronoy Das; Thomas Matthews; Thomas Matthews</i>	Supply chain management of consumer goods based on linear forecasting models <i>Patricia Ramos; José M. Oliveira</i>	Glocalised Production: The Evolution Of Global Production <i>Marianna Chavez; Arne Bilberg</i>	
	SUS-14	SUS-17	SCM-14	SCM-32	IVN-22	REL-17		TCH-03	HOM-11		LEA-12	STR-08	BEH-03	GLO-02	PER-02	PUR-02	SRV-08	SAL-02	MCH-02	
	Sustainable business growth in SMEs: How may decision-making guide the transition journey? <i>Leila Schwab; Stefan Gold; Nathan Kunz; Gerald Reiner</i>	Accomplishing Environmental Performance in Third Party Logistics (3PL) Providers <i>Krisna Soetanto; Umar Burki; Yücel Öztürkoglu</i>	Extending the flexibility debate beyond the organization's boundaries to the supply chain: a case study <i>Antonio M.T. Thomé; Luiz F. Scavarda; Paula S. Ceryno; Bernd Hellingrath; Jan-Hendrik Fischer; Roberto A. Martins</i>	Achieving traceability in the fashion industry <i>Laura Macchion; Alessandro Da Giau; Andrea Furlan; Andrea Vinelli</i>	The Impact of investments in innovation practices on competitive advantage <i>Ali Nazarpour; Maria Fischl; Vahid Sohrabpour; Brian Fynes</i>	Exploring the impact of Servitization on Inter-Organizational Relationships: A study of boundary spanners <i>Mehmet Chakkol</i>		Using self and peer assessment in the teaching of supply chain management <i>Jelena Vljajic</i>	Redesigning community healthcare systems: an action research study <i>Roy Stratton; Anne Wilson; Bill West</i>		Designing flexible production systems for small series and customized products <i>Ana C. Barros; Alexandra F. Marques; Rui Rebelo; António C. Alves</i>	Do best manufacturing practices depend on the plant role in international manufacturing networks? <i>Krisztina Demeter; Levente Szász; Harry Boer</i>	Promoting healthcare employees' pro-environmental behaviours. Evidence From Italy. <i>Marta Pinzone; Emanuele Lettieri</i>	Global Supply Chain Management Of Toyota: Building capabilities for responding to diverse markets <i>Takahiro Tomino; Mizuki Kobayashi; Yongwon Park; Junjiro Shintaku</i>	Assessing the Balanced Scorecard model; looking for empirical evidences <i>Frederic Marimon; Josep Llach; Llorenç Bagur; Jordi Perramon</i>	Sourcing team behaviour in project-based MNE's <i>Jussi Heikkilä; Antti Koivisto; Mika Ojala</i>	Servitization adoption: A Delphi study to gain insights into the transformation of manufacturing <i>Tim Baines; Victor Guang Shi</i>	Determination of demand predictability in food supply chains <i>Anita Romsdal; Heidi C. Dreyer; Jan O. Strandhagen</i>	Facilitating collaborative process improvement through network action learning <i>Paul Coughlan; David Coghlan; Denise O'Leary; Clare Rigg</i>	
	SUS-15	SUS-28	SCM-15	SCM-06	IVN-29	REL-18		TCH-04	HOM-14		LEA-15	STR-09	BEH-02	GLO-03	PER-03	PUR-03	SRV-09	SAL-03	MCH-03	
	Values and attributes as key decision making factors for delivering collective improvement in sustainable supply chain practices. <i>Anthony Alexander; Helen Walker</i>	Capabilities for Sustainable Innovation: An exploratory study in the Manufacturing Industry <i>Sarah Behnam; Raffaella Cagliano</i>	Sustainable Supply Chain Through Innovation <i>Arvind Upadhyay</i>	Messy Supply Chains <i>Sarah Schiffling; Maja Pieczyk; Nigel Caldwell</i>	Open innovation: An exploratory study of institutional development for the Linux operating system <i>Yue Xu</i>	Misfit between inter-organizational integration and business context of interdependent firms: A conceptual framework and case examples <i>Hana Hulthén; Ala Pazirandeh</i>		Student perceptions of the course Corporate Social Responsibility in the global supply chain <i>John K. Visich</i>	A process analysis of a modular design process: an institutional work perspective <i>Monique E. Van Der Laan; Manda Broekhuis; Marjolein Van Offenbeek</i>		Investigating the impact of agile control mechanisms on learning in scrum teams <i>Maria C. Annosi; Mats Magnusson; Antonella Martini; Laura Peonia</i>	The people dimension in manufacturing strategy: contextual factors influencing a joint view <i>Nina Edh; Anna Fredriksson</i>	Understanding operational affordances using work domain analysis <i>Christopher Durugbo</i>	Management of international manufacturing relocation projects of New and existing products <i>Paraskeva Wlazlak; Glenn Johansson</i>	The effect of performance measurement systems use on contextual ambidexterity and company performance <i>Pietro Micheli; Matteo Mura; Mariolina Longo</i>	Exploring sourcing levers: Tactics to improve performance in a sourcing category <i>Frank Hesping; Schiele Holger</i>	Key variables of organisation design in servitization <i>Melanie E. Kreye; Per L. Jensen</i>	The effects of SOP process on customer service and financial performance: an analysis of direct versus indirect relationship <i>Fábio Gonçalves; Mauro Sampaio</i>	Sustaining organisational change: Testing Buchanan's provisional model in manufacturing companies <i>Marek Szwajczewski; Robert Lillis; Alberto Grandi; Valeria Belvedere</i>	
12:30-13:30	Lunch, Complesso Didattico																			12:30-13:30

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Topic	Sustainability in Operations and Logistics	Sustainability in Operations and Logistics	Supply Chain Management	Supply Chain Management	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	SPECIAL SESSION: Operations as Practice: linking OM research and practice	SPECIAL SESSION: Teaching OM-Part 3	Healthcare Operations Management	Lean and Agile Operations	Operations Strategy	Total Quality Management, Kaizen and Six Sigma	Global Operations and Strategic Sourcing	Performance Measurement and Management	Service Operations Management	Servitization	Operations Risk Management and Resilience	Operations Management in Regional Economies	Topic
Chair	Paul Cousins	Paolo Taticchi	Frank Wiengarten	Andreas Feldmann	Patrik Jonsson	Benn Lawson	Chris Voss	Janet Godsell	Dabhikar Mandar	Richard Keegan	Sami Farooq	Ben Clegg	Jan Olhager	Gerald Reiner	Alistair Brandon-Jones	Tim Baines	Samir Dani	Isabel Duarte de Almeida	Chair
13:30-15:00	SUS-19	SUS-22	SCM-16	SCM-34	IVN-33	REL-19	Panel Session	Workshop session	HOM-20	LEA-21	STR-10	TQM-01	GLO-04	PER-04	SOM-09	SRV-10	RSK-01	REG-01	13:30-15:00
	Towards the drivers of value creation in the biogas industry; enablers and inhibitors in the Netherlands Robbert-Jan H. Van Der Burg; Austin D'Souza; George B. Huitema; Hans Wortmann	Characterisation and evaluation of a reverse logistics network for cellular devices José G. Vidal Vieira; Paula Horta Lemos	Supply chain network isomorphism – how companies in the UAE adapt to customs regulatory compliance Luca Urciuoli	Strategic factors and barriers for Sales and Operations Planning (S&OP): a multicase study in Brazilian companies Carolina Belotti Pedroso; Andrea L. Da Silva; Wendy L. Tate; Silvio Pires	Sustainability through Radical Innovation: Understanding the Necessary Conditions Anton Shevchenko; Moren Lévesque; Mark Pagell	The mediating effect of supply chain integration on the relationship between organisational structure and operational performance: an empirical investigation Seyed M. Ebrahimi; S.C. Lenny Koh; Andrea Genovese; Niraj Kumar	Pietro Micheli; Mark Johnson; Nigel Slack; Matthias Holweg	The role of 'play' in teaching leadership in an Operations Management context Mairi MacIntyre	Diagnosing Focus in Hospital Care Justin Drupsteen; Taco Van Der Vaart	Effective lean knowledge transfer across manufacturing units in multinational corporations Stefania Boscarì; Pamela Danese; Pietro Romano	Understanding the relationships between investment and business performance over time within service organisations Alex Hill; Benjamin Laker	What makes a high performer within business excellence models in Spain? Ana B. Escrig; Fu Jia; Guido Nassimbeni; Lilian M. De Menezes	Global sourcing literature: A citation and co-citation analysis Guido Orzes; Fu Jia; Guido Nassimbeni; Marco Sartor	Monitoring an airport check-in process by integrating perceived and provided quality: a statistical model for an Italian experience Laura Di Pietro; Roberta Guglielmetti Mugion; Flaminia Musella; Maria F. Renzi	Development and validation of an instrument to measure perceived service quality of an academic library in Costa Rica Marcela Meneses Guzman; Bianca M. Colosimo	Gamification for Servitization Victor G. Shi; Tim Baines; Panagiotis Petridis	Service operations resilience: A capability analysis based on firms' experiences with catastrophic events Kirsten Harke; Diego Ramirez-Goelz; Eamonn Ambrose	Shifting to green economy: hype or hope for entrepreneurs into medicinal and aromatic plants? Isabel Duarte de Almeida; Joao M. Vilas-Boas da Silva; Marco Leite	
	SUS-20	SUS-36	SCM-17	SCM-35	IVN-27	REL-20			HOM-12	LEA-17	STR-11	TQM-12	GLO-15	PER-05	SOM-02	SRV-11	RSK-05	REG-02	
	Collaborative competence in environmental practices adoption and its performance effects: A contingency perspective Anwar Al Sheyadi; Luc Muyldermans; Katri Kauppi	Studying sustainability process implementation through operations management lens Carla Gonçalves Machado; Edson Pinheiro De Lima; Sergio E. Gouvea Da Costa; Jannis Angelis; Leticia Maoski Rocha	Managing supply chain complexity and performance in the food processing industry Hendryk Dittfeld; Dirk P. Van Donk	Sustainable Procurement in HE Institutions: The Role of Local Buying Maysara Sayed; Linda Hendry; Marta Zorzini	Use of customer information in business model development for new technologies Eija Vaittinen; Sannamari Lukkarainen; Jussi Heikkilä; Miia Martinsuo	Methodology to analyse and re-design dyadic industrial cooperation Pedro Espadinha Da Cruz; Antonio Grilo			Impact of large-scale automation on healthcare staff Robert Van Der Meer; Colin Lindsay; Marion Bennie; Patricia Findlay; Emma D. Corcoran; Johanna Commander; Norman Lannigan	Increasing efficiency in the production process: A case study from the Baked Goods Industry Zaza N. Hansen; Peter Jacobsen	The use of a manufacturing strategy tool and the role of national culture Malin Löfving; Kristina Säfsten; Mats Winroth; Roland Lim Yan Guan	New Product Development and Strategic Flexibility: The Role of Human Resource-Related Quality Management Practices Leopoldo Gutierrez; Vanesa Barrales-Molina; Hale Kaynak	Procurement from CEE Countries: Expectations of French companies and feedback Fabienne Fel; Eric Griette	Self-help productivity guides and their premises Helga Gudrun Öskarsdóttir; Valur Gudmundur Oddsson	The influence of individuals' expertise on Expert Services delivery processes Juliana B. Santos; Martin Spring	A comparative assessment of the service cultures of industrial businesses in the DACH1 region of Europe and their impact on business performance Shaun West; Philipp Schmitt; Sven Siepen	A conceptual approach to collaborative supply chain risk management in the automobile industry Tobias Gelau; Jan Cirullies; Christian Schwede; Alev Kirazli; Regina Schwind	Enhancing Experience from Project Participation as a Mechanism for Technology transfer within Developing Economy Context Jonas Rundquist; Deycy J. Sanchez Peciado	
	SUS-21	SUS-24	SCM-22	SCM-36	IVN-30	REL-21			HOM-15	LEA-18	STR-12	TQM-06	GLO-07	PER-10	SOM-06	SRV-03	RSK-03	REG-03	
	Sustainable public procurement of medical technology and green logistics: A modularity approach Giovanna Vettorato; Juliana Hsuan	Sustainable practices at the exporting agribusiness industry Adriane A. Farias S. L. De Queiroz; Mary F. de Sousa de Melo; Willerson L.C. Silva; Luis H. Pereira	Aligning supply chain strategies with products uncertainties in the decline phase Weihong Wang; Lars Bengtsson; Camilla Niss; Gunnar Herdin; Robin von Haartman	Putting Principles into Practice – How SMEs Manage their Supply Chains for Sustainability Alison Ashby; Melanie Hudson Smith	Revisiting International R&D Networks for Global Innovation-Cases from European MNC Xingkun Liang; Yongjiang Shi	Effects of human behavior on the centralization of supply chain relationships Ilaria Giannoccaro; Anand Nair			Healthcare 'Single Point of Access' and the Application of Lean Siu Y. Cheng; David Bamford; Benjamin Dehe; Marina Papalex	Innovation and adaptation of 'lean' approaches to policing in England and Wales Harry Barton	Exploring the preliminary results of bibliometric research on Strategy as Practice using two different data sources Jonas L. Maia; Luiz C. Di Serio; Alceu G. Alves Filho	The effects of quality and environmental management on competitiveness: a mixed methods study in hotels Juan J. Tari; José F. Molina-Azorin; María D. López-Gamero; Jorge Pereira-Moliner; Eva Pertusa-Ortega	Supply network configuration and government policy – reactive and proactive influences: a case study of textile industry in Pakistan Arsalan Ghani; Jagjit Srail	Evaluation of performance factors for logistics companies: A case study in Turkey Berk Kucukaltan; Kevin Lu; Emel Aktas	Delving into sectorial and organizational contingencies on service recovery operations Enrico Contiero; Andrea Vinelli	Topology and processes of dyadic servitization in innovation-centric supply chains Monika M.M. Moehring; John Finch	Assessing supply risk: a multi-actor empirical study Sudipa Sarker; Paolo Trucco; Mats Engwall	Comparison of Antecedents to Competitive Performance in Established and Emerging Manufacturing Countries Tomoaki Shimada; James Ang Soo-Keng; Eugene Lim	
15:00-15:30	Coffee Break, Complesso Didattico																		15:00-15:30

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Topic	Sustainability in Operations and Logistics	Sustainability in Operations and Logistics	Supply Chain Management	Innovation, Product and Service Development	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	SPECIAL SESSION: Crowdsourcing and Open Innovation	WORKSHOP: Social Media in OM and EurOMA	Healthcare Operations Management	Lean and Agile Operations	Logistics Management and Physical Distribution	Total Quality Management, Kaizen and Six Sigma	Global Operations and Strategic Sourcing	Performance Measurement and Management	Service Operations Management	Information Systems in Operations	Operations Risk Management and Resilience	Reliability and Maintenance	Topic
Chair	Mark Pagell	Stefan Gold	Andrea Vinelli	Jasna Prester	Roberto Filippini	Magnus Persson	Nuran Acur	Torbjorn H. Netland	Torbjörn Jacobsson	Carin Andersson	Mats Johansson	Stefano Barone	Kristzina Demeter	Jose Machuca	Chris Voss	Alok Choudhary	Kirstin Scholten	Giuseppe Aiello	Chair
15:30-17:00	SUS-25	SUS-18	SCM-19	IVN-01	IVN-20	REL-22	CRO-01	Workshop session	HOM-16	LEA-19	LOG-01	TQM-04	GLO-11	PER-07	SOM-04	INF-07	RSK-04	MNT-01	15:30-17:00
	The difficulties of managing supply base sustainability <i>Chengyong Xiao; Dirk P. Van Donk; Taco Van Der Vaart</i>	Manufacturing strategy: the missing link between sustainability in corporate strategy and sustainable production <i>Bojan Stahl; Naghmeh Taghavi; Mats Winroth; Linea Kjellsdotter Ivert</i>	The role of institutional pressures and organizational culture in social compliance performance of suppliers <i>Muhammad S.S. Jajja; Muhammad Asif; Frank Montabon; Kamran A. Chatha</i>	Developing sensor-based services in construction operations <i>Olli Ahvenniemi; Miia Martinsuo</i>	Decision making in global product development <i>Erik Soendergaard; Saeema Ahmed-Kristensen</i>	Business Ecosystems Capabilities: Case Studies from the Emerging Electric Vehicle Industry in China <i>Tianjiao Shang; Yongjiang Shi</i>	Exploring the operational implementation of the "ambidextrous organization" through collaborative crowdsourcing technologies <i>Matthew Mount; Marian Garcia</i>	<i>Nina Edh; Brian Fynes; Matteo Kalchschmidt</i>	The role of lean thinking in the design of integrated care pathways <i>Sharon Williams; Zoe Radnor</i>	Measuring lean operations performance for maintenance service providers <i>Stephan J. De Jong; Wouter Beelaerts Van Blokland</i>	New packaging solutions for sustainable fresh food supply chains and research agenda <i>Daria Battini; Martina Calzavara; Alessandro Persona; Fabio Sgarbossa</i>	The internalisation of Quality Management practices: Empirical evidences from manufacturing companies <i>Alejandro Bello-Pintado; Iñaki Heras - Saizarbitoria; Javier Merino Diaz De Cerio</i>	Production plants within global production networks: Synergies and redundancies <i>Farhad Norouzilame; Jessica Bruch; Monica Bellgran</i>	Performance measurement review practices – a dual perspective case study <i>Mohammed Salloum; Magnus Wiktorsson</i>	Contingency operational challenges affecting a product-service-system business model <i>Mohsen Servati; Glenn Johansson; Kristina Säfsten</i>	Optimising Asset Management within Complex Service Networks: The Role of Data <i>Mohamed Zaki; Andy Neely</i>	The next step in supply chain resilience research: From an assessment tool toward theoretical integration <i>Horst Treiblmaier</i>	Operation and maintenance of offshore wind farms - A new approach in a stochastic environment <i>Kristian R. Petersen; Erik Skov Madsen; Arne Bilberg</i>	
	SUS-26	SUS-29	SCM-38	IVN-10	IVN-32	REL-23	CRO-02		HOM-17	LEA-20	LOG-02	TQM-05	GLO-10	PER-08	SOM-01	INF-02	RSK-06	MNT-02	
	The motives and barriers of the remanufacturing industry in China: a survey <i>Shuoguo Wei; Dongbo Cheng; Erik Sundin; Ou Tang</i>	Enhancing performance: The moderating effect of environmental integration and environmental capabilities on the performance outcomes of pollution prevention <i>Stephanie Graham; Antony Potter</i>	An integrated approach to service network design <i>Tomas S. Harrington; Jagjit Srai</i>	Exploiting radical licensed technologies: The moderating effect of star scientists and upstream strategic alliances <i>Angelo M. Natalicchio; Antonio Messeni Petruzzelli; Claudio Garavelli</i>	Extending the customer differentiated supply method to new product development <i>Jenny Backstrand; Eva Johansson; Nils E. Ohlson</i>	Product innovation and mass customisation capabilities: how different social capital dimensions contribute <i>Min Zhang; Fiona Lettice; Xiande Zhao</i>	Connecting with the Crowd- An SME approach to crowdsourcing and open innovation <i>Robert W. Anderson; Nuran Acur; Jonathan Corney</i>		Unit Analysis – A method for analysing improvement potentials at floor level in Hospital units <i>Peter Almström; Lars Sundström</i>	Lean implementation in the face of uncertainty and complexity: Operational performance implications in ETO <i>Seyoum E. Birkie; Paolo Trucco; Matti Kaulio</i>	The influence of reverse flow on the dynamics of closed-loop supply chains <i>Salvatore Cannella; Pierfabio Teresi; Manfredi Bruccoleri</i>	The extent to which quality of service affects end-user satisfaction: a case of e-government system implementation in Saudi Arabia <i>Mohammed Kafaji; Ricardo Santa</i>	Return to the promised land? Main conclusions from 15 years of research on German companies' production backshoring activities <i>Steffen Kinkel</i>	Experts agreements on e-service scales assessment: the E-S-QUAL case <i>Luc H. Petnji Yaya; Frederic Marimon; Marti Casadesus Fa</i>	Balancing variety and efficiency in professional services by means of modularity <i>Monique E. van der Laan; Manda Broekhuis; Marjolein van Offenbeek</i>	A combined Lean-Six Sigma and ERP approach towards Operations and Service Excellence <i>Indre Liutkeviciene; Niels Rytter</i>	Weathering the Storm: The mediating effect of resource deployment on risk mitigation strategies. <i>Nicolas Savio; Paul Cousins</i>	Predictive maintenance of production equipment based on neural network autoregression and ARIMA <i>Patricia Ramos; José M. Oliveira; Paula Silva</i>	
	SUS-38	SUS-34	SCM-05	IVN-16	IVN-28	REL-27	CRO-03		HOM-18	LEA-16	LOG-03	TQM-03	GLO-08	PER-09	SOM-03	INF-03	RSK-02	MNT-03	
	Environmental and social pressure as drivers of corporate social responsibility in a globalizing world <i>Fazli Haleem; Harry Boer; Sami Farooq</i>	Aligning Corporate Sustainability Strategies and Governance Mechanisms for Sustainable Supply Chain Management <i>Marco Formentini; Paolo Taticchi</i>	Professional activities and technological shift within the music supply chain: "where do we go from here?" <i>Annibal Scavarda; Silvia Carvalho; Peter O'Neill; Nival Nunes De Almeida</i>	Collaboration with suppliers and lead users and innovative ability <i>Zu'Bi M.F. Al-Zu'Bi; Christos Tsinopoulos</i>	Strategic and institutional approaches to product innovation: peripheral product innovation and the challenge of organisational legitimacy <i>Raluca Bunduchi</i>	Supply chain information utilization – conceptualization and antecedents <i>Patrik Jonsson; Paulina Myrelid</i>	Open Innovation and firm's performance: a literature review and some insights for future directions <i>Erica Mazzola</i>		Assessing the Quality of Elderly Care – Can Survey Incomparability be Solved By Vignettes? <i>Peter Cronemyr; Bozena Poksinska</i>	Obstacles of order-to-delivery lead time reduction <i>Francesco Gallmann; Gerald Reiner</i>	Design and analysis of Brazilian mineral bottled water value chain <i>Luciel H. De Oliveira; Roquette Renata Paes Leme; Silveira Stephanie Cristine Lourenço</i>	Behavioral characteristics of project leaders and it's relation with project success: A quantitative research on six sigma projects <i>Daniela S.L. Marzagão; Marly Monteiro De Carvalho</i>	Enhancing operational performance in production subsidiaries: balancing autonomy, leveraging embeddedness <i>Ruggero Golini; Patricia Deflorin; Maike Scherrer-Rathje</i>	Measuring network value in maintenance services <i>Minna Saunila; Juhani Ukko; Sanna Pekkola; Tero Rantala</i>	The dynamics of service supply chains: the role of incentive alignment <i>Kostas Selviaridis; Martin Spring</i>	Data nirvana or the next round of innovation: semantic data analytics for securities post-trading value chains <i>Hermann Rapp; Andreas Harth</i>	Exploring resilience in the context of sustainable supply chain management: Towards a capability based perspective <i>Niraj Kumar; Jelena Vlajic</i>	Knowledge lost in data: organizational impediment to condition-based maintenance in the process industry (work in progress) <i>Roland Van De Kerkhof; Henk Akkermans; Niels Noorderhaven</i>	
17:15-18:30	EurOMA Annual General Meeting, Aula Magna																		17:15-18:30
20:00-22:30	Conference dinner, Palazzo Butera																		20:00-22:30

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Topic	Sustainability in Operations and Logistics	Sustainability in Operations and Logistics	Supply Chain Management	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	Managing Inter-firm Relationships in Supply Chains	SPECIAL SESSION: New Supply Chains: Research opportunities and challenges	Empirical Modelling and Simulation	Healthcare Operations Management		Technology Management in Operations	Logistics Management and Physical Distribution	Total Quality Management, Kaizen and Six Sigma	Global Operations and Strategic Sourcing	Performance Measurement and Management	Service Operations Management	Information Systems in Operations	Operations Risk Management and Resilience	Humanitarian Operations and Crisis	Topic
Chair	Melanie Hudson Smith	Christina W.Y. Wong	Veronica H. Villena	Atanu Chaudhuri	Lars Bengtsson	Bert Meijboom	B. MacCarthy & C. Blome	Enzo Bivona	Chiara Gobbi		Yoshiki Matsui	Susan Grant	Claudio Garavelli	Brian V. Waehrens	Jillian MacBryde	Rui Sousa	Dirk P. Van Donk	Eamonn Ambrose	Angel Diaz	Chair
09:00-10:30	SUS-31	SUS-30	SCM-18	IVN-04	REL-01	REL-25	Panel Session	EMS-09	HOM-19		TMO-03	LOG-04	TQM-07	GLO-09	PER-06	SOM-07	INF-04	RSK-07	HUM-01	09:00-10:30
	Making the right decision: supplier self-assessment tools in the context of sustainable supply chains <i>Rosanna Cole; James Aitken</i>	The empirical evaluation on sustainable operations practices and performance in Swedish manufacturing industry <i>Lujie Chen; Andreas Feldmann; Ou Tang</i>	Upgrading in global supply chain: the case of Brazilian Design Houses <i>Marco A. Viana Borges; Luciana Marques Vieira</i>	The strategic role and impact of design <i>Pietro Micheli</i>	The development process and management of collaborative projects: a qualitative analysis <i>Lara Agostini; Roberto Filippini; Anna Nosella</i>	A different perspective for the sources of relational rents <i>Fabio Tescari; Aline Rodrigues Fernandes; Priscila Laczynski de Souza Miguel; Jalba Terezinha Miniussi</i>	<i>Jan Olhager; Rachna Shah; Mark Pagell; Xiande Zhao</i>	A methodology for analysing the impact of business interoperability on the performance of cooperative supply chain networks <i>Izunildo Cabral; Antonio Grilo</i>	How Standardized are Standardized Processes in Hospitals: Are We There Yet? <i>Melissa De Regge; Paul Gemmel; Ilse Claerhout; Philippe Duyck</i>		Innovative collaboration in implementation of automation solutions in SMEs <i>Mohammad Shahabeddini Parizi; Agnieszka Radziwon; Arne Bilberg</i>	Packaging strategy optimization in case of products sold as a single item or sold as a kit <i>Maurizio Faccio; Mauro Gamberi; Francesco Pilati; Marco Bortolini</i>	Confirming total quality management principles in shipping: initiating the research agenda <i>Angelos Pantouvakis; Evangelos Psomas; Christos Patsiouras; Zamira Burgos Silva</i>	Relocation of European Manufacturing: New Trends and Drivers <i>Ruggero Golini; Boyana Petkova</i>	Balancing The Supply Chain Information Systems (scis) And Organisational Performance <i>Maria Argyropoulou; Iain Reid; George Loannou</i>	Queue management with two distinct efficiency servers <i>Fabio Favaretto; Silvio Pires</i>	How information technology influences environmental performance: Empirical evidence from China <i>Jose Benitez-Amado; Yi Wang; Yang Chen</i>	Case studies: analysing the effects of social capital on risks taken by suppliers in outcome-based contracts <i>Jingchen Hou; Andy Neely</i>	What can business learn from humanitarian organizations? The case of the Spanish red cross in Haiti <i>Angel Diaz; Francisco Miro; Luis Solis</i>	
	SUS-32	SUS-35	SCM-23	IVN-05	REL-02	REL-28		EMS-02	HOM-13		TMO-07	LOG-05	TQM-08	GLO-06	PER-11	SOM-08	INF-05	RSK-15	HUM-02	
	Influence of Organisational Culture on green supply chain practices: a study of seven manufacturing firms. <i>Eileen Murphy; Nuno Guimaraes da Costa</i>	Sustainable supply chain management: linking environmental assessment to operational planning <i>Andrea Genovese; Adolf Acquaye; Niraj Kumar; S.C. Lenny Koh</i>	Mapping the landscape of emerging research topics in supply chain management <i>Andreas Wieland; Robert B. Handfield; Christian F. Durach</i>	Rethinking effectiveness: Addressing managerial paradoxes by using a process perspective on effectiveness <i>Catarina Bojesson; Mats Jackson; Anette Strömberg</i>	Value in major B2B relationships: The slippery slope toward value perception alignment <i>Bruce Pinnington; Joanne Meehan</i>	Systems integration or conventional outsourcing? A conceptual framework <i>Christian König; Nigel Caldwell</i>		A mathematical approach for campus interview panel selection <i>Mangesh Gharote; Girish Palshikar; Sachin Lodha</i>	Applying Demand and Supply -based Operating Modes to Healthcare <i>Outi Isomeri; Paulus Torkki; Antti Peltokorpi; Paul Lillrank</i>		The role of mechanization and integration of manufacturing processes in achieving operational performance <i>Syed T.H. Naqvi; Sami Farooq; John Johansen; Rikke Vestergaard Matthesen</i>	A study of periodic vehicle routing problem allowing delivery in advance <i>Chikong Huang; Meng-Hui Shih</i>	Using management practices in welfare <i>Jannis Angelis; Henrik Jordahl</i>	Understanding intra-manufacturing network coordination: learnings from complex adaptive systems <i>Patricia Deflorin; Maik Scherrer-Rathje; Katrin Schillo</i>	Business Intelligence and Analytics using RFID Data in the Retail Business <i>Almedia Antonino; Ana I. Marques; Carlos Soares; Américo Azevedo; Rui Rebelo</i>	Service design for customer experience: An empirical study <i>Nick Low; Andi Smart; Harry Maddern</i>	Understanding the link between IS capabilities and service quality: the role of supplier integration <i>Teng Teng; Christos Tsinopoulos</i>	Understanding Risk of Food Product Safety in Crossborder Supply Chains <i>Mukesh Kumar; Susmitha Gunda; Jagjit Srai; Mike Gregory</i>	The effect of sudden on-set disasters on supply in humanitarian operations - an empirical assessment <i>Nonhlanhla Dube; Taco Van Der Vaart; Ruud H. Teunter</i>	
	SUS-27	SUS-23	SCM-24	IVN-19	REL-03	REL-29		EMS-04	HOM-03		TMO-02	LOG-06	TQM-02	GLO-13	PER-12	SOM-05	INF-06	RSK-14	HUM-03	
	Analysis of sustainable production requirements in the Brazilian manufacturing industry: multiple case studies <i>Joao Amato Neto</i>	The transactional and relational perspectives of environmental management practices and environmental governance on performance <i>Christina W.Y. Wong; Chee Y. Wong; Sakun Boon-Itt</i>	Foundation of the integration of supply chain decisions in new product development: A systematic literature review and conceptual framework <i>Emine Z. Yurtkulu; Per Hilletoft; Glenn Johansson</i>	The Brazilian Multinational and the challenges of patenting <i>Solange Gualberto da Mata Machado</i>	A study to determine appropriate configuration structures in transient collaboration networks <i>Hamid Noori; Adrian Tan</i>	Is Socialization Important In The Management Control Of Business Process Outsourcing? <i>Alan Mckittrick; Frank Wiengarten; Ramon Lull; Paul Humphreys</i>		Brand choice and replacement strategies in the fleet rental business <i>Andreas Gröbler; Enzo Bivona; Fuzhuang Li</i>	The importance of being co-located: A process study of inter-organizational healthcare collaboration in Dutch Birth Centers <i>Margaretha Hitzert; Johanna P. De Graaf; Karin M. Van der Pal - de Bruin; Eric A.P. Steegers</i>		Exploring manufacturing solutions for SMEs <i>Agnieszka Radziwon; Henrik Blichfeldt; Arne Bilberg; Erik S. Madsen; Marcel Bogers</i>	Development of Cross-Channel Logistics Processes in Online Food Retailing <i>Michael Plasch; Marike Kellermayr-Scheucher; Efreng Lengauer</i>	Critical Success Factors for Six Sigma Projects <i>Daniela S.L. Marzagão; Marly Monteiro De Carvalho</i>	Management Of Technology Innovations During Export: How Government Incentives Affect Strategy <i>Jan Frick; Murshid M. Ali</i>	Key performance indicators: Global product development. <i>Thomas Taylor; Saeema Ahmed-Kristensen</i>	Operations-based dimensions for characterizing customer flows in multichannel services <i>Rui Sousa; Marlene Amorim</i>	The role of visual analytics in the decision-making process in an O&SCM context <i>Alexander Kharlamov; Janet Godsell</i>	Supply chain risk management and operational performance: the impact of country-level disruption risks <i>Katri Kauppi; Federico Caniato; Markku Kuula; Annachiara Longoni</i>	Equity and applicability of supplier partnerships in humanitarian operations: a conceptual study <i>Ala Pazirandeh; Diego Vega</i>	
10:30-11:00	Coffee break, Complesso Didattico																			10:30-11:00
11:00-12:00	Plenary Session (Keynote speech by Massimo Vian from LUXOTTICA GROUP), Aula Magna																			11:00-12:00
12:00-13:00	Lunch, Complesso Didattico																			12:00-13:00

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Topic	Sustainability in Operations and Logistics	Supply Chain Management	Innovation, Product and Service Development	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	Managing Inter-firm Relationships in Supply Chains	Negotiations, contracts and conflicts in decentralized supply networks	Empirical Modelling and Simulation	Lean and Agile Operations		Technology Management in Operations	Logistics Management and Physical Distribution	Total Quality Management, Kaizen and Six Sigma	Global Operations and Strategic Sourcing	Performance Measurement and Management	Service Operations Management	Information Systems in Operations	Operations Risk Management and Resilience	Topic	
Chair	Raffaella Cagliano	Nigel Caldwell	Alan Mckittrick	Juliana Hsuan	Hamid Noori	Sinead Roden	Marco Formentini	Gonzalo Mejia	Pedro J. Martinez-Jurado		Raluca Bunduchi	Silvio Pires	Jannis Angelis	Guido Nassimbeni	Frederic Marimon	Desmond Doran	Christos Tsinopoulos	Niraj Kumar	Chair	
13:00-14:30	SUS-37	SCM-01	IVN-03	IVN-07	REL-04	REL-08	NEG-01	EMS-03	LEA-06		TMO-04	LOG-07	TQM-10	GLO-12	PER-13	SOM-13	INF-01	RSK-10	13:00-14:30	
	Supply chain learning of sustainable practice: the role of MNCs' leadership Yu Gong; Jonathan Gosling; Fu Jia	Alignment Strategies In Supply Chain Management Chiara Gobbi	Open innovation: Global or Local? Lars Bengtsson; Ioana Stefan; Lakemond Nicolette	Innovation Operations In Shared Services: Returning To The Centralization With Cost Reduction Luiz C. Di Serio; Jaime De Souza Oliveira; Antonio G. Vasconcelos Neto	The role of knowledge sharing in determining the span and intensity of integration in supply networks Raymond Obayi; Alok Choudhary; S.C. Lenny Koh	Managing suppliers with multiple roles: The importance of internal integration Mervi Vuori; Riikka Kaipia	Option contracts in the perishable food supply chain: concept and practice Aida Ghalebeigi; Ross Robinson; Himanshu Shee	The use of social media and its potential in the research lifecycle Marina Papalexii; Siu Y. Cheng; Benjamin Dehe; David Bamford	Making innovation flow: solving the trade-off between lean and innovation Mattia Bianchi; Niklas Modig; Anders Richtner		Firm technology investment and the development of technological capabilities in China's telecom sector Jing Cai; Raluca Bunduchi	Returnable vs. one-way packaging - variables affecting supply chain cost and CO2 emissions Henrik Pålsson; Henrik Wallström; Mats Johansson	The effect of HRM on the relationship between quality management techniques and performance Lillian D. Gambi; Frances Jørgensen; Mateus C. Gerolamo; Harry Boer; Luiz C.R. Carpinetti	The impact of global operations on product architecture Sebastian Pashaei; Jan Olhager	Lessons learned from a performance measurement system design for downstream logistics Antonio M.T. Thomé; Mariana Maximo; Jan-Hendrik Fischer; Bernd Hellingrath; Roberto A. Martins; Luiz F. Scavarda	Service Supply Chain Practices In Saudi Arabia: The case of the health care industry Mario A. Ferrer Vasquez; Ricardo Santa; Haya Alhakbani; Annibal Sacavarda	IS implementation and organisational performance: The role of company size and software used Maria Argyropoulou; Peter Wilkins; Athanasios Nikas	Towards a framework for the analysis of SupplyChain Risk Management (SCRM) in manufacturing Small and Medium Enterprises (mSMEs) Bernadette P. Sunjka; Bruno Emwanu		
	SUS-33	SCM-02	IVN-17	IVN-08	REL-05	REL-24	NEG-02	EMS-05	LEA-02		TMO-05	LOG-08	TQM-11	GLO-14	PER-14	SOM-11	INF-08	RSK-11		
	Green supply chain management, traceability and biodiversity in seafood supply chain: the Vietnamese seafood industry example Dien Van Vo; Nicolas Mainetti; Pierre Fenies	How It Impacts The Areas Of Supply Chain: An Exploratory Research On It And Supply Chain Management In Brazilian Companies Marcelo T. Okano; Fernando A.S. Marins	Develop products in half the time: lead time reduction in Swedish organizations Liv Gingnell; Evelina Ericsson; Joakim Lilliesköld	Impact of product development efforts on product introduction and product customization abilities : investigating the effects of product design complexity and product development order winners Atanu Chaudhuri; Saloni Dawar	Dealing with deliberately defaulting suppliers: An Agency Theory perspective Ernst-Jan Prosman; Kirstin Scholten; Damien Power	Assessing The Impact Of Inter-Firm Relationships on supply chain quality management practices Anabela Soares; Ebrahim Soltani; Ying Ying Liao	Incentive mechanism design in retailer private-label business under random yield: A principal-agent model with hidden actions Hangfei Guo; Mahmut Parlar	Market-level effects of individual-level strategy and cost heterogeneity in supply chains: An agent-based simulation Gonzalo Mejia; Cesar Garcia-Diaz	Introducing Lean to a horticultural setting: Operational innovation of the New Zealand pipfruit industry Hans J.T. Doevendans; Nigel P. Grigg; Jane Goodyer		Exploring the evolution of investment pattern on advanced manufacturing technology: a longitudinal perspective Yang Cheng; Rikke V. Matthiesen; John Johansen	From integrating logistics into organizations to "logistics-oriented organizations" Aurélien Rouquet; Diego Vega	Improving performance with Six Sigma. A case study of an aeronautics SME Pedro Garrido Vega; Macarena Sacristán-Díaz; Luis M. Magaña Ramírez	Offshoring and the access to location-specific advantages - the impact of governance mode and function Alona Mykhaylenko; Agnes Motika; Brian Vejrum Wæhrens; Dmitrij Slepnirov	An Innovative Performance Measurement And Management Method Zdravko Tesic; Ivana Tomic; Gordana Gajic; Bogdan Kuzmanovic; Milos Tomic	Research opportunities in multi-channel services: a systematic review João C.G. Reis; Marlene P.C. Amorim; Nuno F.R. Melão	Organizational change management in a strategic perspective Roberto Kanaane; Getulio Akabane; Helena G. Peterozzi; Daniele C. Naves Endler	Dynamics of supply chain failure Bart MacCarthy; Cox Karsten; Katri Kauppi		
	SUS-39	SCM-04	IVN-18	IVN-09	REL-30	REL-06	NEG-03	EMS-06	LEA-03			LOG-10	TQM-09	GLO-05	PER-15	SOM-15	INF-09	RSK-12		
	Will knowledge management benefit supply chain sustainability? Comparison of perceptions of academics and practitioners Qile He; Abby Ghobadian; David Galleary; Ram Ramanathan	Supply chain configuration, effectiveness and efficiency: Looking for the best fit Yasmine Sabri; Guido J.L. Micheli	Open Innovation And Network Analysis: A Patent-Based Framework Francesca Michelino; Antonello Cammarano; Emilia Lambertini; Mauro Caputo	Going beyond firm- and supply chain boundaries - a longitudinal study of open innovation in the German automobile industry Miriam M. Wilhelm; Wilred Dolfsma	Will supply chain collaboration help achieve green sustainability? An empirical study Usha Ramanathan; Yongmei Bentley	Tolerating Supplier Opportunism: Environmental Antecedents and the Organizational Response Sinead Roden; Benn Lawson	Multi-actor collaboration in Embedded Outsourced Services: A psychological contract perspective. Simon Okwir; Matti Kaulio; Pernilla Ulfvengren	Lead-weighted jacket or life vest? Inventories in the presence of major production disruptions Jurgen Strohhecker; Andreas Gröbler	Developing Lean customer service in a Lean manufacturing firm Per Engelseth; Alina Wagner; Ali Farrukh			A typology on last mile distribution systems Xin Jin; Jagjit Srai	The impact of Quality Management practices and Advanced Manufacturing Technologies on Manufacturing Performance: Evidence from the Southern Cone of Latin America Alejandro Bello-Pintado; Ricardo Kaufmann; Javier Merino Diaz De Cerio	Comparing Malaysian And Scottish firms on practices for Strategic Capacity Management Rob Dekkers; Kanagi Kanapathy	Evaluating the effectiveness of performance measurement systems for engineering asset management using performance data Jiaqiang Wang; Deyi Hou; Ajith Parlikad	The Bridge of Dreams: Operational Performance Alignment in IT-enabled Service Supply Chains Yan Wang; Henk Akkermans	ICT enabling service innovation Chieko Minami; Kenichi Nishioka	Exploring the risk return paradox from the perspective of operational workers Mark Pagell; Frank Wiengarten; Chris K.Y. Lo		
14:30-15:00	Coffee break, Complesso Didattico																			14:30-15:00

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Topic	Sustainability in Operations and Logistics	Supply Chain Management	Innovation, Product and Service Development	Innovation, Product and Service Development	Managing Inter-firm Relationships in Supply Chains	Healthcare Operations Management	Negotiations, contracts and conflicts in decentralized supply networks	Empirical Modelling and Simulation	Lean and Agile Operations		Technology Management in Operations	Logistics Management and Physical Distribution	Total Quality Management, Kaizen and Six Sigma	Supply Chain Management	Performance Measurement and Management	Service Operations Management	Information Systems in Operations	Operations Risk Management and Resilience	Topic
Chair	Javier Gonzalez-Benito	Annachiara Longoni	Umberto La Commare	Erica Mazzola	Ilaria Giannoccaro	Alessandro Ancarani	Fabio Zambuto	Jurgen Strohhecker	Per Engelsest		Mattia Bianchi	Salvatore Cannella	Annibal Scavarda	Maik Scherrer-Rathje	Lilian M. De Menezes	Ornella Benedettini	Chieko Minami	Maria Fischl	Chair
15:00-16:30	SUS-40	SCM-03	IVN-13	IVN-02	REL-07	HOM-01	NEG-04	EMS-07	LEA-04		TMO-01	LOG-09	TQM-13	SCM-37	PER-16	SOM-10	INF-10	RSK-13	15:00-16:30
	Social Sustainability implementation in the Bangladeshi Apparel Industry: Isomorphism, Diffusion, Decoupling and change in Institutional Logics due to Environmental Shocks Fahian A. Huq; Mark Stevenson; Marta Zorzini	Managing second-tier suppliers in supply chains: a study in the automotive industry Paulo E. O. De Castilho; Mauro Vivaldini; Silvio Pires	Innovation, learning and sensing: The case of the Supermarine Spitfire during WWII Jane Davies; Matthias Holweg; Frits Pil	Scrum in New Product Development: An Exploratory Study David Baxter	What is the right governance type for your maintenance? Lennart Söderberg; Lars Bengtsson	Flow efficiency in the emergency department – solutions and implementation Torbjörn Jacobsson	The impact of partners' financial condition on alliance contract design: evidence from biotech-pharma alliances Fabio Zambuto; Marisa Scolaro; Giovanna Lo Nigro; Lorenzo Abbate	Industrial processes design and simulation using timed Petri Nets Marco Bortolini; Maurizio Faccio; Mauro Gamberi; Francesco Pilati	A Strategic Linkage Model for SME Competitiveness through Lean: Insights from a case study Erdogan Gulyaz; Jack A.A. Van Der Veen; Venu Venugopal; Sam Solaimani		Evaluation of Advanced Manufacturing Technology during New Product Development Mats Ahlskog; Jessica Bruch	The impact of logistics service on supply chain performance Ying Yang; Biao Yang	A comparison and discussion of industrial practices of tolerance engineering – Approaching the root cause of deviations? Lars Krogstie; Inge C. Olsen	Examining the effects of supply networks structural and relational properties on dynamic capabilities Leila S. Alinaghian; Jagjit Srail	Exploring the impact of national culture on performance measurement Ihssan M. Jwijati; Umit Bititci	The voice of the client – improving service development in management consultancy services Olga Matthias; Liz Breen; Kevin Barber	How information technology influences exploration and exploitation of business opportunities Jose Benitez-Amado; F. Javier Llorens-Montes	Supplier Sustainability Scandals: which firms are targeted, how do they react, and which financial damage do they incur? Hannes Hofmann; Boyana Petkova; Lammertjan Dam	
	SUS-41	SCM-21	IVN-14	IVN-11	REL-26	HOM-02	NEG-05	EMS-08	LEA-05		TMO-08	LOG-11	TQM-14	SCM-20	PER-17	SOM-14	INF-11	RSK-09	
	The role of network internal integration in the development of plant-level sustainable management initiatives Ruggero Golini; Jury Gualandris; Matteo Kalchschmidt	A supply chain strategy for an innovative commodity producer: Testing the applicability of established theoretical models Madeine Baràs; Annika Brunberg; Robin Von Haartman	Genesis and Evolution of Interfaces in Product Architecture Mehmet Donmez; Juliana Hsuan	Sensing opportunities: is there a need for a managed search process in open innovation? Stuart Mackinven; Jillian Macbryde; Beverly Wagner	Conflict in collaborations: in 'defence' of outsourcing Royston Morgan; Desdemon Doran; Mihalis Giannakis	A Home Healthcare Districting Problem in a developing country in Latin America Elena V. Gutiérrez; Carlos J. Vidal	Supply Chain Contracts For Triple Bottom Line Benefits In The Italian Pasta Industry Marco Formentini; Manmohan S. Sodhi; Christopher S. Tang	Towards a Novel Graphical Framework for Dynamic Value Stream Mapping (D-VSM) João G. Cruz Lopes; Dos Santos; Luis A. De Santa-Eulalia; Alessandro L. Da Silva; Carmine Bianchi	Lean automation development: applying lean principles to the automation development process Anna Granlund; Magnus Wiktorsson; Sten Grahm; Niklas Friedler		A framework for strategic action with technology roadmapping: an action research in converging automotive and consumer wireless technologies Daniel Zamberlan; Cinzia Battistella; Alberto F. De Toni	Drivers to intermodal rail transport in Europe Pinja Raitasuo; Anu Bask; Mervi Rajahonka	Organizational culture for the implementation of the EFQM. Juan-Antonio Gimenez Espin; Micaela Martinez-Costa; Daniel Jimenez-Jimenez	Managing the Dark Side of Collaborative Buyer-Supplier Relationships Veronica H. Villena; Elena Revilla; Thomas Choi	Measuring supply chain performance: a literature review and research agenda Vieri Maestrini; Davide Luzzini; Paolo Maccarrone	Impact of firm characteristics on survival: an empirical analysis in the context of service strategies Ornella Benedettini; Morgan Swink; Andy Neely	Change management challenges in a Welsh manufacturing SME arising from ERP selection and Implementation Dominic B. R. Bevan; Daniel R. Evers	Towards financial resilience in manufacturing companies: A toolbox for the mitigation of consumption factors' market price risks Maria Fischl; Matthias Wandfluh; Axel Faix; Thomas Friedli	
	SUS-10		IVN-15	IVN-25	REL-09	HOM-21	NEG-06	EMS-01	LEA-01		TMO-09	LOG-12		SCM-39	PER-18	SOM-12	INF-12	RSK-08	
	Time compression diseconomies in the assimilation of environmental management systems Gustavo Lannelongue; Javier Gonzalez-Benito; Oscar González-Benito; Carmen González-Zapatero Redondo		How managers can benefit from multiple perspectives on design management Marta Gasparin; John K. Christiansen	Product architecture and firm performance: The mediation effect of modular organization arrangements Juan Pablo Madiedo; Fabrizio Salvator	Supply chain relationship and national culture: Empirical evidence from the MENA region Noor Al-Ma'aitah; Ebrahim Soltani; Ying Ying Liao	Investigating staff and manager views of performance indicators for hospital management Xiuzhu Gu; Kenji Itoh	Industry 4.0: Solving the agency dilemma in supply networks through cyber physical systems Maximilian A. Maier; Jakob Korbel; Alexander Brem	A primer on the use of fsQCA in O&SCM research: Using a set-theoretic approach to uncover relational configurations within Service Networks Mark Johnson; Marko Basti; Antony Karatzas	Stochastic operations optimisation for delivery services James Aitken; Wolfgang Garn		Additive manufacturing: towards a new operations management paradigm? Mattia Bianchi; Pär Åhlström	Horizontal Collaboration in Logistics: A Typology of Collaboration Modes Jie Zhu; Bhakti S.S. Onggo; Martin Spring		A framework for sustainable supply networks: the role of indirect suppliers in a firm's pursuit of sustainability Samuel Roscoe; Paul Cousins; Richard Lamming	Organizational innovations and their effect on cost, productivity, quality, innovation and profits Jasna Prester	Procurement Professionals Involvement in Professional Services Sourcing: Does Size Matter? Gustavo M.C. Pereira; Susana C.F. Pereira	The Adoption of Business Intelligence Tools in the Competitive Intelligence Process – A Survey in Brazilian Market Olavo V. Cabral Netto; Fernando J. Barbin Laurindo	Supply chain risk management: a propagation scanning methodology Samir Dani; Abhijeet Ghadge	
16:45-17:30	Closing Session and Awards, Aula Magna																		16:45-17:30
Wednesday 25 June										Wednesday 25 June									
08:30-12:00	Company visit (Plant Tours)																		08:30-12:00