

## ■ Session Schedule

<b>Session: New product development 1</b>	<b>Track: New Product Development</b>	<b>Chair: Munehiko Itoh</b>
<p><b>TA202 Managing New Product Platform Development</b>  <b>Martin Skold</b>, Stockholm School of Economics, Sweden  <b>Christer Karlsson</b>, Copenhagen Business School, Denmark</p> <p><b>TA202 Is There an Array of Strategic NPD Best Practices and Implementation Patterns That Contributes to Companies' Innovation Performance in an Efficiency-Driven Economy? A Case Study in Chile and Argentina</b>  <b>Luis Domingo Dambra</b>, <b>Roberto Rafael Luchi</b>, <b>Santiago Gallino</b>, Austral University, Argentina</p> <p><b>TA202 Decision Making for Innovation under Uncertainty</b>  <b>Samir Dani</b>, <b>Neil Burns</b>, <b>Chris Backhouse</b>, Loughborough University, United Kingdom</p> <p><b>TA202 Innovation Impacts in the Digital Equipment Industries: Corporate Strategies to Avoid Commoditization</b>  <b>Munehiko Itoh</b>, Kobe University, Japan</p>		
<b>Session: Product-service systems 1</b>	<b>Track: Service Operations Management</b>	<b>Chair: Joakim Wikner</b>
<p><b>TA301 Product-Service Systems: State-of-the-Art and Future Trends</b>  <b>Ashutosh Tiwari</b>, <b>Tim Baines</b>, <b>Howard Lightfoot</b>, <b>Essam Shehab</b>, <b>Mark Johnson</b>, <b>Steve Evans</b>, <b>Joe Peppard</b>, Cranfield University, United Kingdom</p> <p><b>TA301 Industrial Service Capability: Building a New Organisational Approach to Developing Service Business</b>  <b>Sanna-Kaisa Ilomaki</b>, <b>Maaria Nuutinen</b>, VTT Technical Research Centre of Finland, Finland</p> <p><b>TA301 Quotation Management and Customer Service</b>  <b>Yan-Chong Chan</b>, City University of Hong Kong, Hong Kong</p> <p><b>TA301 An Integrative Framework for Manufacturing and Service Activities</b>  <b>Joakim Wikner</b>, Jonkoping University, Sweden</p>		
<b>Session: High Performance Manufacturing 1</b>	<b>Track: Invited</b>	<b>Chair: Edward James Flynn</b>
<p><b>TA302 Lean Bundles Implementation and Performance Improvement: An Empirical Analysis</b>  <b>Giorgia Dal Pont</b>, <b>Andrea Furlan</b>, <b>Andrea Vinelli</b>, University of Padova, Italy</p> <p><b>TA302 Manufacturing Strategy Alignment</b>  <b>Jan Olhager</b>, <b>Mattias Hallgren</b>, <b>Martin West</b>, Linkoping University, Sweden</p> <p><b>TA302 Looking for Effective Cross-Functional Integration Strategies</b>  <b>Virpi Turkulainen</b>, Helsinki University of Technology, Finland</p> <p><b>TA302 The Effect of Project Complexity on New Product Success: A Study of Three Mediators</b>  <b>Jeff Yeung</b>, <b>Xiande Zao</b>, <b>Zhiqiang Wang</b>, The Chinese University of Hong Kong, Hong Kong</p>		
<b>Session: Empirical research on marketing interface</b>	<b>Track: Marketing and Operations Interface</b>	<b>Chair: Taeho Park</b>
<p><b>TA303 Defining Marketing Practices of Small Family Business of First and Second Generation Management</b>  <b>Panagiotis Kyriazopoulos</b>, <b>Irene Samanta-Rounti</b>, Graduate Technological Education Institute of Piraeus, Greece  <b>Konstantinos Terzidis</b>, Graduate Technological Education Institute of Kavala, Greece</p> <p><b>TA303 Investigating the Interface between Service and Manufacturing Strategy in Mid-Range Manufacturing Firms</b>  <b>Geum Young Min</b>, <b>John Mills</b>, University of Cambridge, United Kingdom</p> <p><b>TA303 Business Development Strategies in Industrial SMEs</b>  <b>Mika Westerlund</b>, <b>Jaakko Aspara</b>, <b>Joel Hietanen</b>, Helsinki School of Economics, Finland  <b>Seppo Leminen</b>, Laurea University of Applied Sciences, Finland  <b>Erik Pontiskoski</b>, <b>Joonas Rokka</b>, Helsinki School of Economics, Finland</p> <p><b>TA303 An Empirical Study on the Manufacturing and Marketing Interface in a Supply Chain</b>  <b>Taeho Park</b>, San Jose State University, U.S.A.  <b>Changho Kim</b>, Nam Seoul University, Korea  <b>Minho Lee</b>, Korea University, Korea  <b>Ming Zhou</b>, San Jose State University, U.S.A.</p>		
<b>Session: Empirical research on manufacturing strategy 1</b>	<b>Track: Manufacturing Strategy</b>	<b>Chair: Sakun Boon-itt</b>
<p><b>TA401 The Impact of Corporate Strategy on Operations Practice</b>  <b>Keah Choon Tan</b>, University of Nevada, Las Vegas, U.S.A.  <b>Tritos Laosirihongthong</b>, Thammasat University, Thailand  <b>Vijay R. Kannan</b>, Utah State University, U.S.A.</p> <p><b>TA401 Operation Strategies and Performance: Empirical Study of the Thai Automotive Industry</b>  <b>Tossapol Kiatcharoenpol</b>, Srinakharinwirot University, Thailand  <b>Kaewta Rohitratana</b>, <b>Tritos Laosirihongthong</b>, Thammasat University, Thailand</p> <p><b>TA401 The Relationships between Manufacturing Capabilities: An Empirical Analysis in Thai Automotive Industry</b>  <b>Sakun Boon-itt</b>, Thammasat Business School, Thailand  <b>Chee Yew Wong</b>, University of Hull, United Kingdom</p>		
<b>Session: Empirical research on SCM 1</b>	<b>Track: Supply Chain Management</b>	<b>Chair: Elena Revilla</b>
<p><b>TA402 A Knowledge Based View of Supplier Integration in New Product Development: An Empirical Study</b>  <b>Daesik Hur</b>, <b>Sunil Hwang</b>, Yonsei University, Korea</p>		

■ TA Sessions: Tuesday, 8:30-9:45

**TA402 Collaborative Innovation in Supply Chains: An Empirical Evidence**

Veronica Villena Martínez, Elena Revilla, Daisy Escobar, Instituto de Empresa, Spain

**TA402 Disentangling Knowledge Integration in Collaborative Supply Chains: An Empirical Evidence**

Elena Revilla, Veronica Villena, Daisy Escobar, Instituto de Empresa, Spain

**Session: Modeling: Sustainability      Track: m-Sustainable Management      Chair: Manoj K. Malhotra**

**TA403 Disruption Risk Analysis of a Food Supply Chain**

Monika Weishaupl, Heidrun Rosic, Werner Jammerneegg, Vienna University of Economics and Business Administration, Austria

**TA403 Optimal Ordering Policy for Cascade Reuse in Closed-Loop Supply Chain**

Yuki Oshita, Yasutaka Kainuma, Tokyo Metropolitan University, Japan

**TA403 Models for Staffing and Worker Flexibility in Remanufacturing**

Michael R. Galbreth, Manoj K. Malhotra, Patrick R. Philipoom, University of South Carolina, U.S.A.

**Session: S-Lean production      Track: Spanish      Chair: Jordi Fortuny-Santos**

**TA501 Operations Consultancy: The Case of an Industrial Bakery**

Constantino Garcia-Ramos, Jose-Angel Miguel-Davila, University of Leon, Spain

**TA501 The Applicability of Value Stream Costing (VSC) in Early Stages of the Maturity Path Toward Lean Manufacturing. Comparison with Activity Based Costing (ABC): A Case Study.**

Patxi Ruiz de Arbulo Lopez, University of the Basque Country, Spain

Jordi Fortuny-Santos, Technical University of Catalonia, Spain

**TA501 Indicators for Lean Practices Implementation Initiatives at Process or Shop Floor Level**

Jordi Olivella, Luis Cuatrecasas, Oriol Cuatrecasas, Jordi Fortuny-Santos, Technical University of Catalonia, Spain

**Session: Modeling: Vehicle Routing Problem 1      Track: m-Logistics and Physical Distribution      Chair: Rene B. M. de Koster**

**TA503 Distribution Systems Design with Two-Level Routing Considerations**

Jenn-Rong Lin, Hsien-Chung Lei, National Taiwan Ocean University, Taiwan

**TA503 Motorcycle-Courier Routing Problems in Urban Areas**

Tsung-Sheng Chang, National Dong Hwa University, Taiwan

**TA503 Travel Time versus Emissions in Time Dependent VRP: Are They Truly Enemies?**

Ola Jabali, Tom van Woensel, A. G. de Kok, Eindhoven University of Technology, Netherlands

**TA503 Sequencing Heuristics for Storing and Retrieving Unit-Loads in 3D Compact AS/RS**

Yugang Yu, Rene B. M. de Koster, RSM Erasmus University, Netherlands

■ TB Sessions: Tuesday, 10:05-11:20

<b>Session: New product development 2</b>	<b>Track: New Product Development</b>	<b>Chair: Roberto Rafael Luchi</b>
<p><b>TB202 A Decision Framework for Outsourcing of New Product Development</b> Jonas B. Rundquist, Halmstad University, Sweden</p> <p><b>TB202 Commonality in Product Line Design under Horizontal Preference Structure</b> Kilsun Kim, Sogang University, Korea Dilip Chhajed, University of Illinois at Urbana Champaign, U.S.A.</p> <p><b>TB202 A Study of Cognitive Structure of the Management Issues at the Small Businesses Targeting the Business in the New Field</b> Yoshitoku Fukunaga, Nakamura Gakuen University, Japan</p> <p><b>TB202 Leveraged Growth: North-South Technological Alliances and Innovation in Small and Medium Size Enterprises (SMEs): A Case Study in Emergent Economies.</b> Roberto Rafael Luchi, Luis Domingo Dambra, Alberto Ariel Llorente, Austral University, Argentina</p>		

<b>Session: Product-service systems 2</b>	<b>Track: Service Operations Management</b>	<b>Chair: Mark R. Johnson</b>
<p><b>TB301 Implementing a Measurement System for Product-Services</b> Ingo Christian Lange, Oliver Schneider, ETH Zurich, Switzerland Gil Fischer, ABB Ltd., Switzerland</p> <p><b>TB301 Towards a Better Understanding of the Risks of Servitization</b> Richard Mark Greenough, Marwan Saleh Alomair, Cranfield University, United Kingdom</p> <p><b>TB301 Supply Networks for Product-Service Offerings</b> Mark R. Johnson, Marko Bastl, Tim Baines, Steve Evans, Rick Greenough, Howard Lightfoot, Andy Neely, Ashutosh Tiwari, Cranfield University, United Kingdom</p>		

<b>Session: High Performance Manufacturing 2</b>	<b>Track: Invited</b>	<b>Chair: Edward James Flynn</b>
<p><b>TB302 The Impact of Supply Chain Complexity on Manufacturing Plant Performance</b> Cecil Bozarth, Don Warsing, North Carolina State University, U.S.A. Barbara B. Flynn, E. James Flynn, Indiana University, U.S.A.</p> <p><b>TB302 Congruency between Manufacturing Strategy and Technology in the Automotive Component Sector</b> Cesar Humberto Ortega Jimenez, Universidad Nacional Autonoma de Honduras, Honduras Jose Antonio Dominguez Machuca, Pedro Garrido Vega, Jose Luis Perez Diez de Rios, Universidad de Sevilla, Spain</p> <p><b>TB302 Strategic Management Cycle as an Underlying Process for Building an Aligned Linkage of Practices</b> Michiya Morita, Gakushuin University, Japan Edward James Flynn, Indiana University, U.S.A., Shigemi Ochiai, Jonquil Consulting Inc., Japan</p>		

<b>Session: Marketing and operations interface</b>	<b>Track: Marketing and Operations Interface</b>	<b>Chair: Hassanali Aghajani</b>
<p><b>TB303 Product Architecture of Mobile Phone and Product Development: Case Illustrations from Korean Companies</b> Youngwon Park, University of Tokyo, Japan Gyewan Moon, Kyungpook National University, Korea Paul Hong, University of Toledo, U.S.A. Jaekwon Choi, Kyungpook National University, Korea</p> <p><b>TB303 Transforming from Materials Provider to Project Marketer in International Construction Industry</b> Erik Pöntiskoski, Joel Hietanen, Joonas Rokka, Jaakko Aspara, Mika Westerlund, Helsinki School of Economics, Finland</p> <p><b>TB303 Estimation of Hand-Values on Men's Suit Clothes Using Image Data</b> Hirotake Ishikura, Osaka Gakuin University, Japan</p> <p><b>TB303 A Prediction Market System for Demand Forecasting with Division and Merger of Fixed-Interval Prediction Securities</b> Hajime Mizuyama, Yuto Maeda, Kyoto University, Japan</p> <p><b>TB303 Coordinating Manufacturing and Marketing Sections in International Firms</b> Hassanali Aghajani, University of Mazandaran, Iran</p>		

<b>Session: Empirical research on HRM</b>	<b>Track: Human Resource Management</b>	<b>Chair: Constantinos Dimitrios Cantzos</b>
<p><b>TB305 Presenteeism at Work: How much Does It Cost? An Exploratory Study in Singapore</b> Hesan A. Quazi, Nanyang Technological University, Singapore</p> <p><b>TB305 Feel Free to Feel Comfortable - An Empirical Analysis of Ergonomics in Manufacturing</b> Jorn-Henrik Thun, Christian B. Lehr, Max Bierwirth, Mannheim University, Germany</p> <p><b>TB305 Worker Conscientiousness and Continuous Improvement: Key Factor Relation for Firms</b> Ricardo Mateo, Hugo Cruz, University of Navarra, Spain</p> <p><b>TB305 An Empirical Study of Operations Management in Greek Industry</b> Constantinos Dimitrios Cantzos, Technological Education Institute of Piraeus, Greece Andreas Panagiotis Kakouris, University of the Aegean, Greece</p>		

<b>Session: e-operations 1</b>	<b>Track: Information Systems and e-Operations</b>	<b>Chair: M. Isabel Alonso Magdaleno</b>
<p><b>TB401 The Impact of Global Environment on B2B Relationships in Greece</b> Irene Samanta-Rounti, Panagiotis Kyriazopoulos, Graduate Technological Education Institute of Piraeus, Greece Sandra Connor, Nondas Pitticas, University of the West of Scotland, United Kingdom</p> <p><b>TB401 A Method for Analyzing and Improving Clerical Work from the Viewpoint of Information Items</b> Hirotake Yamashita, Chubu University, Japan Hirokazu Kono, Keio University, Japan</p>		

■ TB Sessions: Tuesday, 10:05-11:20

- Yasuhide Ishida**, Nippon Koa Insurance Co., Japan, **Yasuchika Wakayama**, Breakpoint Co., Ltd, Japan  
**TB401 Visualisation of Complex Business System Environment and Operations Management in Networked Production**  
**Janne Hietala**, Arcusys Ltd., Finland  
**Jyri Potry**, North Karelia University of Applied Sciences, Finland  
**Matti Kurki**, Kurki Consulting Ltd., Finland  
**TB401 On-Line Services Production in Municipalities: Do They Have Impact on Citizen Welfare?**  
**Jesús García García**, M. Isabel Alonso Magdaleno, University of Oviedo, Spain

**Session: Empirical research on SCM 2      Track: Supply Chain Management      Chair: Soonhong Min**

- TB402 Quantifying the Lean Value Network System: The Lean Metrics of Co-Investment and Co-Innovation on Organisation Level**  
**Wouter W. A. Beelaerts van Blokland**, **Mikolaj A. Fiksiński**, **Sakyl O. B. Amoa**, **Sicco C. Santema**, Delft University of Technology, Netherlands  
**TB402 The Effect of Exchange Arrangements on Supplier Commitment**  
**Christina Wong**, **Mike Lai**, **T. C. E. Cheng**, **Venue Lun**, **Daniel Ng**, The Hong Kong Polytechnic University, Hong Kong  
**TB402 Relationship and Practices in a Shipbuilding Supply Network**  
**Adriane Lopes Queiroz**, **Marcos Oliveira Pinto**, USP-POLI, Brazil  
**Marcos Mendes Primo**, Universidade Federal de Pernambuco, Brazil  
**Susana Farias Pereira**, FGV-EAESP, Brazil  
**TB402 Managing Long-Term Partnerships as a Core Capability of Supply Chain Management**  
**Soonhong Min**, University of Oklahoma, U.S.A.  
**Jeong Eun Park**, Ewha Womans University, Korea, **Sungmin Ryu**, Sungkyunkwan University, Korea

**Session: Modeling: Production and inventory management      Track: Invited      Chair: Qing Li**

- TB403 Strategic Capacity Rationing when Customers Learn**  
**Qian Liu**, Hong Kong University of Science and Technology, Hong Kong  
**Garrett van Ryzin**, Columbia University, U.S.A.  
**TB403 Optimal Policies for a Two-Product Inventory System under a Flexible Substitution Scheme**  
**He Xu**, Hua Zhong University of Science and Technology, China  
**David Yao**, Columbia University, U.S.A., **Shaohui Zheng**, Hong Kong University of Science and Technology, Hong Kong  
**TB403 Timing and Sequencing Order Fulfillment of Capital Goods**  
**Qing Li**, Hong Kong University of Science and Technology, Hong Kong, **Qi-Ming He**, Dalhousie University, Canada

**Session: Modeling: Jobshop scheduling      Track: m-Scheduling      Chair: Norbert C. E. Trautmann**

- TB405 Solving the Job-Shop Scheduling Problem with an OSH Method Based on Local Search and Valid Inequalities**  
**Helena R. Lourenco**, Universitat Pompeu Fabra, Spain, **Susana Fernandes**, Universidade do Algarve, Spain  
**TB405 Solving an Open Jobshop Scheduling Problem by a Multi-Objective Immune Algorithm**  
**Hadi Panahi**, **Reza Tavakkoli-Moghaddam**, **S. A. Torabi**, University of Tehran, Iran  
**TB405 Batching and Scheduling to Minimize Energy Consumption**  
**Saral Mukherjee**, Indian Institute of Management, Ahmedabad, India  
**TB405 A Decomposition Approach to Short-Term Scheduling of Multi-Purpose Batch Plants**  
**Norbert C. E. Trautmann**, University of Bern, Switzerland  
**Rafael Fink**, **Hanno Sagebiel**, **Christoph Schwindt**, Technical University of Clausthal, Switzerland

**Session: S-Quality management      Track: Spanish      Chair: Javier Merin**

- TB501 The Effectiveness of TQM: The Key Role of Organisational Learning in Small Businesses**  
**Daniel Jiménez-Jiménez**, **Micaela Martínez-Costa**, University of Murcia, Spain  
**TB501 Total Quality Management, Knowledge Management and Market Orientation as Determinants of Innovation and Performance.**  
**Daniel Jiménez-Jiménez**, **Micaela Martínez-Costa**, University of Murcia, Spain  
**TB501 E-Quality Management: Dimensions of Excellence in the Pre-Sale and the Post-Sale Phase**  
**Lucia Melian-Alzola**, **Victor I. Padron-Robaina**, Universidad de Las Palmas de Gran Canaria, Spain  
**TB501 Measuring Employee Satisfaction: Practices in Spanish and Portuguese Companies**  
**Arturo Jose Fernandez-Gonzalez**, **Jose Carlos Prado Prado**, University of Vigo, Spain  
**TB501 5-S: Contextual Factors and Impact on Performance**  
**Javier Merino-Diaz de Cerio**, **Alberto Bayo-Moriones**, **Alejandro Bello-Pintado**, Public University of Navarra, Spain

**Session: Modeling: SQC 1      Track: m-Statistical Quality Control      Chair: Linguo Gong**

- TB503 The Effect of Autocorrelation (Stationary Data) on the Integrated Statistical Process Control System**  
**Karin Kandananond**, Rajabhat University Valaya-Alongkorn, Thailand  
**TB503 Repetitive Testing of Multiple Products**  
**Jie Ding**, Rider University, U.S.A.  
**Betsy S. Greenberg**, University of Texas at Austin, U.S.A., **Hirofumi Matsuo**, Kobe University, Japan  
**TB503 An Interactive Repetitive Chip Testing Model**  
**Linguo Gong**, **Jie Ding**, Rider University, U.S.A.

■ TC Sessions: Tuesday, 13:40-14:55

<b>Session: New product development 3</b>	<b>Track: New Product Development</b>	<b>Chair: Masaharu Ota</b>
<b>TC202 Virtual Pilot Factory (VPF) - A New Model for New Product Development Organization</b> Tiina K. Valjakka, Ismo Ruohomaki, VTT, Finland		
<b>TC202 The Diffusion of Innovations and Communication Methods - An Analysis of Diffusion Mechanism of Innovations in the Marketplace</b> Hideaki Kitanaka, Takushoku University, Japan		
<b>TC202 Organisational Structures to Support Innovation: How Do Companies Decide?</b> Adriana Marotti de Mello, Mario Sergio Salerno, Roberto Marx, Polytechnic School of University of Sao Paulo, Brazil		
<b>TC202 Development of Innovation Methodology for Japanese Enterprise Based on Innovation Capability</b> Masaharu Ota, Osaka City University, Japan		

<b>Session: Health care management 1</b>	<b>Track: Health care management</b>	<b>Chair: Angel Diaz</b>
<b>TC301 Customer Value and Lean Operations in Self Care</b> Jannis Angelis, Warwick Business School, United Kingdom Cameron Watt, Mairi McKintyre, WMG, United Kingdom		
<b>TC301 Computer Simulation for Reengineering the Process of Medical Supplies Distribution to Hospitals</b> Sung J. Shim, Seton Hall University, U.S.A. Arun Kumar, Nanyang Technological University, Singapore		
<b>TC301 The Evolution of the Hospital Accreditation System in Catalonia (Spain): A Review of 26 Years of Experience</b> Jaume S. Ribera, University of Navarra, Spain Ma Luisa Lopez, Rafael Manzanera, Generalitat de Catalunya, Spain		
<b>TC301 The McDonald's of Health Organizations: Lean Practices at Aravind</b> Angel Diaz, Instituto de Empresa, Spain Stephan Pahls, Dept. of International Development, Yemen Juan Pons, Motorola Luis Solis, Instituto de Empresa, Spain		

<b>Session: High Performance Manufacturing 3</b>	<b>Track: Invited</b>	<b>Chair: Edward James Flynn</b>
<b>TC302 IFM (Interacting Field Model) as a Model of Communication - An Application to the Production and Operations Management Studies -</b> Atsuko Ebine, Surugadai University, Japan		
<b>TC302 Building Capabilities in Manufacturing Process Innovations</b> Kimberly A. Bates, Trent University, Canada E. James Flynn, Indiana University, U.S.A.		
<b>TC302 An Empirical Analysis of Cellular Manufacturing</b> Jorn-Henrik Thun, Peter M. Milling, Mannheim University, Germany		

<b>Session: Global transfer in East Asia</b>	<b>Track: Invited</b>	<b>Chair: Keiju Matsushima</b>
<b>TC303 The Overview of the Global Transfer</b> Keiju Matsushima, Kim Shouko, Sadayoshi Maeda, Musashi University, Japan Yoko Ogushi, Niitaga University, Japan Masakazu Kozakai, Tamagawa University, Japan Dai Isobe, Osaka Gas Information System Research Institute Co., Ltd., Japan		
<b>TC303 The Methodology of our Empirical Study in Global Transfer of Management Practice</b> Dai Isobe, Ogis Research Institute Co. Ltd., U.S.A.		
<b>TC303 Make Delay in Investing the Most Advanced IT in Japan! - Global Transferring IT with Sobering Judgment -</b> Yoko Ogushi, Niigata University, Japan		
<b>TC303 The Study of the Transfer for Managerial Accounting Techniques under Globalization: Focusing on the Comparison of EVA between Japan and Korea</b> Shoko Kim, Sadayoshi Maeda, Musashi University, Japan		
<b>TC303 What Enables Strategic Learning with Strategy Maps? -Global Transferring of BSC-</b> Masakazu Kozakai, Tamagawa University, Japan		

<b>Session: HRM systems</b>	<b>Track: Human Resource Management</b>	<b>Chair: Shinji Shimizu</b>
<b>TC305 Combinatory vs. Individual Components of Work-Life Balance: Identifying Profiles &amp; Employee Sub-Groups</b> Phang Riyang, Hesam A. Quazi, Nanyang Technological University, Singapore		
<b>TC305 Human Resource Education Strategy for Revitalizing the Manufacturing Culture through Creating the Service Engineering Discipline in Japan</b> Hiroyasu Ito, Shinji Shimizu, Sophia University, Japan		
<b>TC305 A Flexible System of Human Resources in Electronic Industries</b> Mojtaba Tabari, Toraj Mojibi, Islamic Azad University, Iran Reza Tavakkoli-Moghaddam, University of Tehran, Iran		

<b>Session: e-operations 2</b>	<b>Track: Information Systems and e-Operations</b>	<b>Chair: Joao Mario Csillag</b>
<b>TC401 Cue Dependent Systems Intelligence for Integrated e-Operations: A Framework for Risk-Based Decision Support and Production Loss Management Based on a Case from North Sea</b> Jawad Raza, Jayantha Prasanna Liyanage, University of Stavanger, Norway		

■ TC Sessions: Tuesday, 13:40-14:55

**TC401 Internet Customer Interaction**

Alexandre Reis Graeml, Centro Universitario Positivo, Brazil  
 Marie Anne Macadar, Universidade Estadual do Rio Grande do Sul, Brazil  
 Joao Mario Csillag, Escola de Administracao de Empresas de Sao Paulo, Brazil

**TC401 The Internet's Role in the Integration of Manufacturing Organizations' Supply Chains in Brazil**

Alexandre Reis Graeml, Centro Universitario Positivo, Brazil  
 Zandra Balbinot, Centro Universitario Positivo, Brazil  
 Joao Mario Csillag, Escola de Administracao de Empresas de Sao Paulo, Brazil

<b>Session: Seven-Eleven Japan: SCM and Product Innovation</b>	<b>Track: Tutorial</b>	<b>Chair: Hirofumi Matsuo</b>
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**TC402 Seven-Eleven Japan: SCM and Product Innovation**

Hirofumi Matsuo, Kobe University, Japan

<b>Session: Modeling: Distribution systems design</b>	<b>Track: m-Logistics and Physical Distribution</b>	<b>Chair: Kuancheng Huang</b>
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**TC403 Modeling a Hybrid DEA Method for a Dynamic Multi-Commodity Capacitated Facility Location Problem**

Reza Tavakkoli-Moghaddam, University of Tehran, Iran  
 Hooman Malekly, Islamic Azad University - South Tehran Branch, Iran  
 Saber Saati, Islamic Azad University - North Tehran Branch, Iran

**TC403 Determination of Distribution Center Locations for Thai Rubber in China**

Karndee Prichanont, Thammasat University, Thailand

**TC403 Location Analysis of Distribution Centers: A Case Study of Kinmen Kaoliang Liquor Inc.**

Kuancheng Huang, Ying-Hsuann Chen, National Chiao Tung University, Taiwan

<b>Session: Modeling: JIT</b>	<b>Track: m-JIT &amp; Lean Production</b>	<b>Chair: Ali Ardalan</b>
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**TC405 Managing an Assembly Production Process with Kanban, CONWIP or Base-stock**

Yaghoub Khojasteh-Ghamari, Ryo Sato, University of Tsukuba, Japan

**TC405 Analysis of an Adaptive Electronic Kanban System**

Ilkka A. Kouri, Juha-Matti Lehtonen, Tampere University of Technology, Finland

**TC405 A Heuristic to Enhance Performance of Kanban-Controlled JIT Job Shops**

Ali Ardalan, Old Dominion University, U.S.A.  
 Rafael Diaz, Virginia Modeling and Analysis Simulation Center, U.S.A.

**TC405 Capacity Efficiency of Domestic Airports in Taiwan Using Three-Stage DEA Approach**

Ming-Miin Yu, Hui-Yi Wei, National Taiwan Ocean University, Taiwan

<b>Session: S-Service OM</b>	<b>Track: Spanish</b>	<b>Chair: Antonio Pelaez</b>
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**TC501 Configurations and Strategic Choices in the Operations Strategy: An Application to the Hotel Industry**

Tomas F. Espino Rodriguez, Victor Padron Robaina, University of Las Palmas de Gran Canaria, Spain

**TC501 Service Quality in Banking: The Spanish Case**

Jose-Angel Miguel-Davila, Marcela Florez Romero, Constantino Garcia Ramos, University of Leon, Spain

**TC501 Quality Management Systems in Hospitality: An Empirical Analysis in Spanish Hotel Chains**

M. Mar Alonso Almeida, José Miguel Rodríguez Antón, Luis Rubio Andrada, Autonomus University of Madrid, Spain

**TC501 Managing Immigration at Port Operations: New Dynamic Method on the Application of M/M/S Waiting Lines**

Antonio Pelaez, Jose Juan Nebro, Malaga University, Spain

<b>Session: Modeling: SQC 2</b>	<b>Track: m-Statistical Quality Control</b>	<b>Chair: Xia Pan</b>
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**TC503 The Effect of Gauge Measurement Errors on Multivariate Process Capability**

Davood Shishebori, Ali Zeinal Hamadani, Isfahan University of Technology, Iran

**TC503 Study of the Preventive Maintenance Scheduling Problem for Power Plants by Means of a Decomposition**

**Technique: An Empirical Example of the Spanish Power System**

Salvador Perez Canto, University of Malaga, Spain

**TC503 Planning Accelerated Life Tests under Interval Censoring with Random Removals**

Chunyan Yang, City University of Hong Kong, Hong Kong

Aixia Fan, Yunnan University, China

Siu-Keung Tse, City University of Hong Kong, Hong Kong

**TC503 Improved Quality Control Chart Construction by Efficient Simulation via the Golden Ratio Search**

Xia Pan, Macau University of Science and Technology, Macau

Jeffrey E. Jarrett, University of Rhode Island, U.S.A.

■ **WA Sessions: Wednesday, 8:30-9:45**

**Session: Lean concept      Track: JIT & Lean Production      Chair: Nico J. Vandaele**

**WA202      The Sustainability of Continuous Process Improvement in Local Public Administration: A study of Spanish Municipalities**

Manuel Suarez-Barraza, Juan Ramis-Pujol, University Ramon Llull, Spain

**WA202      Settlement Theory for Improving Productivity and Shortening Lead-Time**

Yick Hin Hung, Leon Y. O. Li, T. C. E. Cheng, The Hong Kong Polytechnic University, Hong Kong

**WA202      A Dynamic Theory of Lean Practice**

Nico J. Vandaele, Inneke Van Nieuwenhuysse, Katholieke Universiteit Leuven, Belgium

**Session: Health care management 2      Track: Health care management      Chair: Jaume S. Ribera**

**WA301      A Study of Co-Relationship between the KPI Performance and the Penetration by Using the Balanced Score Card in Medical Industry - A Case of Saiseikai Otaru Hospital -**

Hajime Itoh, Otaru University of Commerce, Japan

Junichiro Fukuchi, Gakushuin University, Japan

**WA301      E-Commerce in Australia's Public Hospital Supply Chain: Exploring the Impacts on Buyer-Supplier Relationships**

Peter O'Neill, Monash University, Australia

Annibal Jose Scavarda, Brigham Young University, U.S.A.

John Michael Hynes, Royal Melbourne Institute of Technology University, Australia

**WA301      Learning Points in the Process of Implementation of a Hospital Accreditation System in Catalonia (Spain)**

Jaume S. Ribera, University of Navarra, Spain

Lluisa Lopez, Rafael Manzanera, Generalitat de Catalunya, Spain

**Session: Case research on manufacturing strategy 1      Track: Manufacturing Strategy      Chair: Peter Ralph Knittig**

**WA302      Modularity of Flat Panel Display TV and Operation Management Practices: A Case Study of LG Electronics**

Youngwon Park, Junjiro Shintaku, Junichi Tomita, University of Tokyo, Japan

Paul Hong, University of Toledo, U.S.A.

Gyewan Moon, Kyungpook National University, Korea

**WA302      Manufacturing Retention in High Cost Environments**

Louis Brennan, Trinity College, Ireland

**WA302      Strategic and Operational Effectiveness Considerations for the Extended Enterprise: A Multi-Case Approach**

Christos Braziotis, James Tannock, Nottingham University Business School, United Kingdom

**WA302      The Possibility of Reinvention and Becoming a Global Player for the Russian Automobile Industry**

Peter Ralph Knittig, Shinji Shimizu, Sophia University, Japan

**Session: Sustainability and social responsibility      Track: Sustainable Management      Chair: Linda C. Angell**

**WA303      A Study of Supply Chain Sustainability in the Apparel Sector**

Kamrul Ahsan, Auckland University of Technology, New Zealand

Abdullahil Azeem, Bangladesh University of Engineering and Technology, Bangladesh

**WA303      Sustainability Risk vs. Manufacturing Excellence: Managing Future Risk under Complex Conditions**

Jayantha P. Liyanage, University of Stavanger, Norway

**WA303      Well-being and Operational Competitiveness**

Linda C. Angell, American University of Sharjah, U.A.E.

**Session: Cost management 1      Track: Cost Management      Chair: Patcharaporn Yanpirat**

**WA305      The Effect of Competitive Strategy, Task Uncertainty, and Organization Structure on the Performance of Management Accounting System (MAS) of Manufacturing Industry**

Dauw Song Zhu, National Dong Hwa University, Taiwan

Shaio Yan Huang, Feng Chia University, Taiwan

Cheng Tsung Lu, Wen Lin Young, Providence University, U.S.A.

**WA305      Customer Delight - at What Cost?**

K. Venkata Subramanian, Sachin S. Vernekar, Bharti Vidyapeeth's Institute of Management and Research, India

**WA305      Model for Simultaneous Measurement of Production Costs at the Highly Automated Lines**

Slavko Dolinsek, Matjaz Novak, University of Primorska, Slovenia

Sasa Sokolic, Metronik d.o.o.

**WA305      Enhancing Product Costing by Service Cost Reciprocal Flows Consideration in the Activity-Based Costing System**

Patcharaporn Yanpirat, Sansanee Supapa, Wijitra Puatatsanon, Kasetsart University, Thailand

**Session: e-commerce 1      Track: Information Systems and e-Operations      Chair: Rakesh Narain**

**WA401      Electronic Markets, Data Access and Collaboration: Relative Value to Performance in Firm Operations**

Damien James Power, Prakash Singh, Victoria Hanna, Samson Daniel, University of Melbourne, Australia

**WA401      e-Procurement in the Manufacturing Industry: Perceptions of Brazilian Managers**

Alexandre Reis Graeml, Centro Universitario Positivo, Brazil

Marie Anne Macadar, Universidade Estadual do Rio Grande do Sul, Brazil

Joao Mario Csillag, Escola de Administracao de Empresas de Sao Paulo, Brazil

**WA401      The Development of Manufacturing Information Portal for SMEs in Traditional Industries**

Jukka Hemila, VTT Technical Research Centre of Finland, Finland

Sebastien Kicin, CAS Software AG

**WA401      A Survey on Status of E-Procurement in Small and Medium Enterprises of India**

■ WA Sessions: Wednesday, 8:30-9:45

Rakesh Narain, Abdul Samee P., MNNIT, India

<b>Session: Empirical research on SCM 3</b>	<b>Track: Supply Chain Management</b>	<b>Chair: Soumen Ghosh</b>
<b>WA402 The Right Supply Chain Strategy Can Still Make the Difference: How Italian Textile Apparel SMEs Quest for Competitiveness</b> Laura Benedetti, Societa per gli Studi di Settore, Italy Arnaldo Camuffo, Bocconi University, Italy Roberto Pozzana, Andrea Vinelli, University of Padova, Italy		
<b>WA402 Supply Chain Capability as a Determinant of Foreign Direct Investment</b> Arshad Alam, Prabir K. Bagchi, George Washington University, U.S.A.		
<b>WA402 Evaluating the Congruence between the Competitive Priorities of a Firm and its Outsourcing Drivers</b> Soumen Ghosh, Georgia Institute of Technology, U.S.A. James Kroes, University of Rhode Island, U.S.A.		

<b>Session: Modeling: Sharing risk and return in SCM 1</b>	<b>Track: m-Supply Chain Management</b>	<b>Chair: Albert Y. Ha</b>
<b>WA403 Development of Negotiation Process for Bargaining Contract between Maker and Retailer Using Game-Theoretical Approach</b> Seung-Jin Ryu, Takuto Sunouchi, Kagehisa Nakayama, Hisashi Onari, Waseda University, Japan		
<b>WA403 Channel Coordination and Volume Discounts with VMI</b> Wen li Wang, Haiyan Wang, Southeast University, China		
<b>WA403 Managing Supply Chain: VMI and Option Contract</b> Alejandra Gomez-Padilla, University of Guadalajara, Mexico Tsutomu Mishina, Akita Prefectural University, Japan		
<b>WA403 Revenue Sharing Contracts in a Supply Chain with Uncontractible Actions</b> Albert Y. Ha, Shilu Tong, Hong Kong University of Science and Technology, Hong Kong		

<b>Session: Modeling: New scheduling model 1</b>	<b>Track: m-Scheduling</b>	<b>Chair: Jirarat Teeravaraprug</b>
<b>WA405 Cross-Training Workers in Dual Resource Constrained Systems with Heterogeneous Processing Times</b> Gerard Gaalman, University of Groningen, Netherlands		
<b>WA405 The Effects of Safety Buffers and Schedule Optimization against Supply Uncertainties</b> Tomohiro Azuma, Kanto Gakuen University, Japan		
<b>WA405 Hospital Admission Planning to Optimize Major Resources Utilization under Uncertainty</b> Nico Dellaert, Eindhoven University of Technology, Netherlands Jully Jeunet, Universite Paris Dauphine, France		
<b>WA405 Part Family Determination: A Case Study of a Paper Manufacturing Company</b> Jirarat Teeravaraprug, Anchiree Jariyatharasil, Thammasat University, Thailand		

<b>Session: S-Manufacturing technology</b>	<b>Track: Spanish</b>	<b>Chair: Cesar Humberto Ortega Jimenez</b>
<b>WA501 Examining the Effects of Integrated Manufacturing on Job Characteristics</b> Alberto Bayo-Moriones, Alejandro Bello-Pintado, Javier Merino-Diaz de Cerio, Public University of Navarra, Spain		
<b>WA501 A Look at Technology and Manufacturing Strategy in the Automotive Supplier Sector</b> Cesar Humberto Ortega Jimenez, Universidad Nacional Autonoma de Honduras, Honduras Jose Antonio Dominguez Machuca, Pedro Garrido Vega, Jose Luis Perez Diez de Rios, Universidad de Sevilla, Spain		
<b>WA501 Offsetting Low Performance by Appropriate Levels of Interaction between Technology and Manufacturing Strategy</b> Cesar Humberto Ortega Jimenez, Universidad Nacional Autonoma de Honduras, Honduras Pedro Garrido Vega, Jose Antonio Dominguez Machuca, Universidad de Sevilla, Spain		

<b>Session: Modeling: New approaches to QM and maintenance 1</b>	<b>Track: m-Quality Management and Six Sigma</b>	<b>Chair: Richard Mark Greenough</b>
<b>WA503 Establishment of Bolt Tightening Simulation System for Automotive Industry: Application of the Highly Reliable CAE Model</b> Toshiya Ueno, Manabu Yamaji, Aoyama Gakuin University, Japan Hiroe Tsubaki, University of Tsukuba, Japan Kakuro Amasaka, Aoyama Gakuin University, Japan		
<b>WA503 Intellectualization and Accuracy Improvement for the Development of Highly Reliable CAE Software</b> Takahito Tanabe, Mathematical Systems Inc., Japan Toshiharu Mitsuhashi, Advancesoft Inc., Japan Manabu Yamaji, Kakuro Amasaka, Aoyama Gakuin University, Japan		
<b>WA503 Optimal Pit Strategy of How Many Stops To Make and When To Make Them for a Formula 1 Team</b> Ilkay Gultas, Istanbul Kultur University, Turkey		
<b>WA503 State-of-the-art in Integrated Vehicle Health Management</b> Ornella Benedettini, University of Bari, Italy Timothy S. Baines, Howard W. Lightfoot, Richard Mark Greenough, Cranfield University, United Kingdom		



■ WB Sessions: Wednesday, 10:05-11:20

<b>Session: Lean perspectives</b>	<b>Track: JIT &amp; Lean Production</b>	<b>Chair: Norman Faull</b>
<b>WB202 Thoughts on Kaizen and its Evolution: Three Different Perspectives</b> Manuel Suarez-Barraza, Juan Ramis-Pujol, University Ramon Llull, Spain Laoucine Kerbache, HEC Paris, France		
<b>WB202 Proposal and Demonstration of V-MICS-VM through the Development of Intelligence Operators</b> Hirohisa Sakai, Toyota Motor Corporation, Japan Kakuro Amasaka, Aoyama Gakuin University, Japan		
<b>WB202 Evolution of TPS Fundamentals Utilizing New JIT Strategy - Proposal and Validity of Advanced TPS at Toyota -</b> Kakuro Amasaka, Aoyama Gakuin University, Japan Hirohisa Sakai, Toyota Motor Corporation, Japan		
<b>WB202 Scheduling with the Glenday Sieve</b> Norman Faull, University of Cape Town, South Africa		

<b>Session: Service OM 1</b>	<b>Track: Invited</b>	<b>Chair: Philip Andrew Smart and Harry Maddern</b>
<b>WB301 Seeking Balance: Designing High-Quality Service Supply Chain</b> Henk Akkermans, Tilburg University, Netherlands Paulo Gonçavez, M.I.T., U.S.A. Willem van Oppen, KPN BV		
<b>WB301 Quality Perceptions and Practices in Logistics Services</b> Wolfgang Kersten, Jan Koch, Hamburg University of Technology, Germany		
<b>WB301 A Framework for Assessing the Impacts of Customer Contributions in Service Delivery</b> Marlene Amorim, Alejandro Lago, Philip Moscoso, University of Navarra, Spain		

<b>Session: Case research on manufacturing strategy 2</b>	<b>Track: Manufacturing Strategy</b>	<b>Chair: Alan Friis</b>
<b>WB302 Manufacturing Strategy Implementation: Findings from Multiple Case Studies Analysis</b> Tritos Laosirihongthong, Thammasat University, Thailand Lynn Lim, Roehampton University, United Kingdom Pongsvas Svasti, Thammasat University, Thailand		
<b>WB302 An Integrated Framework for Servitized Operation Strategy</b> Essam M. Shehab, *Tim Baines, Howard Lightfoot, Ashutosh Tiwari, Mark Johnson, Joe Peppard, Cranfield University, United Kingdom		
<b>WB302 Theory Building: Relating Variation, Uncertainty, Buffering Mechanisms and Trade-Offs</b> Roy Stratton, Nottingham Trent University, United Kingdom		
<b>WB302 Low-Volume/High-Mix Electronic Manufacturing Service Provision: Challenges for Implementation and Performance Measurement</b> Alan Friis, Technical University of Denmark, Denmark Kristian Voldby Olsen, Fritz Hansen Lasse Lindbjerg, Kromann Reumert Lars Thielsen, Radio Frequency Systems Zoran Perunovic, Technical University of Denmark, Denmark		

<b>Session: Environment and suppliers</b>	<b>Track: Environmental Management</b>	<b>Chair: Mihalis Giannakis</b>
<b>WB303 A Study of Environmental Purchasing Practices in Electronics Industries</b> Xue Shi, Anh Chi Phan, Ayman Bahjat Abdallah, Yoshiki Matsui, Yokohama National University, Japan		
<b>WB303 Environmental SCM: Extending Sustainable Practices to Suppliers</b> Cristina Gimenez, Universitat Ramon, Spain Rudolf O. Large, Stuttgart University, Germany Enric Segarra, Universitat Ramon Llull, Spain		
<b>WB303 Sustainable Competitiveness in Multinational Supply Chains</b> Mihalis Giannakis, Warwick University, United Kingdom		

<b>Session: Cost management 2</b>	<b>Track: Cost Management</b>	<b>Chair: Hirokazu Kono</b>
<b>WB305 Lean Accounting System Design for a Real Life Cellular Manufacturing Environment</b> Serdar Baysan, Mehmet Bulent Durmusoglu, Istanbul Technical University, Turkey		
<b>WB305 Cost-Time Analysis for 3-D Microstructure Fabrication Using Multi-Film Thickness Mask and Current Techniques</b> Nithi Atthi, National Electronics and Computer Technology Center, Thailand Chuckaphun Aramphongphun, Patcharaporn Yanpirat, Peerayuth Charnsetthikul, Kasetsart University, Thailand Jirawat Jantawong, Wutthinan Jeamsaksiri, Charndet Hruanun, Amporn Poyai, National Electronics and Computer Technology Center, Thailand		
<b>WB305 Optimizing Permanent and Temporary Workforce under a Budget Constraint</b> Nico Dellaert, Eindhoven University of Technology, Netherlands Jully Jeunet, Universite Paris Dauphine, France Gergely Mincsovcics, Eindhoven University of Technology, Netherlands		
<b>WB305 Profit and Safety Analysis of Multiple Product Alternatives</b> Tadahiro Mizumachi, Seikei University, Japan Hirokazu Kono, Keio University, Japan		

■ WB Sessions: Wednesday, 10:05-11:20

<b>Session: e-commerce 2</b>	<b>Track: Information Systems and e-Operations</b>	<b>Chair: Amiya K. Chakravarty</b>
<p><b>WB401 How Retailers' Reputation will Change if They cannot Set the Price in the Internet Market: The Regression Analysis about the Relationship between Real Estate Agencies' Reputation and the Appeal of Advertisements in the Real Estate Market</b> Hisashi Yamada, Niigata University of International and Information Studies, Japan</p> <p><b>WB401 A Framework for the Design and Control of Multi-Channel Services</b> Rui Sousa, Catholic University of Portugal, Portugal</p> <p><b>WB401 Dissemination Motive and the Effect of Electronic Word-of-Mouth: Internet Book Reviews</b> Yun Kuei Huang, Shin-Yin Hsieh, Takming University of Science and Technology, Taiwan</p> <p><b>WB401 Supplier Aggregation in an Online Marketplace</b> Amiya K. Chakravarty, Northeastern University, U.S.A. Geoffrey Parker, Tulane University, U.S.A.</p>		
<b>Session: SCM framework</b>	<b>Track: Supply Chain Management</b>	<b>Chair: Raj Selladurai</b>
<p><b>WB402 Core Supply Chain Management Business Processes - A Literature-Based Framework Proposition</b> Rodrigo Cambiaghi Azevedo, Sophie D'Amours, Universite Laval, Canada Mikael Ronnqvist, Norwegian School of Economics and Business Administration, Norway</p> <p><b>WB402 A Mean of Supply Chain</b> Seiji Kurosu, Waseda University, Japan</p> <p><b>WB402 Network Marketing Strategy and Supply Chain Management for Effective Operations Management</b> Raj Selladurai, Indiana University, U.S.A.</p>		
<b>Session: Modeling: Sharing risk and return in SCM 2</b>	<b>Track: m-Supply Chain Management</b>	<b>Chair: De-bi Cao</b>
<p><b>WB403 An Option Optimization Model for Apparel Supply Contract</b> Yuki Kumakiri, De-bi Cao, Keio University, Japan</p> <p><b>WB403 Research towards Risk Sharing in Supply Chain Management</b> Yongfeng Pan, Lindu Zhao, Southeast University, China</p> <p><b>WB403 The Agency Cost in Early Supplier Involvement and its Effect on Development Lead Time</b> Sarah J. Wu, Worawat Margsir, Fordham University, U.S.A.</p>		
<b>Session: Modeling: New scheduling model 2</b>	<b>Track: m-Scheduling</b>	<b>Chair: Joanna Krawczyk</b>
<p><b>WB405 Developing an Implementation Strategy for Workload Control: An Action Research Project</b> Mark Stevenson, Yuan Huang, Linda C. Hendry, Lancaster University, United Kingdom</p> <p><b>WB405 A Fundamental Study on the Efficiency of Production Scheduling in Mixed Products Production</b> Osamu Ichikizaki, Hiroyoshi Fujioka, Tomoaki Yamazaki, Takashi Kanazawa, Keio University, Japan</p> <p><b>WB405 A Manufacturing Operation Classification System to Support the Organisational Design of Production Planning</b> Jane E. Guinery, University of Nottingham, United Kingdom</p> <p><b>WB405 A Case Study into the Implementation of a Manual Production Planning and Control System in a Complex Manufacturing Environment</b> Joanna Krawczyk, David J. Evans, Cranfield University, United Kingdom</p>		
<b>Session: S-SCM 1</b>	<b>Track: Spanish</b>	<b>Chair: Jose A. D. Machuca</b>
<p><b>WB501 Supply Chain Organization as a Source of Competitive Advantages: A multisectorial Study in Spain</b> Jesus Garcia-Arca, Ana M. Mejias-Sacaluga, Jose Carlos Prado-Prado, University of Vigo, Spain</p> <p><b>WB501 A Tool for Researching and Teaching on the Bullwhip Effect through Web-Based Simulation</b> Jose A. D. Machuca, Rafael Pozo-Baraja, University of Sevilla, Spain</p> <p><b>WB501 A Roadmap for Future Research on the Specification of Business Services in Supply Chain Management: The Quest for Synergy between Software Engineering and Service Operations Management Fields</b> Joaquin Pena-Siles, Jose A. D. Machuca, Maria del Mar Gonzalez-Zamora, University of Sevilla, Spain</p>		
<b>Session: Modeling: New approaches to QM and maintenance 2</b>	<b>Track: m-Quality Management and Six Sigma</b>	<b>Chair: Shuki Dror</b>
<p><b>WB503 Understanding Customer-Defined Quality through Quantitative Analysis of Kano's Model</b> Ting Wang, Ping Ji, Hong Kong Polytechnic University, Hong Kong</p> <p><b>WB503 Ranking of Customer Requirements in Quality Function Deployment by a Fuzzy Method</b> Esmaeil Mehdizadeh, Islamic Azad University, Qazvin Branch, Iran Farshid Rajabi, Mohammad Reza Masoomi, Islamic Azad University, Abhar Branch, Iran</p> <p><b>WB503 Identifying Downs Syndrome Fetuses Using Taguchi's Approach: Selecting the Most Appropriate Detection Method</b> Shuki Dror, Rachel Ravid, Emil Bashkansky, ORT Braude College, Israel</p> <p><b>WB503 Safety Design for Artificial Marble Products</b> Wen-Pai Wang, National Chin-Yi University of Technology, Taiwan Chung-Shang Chang, Chienkuo Technology University, Taiwan, Yu-Jen Chang, Tunghai University, Taiwan</p>		

■ WC Sessions: Wednesday, 13:40-14:55

<b>Session: Empirical research on quality management 1</b>	<b>Track: Quality Management and Six Sigma</b>	<b>Chair: Ben Clegg</b>
<b>WC202 Quality Management Practices and Competitive Performance: Empirical Evidence from Japanese Manufacturing Plants</b> Anh Chi Phan, Ayman Bahjat Abdallah, Yoshiki Matsui, Yokohama National University, Japan		
<b>WC202 The Impact of TQM and TPM on Business Performance – An Empirical Analysis of a Simultaneous Implementation</b> Philipp Alexander Konecny, Jorn-Henrik Thun, Peter M. Milling, University of Mannheim, Germany		
<b>WC202 A Survey to Understanding What Makes 6 Sigma Training Effective</b> Ben Clegg, Aston Business School, United Kingdom Chris Rees, Mike Titchen, SigmaPro, United Kingdom		

<b>Session: Service OM 2</b>	<b>Track: Invited</b>	<b>Chair: Philip Andrew Smart and Harry Maddern</b>
<b>WC301 Value Moves in Service Delivery and Asset Management: A Segmentation Tool for OEMs Going Downstream to Services</b> Jan B. Holmstrom, Helsinki University of Technology, Finland		
<b>WC301 Mapping Service Processes in Manufacturing Companies</b> Sabine Biege, Gunter Lay, Fraunhofer Institute for Systems and Innovation Research, Germany Daniela Buschak, Fraunhofer Institute for Systems and Innovation Research / University of Erlangen-Nuernberg, Germany		
<b>WC301 The Partnership Table as an Organisational Tool for Improving Customer-Provider Relationship: A Case Study in Facility Management</b> Alberto Felice De Toni, Mattia Montagner, University of Udine, Italy		

<b>Session: Manufacturing strategy framework</b>	<b>Track: Manufacturing Strategy</b>	<b>Chair: Attila Chikan</b>
<b>WC302 Strategy Deployment: Linking Business Objectives to Action Plans</b> Shuki Dror, Ort Braude College, Israel, United Kingdom		
<b>WC302 Implications of Cellular Production System to Managements of Machine Tool Builders</b> Fumihiko Nakazawa, J-Phoenix Research Inc., Japan Michiya Morita, Gakushuin University, Japan		
<b>WC302 Competitiveness of Operations Management</b> Alejandra Gomez-Padilla, Victor Hugo Ortiz-Muro, University of Guadalajara, Mexico		
<b>WC302 Graphical Languages for Manufacturing Operations</b> Charlotta Johnsson, Lund University, Sweden		
<b>WC302 Operations Management Fads and Fashions: A Product Life Cycle Approach to Seeking Truth</b> Attila Chikan, Corvinus University of Budapest, Hungary Linda Sprague, Rollins College, U.S.A.		

<b>Session: Green operations</b>	<b>Track: Environmental Management</b>	<b>Chair: Charles J. Corbett</b>
<b>WC303 An Integrated BSC Model for the Performance Evaluation of Public Organizations</b> Toraj Mojibi, Mojtaba Tabari, Islamic Azad University, Iran Reza Tavakkoli-Moghaddam, University of Tehran, Iran		
<b>WC303 Green Operations: Diagnosing Environmental Initiatives in the Automotive Industry</b> Breno Nunes, David Bennett, Aston University, United Kingdom		
<b>WC303 Adoption of Voluntary Environmental Standards: The Role of Signaling and Intrinsic Benefits in the Diffusion of the LEED Green Building Standards</b> Charles J. Corbett, Suresh Muthulingam, University of California, Los Angeles, U.S.A.		

<b>Session: Performance measurement</b>	<b>Track: Performance measurement</b>	<b>Chair: Angel R. Martinez-Lorente</b>
<b>WC305 Forward Performance Measurement and Management Integrated Frameworks</b> Paolo Taticchi, University of Perugia, Italy Kashi Balachandran, New York University, U.S.A.		
<b>WC305 Enabling Performance Management in SMEs: a Study into What SMEs Need to Measure and How They Should Manage Performance</b> Hakon Fauske, SINTEF Technology and Science, Norway Marco Busi, Carisma r.c.t. Ltd., Norway Erlend Alfnes, Norwegian University of Technology and Science, Norway		
<b>WC305 Reliability and Validity of Operations Management Measurement Models</b> Angel R. Martinez-Lorente, Polytechnic University of Cartagena, Spain Miguel Hernandez-Espallardo, University of Murcia, Spain		

<b>Session: Using secondary data in OM Research</b>	<b>Track: Tutorial</b>	<b>Chair: Vinod Singhal</b>
<b>WC401 A Tutorial on Using Secondary Data in Operations Management (OM) Research: Overview and Research Opportunities</b> Vinod Singhal, Georgia Institute of Technology, U.S.A.		

<b>Session: Case research on SCM 1</b>	<b>Track: Supply Chain Management</b>	<b>Chair: Jan Ola Strandhagen</b>
<b>WC402 Marketing Distribution Channels in the Chinese Market: An Exploratory Study of Distribution Centre Performance in Fujian Province</b> Peter O'Neill, Monash University, Australia		

■ WC Sessions: Wednesday, 13:40-14:55

**Annibal J. Scavarda**, Royal Melbourne Institute of Technology University, Australia

**WC402 The Impact of Product Mix on Supply Network Configurations**

**Nan Wang, Yongjiang Shi**, University of Cambridge, United Kingdom

**WC402 Successful Supplier Integration in China: A Case Study Approach**

**Martin Lockstrom**, Supply Management Institute SMI – China, China

**Roger Moser**, Supply Management Institute SMI – India, India

**Joachim Michael Schadel**, Supply Management Institute SMI – China, China

**WC402 Intelligent and Demand Driven Manufacturing Network Control Concepts**

**Ragnhild Bjartnes**, SINTEF Technology and Society, Norway

**Jan Ola Strandhagen, Heidi C. Dreyer, Kristian Solem**, NTNU, Norway

**Session: Modeling: Evaluation of port/terminal operations**

**Track: m-Logistics and Physical Distribution**

**Chair: Rene B. M. de Koster**

**WC403 A Study on Specification of Terminal Traffic Estimation System on Geographic Information Systems**

**Yoichi Shimakawa, Taro Kasahara**, Salesian Polytechnic, Japan

**Nobuyuki Iwaki, Kazuaki Taniguchi**, FACE.com Inc., Japan

**WC403 Fuzzy Data Envelopment Analytic Hierarchy Process: A Possibility Approach**

**Varathorn Punyangarm**, Srinakharinwirot University, Thailand

**Patcharaporn Yanpirat**, Kasetsart University, Thailand

**WC403 Sense and Nonsense of Container Terminal Benchmarking**

**Rene B. M. de Koster, Bert Balk**, RSM Erasmus University, Netherlands

**Session: Modeling: Scheduling algorithms**

**Track: m-Scheduling**

**Chair: Reza Tavakkoli-Moghaddam**

**WC405 Memetic Algorithm for Non-Identical Parallel Machines Scheduling Problem with Earliness and Tardiness Penalties**

**Wisut Supithak, Karn Plongon**, Kasetsart University, Thailand

**WC405 A Scheduling Model for a Knitting Planning Problem**

**Carina Oliveira Pimentel, Filipe Pinto Cunha Alvelos**, University of Minho, Portugal

**Antonio Duarte**, Polytechnic Institute of Braganca, Portugal

**Jose Manuel Valerio de Carvalho**, University of Minho, Portugal

**WC405 Multislot Just-in-Time Scheduling in Single Machine Environment**

**Shao-Chin Sung**, Aoyama Gakuin University, Japan

**Ondrej Cepek**, Charles University, Czech Republic

**Kunihiko Hiraishi**, Japan Advanced Institute of Science and Technology, Japan

**WC405 Solving a Bi-Objective No-Wait Flow Shop Scheduling Problem by a Fuzzy Goal Programming Approach**

**Reza Tavakkoli-Moghaddam**, University of Tehran, Iran

**Babak Javadi**, University of Science and Technology, Iran

**Session: S-SCM 2**

**Track: Spanish**

**Chair: Juan Ramis-Pujol**

**WC501 Agile Supply Chain: Difficulties for Implementation in Spanish Fashion Industry**

**Jesus Garcia-Arca, Ana M. Mejias-Sacaluga, Jose Carlos Prado-Prado**, University of Vigo, Spain

**WC501 Information View as a Link in the Manufacturing Planning Process Modeling in a Supply and Distribution Chain**

**Andres Boza, Rosa-Isabel Navarro, Francisco-Cruz Lario**, Universidad Politecnica de Valencia, Spain

**WC501 Establishing a Framework for Research in the Triple A (Adaptability, Agility, Alignment) in Supply Chains**

**Ivan A. Arona, Jose A. D. Machuca, Rafaela Alfalla-Luque**, University of Sevilla, Spain

**WC501 Detecting Supply Chain Innovation Potential for Sustainable Development**

**Juan Ramis-Pujol**, University Ramon Llull, Spain

**Raine Isaksson**, Gotland University, Sweden

**Daniel Arenas**, University Ramon Llull, Spain

**Session: Modeling: Vehicle Routing Problem 2**

**Track: m-Logistics and Physical Distribution**

**Chair: Bulent Catay**

**WC503 A Dynamic Programming Approach to the Time-Dependent VRP with Both Transportation and Time Limitations**

**Said Dabia, Tom van Woensel, Ton de Kok**, Eindhoven University of Technology, Netherlands

**WC503 Integrated Inventory Problem and Vehicle Routing Problem in One Warehouse and Multi-Retailer Distribution System**

**Anchalee Supithak**, Eastern Asia University, Thailand

**Surya D. Liman**, Texas Tech University, U.S.A.

**WC503 An Ant Colony Optimization Approach for the Mixed Vehicle Routing Problem with Backhauls**

**Bulent Catay**, Sabanci University, Turkey

■WD Sessions: Wednesday, 15:15-16:30

**Session: Empirical research on quality management 2**    **Track: Quality Management and Six Sigma**    **Chair: Hideo Suzuki**

**WD202 The Influence of TQM on Innovation and Firm Growth**

Julio F. B. Facó, EAESP/FGV, Brazil

Andre Luis Castro Moura Duarte, IBMEC-Sao Paulo, Brazil

Joao Mario Csillag, EAESP/FGV, Brazil

**WD202 Relationship between Quality Management Practices and Their Effects on Competitive Performance of Manufacturing Plants**

Anh Chi Phan, Ayman Bahjat Abdallah, Yoshiki Matsui, Yokohama National University, Japan

**WD202 ISO 9001:2000 Application according to TQM in Small and Medium Companies**

Angel R. Martinez-Lorente, Polytechnic University of Cartagena, Spain

Micaela Martinez-Costa, Daniel Jimenez-Jimenez, University of Murcia, Spain

**WD202 Structural Analysis of Quality Management Practices and Results in Japanese Manufacturing Companies**

Hideo Suzuki, University of Tsukuba, Japan

Hirofumi Matsuo, Kobe University, Japan

Rita Arauz, Goethals Consulting Corp., Panama

**Session: Service OM 3**    **Track: Invited**    **Chair: Philip Andrew Smart and Harry Maddern**

**WD301 A Review of Scheduling Problems in Hospitals**

Fan T. Tseng, J. N. D. Gupta, University of Alabama in Huntsville, U.S.A.

K. H. Hsu, Chang Gung University, Taiwan

**WD301 Demand and Supply Management for Professional Services**

Cornelia Schoen, University of Karlsruhe, Germany

**WD301 Development of Broadcast Radio Production Laboratories at Social Communication Courses**

Carlos Fernando Jung, PPGEP/UFRGS, Brazil

Vera Maria Broilo, FACCAT,RS, Brazil

Jose Luis Duarte Ribeiro, Carla Schwengber ten Caten, PPGEP/UFRGS, Brazil

**Session: International OM 1**    **Track: International Operations Management**    **Chair: Ann Vereecke**

**WD302 Offshoring Process: A Comparative Investigation of Danish and Japanese Companies**

Dmitriy Slepnirov, Aalborg University, Denmark

Hiroshi Katayama, Waseda University, Japan

**WD302 Architecture and Global Competitiveness in Japanese Process Industry**

Junichi Tomita, Toyo University, Japan

**WD302 The Globalisation of Automotive Component Suppliers**

Chee Yew Wong, University of Hull, United Kingdom

Sakun Boon-itt, Thammasat Business School, Thailand

**WD302 Survival of the Fittest: Impact of Networking on the Future of Plants**

Ann Vereecke, Vlerick Leuven Gent Management School and Ghent University, Belgium

Arnoud De Meyer, University of Cambridge, United Kingdom

**Session: Remanufacturing and recycling**    **Track: Environmental Management**    **Chair: Tomoaki Shimada**

**WD303 The Need for Inspection in Remanufacturing Operations**

Mark Errington, Stephen J. Childe, Exeter University, United Kingdom

**WD303 Analysis of Reverse Logistics of Operations for a Computer Company**

Albert Wee Kwan Tan, Arun Kumar, University of Wollongong, U.A.E.

**WD303 The Impact of a Large Retailer's Environmental Activities on Consumers' Purchasing Behavior in Japan**

Takeshi Hama, International University of Japan, Japan

Tomoaki Shimada, Kobe University, Japan

**Session: Evaluating sourcing**    **Track: Purchasing and Sourcing Management**    **Chair: William Ho**

**WD305 Developing Performance Measures for Critical Outsourcing**

Araya Sakburanapech, Richard Mark Greenough, Cranfield University, United Kingdom

**WD305 The Supply Risk Construct and Measurement Methods**

Fabio Z. Cerquinho, Marc Sachon, University of Navarra, Spain

**WD305 Modeling IT Outsourcing Decisions Involving Vendors**

Jayavel Sounderandian, University of Wisconsin at Parkside Kenosha, U.S.A.

Chun-Hung Cheng, Chinese University of Hong Kong, Hong Kong

Jaydeep Balakrishnan, University of Calgary, Canada

Wai-Chi Wong, Chinese University of Hong Kong, Hong Kong

**WD305 An Integrated Analytical Approach for Selecting Suppliers Strategically**

William Ho, Aston University, United Kingdom

**Session: Information systems 1**    **Track: Information Systems and e-Operations**    **Chair: Chien-Hua Mike Lin**

**WD401 Agile Supply Chains through Information Systems Integration**

Yi Wu, Jannis Angelis, Margi Levy, Warwick Business School, United Kingdom

**WD401 Issues in Implementation of Information Systems in Factories: The Role of Similarity and Difference of Business Functions**

Osam Sato, Tokyo Keizai University, Japan

■WD Sessions: Wednesday, 15:15-16:30

Yoshiki Matsui, Yokohama National University, Japan

Hideaki Kitanaka, Takushoku University, Japan

**WD401 Changes and Transitions in the Development of Enterprise Information Systems in Japan: An Empirical Study**

Kazuko Hozumi, Kanagawa University, Japan

**WD401 A Framework of EAI for Extending and Enhancing ERP**

Chien-Hua Mike Lin, Stephen Taraszewski, Cleveland State University, U.S.A.

**Session: Case research on SCM 2      Track: Supply Chain Management      Chair: Macarena Sacristan-Diaz**

**WD402 Open Innovation in Operation: Organizational Performance and Engineering Networks**

Susan C. Morton, Neil D. Burns, Loughborough University, United Kingdom

Roula Michaelides, Liverpool University, United Kingdom

**WD402 Vendor Managed Inventory Model in Case of Industrial Low-Cost Materials Management**

Jukka Hemila, VTT Technical Research Centre of Finland, Finland

**WD402 Measuring Supply Chain Performance - A Framework for Prioritizing Measures**

Aron Chibba, Halmstad University, Sweden

**WD402 Measuring Supply Chain Performance: What Metrics Do Matter?**

Job A. C. de Haan, Tilburg University, Netherlands

Macarena Sacristan-Diaz, University of Seville, Spain

**Session: Modeling: Supply Chain Management      Track: Invited      Chair: Sean X. Zhou**

**WD403 Optimal Purchasing Policies of Fresh Product with Random Delivery Times**

Xiaolin Xu, Xiaoqiang Cai, Chinese University of Hong Kong, Hong Kong

**WD403 Dynamic Pricing and Inventory Control in a Make-to-Stock Queue with Information on the Production Status**

Liuxin Chen, James Z. Pan, \*Frank Y. Chen, Chinese University of Hong Kong, Hong Kong

**WD403 Competitive and Collaborative Quality and Warranty Strategies in a Supply Chain**

Yue Dai, Fudan University, China

Sean Zhou, Chinese University of Hong Kong, Hong Kong

**WD403 Optimal Control of Inventory Systems with Multiple Types of Remanufacturable Products**

Sean X. Zhou, Zhijie Tao, Chinese University of Hong Kong, Hong Kong

Xiuli Chao, University of Michigan, U.S.A.

**Session: Modeling: Capacity and inventory management      Track: m-Inventory Theory      Chair: Zhe George Zhang**

**WD405 A Multi-Component Available-to-Promise Stochastic Programming Model**

Chien-Yu Chen, George Mason University, U.S.A.

**WD405 Optimal Sourcing Decisions under Alternative Capacitated Suppliers**

Tarkan Tan, Eindhoven University of Technology, Netherlands

Osman Alp, Bilkent University, Turkey

**WD405 Inventory Models with Multiple Uncertain Supply Sources**

Zhiyuan Chen, Houmin Yan, Chinese University of Hong Kong, Hong Kong

**WD405 Modeling Production and Inventory Systems with Multi-Server Vacation Models**

Zhe George Zhang, Western Washington University, U.S.A.

Siping Su, Simon Fraser University, Canada

**Session: S-Purchasing management and strategy      Track: Spanish      Chair: Luis Alejandro Rodriguez**

**WD501 The Environment as a Determinant Factor of the Implementation of Advanced Purchasing Practices**

Javier Gonzalez-Benito, Universidad de Salamanca, Spain

Duilio Reis da Rocha, Universidade de Fortaleza – UNIFOR, Spain

**WD501 Comparative Study of Purchasing and Sourcing Management in Spanish Industry**

Ana M. Mejias-Sacaluga, Jesus Garcia-Arca, Jose Carlos Prado-Prado, University of Vigo, Spain

**WD501 Approach to a Methodology to Verify the Development and Coherence of an Operations Strategy**

Luis Alejandro Rodriguez R., Universidad Nacional de Colombia, Colombia

**Session: SCM practices      Track: Supply Chain Management      Chair: Andrew Junfang Yu**

**WD503 Supplier Risk Relationship Management (SR2M): A Theoretical Framework.**

Amrik Singh, Naomi Brookes, Aston University, United Kingdom

**WD503 Optimal Operation of Petrochemical Product Chain**

Kentaro Yasuda, Kagoto Nakagawa, Masayoshi Takada, Mitsubishi Chemical Corporation, Japan

**WD503 Strategic Global Supply Chain Positioning**

Watcharavee Chandraprakakul, Tim Baines, Roland Yan Guan Lim, Cranfield University, United Kingdom

**WD503 Proactive Supply Chain Planning: a Dynamic Quantitative Planning**

Timothy P. Tsai, Texas Instruments, U.S.A.

Andrew Junfang Yu, Southern Methodist University, U.S.A.

Wang Yiu Yuen, Texas Instruments, U.S.A.

■ RA Sessions: Thursday, 8:30-9:45

**Session: Perspectives on quality management 1**    **Track: Quality Management and Six Sigma**  
**Chair: Natcha Thawesaengkulthai**

- RA202 Performance Appraisal of RAJA Passenger Trains Operating Co. Using EFQM Organizational Excellence Model**  
Hassanali Aghajani, University of Mazandaran, Iran  
Mohammad Alikhani, Islami Azad University of Ghaemshahre, Iran  
Zohreh Allai, Iran
- RA202 Managing Quality in the Chinese Context**  
Yun Qiu, James D. Tannock, University of Nottingham, United Kingdom
- RA202 Concept for Collaborative Quality Management in Manufacturing Networks**  
Patrick Sitek, Marcus Seifert, Klaus-Dieter Thoben, Bremen Institute for Production and Logistic, Germany
- RA202 Selecting Quality Management and Improvement Initiatives**  
Natcha Thawesaengkulthai, Chulalongkorn University, Thailand

**Session: Mass customization**    **Track: Mass Customization**    **Chair: Dian Yan Liou**

- RA301 Customers' Perceptions of Mass Customized Products in Service Sector in Greece**  
Irene Samanta-Rounti, Graduate Technological Education Institute of Piraeus, Greece
- RA301 Developing Ramp-up Strategies for A New Product Introduction in the Area of Mass Customization**  
Herwig Winkler, Michael Slamanig, Bernd Kaluza, Alpen-Adria-University Klagenfurt, Austria
- RA301 The Impact of Customer Learning on Mass Customization Capability: An Exploratory Study of the Contextual Factors**  
Min Zhang, Xiande Zhao, The Chinese University of Hong Kong, Hong Kong
- RA301 The Flexibility of Service Operations for Banks: An Empirical Approach in Taiwan**  
Dian Yan Liou, Yu Da College of Business, Taiwan

**Session: International OM 2**    **Track: International Operations Management**    **Chair: Kasra Ferdows**

- RA302 The Impact of National Culture on Operations Management**  
Zheng Liu, Yongjiang Shi, University of Cambridge, United Kingdom
- RA302 Born Globals from Brazil: How Do They Operate Internationally?**  
Luis Henrique Pereira, Universidade Ibirapuera, Brazil  
Susana Farias Pereira, FGV-EAESP, Brazil
- RA302 Bridging Cultural Gap between Thai and Japanese Expatriates: Case of Japanese Expatriate Developing Local Suppliers in the Thai Automobile Industry**  
Phallapa Petison, Mahidol University, Thailand
- RA302 Models of Global Production Networks**  
Kasra Ferdows, Georgetown University, U.S.A.

**Session: Panel Discussions: RFID**    **Track: Invited Panel Discussions**    **Chair: Brooke Saladin**

- RA303 Research and Applications of RFID in Goods and Services**  
Brooke Saladin, Wake Forest University, U.S.A.  
David Collier, Florida Gulf Coast University, U.S.A.  
Kurt Hozak, Indiana State University, U.S.A.  
Kirk Karwan, Furman University, U.S.A.

**Session: Manufacturing technology and ergonomics**    **Track: Manufacturing Technology**    **Chair: Charlotta Johnsson**

- RA305 The Different Electrode Materials Affect to Micro-Cracking Defective on Tungsten Carbide Surface in EDM Process**  
Natdanai Suetragul, Apiwat Muttamara, Thammasat University, Thailand  
Pichai Janmanee, Rajamangala University of Technology Krungthep, Thailand  
Yasushi Fukuzawa, Nagaoka University of Technology, Japan
- RA305 Robotics and ISA 88 Batch Control Standard - Opportunities and Challenges -**  
Charlotta Johnsson, Lund University, Sweden
- RA305 The Application of Ergonomic Research Principles for Workstation Enhancement of Apparel Machinists**  
Kem Ramdass, University of Johannesburg, South Africa  
Leon Pretorius, University of Pretoria, South Africa
- RA305 The Role of Ergonomics towards Performance Improvement**  
Kem Ramdass, University of Johannesburg, South Africa  
Leon Pretorius, University of Pretoria, South Africa

**Session: Information systems 2**    **Track: Information Systems and e-Operations**    **Chair: Susan Morton**

- RA401 The Virtual Development Office Framework in Enterprises Network Organization: The GPT Case Study**  
Paolo Taticchi, Marco Botarelli, Luca Cagnazzo, University of Perugia, Italy
- RA401 Proposal of a Framework for the Analysis of the Innovation Process in Networks**  
Jose Alcides Gobbo Junior, Sao Paulo State University, Brazil  
Marcos Augusto de Vasconcellos, FGV-EAESP, Brazil
- RA401 A Choice Model in Voting for a Political Party**  
Ilkay Gultas, Istanbul Kultur University, Turkey
- RA401 Vote for Performance Improvement: Virtual Organizational Teams and e-Collaboration**  
Roula Michaelides, Liverpool University, United Kingdom

■ RA Sessions: Thursday, 8:30-9:45

Susan C. Morton, Loughborough University, United Kingdom

**Session: Disaster management      Track: Invited      Chair: Duncan Shaw**

- RA402    Supporting Security Officers: A Study of Operational Performance**  
Ben Clegg, Duncan Shaw, Pavel Albores, Prasanta Dey, Andrew Greasley, Aston University, United Kingdom
- RA402    Disaster Recovery and Business Resumption Planning**  
Luis Antonio Delgadillo Gutierrez, Aida Fajardo Montiel, Jose de Jesus Gonzalez Hinojosa, Universidad de Guadalajara, Mexico
- RA402    Evacuation Responsiveness by Government Organisations (ERGO): A Preparedness Toolkit for Europe**  
Duncan Shaw, P. Tissington, P. Albores, Aston University, United Kingdom

**Session: Modeling: Simulating SCM      Track: m-Supply Chain Management      Chair: Henk Akkermans**

- RA403    What is the Right Supply Chain Flexibility? An Evaluation Framework and Model**  
Yvan Nieto, Gerald Reiner, University of Neuchatel, Switzerland
- RA403    Exploring the Use/Abuse of Inventory Control Policies and Forecasting in Relation to the Bullwhip Effect and Customer Service by Means of Spreadsheet Simulation**  
Robert Boute, Vlerick Leuven Gent Management School, Belgium  
Marc Lambrecht, Katholieke Universiteit Leuven, Belgium
- RA403    Concept, Processes, and a Supply Chain Simulation Approach for Vendor Managed Inventory**  
Guillaume Marques, Jacques Lamothe, Caroline Thierry, Didier Gourc, Toulouse University, France
- RA403    Short-Lived like Brushwood: On the Applicability of "Lean" Supply Chain Coordination Mechanisms to Short Product Life Cycle Industries**  
Henk Akkermans, Tilburg University, Netherlands

**Session: Modeling: Inventory policies      Track: m-Inventory Theory      Chair: Taner Bilgic**

- RA405    An Inventory Model for Deteriorating Items with Stochastic Supply Lead-Time**  
Reza Tavakkoli-Moghaddam, University of Tehran, Iran  
M. Sheikh-Sajadieh, Islamic Azad University - South Tehran Branch, Iran  
T. Mojibi, Islamic Azad University - Firoozkuh Branch, Iran  
M. Tabari, Islamic Azad University - Ghameshahr Branch, Iran
- RA405    Exact Performance of (r, Q) Policies for a Lost-Sales Inventory System Where Multiple Replenishment Orders May Be Outstanding**  
Anders Thorstenson, Søren Glud Johansen, University of Aarhus, Denmark
- RA405    The Joint Replenishment Problem with Truck Cost Structures**  
Mehmet Mustafa Tanrikulu, Alper Sen, Osman Alp, Bilkent University, Turkey
- RA405    Expediting Decisions for an Assemble-to-Order System**  
Onder Tombus, Taner Bilgic, Bogazici University, Turkey

**Session: S-Teaching innovation in POM      Track: Spanish      Chair: Rafaela Alfalla-Luque**

- RA501    Information Technologies and University Teaching Methods in Business Administration: Analyzing OM Students' Opinions**  
Francisco J. Arenas, Carmen Medina-Lopez, Jose A. D. Machuca, University of Seville, Spain
- RA501    Environmental Management System Performance Indicators for a Knowledge Organization: Experiences at the Technical University of Catalonia (UPC)**  
Juan Carlos Aguado-Chao, Pere Busquets-Rubio, Adriana Carolina Cortes-Cardonia, Jordi Fortuny-Santos, Maria Rosa Gonzalez-Siso, Ramon Navarro-Antunez, Antonio M. C. Verdu-Gonzalez, Technical University of Catalonia, Spain
- RA501    OM-Multimedia Applications: An Improvement in the Learning Process or Just a Technological Fad?**  
Carmen Medina-Lopez, Francisco J. Arenas-Marquez, Jose Carlos Ruiz-del-Castillo, University of Sevilla, Spain
- RA501    Learning Experiences: Making Operations Management More Interesting and Appealing for the Student Through ICT**  
Rafaela Alfalla-Luque, Francisco J. Arenas-Marquez, Carmen Medina-Lopez, University of Seville, Spain

**Session: Modeling: Project management      Track: m-Project Management      Chair: Indra Gunawan**

- RA503    PERT/GERT Project Network Simulation with Arena**  
William J. Cosgrove, California Polytechnic University - Pomona, U.S.A.
- RA503    Procurement Performance Analysis for International Development Projects**  
Kamrul Ahsan, Auckland University of Technology, New Zealand
- RA503    An Interdisciplinary Approach towards Managing Projects and Change: Revisiting some Old Concepts**  
Samir Dani, Neil Burns, Chris Backhouse, Loughborough University, United Kingdom
- RA503    Implementation of Design Structure Matrix to Reduce Design Iterations in Engineering Development Projects**  
Indra Gunawan, Auckland University of Technology, New Zealand



■RB Sessions: Thursday, 10:05-11:20

<b>Session: Perspectives on quality management 2</b>	<b>Track: Quality Management and Six Sigma</b>	<b>Chair: Matthew Pepper</b>
<b>RB202</b>	<b>Establishment of Strategic Quality Management Model Utilizing Science TQM</b>	
	Manabu Yamaji, Kakuro Amasaka, Aoyama Gakuin University, Japan	
<b>RB202</b>	<b>Quality Management and Management Innovation: The Challenge for Innovators</b>	
	Teerapon Tanomsakyut, Natcha Thawesaengskulthai, Chulalongkorn University, Thailand	
<b>RB202</b>	<b>The Integration of Lean Six Sigma</b>	
	Matthew P. J. Pepper, Trevor A. Spedding, University of Wollongong, Australia	

<b>Session: Finance and operations interface</b>	<b>Track: Invited</b>	<b>Chair: Genaro J. Gutierrez</b>
<b>RB301</b>	<b>Offshore or Not to Offshore: Capacity Planning Under Exchange Rate and Demand Uncertainties</b>	
	Shanling Li, Letian Wang, McGill University, Canada	
<b>RB301</b>	<b>Private Label Products: When Structural Inefficiency Increases Supply Chain Profits</b>	
	Stephen Gilbert, University of Texas at Austin, U.S.A.	
	Yusen Xia, Georgia State University, U.S.A.	
	Liwen Chen, University of Texas at Austin, U.S.A.	
<b>RB301</b>	<b>Historical and Risk-Neutral Probability Measure Approaches to the Valuation of Operations Management Decisions and Contracts</b>	
	Genaro J. Gutierrez, Ramesh K. S. Rao, University of Texas at Austin, U.S.A.	

<b>Session: International OM 3</b>	<b>Track: International Operations Management</b>	<b>Chair: Chee Y. Wong</b>
<b>RB302</b>	<b>Outsourcing Value Creation Activities: Achieving Overall Optimal Performance</b>	
	Shishank Shishank, Rob Dekkers, University of the West of Scotland, United Kingdom	
<b>RB302</b>	<b>Strategic Supply Management of Japanese Companies' Overseas Operating Facilities</b>	
	Osamu Sam Uehara, NPO Institute for Supply Management, Japan	
<b>RB302</b>	<b>A Sino-European Framework of Cultural Standards SCM Performance Improvement through Cross-Cultural Communication in China</b>	
	Roger Moser, Supply Management Institute SMI – India, India	
	Martin Lockstrom, Supply Management Institute SMI – China, China	
<b>RB302</b>	<b>Key Issues of Manufacturing in China</b>	
	Hong Seng Woo, Middlesex University, United Kingdom	
<b>RB302</b>	<b>Organizational Innovation and Paradigm Shift: Comparing the Change Process of Two China's State-Owned Enterprises (SOEs)</b>	
	Rui H. Gao, Chee Yew Wong, Kobe University, Japan	

<b>Session: RFID 1</b>	<b>Track: RFID</b>	<b>Chair: Mihalis Giannakis</b>
<b>RB303</b>	<b>Inventory Management and RFID Technology in Supply Chain</b>	
	Reza Tavakkoli-Moghaddam, University of Tehran, Iran	
	H. Amoozad-Khalili, S. Ayani, Islamic Azad University - South Tehran Branch, Iran	
	A. Haghparast, Islamic Azad University - Qazvin Branch, Iran	
<b>RB303</b>	<b>Three Dimension (3D) Anthropometric Age</b>	
	Marie-Eve Faust, Hong Kong Polytechnical University, Hong Kong	
	Serge Carrier, Universite du Quebec a Montreal, Canada	
<b>RB303</b>	<b>Streamlining Supply Chains with the Use of RFID Technology</b>	
	Mihalis Giannakis, Warwick University, United Kingdom	

<b>Session: Teaching innovation in POM 1</b>	<b>Track: Teaching Innovation</b>	<b>Chair: Uttarayan Bagchi</b>
<b>RB305</b>	<b>Teaching Supply Chain Management (SCM): A Modified Beer Game</b>	
	Antonio Ka Wing Lau, City University of Hong Kong, Hong Kong	
	L. S. Kong, University of Queensland, Australia	
<b>RB305</b>	<b>Effect of Online Business Game on SCM Education</b>	
	Motonari Tanabu, Yokohama National University, Japan	
<b>RB305</b>	<b>The Design of Industrial Engineering Education Using Supply Chain Management</b>	
	Katsuhiko Sakamoto, Aoyama Gakuin University, Japan	
	Yoshiki Nakamura, Nihon University, Japan	
<b>RB305</b>	<b>Laws of Operations</b>	
	Uttarayan Bagchi, University of Texas at Austin, U.S.A.	

<b>Session: Knowledge management 1</b>	<b>Track: Knowledge and Technology Management</b>	<b>Chair: Chengter Ho</b>
<b>RB401</b>	<b>Knowledge Management Tools for Transfer Information: Case Study in One OEM</b>	
	Ricardo Mateo, University of Navarra, Spain	
<b>RB401</b>	<b>The Management of Process Planners' Knowledge Based on Manufacturing Feature Concept</b>	
	Hendry Muljadi, Tokyo Metropolitan College of Industrial Technology, Japan	
	Koichi Ando, Hayato Yagyu, Shibaura Institute of Technology, Japan	
<b>RB401</b>	<b>Case-Based Reasoning System for Fastener Forging Process Design</b>	
	Chengter Ho, Jerri Mathew, National Kaohsiung University of Applied Sciences, Taiwan	
<b>RB401</b>	<b>Automatic Filing Mechanism for New Cases in Case-Based Reasoning System</b>	
	Chengter Ho, Gin-Feng Kuo, National Kaohsiung University of Applied Sciences, Taiwan	

■RB Sessions: Thursday, 10:05-11:20

<b>Session: Case research on SCM 3</b>	<b>Track: Supply Chain Management</b>	<b>Chair: Simon T. Alexandre</b>
<b>RB402</b>	<b>Using a Methodology for Evaluating the Supply Chain Management in Industrial Companies</b>	<b>Simon T. Alexandre, Silvio R. I. Pires, Methodist University of Piracicaba, Brazil</b>
<b>RB402</b>	<b>A Practical Tool for Supply Chain Improvement - Experiences with the Supply Chain Maturity Assessment Test (SCMAT)</b>	<b>Torbjoern H. Netland, SINTEF, Norway</b>
	<b>Erlend Alfnes, Norwegian University of Technology and Science, Norway</b>	
<b>RB402</b>	<b>Upgrading in the Dual Chain: A Case Study of Wanxiang</b>	<b>Xiaozheng Jin, University of Cambridge, United Kingdom</b>

<b>Session: Modeling: SCM optimization 1</b>	<b>Track: m-Supply Chain Management</b>	<b>Chair: Yalcin Akcay</b>
<b>RB403</b>	<b>Dual Sourcing with Contract Manufacturing</b>	<b>Youssef Boulaksil, Jan C. Fransoo, Eindhoven University of Technology, Netherlands</b>
<b>RB403</b>	<b>The Study of Real Option Trading in a Secondary Market and its Impact on the Supply Chain Management</b>	<b>Gang Hao, City University of Hong Kong, Hong Kong</b>
	<b>Xu Chen, University of Electronic Science and Technology of China, China</b>	
<b>RB403</b>	<b>A Stochastic Programming Model for Production Loading Problems under Global Supply Chain Environment</b>	<b>Yue Wu, University of Southampton, United Kingdom</b>
<b>RB403</b>	<b>Pricing of Random Quality Products</b>	<b>Yalcin Akcay, Fikri Karaesmen, Seray Aydin, Koc University, Turkey</b>

<b>Session: Modeling: New formulations for inventory management</b>	<b>Track: m-Inventory Theory</b>	<b>Chair: Peter Kischka</b>
<b>RB405</b>	<b>A Single-Period Inventory Model with Possibilistic Information</b>	<b>Peijun Guo, Yokohama National University, Japan</b>
<b>RB405</b>	<b>Interval Probabilities and its Application to Newsvendor Problems</b>	<b>Peijun Guo, Yokohama National University, Japan</b>
	<b>Hideo Tanaka, Hiroshima International University, Japan</b>	
<b>RB405</b>	<b>Inventory Model with Stock-Level Dependent Rate and Variable Holding Cost Under the Given Total Inventory Cost</b>	<b>Masatoshi Tanaka, Matsumoto University, Japan</b>
	<b>Shin'ichi Yoshikawa, Nagoya Keizai University, Japan</b>	
<b>RB405</b>	<b>Stockout-Averse and Loss-Averse Newsvendors</b>	<b>Peter Kischka, Werner Jammerneegg, Friedrich Schiller University, Germany</b>

<b>Session: S-New product development and knowledge management</b>	<b>Track: Spanish</b>	<b>Chair: Elena Revilla</b>
<b>RB501</b>	<b>Managing New Product Development Processes: A Study of Concurrent Engineering from a Contingency Approach</b>	<b>Sandra Valle, Daniel Vazquez-Bustelo, University of Oviedo, Spain</b>
<b>RB501</b>	<b>Team Vision: Its Components and Impact on Product Development. An Empirical Evidence</b>	<b>Elena Revilla, Instituto de Empresa, Spain</b>
	<b>Beatriz Rodriguez, Universidad de Valladolid, Spain</b>	
<b>RB501</b>	<b>The Effect of Tacit Knowledge and Value of Knowledge on Franchise Systems Performance</b>	<b>Beatriz Minguela-Rata, Maria Concepcion Rodriguez-Benavides, Jose Ignacio Lopez-Sanchez, Universidad Complutense de Madrid, Spain</b>
<b>RB501</b>	<b>Knowledge Complexity, Absorptive Capacity and Weak Ties: An Empirical Analysis of Its Effects on Franchise Systems Uniformity</b>	<b>Beatriz Minguela-Rata, Maria Concepcion Rodriguez-Benavides, Jose Ignacio Lopez-Sanchez, Universidad Complutense de Madrid, Spain</b>

<b>Session: Modeling: Forecasting</b>	<b>Track: m-Forecasting</b>	<b>Chair: De-bi Cao</b>
<b>RB503</b>	<b>Synergy of Chaos Theory and Artificial Neural Networks in Time Series Prediction</b>	<b>Muhammad Ardalani-Farsa, Saeed Zolfaghari, Ryerson University, Canada</b>
<b>RB503</b>	<b>A Fuzzy Mathematical Programming Approach for Time Series Forecasting</b>	<b>Josefa Mula, Raul Poler, Universidad Politécnica de Valencia, Spain</b>
<b>RB503</b>	<b>A Method for Forecasting Model Selection</b>	<b>Raul Poler, Josefa Mula, Universidad Politécnica de Valencia, Spain</b>
<b>RB503</b>	<b>Tacit Knowledge Aggregation for Demand Forecasting in Prediction Market</b>	<b>Akihiro Nakatsuka, De-bi Cao, Keio University, Japan</b>

■ RC Sessions: Thursday, 13:40-14:55

<b>Session: Lean production 1</b>	<b>Track: JIT &amp; Lean Production</b>	<b>Chair: Mikko V. Koho</b>
<p><b>RC202 Lean Production within the German Capital Goods Industry - An Empirical Analysis</b>            Kai-Ingo Voigt, Lothar Czaja, Christian W. Scheiner, University of Erlangen-Nuremberg, Germany</p> <p><b>RC202 Key Characteristics of a Well-Performing Make-to-Order Production System</b>            Mikko V. Koho, Seppo J. Torvinen, Tampere University of Technology, Finland</p> <p><b>RC202 Key Performance Indicators (KPI) for the Implementation of Lean Methodologies in a Manufacture-to-Order Small and Medium Enterprise</b>            Markus Leonard Stamm, Thomas Neitzert, Auckland University of Technology, New Zealand</p> <p><b>RC202 Value Stream Mapping (VSM) in a Manufacture-to-Order Small and Medium Enterprise</b>            Markus Leonard Stamm, Thomas Neitzert, Auckland University of Technology, New Zealand</p>		
<b>Session: Science TQM - Toyota's New Strategy</b>	<b>Track: Tutorial</b>	<b>Chair: Kakuro Amasaka</b>
<p><b>RC301 Science TQM - Toyota's New Strategy</b>            Kakuro Amasaka, Aoyama Gakuin University, Japan</p>		
<b>Session: Empirical research on manufacturing strategy 2</b>	<b>Track: Manufacturing Strategy</b>	<b>Chair: Andy David Neely</b>
<p><b>RC302 Competitiveness Evaluation of the Manufacturing Sector: An Empirical Investigation</b>            Himanshu Kumar Shee, Victoria University, Australia            Alka Nand, University of the South Pacific, Fiji</p> <p><b>RC302 An Empirical Analysis of Formulation and Implementation of Manufacturing Strategy</b>            Jorn-Henrik Thun, Mannheim University, Germany            Rob Dekkers, University of West Scotland, United Kingdom            Marie-Christine Anselmann, Mannheim University, Germany</p> <p><b>RC302 Plant Roles and Decision-Making in Manufacturing Networks</b>            Andreas Feldmann, Jan Olhager, Linkoping University, Sweden</p> <p><b>RC302 The Servitization of Manufacturing: Further Evidence</b>            Andy David Neely, Cranfield University, United Kingdom</p>		
<b>Session: RFID 2</b>	<b>Track: RFID</b>	<b>Chair: Stephen C. H. Leung</b>
<p><b>RC303 A Review of Radio Frequency Identification (RFID) Contemporary Trends</b>            Apichaet Thanachareonkit, Natcha Thawesaengkulthai, Chulalongkorn University, Thailand</p> <p><b>RC303 The Management of Medical Assets across Australian Defence Force Supply Chains - A Radio Frequency Identification Enabled End-to-End Process Model</b>            Peter O'Neill, Monash University, Australia            Annibal J. Scavarda, Royal Melbourne Institute of Technology University, Australia</p> <p><b>RC303 Design of an RFID-Enabled Decision Support System for Outbound Logistics</b>            Stephen C. H. Leung, Jie Wei, City University of Hong Kong, Hong Kong            Ben Kwok, S. C. Lee, Avanti Innovation Technology Group Ltd., Hong Kong</p>		
<b>Session: Teaching innovation in POM 2</b>	<b>Track: Teaching Innovation</b>	<b>Chair: Prafulla Joglekar</b>
<p><b>RC305 Teaching Manufacturing Operations and Strategies in Higher Education</b>            Charlotta Johnsson, Carl-Henric Nilsson, Lund University, Sweden</p> <p><b>RC305 Technology for Teaching Operations Management</b>            Prafulla Joglekar, La Salle University, U.S.A.</p> <p><b>RC305 Application of Lean Principles in Academic Support, Focused in the Current Programme of Industrial Engineering (School of Engineering) at the Pontificia Universidad Javeriana, Bogota-Colombia</b>            Joseph Robert Voelkl, Pontificia Universidad Javeriana, Colombia</p> <p><b>RC305 Design of a Methodology Based on CRM, as Input of Lean Thinking in Services, in the Definition of the Value Added Expected by the External Customers of the Industrial Engineering Undergraduate Programme at the Universidad Javeriana</b>            Joseph Robert Voelkl, Jorge Alberto Silva Rueda, Clara Mabel Solano Vanegas, Edward Parra Florez, Pontificia Universidad Javeriana, Colombia</p>		
<b>Session: Knowledge management 2</b>	<b>Track: Knowledge and Technology Management</b>	<b>Chair: Ian Hipkin</b>
<p><b>RC401 New Production Development and Manufacturing Methodology Based on Subject-Oriented Service Engineering toward 21 Century Industry Era</b>            Takeshi Kamogawa, PHOENIX Co., Ltd., Japan</p> <p><b>RC401 Importance of a Solid Cultural Base to Implement Productive Methods in Small and Medium Size Mexican Manufacturing Enterprises</b>            Eligio Espinoza Mendez, Universidad Politecnica de San Luis Potosi, Mexico</p> <p><b>RC401 Operational Competence and Competitive Advantage through Absorptive Capacity in Process Industries</b>            Ian Hipkin, University of Exeter, United Kingdom</p>		
<b>Session: Modeling: SCM optimization 2</b>	<b>Track: m-Supply Chain Management</b>	<b>Chair: Matthieu Lauras</b>
<p><b>RC403 The Impacts of Process Synchronization on the Lead Time of Linear Manufacturing Supply Chains</b>            Hongyan Dai, Mitchell M. Tseng, Hong Kong University of Science and Technology, Hong Kong</p> <p><b>RC403 RFID Tagging Level on Inventories</b>            Evsen Korkmaz, Istanbul Technical University, Turkey</p>		

■ RC Sessions: Thursday, 13:40-14:55

- Tarkan Tan, Eindhoven University of Technology, Netherlands  
RC403 **Impact Analysis of Information Sharing to Chaotic Behavior in Supply Chain System**  
Yu Wang, Haiyan Wang, Southeast University, China  
RC403 **Order Fulfillment in Stock-out Situations Using a Non Sequential Advanced ATP Model**  
Matthieu Lauras, Uche Okongwu, Verane Humez, Lionel Dupont, Toulouse University, France

<b>Session: Modeling: Production and inventory management</b>	<b>Track: m-Inventory Theory</b>	<b>Chair: Antonio Arreola-Risa</b>
RC405 <b>Production and Inventory Problem for a System Comprising an Assembly Supply Chain and a Distribution Network</b> Yu-Cheng Hsiao, Tai-Yueh Lin, Ya-Han Yang, Takming University of Science and Technology, Taiwan		
RC405 <b>An Optimization Approach for Stochastic Production-Inventory Systems</b> Antonio Arreola-Risa, Texas A&M University, U.S.A. Victor M. Giménez-García, José Luis Martínez-Parra, Universitat Autònoma de Barcelona, Spain		
RC405 <b>The One-Vendor Multi-Buyer Problem with Permissible Delay in Payments</b> Beatriz Abdul-Jalbar, Jose M. Gutierrez, Marcos Colebrook, Joaquin Sicilia, La Laguna University, Spain		
RC405 <b>An Integrated Single-Vendor Two-Buyer Inventory Model with Credit Period Incentives</b> Beatriz Abdul-Jalbar, Roberto Dorta, Jose M. Gutierrez, Joaquin Sicilia, La Laguna University, Spain		

<b>Session: S-Information systems and e-operations</b>	<b>Track: Spanish</b>	<b>Chair: Mariano Aguayo</b>
RC501 <b>Analysing the Information Technology Paradox in the Supply Chain</b> Beatriz Minguela-Rata, Jose Fernandez-Menendez, Jose Ignacio Lopez-Sanchez, Antonio Rodriguez-Duarte, Francesco Domenico Sandulli, Universidad Complutense de Madrid, Spain		
RC501 <b>ERP System Selection with Fuzzy Modelling</b> Jose L. Salmeron, Salvador Bueno, Victor A. Banuls, University Pablo de Olavide, Spain Maria-Teresa Gonzalez-Zurita, University of Seville, Spain		
RC501 <b>Integrated Enterprise Architecture Framework for Business and Information Technology Alignment</b> Llanos Cuenca, Angel Ortiz, Andrés Boza, Univesidad Politécnica de Valencia, Spain		
RC501 <b>A Qualitative Decision Support Tool for Operational Managers</b> Jose L. Salmeron, University Pablo de Olavide, Spain Mariano Aguayo, Rafael Del-Pozo, University of Seville, Spain		

<b>Session: Modeling: Pricing</b>	<b>Track: m-Marketing and Operations Interface</b>	<b>Chair: Vincent Chi-Wei Li</b>
RC503 <b>Optimization Problem for the Column Assignment of a Vending Machine</b> Junichiro Fukuchi, Gakushuin University, Japan Hajime Itoh, Otaru University of Commerce, Japan Toshiko Takeuchi, Gakushuin University, Japan		
RC503 <b>Monotonicity in Revenue Management under a Discrete Choice Model of Consumers</b> Hideo Miki, Yasushi Masuda, Keio University, Japan		
RC503 <b>Markdown Pricing of Seasonal Products in Retail Chains</b> Vincent Chi-Wei Li, Yat-Wah Wan, Kate Chao, National Dong Hwa University, Taiwan		

■ RD Sessions: Thursday, 15:15-16:30

<b>Session: Lean production 2</b>	<b>Track: JIT &amp; Lean Production</b>	<b>Chair: Luis Fernando Nino</b>
<b>RD202 Current Issues for Internationalization of Japanese Manufacturing Companies</b> Kodo Yokozawa, University of Twente, Netherlands Harm-Jan Steenhuis, Eastern Washington University, U.S.A. Erik Joost de Bruijn, University of Twente, Netherlands		
<b>RD202 Customer Involvement, Modularization of Products, and Mass Customization: Their Relationship and Impact on Value to Customer and Competitiveness</b> Ayman Bahjat Abdallah, Anh Chi Phan, Xue Shi, Yoshiki Matsui, Yokohama National University, Japan		
<b>RD202 Validation of a Methodology for the Implementation of Lean Manufacturing System in Selected Mexican Industrial Plants</b> Mariusz Bednarek, Luis Fernando Nino, Polytechnical University of San Luis Potosi, Mexico		

<b>Session: Teaching innovation in POM 3</b>	<b>Track: Teaching Innovation</b>	<b>Chair: José A. D. Machuca</b>
<b>RD305 About THENEXOM and its survey on Operations Management, Supply Chain Management and Service Operations Management</b> José A. D. Machuca, Macarena Sacristán-Díaz, Rafaela Alfalla-Luque, Antonio Moreno-Moreno, University of Seville, Spain		

<b>Session: Knowledge management 3</b>	<b>Track: Knowledge and Technology Management</b>	<b>Chair: Dian Yan Liou</b>
<b>RD401 Factors Affecting Business Process Reengineering in China</b> Xin James He, Fairfield University, U.S.A.		
<b>RD401 Proposal and Validity of Patent Evaluation Method</b> Koichiro Anabuki, Haruhiko Kaneta, Manabu Yamaji, Kakuro Amasaka, Aoyama Gakuin University, Japan		
<b>RD401 Complementarity in Innovation Strategies and Innovation Performance: Evidence from Spain</b> Ana M. Serrano Bedia, M. Concepcion Lopez Fernandez, Gema Garcia Piqueres, University of Cantabria, Spain		
<b>RD401 Dynamic Guanxi (Relationship) in High-Tech Firms for Knowledge Transfer and Decision Making</b> Dian Yan Liou, Yu Da College of Business, Taiwan		

<b>Session: Supply chain risk management</b>	<b>Track: Invited</b>	<b>Chair: Arvinder P. S. Loomba</b>
<b>RD402 Global Supply Chains and Risk: Petroleum Supply</b> Richard O. D. Lane, University of Queensland, Australia		
<b>RD402 Managing Risk by Sorting before Product Recovery in Reverse Value Chains</b> Kenichi Nakashima, Osaka Institute of Technology, Japan Arvinder P. S. Loomba, San Jose State University, U.S.A.		
<b>RD402 HRM Implications of External Risks to Firms in Supply Chain</b> Carol Reade, San Jose State University, U.S.A.		
<b>RD402 Risk Management in Modular Supply Chain Structures</b> Arvinder P. S. Loomba, San Jose State University, U.S.A.		

<b>Session: Modeling: SCM optimization 3</b>	<b>Track: m-Supply Chain Management</b>	<b>Chair: John J. Liu</b>
<b>RD403 Supplier Selection and Order Allocation using MAUT and LP</b> Amir Sanayei, M. Reza Abdi, S. Farid Mousavi, Bradford University, United Kingdom		
<b>RD403 Supply Chain design based on the QFD and AHP approaches</b> Uche Okongwu, Toulouse Business School, France		
<b>RD403 Organizing Supply Chain by Integrating of Manufacturing Planning and Control Systems</b> Ayako Kawai, Ryo Sato, University of Tsukuba, Japan		
<b>RD403 QVI Characteristics of Risk-Pooling in Port-Focused Logistics</b> John J. Liu, Kevin X. Li, Jiguang Laser Yuan, Hong Kong Polytechnic University, Hong Kong		

<b>Session: Modeling: Batch sizing and inventory management</b>	<b>Track: m-Inventory Theory</b>	<b>Chair: Tej S. Dhakar</b>
<b>RD405 Optimal Logistics and Inventory Policies in a Serial Supply Chain with Variable Number of Batches and Mixed Batch Shipment</b> Yu-Cheng Hsiao, Wen-Tsung Ho, Takming University of Science and Technology, Taiwan		
<b>RD405 Stochastic Model for a Single-Vendor Single-Buyer Integrated System with Mixed Batch Shipment Policy and Variable Safety Factor</b> Wen-Tsung Ho, Yu-Cheng Hsiao, Takming University of Science and Technology, Taiwan		
<b>RD405 Solving the Unconstrained Multi-Level Dynamic Lot Sizing Problem with a Database</b> Dong-Shang Chang, National Central University, Taiwan Fu-Chiao Chyr, Chang Jung Christian University, Taiwan Fu-Chiang Yang, National Central University, Taiwan		
<b>RD405 Efficient Heuristics for Determining Near-Optimal Lot Sizes for MRP Systems</b> Tej S. Dhakar, Southern New Hampshire University, U.S.A. Charles P. Schmidt, University of Alabama, U.S.A. Takayoshi Tamura, Nagoya Institute of Technology, Japan		

<b>Session: S-Knowledge and technology management</b>	<b>Track: Spanish</b>	<b>Chair: Eva Martinez-Caro</b>
<b>RD501 Integrating Knowledge and Technology for Competitive Advantage: An Analysis of Two Different Approaches</b> Eva Martinez-Caro, Technical University of Cartagena, Spain		
<b>RD501 The Impact of e-Business on Capital Productivity: An Analysis of the UK Telecommunications Sector</b>		

■ RD Sessions: Thursday, 15:15-16:30

Eva Martínez-Caro, Juan Gabriel Cegarra-Navarro, Technical University of Cartagena, Spain

**Session: Modeling: Marketing and operations interface    Track: m-Marketing and Operations Interface    Chair: Rick So**

**RD503    Behavioral Experiments on Dual Sales Channel Management**

Murat Kaya, Sabanci University, Turkey

Ozalp Ozer, Stanford University, U.S.A.

Kay-Yut Chen, Hewlett Packard Laboratories, U.S.A.

**RD503    Optimal Promotion Decision Balancing Control of Promotion Effectiveness and Competency in a Market**

Hisashi Kurata, International University of Japan, Japan

**RD503    A Stochastic Approach to Diffusion Model with Asymmetric Influence**

Naomichi Suzuki, Masatoshi Tanaka, Kazuhiro Kasai, Kijung Sung, Matsumoto University, Japan

**RD503    The Effect of Supply Reliability with Joint Marketing and Inventory Decisions**

Rick So, Shaoxuan Liu, Fuqiang Zhang, University of California - Irvine, U.S.A.