



**EurOMA International Conference on Operations
and Global Competitiveness**

PROGRAMME

**Budapest, Hungary
June 19–22, 2005**



hosted by



HALPIM

Hungarian Association of Logistics
Purchasing and Inventory Management

General Information

Conference venue

ELTE University Congress Center (UCC) TTK Campus

H-1117 Budapest, Pázmány Péter sétány 1/a, Hungary

Phone: +36 (1) 372-2680

Fax: +36 (1) 372-2681

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Demeter, Krisztina (Corvinus University of Budapest)

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Elsevier Butterworth–Heinemann	http://books.elsevier.com
Emerald Group Publishing Limited	http://www.emeraldinsight.com
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Thompson Learning	http://hed.thomsonlearning.co.uk

Sponsor

IJOPM

Monday lunch is sponsored by the International Journal of Operations and Production Management, as part of its 25th birthday celebrations.

Conference Website

The Internet homepage of the Conference is kept up-to-date all the time:
<http://www.diamond-congress.hu/euroma2005>.

Conference Secretariat, Registration

The Physics Building has three entrances. Conference participants are kindly requested to use the Danube Entrance facing just opposite the river. The Conference Secretariat with the Registration Desk is located in the ground floor (Level 0) of the Physics Building between the Globe Hall and the gallery of the Harmony Hall. Stairs lead you down to the main Conference Hall, Room "A" where the opening and closing will take place (see also chapter "Lecture rooms"). Any enquiries about the conference and its social events may be answered by approaching the staff of the conference office.

The Registration Desk is open at 8.00–18.30 on Monday and Tuesday except Sunday 19 June, when the registration starts at 13.00 till 20.00. Conference delegates and their companions will receive their badges, conference materials, meal tickets at the desk. Subscription for optional tours also takes place in this area. Participants are kindly requested to wear their name badges during all events of the meeting.

Conference Secretariat

If you need any help during the conference you can find the staff of Diamond Congress at the registration desk. In case of emergency please call this mobile phone number: +36 70 943 8543

After the conference you can reach us at the following address:

H-1027 Budapest, Fő u. 68, Hungary

Phone: +36 1 214 7698 or 214 7701

Fax: +36 1 201 2680

E-mail: diamond@diamond-congress.hu

Internet: <http://www.diamond-congress.hu>

Conference Assistants

Conference assistants will be recognisable by their badge and T-shirts with a sign: HELP DESK. They will help you in all practical aspects of conference participation.

Lecture Rooms

There will be parallel sessions during the conference in Room blocks A–C. The room numbers are as follows:

Room A (Level –1)	Main Conference Hall
	Room # –1.62
	Room # –1.63
	Room # –1.64
Rooms B (Level 0)	Room # 0.58
	Room # 0.59
	Room # 0.60
	Room # 0.79
	Room # 0.81
	Room # 0.83
	Room # 0.87
	Room # 0.89
Room C (Level 1)	Room # 1.71
Room D (Level 0)	
Central server for presentation files	Room # 0.104 (Level 0)
Internet room	Room # 0.117 (Level 0)

Internet Room

Eight PC terminals with Linux or Windows environment will be available from 7 a.m. to 6 p.m. in the 0.117 room of the Conference Building.

On the Windows PC's telnet, ssh and web browser are installed. The notebooks should have UTP slot. Dynamic IP addressing is offered.

Incoming Messages and Message Board

Messages received by the desk will be posted on the message board located at the Registration Desk at the ground floor (Level 0) between the Globe Hall and the gallery of the Harmony Hall. Participants may also use this board to leave messages to other delegates.

Smoking and Chatting

In buildings of educational and scientific institutions, smoking is strictly forbidden by the Hungarian law. Smoking is allowed only on the Terrace of Level 1 and outside the building. You are kindly requested to use these areas for longer and louder chats.

Lunch and Refreshment

The organised lunch will be served in the Gallery of the Globe Hall at Level 1 at the conference venue. Daily lunch is included in the full participant registration fee.

Considering the number of participants and the limited time allotted for lunch, we strongly advise you to have lunch right after the end of the morning session. *(There are also two cafeterias open in the Conference building to buy warm and cold sandwiches, coffee-tea, and pastry.)*

Refreshments are included in the registration fee and will be served at Level 1 at set times shown in the conference programme.

The first coffee break is sponsored by the Publishers

Monday lunch is Sponsored by IJOPM

Instructions for Speakers

The time devoted for each talk is 30 minutes. The presenter can decide how much time he leaves for the talk and for the questions, but generally 20 minutes are counted for the presentation and 10 minutes for the questions.

Only computer projectors (1024×768) are available for the presentations. PC with Power Point software will be provided. Please, do not use MAC file format and make sure to bring your presentation file written on a CD ROM or USB memory stick, please do not bring a zip disk. It is recommended that you ensure a backup file as well. File format is preferred in ppt for Office XP, 2000 or 97. Pdf files can also be handled. Authors are kindly requested to give their presentation file to the technician in the slide preview room room number 0.104 on Level 0, a half day before the beginning of the corresponding session. The file will be copied to a central ftp server from where the projection is handled. The name of the file should be that of the lecture code e.g. O-7-14. The file should be copied to the appropriate directory of the lecture room. For example: if O-7-14 is held in the morning session of "Room 0.87" on 20 June, the file "O-7-14.ppt" should be copied to directory "June20am/Room087".

Publishers' Exhibition

There will be an exhibition, taking place near the coffee break area at Level 1 at the gallery of the Globe Hall.

Scientific Programme of EurOMA

Monday, June 20 – Morning

8.00 Registration

9.00 Opening (Room Conference)

M. Gregory: Emerging patterns of global manufacturing

Erik Bogisch: The case of Gedeon Richter Ltd.

10.30 Coffee Break – Sponsored by the Publishers

11.00–12.30 Session 1: Co-Design and New Product Development – chair: *H. Boer (Room 0.79)*

11.00 *R. Bakiri*: From global offers to integrated offers: The case of the automotive industry **O-1-5**

11.30 *A. Richtnér, P. Ahlström*: Organizational slack and innovation – The role of top management control **O-1-15**

12.00 *M. Szwejczewski, F. Lemke, R. Mitchell*: Risk measurement and management during new product development: An exploratory study **O-1-17**

11.00–12.30 Session 2: Cultural and Human Issues in Supply Chain Management – chair: *M. Koulikoff-Sourviron (Room 0.59)*

11.00 *L. Noring Marguerre, H. Kotzab, H. Sorsensen*: The influence of organisational structure and culture on supply chain partnerships **O-2-8**

11.30 *F. Caniato, R. Cagliano, G. Spina, S. Saini*: New forms of work organisation and the evolution of the labour market **O-2-6**

12.00 *M. Koulikoff-Souviron, A. Harrison*: The pervasive HR picture in buyer-supplier relationship **O-2-2**

11.00–12.30 Session 4: Global Operations and Supply Chains – chair: *L. Vieira (Room Conference)*

11.00 *P. Kampstra, J. Ashayeri*: Realities of supply chain collaboration **O-4-29**

11.30 *N.F.M. Carona, J.M. Csillag*: Development and maintenance of supply network relationships **O-4-7**

12.00 *L.M. Vieira*: Trust within global chain **O-4-4**

11.00–12.30 Session 5: International Operations Management – chair: D. Bennett (Room 0.83)

11.00 *M. Mavri, G. Ioannou*: Product-Net: A decision support system for banking sector in the context of the new economy **O–5–2**

11.30 *A. Fleury, M.T.L. Fleury*: The process of internationalisation of Brazilian enterprises: Lessons to be learnt **O–5–3**

12.00 *D. Bennett, R. Dekkers*: Industrial networks of the future: A critical commentary on research and practice **O–5–11**

11.00–12.30 Session 6: Inventory Management – chair: M. Holweg (Room 0.58)

11.00 *Y. Xie, D. Petrovic*: Fuzzy logic based decision making system for stock allocation in a distribution supply chain **O–6–8**

11.30 *R. Boute, S.M. Disney, M.R. Lambrecht, W. Van de Velde*: Bullwhip reduction and win-win strategies **O–6–2**

12.00 *M. Holweg, S.M. Disney*: The evolving frontiers of the bullwhip problem **O–6–3**

11.00–12.30 Session 7: Logistics and Physical Distribution – chair: R. Arkader (Room –1.64)

11.00 *L. van den Broek, A. Lago da Silva, V.A. Freitas de Paula*: Channel conflicts on the commercialization of flowers in Holambra – SP **O–7–10**

11.30 *J. Gonzalez-Benito, O. Gonzalez-Benito*: Environmental logistics practices: The role of stakeholder pressure and managerial values **O–7–6**

12.00 *R. Arkader, P. Wanke, M.F. Hijjar*: The impact of the sophistication of the logistics organization of large shippers on their motivation to outsource logistics activities **O–7–1**

11.00–12.30 Session 8: Operations and Supply Chain Performance Management – chair: B. Meijboom (Room 0.81)

11.00 *E. Kutsch, H. Maylor*: If it ain't broke? Recognising failure as a first step to realising improvement opportunities in IT project processes **O–8–21**

11.30 *U. Bititci, J. Parung*: Measuring contribution for evaluation–Process in a collaborative enterprise **O–8–7**

12.00 *Á. Wimmer, R. Szántó, N. Kiss*: Business relationship management as a tool of performance management – The cases of successful Hungarian companies **O–8–33**

11.00–12.30 Session 10: Operations Strategy – chair: *G. da Silveira* (Room 0.89)

- 11.00 *D. Vazquez Butstelo*: Approaches to mass customization: An empirical replication O–10–24
- 11.30 *F. Salvador, M. Rungtusanatham, A. Trentin*: Understanding synergies and trade-offs between volume flexibility and mix flexibility in build-to-order strategies O–10–11
- 12.00 *G.J.C. da Silveira*: Effects of simplicity and discipline on operational flexibility: an empirical reexamination of the rigid flexibility model O–10–12

11.00–12.30 Session 11: Production and Manufacturing Management – chair: *S. Morton* (Room –1.63)

- 11.00 *M.R. Moreira, R. Alves*: Planning and controlling job-shop manufacturing operations: a multiple decision-making problem O–11–2
- 11.30 *M. Van Assen, S. van de Velde*: On the relation between an Enterprise Resource Planning, environmental complexity and the locus of control O–11–3
- 12.00 *S.C. Morton, N.J. Brookes*: Improving information flow and decision-making in product development: the role of successful relationships and social capital O–11–6

11.00–12.30 Session 12: Purchasing and Supply Management – chair: *G. Nassimbeni* (Room –1.62)

- 11.00 *L. Breen, L. Chatziaslan, M. Webster*: An exploration of the distribution of power in buyer-supplier relationships: The case of the pharmaceutical supply network in the UK National Health Service O–12–6
- 11.30 *P. Iskanius, A.M. Alaruikka, S. Uusipaavalniemi, H. Kilpala*: Developing e-supply chain – a case study O–12–7
- 12.00 *M. Sartor, G. Nassimbeni*: International purchasing offices in China O–12–25

11.00–12.30 Session 13: Service Operations Management – chair: *N. Caldwell* (Room 0.87)

- 11.00 *D. Bamford, E. Chatziaslan*: Matching demand and capacity of patient services within the UK National Health Service O–13–29
- 11.30 *S. Rothenberger*: An effective implementation of a Customer Relationship Management Strategy O–13–12
- 12.00 *N. Caldwell, T. Johnson, M. Lewis, W. Phillips*: Location, dislocation and relocation: Innovation and the local delivery of healthcare services O–13–15

11.00–12.30 Session 13: Service Operations Management – chair: Y. Yang (Room 1.71)

- 11.00 *R. Michaelides, D. Kehoe*: E-enabling homecare operations in the private service sector **O–13–30**
- 11.30 *R. Sousa, R. Oliveira*: The relationship between quality and loyalty in E-services: An empirical investigation **O–13–16**
- 12.00 *Y. Yang, P. Humphreys, R. McIvor*: The impact of operations service on performance outcomes in an E-commerce Environment **O–13–27**

11.00–12.30 Session 14: Teaching Issues in Operations Management – chair: J. Frick (Room 0.60)

- 11.00 *J. Wijngaard, Gy. Vastag*: What do we know? Taking stock of Operations Management **O–14–2**
- 11.30 *M. Oltra, M.L. Flor*: Teaching operations management and the European higher education area: A methodological experience **O–14–4**
- 12.00 *J. Frick*: Utilizing the International Manufacturing Strategy Survey, IMSS, to teach Operation Management **O–14–1**

12.30–13.30 Lunch – Sponsored by IJOPM as part of its 25th birthday celebrations

Monday, June 20 – Afternoon

13.30–15.30 Session 1: Co-Design and New Product Development – chair: K. Goffin (Room 0.79)

- 13.30 *L. Pereira, G.A. Plonski*: Optoelectronics in Brazil: A case of technological innovation success? **O–1–13**
- 14.00 *P.A. Cauchick Miguel*: Implementing QFD for new product development: A case study in a company in Italy and a cross-country comparison with a Brazilian Enterprise **O–1–9**
- 14.30 *M. Monteiro de Carvalho, A.C.M. Martin*: Virtual simulation usage on product development process: A Brazilian case study **O–1–11**
- 15.00 *K. Goffin, U. Koners*: Learning in R&D: A cross-case analysis **O–1–3**

13.30–15.00 Session 2: Cultural and Human Issues in Supply Chain Management – chair: F. Caniato (Room 0.59)

- 13.30 *T. Valjakka, S.K. Ilomaki*: Collaboration and knowledge transfer in manufacturing network organisation – A case study **O–2–12**
- 14.00 *R. Riedel, E. Mueller*: Production management and supply chain management in a global context **O–2–11**
- 14.30 *M.C. Pereira, M.T. Silva*: Competences model in Brazilian enterprises **O–2–10**

13.30– 15.30 Session 4: Global Operations and Supply Chains – chair:

J. Göntzel (Room Conference)

- 13.30 *P. Romano, A. Camuffo, A. Vinelli, A. Furlan*: How technological knowledge and customer-supplier interactions shape the process of supply network internationalisation **O-4-18**
- 14.00 *Y. Shi*: Contractual Manufacturing Service Providers in Different Industries: a key co-founder of the global manufacturing virtual network (GMVN) **O-4-23**
- 14.30 *J.H. Thun*: Comparing generic supply chain structures **O-4-34**
- 15.00 *R. Pibernik, L.T. Manzione, J. Pruett, B. Thiessen, J. Goentzel*: Strategic deployment of specialized testing and remanufacturing in a global network of contract manufacturers **O-4-13**

13.30– 15.30 Session 5: International Operations Management – chair:

P. Fung (Room 0.83)

- 13.30 *A. Gupta, P. Smart*: Designing innovation networks in the biopharmaceuticals industry: Exploring the dynamic capabilities view **O-5-1**
- 14.00 *H. Voordijk, M.T.I. Bollen, S.J.H. Rietjens*: Assessing civil-military cooperation in peace support operations **O-5-10**
- 14.30 *A. Fleury, M.T.L. Fleury*: The changing pattern of production organisation: Insights from global industries operating in Brazil **O-5-5**
- 15.00 *P.K.O. Fung*: Supply chain management of International Trade Intermediaries **O-5-8**

13.30– 15.30 Session 6: Inventory Management – chair: N. Dellaert (Room 0.58)

- 13.30 *J. Huiskonen, P. Niemi*: Differentiating inventory policies according to regularities in irregular demand **O-6-4**
- 14.00 *S. Zaroni, I. Ferretti, L. Zavanella*: A new periodic review inventory policy for hybrid manufacturing/remanufacturing systems **O-6-9**
- 14.30 *S.M. Disney, G. Gaalman*: Investigation of an Order-Up-To policy with conditional expectation forecasting and arbitrary lead-times **O-6-11**
- 15.00 *N. Dallaert, S.D.P. Flapper, T. Tan*: Integral capacity and inventory decision making in a simple production system **O-6-6**

13.30– 15.30 Session 7: Logistics and Physical Distribution – chair:

M. Peters (Room -1.64)

- 13.30 *Y. Yang, B. Yang, J. Wijngaard*: Transport impact of postponement **O-7-15**

- 14.00 *R. Panizzolo, F. Nonino*: Redesigning a physical distribution and logistics system: The Febal Cucine Case Study **O-7-3**
- 14.30 *O. Cruz-Mejia, R.W. Eglese*: Merge-in-Transit: Research frontiers for distribution of high tech multi-product orders **O-7-7**
- 15.00 *M. Peters, P. Baker*: Enhancing supply chain responsiveness through warehouse design and operations: A central european perspective **O-7-5**

13.30–15.30 Session 8: Operations and Supply Chain Performance Management – chair: P. Coughlan (Room 0.81)

- 13.30 *I. Giannoccaro, P. Pontrandolfo, N. Bellantuono*: Supply chain contracts in multi-period settings **O-8-10**
- 14.00 *R. Weston*: Mining the virtual value chain: Value migration in the Dell Space **O-8-32**
- 14.30 *N. Shaw, T.F. Burgess*: An investigation of communication patterns for sharing innovations across a supply network **O-8-22**
- 15.00 *P. Coughlan, M.A. Fergus*: Value innovation and company performance **O-8-17**

13.30–15.30 Session 10: Operations Strategy – chair: K. Demeter (Room 0.87)

- 13.30 *L. Pellegrini, M. Corso, A. Giacobbe, A. Martini*: Tools and abilities for continuous improvement: What driver for performance? **O-10-27**
- 14.00 *B.T. Laugen, H. Boer, N. Acur*: Best (configurations of) practices – and how do they contribute to high performance? **O-10-25**
- 14.30 *M.J. Oltra, M.L. Flor*: The fit between operations priorities and business strategy and its influence on firm results **O-10-33**
- 15.00 *K. Demeter, K. Kolos*: Marketing, manufacturing and logistics? Relation to company performance **O-10-21**

13.30–15.30 Session 10: Operations Strategy – chair: J. Olhager (Room 0.89)

- 13.30 *I. Dukovska-Popovska, J.O. Riis, H. Boer*: Key features of the manufacturing vision development process **O-10-32**
- 14.00 *F. Garica-Muina, M.L. Martin-Pena, E. Diaz-Garrido*: Operations strategy and competitiveness. Structural and infrasturctual decisions as elements of content operations strategy **O-10-1**
- 14.30 *S. Seuring, R. Morana*: Towards a conceptual framework for supply chain management based on operations theory **O-10-15**
- 15.00 *J. Olhager*: The role of the customer order decoupling point in operations strategy **O-10-31**

13.30– 15.30 Session 11: Production and Manufacturing Management – chair: L. Bengtsson (Room –1.63)

- 13.30 *N. Ravichandran*: A Process Oriented Approach to Waiting Line Management in a large Pilgrimage Center in India **O–11–24**
- 14.00 *E. Philpott, K. Bevis*: Innovation needs of manufacturing SMEs: Evidence from an EU region **O–11–17**
- 14.30 *R. De Castro, G. Gimenez*: Towards lean manufacturing in medium-sized enterprises **O–11–7**
- 15.00 *M. Dabhilkar, L. Bengtsson*: Lean manufacturing in Sweden: Reinforcement of Taylorism or basis for sustainable work system? **O–11–9**

13.30– 15.30 Session 12: Purchasing and Supply Management – chair: T. Sattler (Room –1.62)

- 13.30 *A. Brandon-Jones*: Measuring e-procurement internal service quality **O–12–1**
- 14.00 *M. Giannakis*: The role of purchasing in the management of supplier relationships **O–12–18**
- 14.30 *J. Sanchez Loppacher, R. Luchi, R. Cagliano, G. Spina*: Global sourcing and procurement strategy: A model of interrelated decisions **O–12–24**
- 15.00 *T. Sattler, P. Milling*: Value creation through supplier management and supplier involvement – A conceptual approach **O–12–10**

13.30– 15.30 Session 13: Service Operations Management – chair: L. Zomerdijk (Room 1.71)

- 13.30 *A. Edelman*: High-tech and high-touch service design: trading off customer responses **O–13–28**
- 14.00 *C. Goncalves-Filho, M.V. Goulart, G.Q. Souki, R.S. Guerra*: Measurement of the quality of service in electronic commerce on the Internet **O–13–3**
- 14.30 *B. Lasshof, S. Fließ*: Optimising customer-supplier co-production in services **O–13–13**
- 15.00 *L. Zomerdijk, J. de Vries*: Design decisions about front office and back office activities in service delivery processes. Results from a multiple case study **O–13–32**

13.30– 15.30 Session 14: Teaching Issues in Operations Management – chair: Z. Kovács (Room 0.60)

- 13.30 *A. Esain, P. Catherwood, H. Rowlands*: A new approach to Six Sigma training – Welsh SME's needs and wants discussed **O–14–6**
- 14.00 *J. Gimenez, C. Perez, M. Gonzalez*: Introducing the arborescent Beer Game: bullwhip effect remains? **O–14–7**

- 14.30 *P. Virtanen, N. Helander*: Bridging the gap between theory and practice—University teaching with a live ERP-system **O-14-3**
- 15.00 *Z. Kovács, B. Szűcs Gáborné Pató, P. Nagy*: Knowledge and usage and OM Techniques in Hungary **O-14-5**

15.30 Coffee break

16.00–18.00 Session 1: Co-Design and New Product Development – chair: Z. Radnor (Room 0.79)

- 16.00 *Z. Douglas-Judson*: Collaborative new product development: A knowledge transfer case study **O-1-19**
- 16.30 *R. Luchi, L. Dambra, S. Inchauspe, S. Tanzer*: Improvement of business performance through innovation: An empirical study **O-1-7**
- 17.00 *M. Mikkola, J. Kettunen, M. Uoti*: Challenges in collaborative product development – a case of DFMA approach in a machine manufacturing supply network **O-1-10**
- 17.30 *H. Noke, J. Bessant, Z. Radnor*: Moving up the value chain: The transition process for manufacturing SME's to create a NPD capability **O-1-12**

16.00–17.30 Session 2: Cultural and Human Issues in Supply Chain Management – chair: S. Tonchia (Room 0.59)

- 16.00 *N. Vujica Herzog, S. Tonchia, A. Polajnar*: Dimensions of BPR in manufacturing companies: An empirical study **O-2-13**
- 16.30 *P. Moscoso, A. Lago*: Socio-technical design of planning and control systems for the extended shop-floor **O-2-7**
- 17.00 *P. Burcher, G.L. Lee, A.S. Sohal*: Perspectives on technical occupations: Production and operations managers and logistics managers **O-2-5**

16.00–18.00 Session 4: Global Operations and Supply Chains – chair: A. Vinelli (Room Conference)

- 16.00 *L.M. Vieira, G.C. Ferreira*: International competitiveness and strategic responses: Traceability in Brazilian beef chain **O-4-30**
- 16.30 *T. Van der Vaart, D.P. Van Donk*: Buyer focus, shared resources, and uncertainty in a food processing supply chain **O-4-28**
- 17.00 *R. Masson, G. MacKerron, J. Fernie, L. Iosif*: Global agile supply chain practice in the European Fashion Clothing Industry **O-4-8**
- 17.30 *A. Vinelli, S. Bonesso, A. Camuffo, P. Romano*: Global competitiveness in the textile industry. Any strategy beyond lowering costs? **O-4-31**

16.00–18.00 Session 4: Global Operations and Supply Chains – chair:
J. Miemczyk (Room 0.83)

- 16.00 *S. Orr: Supply Chain Management in the European Automotive Industry O–4–11*
- 16.30 *C. Sakuramoto, L.C. Di Serio: Brazilian Automotive supply chain dynamic: from obsolence toward world benchmark O–4–19*
- 17.00 *A.G.A. Filho, A. Rachid, E. Nogueira, M.S. Neto, P.E.G. Bento: Operations strategies in two supply chain structures: Two case studies in Brazil’s Automotive Industry O–4–14*
- 17.30 *J. Miemczyk, M. Howard, M. Holweg, R. Esser, J. Bischoff: Integrating european research in operations: the case of the 5-Day Car Initiative O–4–9*

16.00–18.00 Session 7: Logistics and Physical Distribution – chair:
M. Hudson Smith (Room –1.64)

- 16.00 *E. Krauth, R. Verwaal, J. Van Hillegersberg, S.L. Van de Velde: Challenges in logistics service provision – exploratory findings from industry O–7–9*
- 16.30 *J. Garcia Arca, J.C. Prado Prado: Packaging as AIDS for implanting information and communications technologies. Supply chain situation in the Spanish food sector O–7–12*
- 17.00 *T. Jarimo, J. Hemilä: An inbound logistics Hub Model for supply chain management O–7–16*
- 17.30 *M.H. Smith, D. Smith: I’m sorry we can’t deliver... Fulfilling the e-business promise O–7–8*

16.00–18.00 Session 8: Operations and Supply Chain Performance Management – chair: A. Wimmer (Room 0.81)

- 16.00 *N. Bilalis, L. Van Wassenhove, E. Maravelakis, A. Enders, A. Antoinadis: An analysis of the European textile sector competitiveness O–8–6*
- 16.30 *T. Bouzdine: Production and efficiency value: Performance analysis based on the DEA methodology in wine sector O–8–3*
- 17.00 *M. Perry: Industry infrastructure and Australian Cereal Product supply chain efficiency O–8–14*
- 17.30 *B. Meijboom, J. Van der Wende: Integrated care from a supply chain perspective: An exploratory case study on diabetes care O–8–5*

16.00–18.00 Session 9: Operations Planning and Control – chair:
M. Kalchschmidt (Room 0.58)

- 16.00 *P. Jonsson, S.A. Mattsson: Operational strategies for achieving material planning efficiency O–9–9*

- 16.30 *G. Welker, J. Wijngaard*: The importance of the operational network in responsive order processing **O-9-12**
- 17.00 *M. Kalchschmidt, G. Zotteri*: The impact of organizational structures within forecasting practices and companies' performances **O-9-11**
- 17.30 *Y. Zhao, B. MacCarthy*: Combined analytical and simulation models for production planning **O-9-13**

16.00– 18.00 Session 10: Operations Strategy – chair: *I. Salkari* (Room 0.87)

- 16.00 *M. Monteiro de Carvalho, L.A. Patah*: Strategic alignment of project management office: An analysis of multiple cases **O-10-5**
- 16.30 *K. Valkokari, J. Poikkimäki*: Journey of Strategic Renewal – a case study in a Finnish metal company **O-10-35**
- 17.00 *R. Sarmiento, P. Hines, N. Rich*: A “systems thinking” approach to the study of strategic alignment in manufacturing companies **O-10-13**
- 17.30 *I. Salkari, J. Heilala, M. Simons*: Challenges of innovative operations development in project oriented manufacturing industry – Case operations strategy renewal of a cruise ship turnkey supplier **O-10-10**

16.00– 18.00 Session 10: Operations Strategy – chair: *J. Mills* (Room 0.89)

- 16.00 *A. Van Rensburg*: An enterprise portfolio approach for the management of operational improvement strategies **O-10-23**
- 16.30 *Y. Ward, A. Graves*: Through-life management: Combining manufacturing and service operations in Aerospace **O-10-29**
- 17.00 *D.R. Bamford, R.R. Greatbanks*: Examining organisational change through the analysis of quality deposits: A Methodology **O-10-9**
- 17.30 *J. Mills*: Performance and resource coordination **O-10-4**

16.00– 18.00 Session 11: Production and Manufacturing Management – chair: *R. Abdi* (Room -1.63)

- 16.00 *K. Blackmon*: Epistemological and ontological constraints to adopting MID-Range economic and sociological theory in theory-led operations management **O-11-21**
- 16.30 *T. Koltai, Z. Sebestyén*: The consideration of the cost of unused capacity in capacity extension decisions of continuous production processes **O-11-13**
- 17.00 *V. Lindstrom, M. Winroth, J. Frohm*: Choosing levels of automation in production systems: Finding critical and supportive factors **O-11-8**
- 17.30 *M.R. Abdi*: Equipment selection for Reconfigurable Manufacturing Systems (RMSs) using the Analytical Hierarchical Process (AHP) **O-11-4**

16.00–17.30 Session 12: Purchasing and Supply Management – chair:

G. Spina (Room –1.62)

16.00 *J. Potry, I. Salkari: A case study of adapting supply chain*

management to a Shipyard Supplier Company O–12–19

16.30 *G.J.C. Da Silveira, R. Arkader: Supply chain coordination mechanisms*
as determinants of delivery performance in manufacturing

O–12–9

17.00 *A. Furlan, A. Camuffo, R. Grandinetti: “Subcontractors” segmentation*
in Italian Industrial Clusters: Structure and dynamics O–12–4

16.00–18.00 Session 13: Service Operations Management – chair:

R. Johnston (Room 1.71)

16.00 *W. Selen, R. Agarwal: The services cubicle: A new services taxonomy*
O–13–8

16.30 *D. Prajogo, M. Goh: Impact of operations management activities on*
operational performance in service organisations O–13–1

17.00 *L. Hendry, P. Nonthaleerak: Six Sigma action research in Thailand: A*
comparative study O–13–14

17.30 *R. Johnston, S. Michel: Overcoming recovery myopia: Three types of*
service recovery O–13–5

18.00–19.00 General Assembly of EurOMA (Room Conference)

20.00–22.30 Conference dinner

Tuesday, June 21 – Morning

8.30–10.30 Session 1: Co-Design and New Product Development – chair:

J. Bessant (Room 0.79)

8.30 *O. Bakas, S. Lombardino, E.K. Borgen, A. Romsdal: Creative processes*
in product development: utility and applicability O–1–4

9.00 *P. McLaughlin, J. Bessant, P. Smart: Unpacking a radical innovation*
culture O–1–8

9.30 *M. Leseure, K. Pandza: Radical innovation as a strange attractor O–1–6*

10.00 *J. Bessant, R. Lamming, H. Noke, W. Philips: Search routines for*
discontinuous innovation O–1–1

8.30–10.30 Session 3: Environmental and Technology Management –
chair: *D. Simpson (Room 0.59)*

8.30 *G. Gimenez, R. De Castro: Competitive advantage and EMS: The*
Spanish industry experience O–3–6

- 9.00 *J. Gonzalez-Benito, O. Gonzalez-Benito*: The effect of manufacturing proactivity on environmental management: An exploratory analysis **O-3-2**
- 9.30 *H. Kuehnle, J. Martinez, U. Bergmann*: Collaborative process and e-business implementation in extended enterprises **O-3-3**
- 10.00 *D. Simpson*: Greening the automotive supply chain **O-3-8**

8.30– 10.30 Session 4: Global Operations and Supply Chains – chair:
J. Srai (Room Conference)

- 8.30 *J. Homström, K. Främling*: Design patterns for loosely coupled track, trace, configuration and check operations in multi-company environments **O-4-2**
- 9.00 *S. Rejal, M.J. Gregory*: Assessing the significance of production capability to the firm; implications for an expanded EU **O-4-16**
- 9.30 *L. Englyst*: Global production – is it all about cost? **O-4-32**
- 10.00 *J. Srai, M. Gregory*: Supply chain capability assessment of global operations using maturity models **O-4-25**

8.30– 10.30 Session 4: Global Operations and Supply Chains – chair:
D. Doran (Room 0.83)

- 8.30 *J. Amato Neto, Fl. D'Angelo*: Lean production paradigm and the influence of automakers in industrial organization of their suppliers: the case of the brazilian automotive complex **O-4-37**
- 9.00 *J. Goentzel*: Characterization of inventory as proportional to throughput with implications for supply chain network design **O-4-38**
- 9.30 *S. Vachon, R.D. Klassen*: Exploring the relationship between supply chain activities and resources allocated to quality management **O-4-35**
- 10.00 *D. Doran, R. Kerbey*: A case study of aircraft seating supply to transatlantic airways **O-4-36**

8.30– 10.30 Session 7: Logistics and Physical Distribution – chair:
H. Voordijk (Room -1.64)

- 8.30 *H. Peck, A. Chapell*: The application of a Six-Sigma methodology to military supply chain processes **O-7-4**
- 9.00 *B. Van Hezewijk, M. Van Assen*: Coordination in chains and networks **O-7-11**
- 9.30 *C.Y. Wong, J. Johansen*: Analyzing the risk of coordination mechanisms for seasonal products **O-7-14**
- 10.00 *H. Voordijk, B. Meijboom*: Dominant supply chain coordination – Mechanisms in the industry of prefabricated products **O-7-13**

8.30– 10.30 Session 8: Operations and Supply Chain Performance Management – chair: A. Hammer (Room 0.81)

- 8.30 *M. Kennerley, V. Martinez*: Impact of performance management reviews: Evidence from an energy supplier **O–8–1**
- 9.00 *M. Sobotka, K. Platts*: Paradise and power: insights for performance measurement from energy utilities on both sides of the Atlantic **O–8–23**
- 9.30 *C. Sabbadin, P. Danese, P. Romano, A. Vinelli*: Designing vendor selection and evaluation systems for supply networks **O–8–20**
- 10.00 *A. Hammer, M. Vieth, F. Maier*: Co-plot as a new multivariate analysis method for operations management research? **O–8–12**

8.30– 10.00 Session 9: Operations Planning Control – chair: D. van Donk (Room 0.58)

- 8.30 *O. Aköz, D. Petrovic, K.J. Burnham*: Parallel machines scheduling subject to changeovers and eligibility constraints under fuzzy due dates **O–9–1**
- 9.00 *S. Dimitriou, G. Ioannou, G. Prastacos*: Dynamic lead time estimation in a Make-To-Order job shop **O–9–6**
- 9.30 *D.P. Van Donk, C. Soman, G. Gaalman*: A decision aid for make-to-order and make-to-stock classification in food processing industries **O–9–7**

8.30– 10.00 Session 10: Operations Strategy – chair: S. Gözlü (Room 0.89)

- 8.30 *B. Fynes, S. De Burca, E. Ambrose*: An empirical study of environmental context, firm characteristics and quality management in Irish SMEs **O–10–20**
- 9.00 *A.R. Martinez-Lorente, M. Martinez-Costa*: Does quality management foster or hinder innovation? An empirical study in spanish companies **O–10–14**
- 9.30 *S. Gözlü, J. Fortuny-Santos*: An assessment of total quality management practices in the Turkish companies **O–10–7**

8.30– 10.30 Session 11: Production and Manufacturing Management – chair: P. Miguel (Room –1.63)

- 8.30 *A. Soterious, V. Theoharakis, C. Voss, G.C. Hadjinicola*: Evaluation and assessment of Production and Operations Management (POMS) Journals: A global perspective **O–11–19**
- 9.00 *W. Selen, P. Palmer*: Testing the impact of production and customer orientations on profitability in an Australian Timber Company with use of an experimental design **O–11–20**

- 9.30 *M. Terziovski, D. Power*: The relationship between quality auditor style and ISO 9000 system certification performance **O-11-23**
- 10.00 *P. Miguel, J.C. Andrietta, N.C. Maestrelli*: Examining Six Sigma application in companies operation in Brazil **O-11-22**

8.30- 10.30 Session 12: Purchasing and Supply Management – chair: G. Zanutto (Room -1.62)

- 8.30 *S. Ronchi, S. Bini*: Managing sub-contractors and suppliers in the construction industry **O-12-22**
- 9.00 *J. Hopkins*: The development of a relationship matrix approach tool to assist in the selection process for entry into Electronic Marketplaces **O-12-17**
- 9.30 *D. Ayhan, B.R. Meijboom*: The effects of e-procurement systems on buyer-supplier relationships **O-12-13**
- 10.00 *G. Zanutto, A.F. De Toni*: E-business: Successful case studies in Italian districts **O-12-20**

8.30- 10.30 Session 13: Service Operation Management – chair: N. Saccani (Room 0.87)

- 8.30 *M. Silva*: Recent changes in operation systems of library and publishers **O-13-2**
- 9.00 *J.A. Rocha, R.P. Costa*: Activity-information management in service operations **O-13-7**
- 9.30 *G. Souki, C. Goncalves Filho, R.S. Guerra*: Mobile cellular phones: a study on perceived quality, satisfaction, and customer loyalty in Brazil **O-13-11**
- 10.00 *N. Saccani, M. Perona, A. Pistoni, P. Johannson*: The after-sales service: aligning supply chain configuration with strategy. Evidence from the household appliance industry **O-13-21**

8.30- 10.30 Session 13: Service Operations Management – chair: M. Webster (Room 1.71)

- 8.30 *M. Spring, L. Araujo*: Revisiting the service-product distinction: Implications for supply chains and networks **O-13-22**
- 9.00 *T. Espino-Rodriguez, V. Padron-Robaina*: Identifying and determining the key processes for quality system management in the hotel sector **O-13-26**
- 9.30 *S. De Gusmao*: Improved competitiveness due to conjoint operations: a small retail fast food company pool case **O-13-19**
- 10.00 *M. Webster, A. Boschman*: Management of outsourcing in a multi-stakeholder service operation: a case study in a developing economy **O-13-20**

10.30 Coffee break

11.00–12.00 Session 3: Environmental and Technology Management – chair: *I. Jenei* (**Room 0.59**)

11.00 *D. Power*: Use of supply chain management enabling technologies: The adoption paradox **O–3–7**

11.30 *J. Amato Neto, C. Braganca de Vasdoncelos Fontes*: Evaluation of the technological change in the Brazilian semiconductor industry **O–3–5**

11.00–12.30 Session 4: Global Operations and Supply Chains – chair: *U. Bitici* (**Room Conference**)

11.00 *P. Danese*: A taxonomy of supply chain collaborations: An investigation on CPFR initiatives **O–4–17**

11.30 *U. Lopez, U.S. Bititci, K. Mendibil*: Optimisation of organisational relationships in a supply chain **O–4–6**

12.00 *U. Bititci, J. Parung, U. Lopez, D. Walters, D. Kearney*: Managing synergy in collaborative enterprises **O–4–12**

11.00–12.00 Session 4: Global Operations and Supply Chains – chair: *L. Hendry* (**Room 0.83**)

11.00 *A. Reichhart, M. Holweg*: Towards a classification of supplier parks **O–4–15**

11.30 *M. Semini, H. Fauske, E. Gran*: Use of model-driven decision support methods for supply chain design **O–4–22**

11.00–12.30 Session 6: Inventory Management – chair: *G. Skintzi* (**Room 0.58**)

11.00 *U. Lehtinen, H. Romppainen*: Economic order quantity model as a tool for component purchasing **O–6–1**

11.30 *N. Mustaffa, S.M. Disney*: Approaches to solving the inventory routing problem **O–6–10**

12.00 *G. Skintzi, G. Ioannoy, G. Prastacos*: Flexible warehousing policies **O–6–5**

11.00–12.30 Session 8: Operations and Supply Chain Performance Management – chair: *D. Bryde* (**Room 0.81**)

11.00 *V. Crute, R. Johns, A.P. Graves*: Performance improvement across an aerospace value chain: Conceptual and practical challenges in multi-Enterprise collaboration **O–8–18**

11.30 *P. Rippa, L. Raffa, G. Capaldo*: Information flows evaluation enhancing buyer-supplier relationship performance: The case of an e-supply chain portal **O–8–19**

12.00 *D. Bryde, A. Taylor, G. Wright*: Project management priorities and organizational success **O–8–31**

11.00–12.30 Session 10: Operations Strategy – chair: K. Tan (Room 0.89)

- 11.00 *N.G. Rytter, H. Boer, C. Koch*: A new methodology for Operations Strategy O–10–8
- 11.30 *C. Koch*: Failures in building operations? An occasion for learning? O–10–17
- 12.00 *K.H. Tan, K. Platts*: Rapid modeling tools for manufacturing management O–10–19

11.00–12.30 Session 11: Production and Manufacturing Management – chair: J. Csillag (Room –1.63)

- 11.00 *L. Skjelstad, I. Hagen, E. Alfnes*: Guidelines for achieving a proper mass customisation system O–11–5
- 11.30 *C. Friedrich, G. Schuh, N. Wemhöner*: Flexibility Windows: A method for evaluating and visualising production flexibility O–11–10
- 12.00 *A.R. Graeml, J.M. Csillag*: Manufacturing companies' Perception on the Internet's impact: five major factors of change O–11–15

11.00–12.30 Session 12: Purchasing and Supply Management – chair: G. Reiner (Room –1.62)

- 11.00 *F. Costantino, G. Di Gravio, M. Tronci*: Outsourcing strategy – Definition of characteristic elements for outsourcing strategy through simulation models O–12–16
- 11.30 *J. Hallikas, V.M. Virolainen*: Managing risk in supplier relationships: A suppliers perspective O–12–23
- 12.00 *G. Reiner, W. Jammerneegg*: Procurement strategies for risk-hedging supply chains using intermodal transportation O–12–5

11.00–12.30 Session 13: Service Operation Management – chair: R. Stratton (Room 0.87)

- 11.00 *E. Brito, I.L.F. De Almeida, L.A.L. Brito*: Customer service design: Identifying what really customers value O–13–4
- 11.30 *T. Van der Vaart, J. Wijngaard, S. Nanninga*: Analysis of the lead-time performance of an Emergency Unit: the effect of triage and the role of shared resources O–13–25
- 12.00 *R. Stratton, A. Knight, M. Williams*: The Theory of Constraints and Healthcare Management O–13–10

11.00–12.30 Session 13: Service Operations Management – chair: J. Ribera (Room 1.71)

- 11.00 *R. Panizzolo, D. Fant*: Developing customer orientation strategy in manufacturing firms through quality function deployment: A case study from the heating industry O–13–6

- 11.30 *H. Maddern, R. Maull, A. Smart, C. Spilsbury*: Business Process Management as an enabler for Six Sigma: evidence from UK Financial Services **O-13-17**
- 12.00 *D. Corti*: A classification of after-sales services within the capital goods industry and some managerial implications **O-13-18**

12.30–13.30 Lunch

Tuesday, June 21 – Afternoon

13.30–14.30 Session 2: Cultural and Human Issues in Supply Chain Management – chair: *T. Mandják* (**Room 0.59**)

- 13.30 *M. Kremer, D. Bremer*: Incentive provision for boundedly rational supply chain agents **O-2-3**
- 14.00 *T. Bouzdine Chameeva, T. Mandják*: Collaboration as a competitive advantage to maintain business relationships in supply chains environment **O-2-1**

13.30–14.30 Session 4: Global Operations and Supply Chains – chair: *S. Pires* (**Room Conference**)

- 13.30 *T. Karantana, G. Ioannou, G. Prastacos*: Managing supply chain risk: Taxonomy and risk measures **O-4-5**
- 14.00 *L.F. Scavarda, M. da Silva Vieira, A. Borges de Carvalho, S.R.I. Pires*: Analysing the organization of information systems in supply chain management **O-4-33**

13.30–15.00 Session 8: Operations and Supply Chain Performance Management – chair: *P. Jonsson* (**Room 0.81**)

- 13.30 *P. Everaert, W. Bruggeman, Y. Levant*: Modeling logistics costs using Time-Driven ABC: A case in a distribution company **O-8-4**
- 14.00 *E. Krauth, H. Moonen, V. Popova, M. Schut*: Performance indicators in logistics service provision and warehouse management – a literature review and framework **O-8-13**
- 14.30 *H. Forslund, P. Jonsson*: The impact of forecast information quality on logistics performance **O-8-8**

13.30–14.30 Session 9: Operations Planning and Control – chair: *J. Wijngaard* (**Room 0.58**)

- 13.30 *S. Bolseth*: A Process model for the extended enterprise **O-9-5**
- 14.00 *M. Leseure, E. Berndroider, H. Abas*: Benefits of ERP systems: A control perspective **O-9-2**

13.30– 14.30 Session 10: Operations Strategy – chair: R. Saw (Room 0.87)

13.30 *M. Binder, B. Clegg*: The modular enterprise: A new governance architecture for inter-firm collaboration **O–10–18**

14.00 *P. McCullen, M. Christopher, D. Towill*: The F1 supply chain: The power of analogy **O–10–3**

13.30– 14.30 Session 10: Operations Strategy – chair: H-J. Steenhuis (Room 0.89)

13.30 *I. Hipkin*: Developing effective strategic alliance partnerships: Lessons from a case study **O–10–6**

14.00 *H.J. Steenhuis, E.J. De Bruijn, H. Heerkens*: Overcapacity in Regional Aircraft Production **O–10–16**

13.30– 15.00 Session 11: Production and Manufacturing Management – chair: R.S. Guerra (Room –1.63)

13.30 *H. Hurriyet, V. Jayaraman*: An organic approach to designing the factory of the future – A study on the Australian factories **O–11–1**

14.00 *L. Bengtsson, R. Von Haartman*: Manufacturing competence – The key to successful customer and supplier integration **O–11–16**

14.30 *C. Goncalves-Filho, G. Quiroga Souki, R.S. Guerra, R.S. Leite*: Quality and satisfaction measuring: An empirical study of the European Index in an ERP Software Company **O–11–18**

13.30– 14.30 Session 12: Purchasing and Supply Management – chair: M. Bruccoleri (Room –1.62)

13.30 *E. Mendonca Tachizawa, C. Gimenez*: An empirical investigation on supply flexibility **O–12–2**

14.00 *G. Perrone, P. Argoneto, G. Lo Nigro, P. Renna, M. Bruccoleri, L. Sabab*: Integrating ERP systems in vertical supply chains with negotiation tools **O–12–21**

13.30– 15.00 Session 13: Service Operations Management – chair: M. Tucci (Room 1.71)

13.30 *C. De Capitani, A. Portioli Portioli Staudacher*: Operations planning and control in hospitals surgical blocks **O–13–23**

14.00 *M. Zorzini, A. Brun, D. Corti*: How to support after-sales strategy by product features analysis: case studies from the consumer electronic goods in Italy **O–13–33**

14.30 *M. Tucci, M. Rapaccini, F. Visintin*: Servicing PC industry products: How to choose the best strategy **O–13–31**

15.00 Coffee break

15.30– 16.00 Semi-plenary Sessions

- A. Neely, M. Lewis: What has 25 Years of P/OM research taught us about productivity? O–5–6 (Room 0.81)*
- A. Vereecke, R. Arkader, A. De Meyer, R. Klassen, C. Whybark: Barriers to the effective management of international manufacturing operations: Where do we stand? O–5–9 (Room 0.83)*
- N. Piercy, N. Caldwell, C. Harland, N. Rich: Operations management in the post-modern O–10–2 (Room 0.79)*

16.00– 16.30 Closing (Room Conference)

Industry Visit

22 June, Wednesday

Electrolux Disassembly Factory – Jászberény

Departure from UCC: 8.30

Arrival to Electrolux: appr. 10.30

Factory visit & discussions

Lunch

Arrival in Budapest (UCC building): appr. 15.00

Social Programmes

The scientific programme of the conference will be completed with social events, allowing some time for informal discussions for the participants.

Sunday, 19 June 18.00 Welcome reception

The Welcome reception of the conference will be organised at the Conference Site (UCC). The event is included in the registration fees.

Monday, 20 June 20.00–22.30 Conference Dinner

“Panorama dinner” on the board of the “Európa” boat. The “Panorama dinner” will be held on river Danube from where you will be able to admire the evening lights of the city. Complete served dinner will be provided. The event is included in the registration fees.

Departure from: Petőfi bridge–Buda side (from the foot of the bridge)

Departure time of the boat: 20.00 exactly

Participants may get to the pier on their own. The pier is 5 min. walk from the Conference venue. The boat will be boarded via the standing boat “A38” but please note that the name of the conference boat is Európa.

After the dinner bus transportation will be provided to the conference hotels.

Accompanying Persons’ Programmes

Participants are encouraged to bring their spouses to Budapest. Companions, paying the accompanying persons’ registration fee, are invited to join the following events:

- Welcome reception and banquet dinner
- Sightseeing tour with visiting the Synagogue (half day)
- Gödöllő tour (half day)

Accompany person’s registration fee: 140 EUR/person including tax

Sightseeing tour with visiting the Synagogue on Monday, 20 June

Spouses of participants are welcome at the conference site. The first programme will be a 2 hours programme in the Pest side of the city by bus. Among several famous sights, the following places will be visited: Heroes’ Square, Basilica, Opera House.

The tour in the Synagogue, an hour guided tour, which offers the opportunity for a visit of the impressive Synagogue from 11.00 to 12.00. After a walk around Central Europe’s largest synagogue, interior visit of the building.

After the visit at the building of Synagogue, the programme continues with 1.5 hours guided sightseeing tour in Buda side: Buda Castle, Matthias Church, Fisherman's Bastion, Gellért Hill, Citadel, etc. This programme is included in the accompanying persons' registration fee. Departure is from the parking lot of UCC (conference venue) at 9.00. Planned arrival at the conference venue is 14.00.

Excursion to Gödöllő on Tuesday, 21 June

This is a half day guided tour (9.00–13.00) by bus to the former summer residence of Queen Elisabeth organised on Tuesday 21 June. The town can be found very near to Budapest. The town's greatest treasure and draw for tourists is its 250 years old Royal Palace. Visitors can see the living quarters of Emperor Franz Joseph and Empress Elizabeth (Sissy). Departure is from the parking lot of UCC (conference venue) at 9.00. Planned arrival at the conference venue is 14.00.

Optional Programme

Budapest Sightseeing with Parliament on Sunday, 19 June

The tour in the House of Parliament is an hour guided tour by bus, which offers the opportunity for a visit of the impressive House of Parliament from 9.00 to 11.00. After a walk around Hungary's largest building, interior visit of the magnificent neo-gothic Parliament (home of the Holy Hungarian Crown) with guidance through the splendid boardrooms and impressive staircases, you will be able to see the Hungarian Coronation Jewellery (crown, sceptre, mound, mantle, and sword). Taking your passport is necessary.

After the visit at the building of Parliament, a guided sightseeing tour starts at about 11.00. This will be 2.5 hours guided tour in Budapest by bus. Among several famous sights the following places will be visited: Heroes' Square, Basilica, Opera House, Buda Castle, Matthias Church, Fisherman's Bastion, Gellért Hill, Citadel, etc. (picture gallery).

Duration: 4 hours

Departure: 9.00 from University of ELTE (UCC – conference venue)

Price: 40 EUR/person

Practical Hints

ADVICE FOR YOUR DEPARTURE

Airport Minibus

Participants leaving from Budapest International Airport are advised to use the Airport Minibus shuttle service, which takes one to any address in Budapest for a fee of 2300 HUF/person (cca. 9 EUR). You may order your Airport Minibus at the Registration Desk or at you hotel at least one day before your departure.

Taking a taxi

The tariffs of the taxi companies may differ to some extent, but there is one thing in common tariff ceiling. If you take a taxi, you can find the tariff chart on both dashboard and on the right rear window. The tariffs cannot be significantly more than listed below, they, however, may be lower.

	Taxi ordered by phone	Taxi from the street
Basic fee	HUF 300	HUF 300
Per kilometre tariff	HUF 170/km	HUF 230/km
Waiting tariff	HUF 42/min.	HUF 56/min.

This is the tariff chart for all rides within Budapest and the rides starting in Budapest, including Ferihegy Airport. If you take a taxi in Budapest, but your destination is outside the city, the driver may request the return price to the city border.

You get price reduction if you order your taxi by phone, so you are better off ordering a taxi from the Hotel Reception or from a restaurant, than just get in a car in front of your Hotel. Phone numbers of some taxi companies: Főtaxi 222-2222, City Taxi 211-1111, Rádió Taxi 377-7777, Taxi2000 200-0000.

INFORMATION OFFICES IN THE CITY

- Nyugati Railway Station, District XIII, phone: 302-8580
- Sütő utca 2, District V, phone: 317-9800
- Budaörs, Agip complex (M1–M7 motorway junction), phone: (06-23) 417-518 (Opening hours: 15 March – 31 October: 8.00–20.00 every day)
- Király utca 93, District VII, phone: 352-1433, 352-9804 (Opening hours: 9.00–18.00 every day throughout the whole year)

TELEPHONE SERVICE

Public telephones at the conference site are available close to the elevators in several levels. They work with Hungarian prepaid Phone Cards (“telefonkár-

tya” in Hungarian). Phone cards (HUF 500, HUF 800 and HUF 1800) can be purchased at the tobacco shops and post offices. Most public phones in Budapest work with phone cards, a few with coins (HUF 10, 20, 50, 100 coins)

Phoning from/to Hungary

In Hungary, the following calling sequences are used:

From public phones, the digits 00 are used to access an international line. Most public phones work with phone cards a few with coins (10, 20, 50, or 100 HUF coins).

The **hotel room telephones** have a special procedure, see the guide in the rooms.

For numbers outside Budapest, the calling sequence starts with 06, then the area code and the number are to be dialled.

Phone numbers within Budapest have 7 digits. Be aware that in the past years, many numbers have been changed. Numbers you may still remember, starting with digit 1, were all modified, and now they start with digit 3 or 4. The information service on phone numbers in Hungary has the (local) phone number 198. Information on international phone numbers can be obtained at number 199. The country code of Hungary is 36, the area code of Budapest is 1.

Mobile phones have different “area codes”, like 20, 30 etc. Therefore, e.g. the mobile phone number (20) 123-4567 can be reached from a public phone as 06-20 123 4567.

Important phone numbers in Budapest

Emergency:	112	Medical Emergency:	104
Police:	107	Fire brigade:	105

In case of problems on the Conference site, please, contact Conference assistants!

FIRST AID AND PHARMACY

The nearest Pharmacy on Buda side is located near the Móricz Zsigmond Square (2, Karinthy Frigyes street): two tram stops with No. 6 (in the Buda direction) and then straight ahead. On the Pest side the nearest Pharmacy is in the Páva street: two tram stops through the Petőfi bridge, enter Mester street on your right ahead, and the first cross-street is Páva street on your left.

INSURANCE

Participants are strongly advised to make their own insurance arrangements. The organisers cannot accept any liability for personal injuries sustained, or for loss or damage to property belonging to participants and accompanying persons, either during or as a result of the conference.

FOREIGN EXCHANGE AND BANKING FACILITIES

The Hungarian currency is the Hungarian Forint (HUF). Currency exchange booths are available at the airport terminals, railway stations, travel agencies, banks and various places in the city. Traveller's cheques, and convertible currency may be exchanged at these facilities. Major credit cards are usually accepted in most hotels, restaurants and certain shops in the city. Obtaining cash against ATM cards (or credit cards, but this is more expensive) is very easy in Budapest from the "Bankomats" that can be found at almost each bank office, hotel or on the street. The current rate for currency exchange is approximately 205 HUF ~ 1 USD, 250 HUF ~ 1 EUR.

The nearest bank office (ERSTE Bank Hungary) can be found opposite the ELTE TTK Campus, near the tram stop at the bridge (on the campus of the Technical University).

ATM on site

There is an automatic banking machine in the Conference Building, close to the Chemistry Entrance (the closest entrance to the tram stop). It accepts VISA, Eurocard/Mastercard, EC, Cirrus Maestro and ERSTE Bank cards.

TRAVEL AND TRANSPORTATION

Budapest has a reliable public transportation network: three metro lines (colour-coded: yellow, red and blue), as well as many trams, bus and trolley lines. Participants are advised to use public transportation whenever possible. Please note that you have to validate your pre-purchased tickets if you use any mean of transportation. The single ticket price is HUF 160. Tickets can be obtained also at tobacco shops, newspaper stands metro stations and at the registration desk!

For those arriving by car, a public parking lot is available at the campus. Please note that in the town you have to pay parking fees in the short parking zones, so using your car, especially in downtown areas, is very difficult.

Important note: This year's phase of the reconstruction project of Metro Line no. 2 is scheduled to period between 11 June – 19 August. The reconstruction works cover the central section of the metro line this year, therefore the trains are running on two section between Déli pályaudvar – Deák Ferenc tér and Stadionok – Őrs vezér tere. On the section between Deák tér – Stadionok buses replace the metro. During the reconstruction period three stations will be rebuilt this summer: Astoria and Keleti pályaudvar stations on the closed section, as well as Batthyány tér station on the section in operation. The metro does not stop at Batthyány tér station.

In the following section *“How to get to the University”* we are suggesting the most convenient way to reach the Conference site.

We appreciate your understanding and patience.

The conference site can be accessed by trams No. 4 and No. 6 from the Great Ring on the Pest side of the Danube (on your town map the Great Ring is the series Szt. István krt., Teréz krt., Erzsébet krt., József krt. and Ferenc krt.).

To get to the conference one should get off the trams at the stop next to the Petőfi bridge on the Buda side. Then you walk through a small park to the Physics–Chemistry Building of the ELTE TTK Campus.

From the hotels in Buda the simplest is to go to Móricz Zsigmond körtér and take tram No. 6 from its terminal station. To the conference site you should get off at the second stop. From Hotel Gellért you can just walk.

Two maps of the Conference site can be found at the end of this booklet, one shows you the Campus, the other the interior of the Physics–Chemistry Building.

CONFERENCE HOTELS

Hotel Gellért****	phone: 889-5500, fax: 889-5505
Novotel Budapest Centrum****	phone: 477-5300, fax: 477-5353
Mercure Hotel Korona****	phone: 486-8800, fax: 318-3867
Hotel Astoria****	phone: 889-6000, fax: 889-6091
Hotel Fiesta***+	phone: 328-3000, fax: 266-6024
Mercure Budapest Duna***	phone: 455-8300, fax: 455-8385
Ibis Centrum Hotel***	phone: 456-4100, fax: 456-4116
Ibis Budapest Emke***	phone: 478 3050, fax: 478 3055
Hotel Ventura***	phone: 208-1232, fax: 208-1241
Marco Polo Hostel	phone: 413-2555, fax: 413-6058

HOW TO GET TO THE ELTE UNIVERSITY CAMPUS (CONFERENCE VENUE) FROM THE HOTELS?

The accommodations are in the following distance (on foot) from the conference venue:

Danubius Hotel Gellért** (1111 Budapest, Szent Gellért tér 1.)**

This is a 15–20 min. walk down on *“Műegyetem Rakpart”*.

Novotel Budapest Centrum** (1088 Budapest, Rákóczi út 43–45.)**

You can take tram no. 4 or 6 from Blaha Lujza tér to Petőfi bridge–Buda side for 6 stops and walk down to UCC.

Mercure Hotel Korona** (1053 Budapest, Kecskeméti utca 14.)**

You can take the blue line metro for 1 stop from Kálvin tér to Ferenc körút and take the tram no. 4 or 6 for 3 stops (Petőfi bridge–Buda side) and just walk to UCC.

Hotel Astoria** (1053 Budapest, Kossuth Lajos utca 19–21.)**

You can take the bus no. 7 or 7A till Blaha Lujza tér (2 stops) and take the tram no. 4 or 6 for 6 stops from Blaha Lujza tér to Petőfi bridge–Buda side. From here the University takes app. 5 min. walk.

Hotel Fiesta*+ (1061 Budapest, Király utca 20)**

You can take the blue line metro for 3 stops from Deák tér to Ferenc körút and take the tram no. 4 or 6 for 3 stops till Petőfi bridge–Buda side and just walk down to UCC.

Mercure Hotel Duna* (1095 Budapest, Soroksári út 12.)**

You can take the tram no. 4 or 6 for a 1 stop from Boráros tér to Petőfi bridge–Buda side and just walk down to UCC.

Ibis Centrum Hotel* (1092 Budapest, Ráday utca 6.)**

You can take the blue line metro for 1 stop from Kálvin tér to Ferenc körút and take the tram no. 4 or 6 for 3 stops (Petőfi bridge–Buda side) and just walk to UCC.

Ibis Budapest Emke* (1072 Budapest, Akácfa utca 1–3.)**

You can take the tram no. 4 or 6 for 6 stops from Blaha Lujza tér to Petőfi bridge–Buda side and just walk down to UCC.

Hotel Ventura* (1119 Budapest, Fehérvári út 179.)**

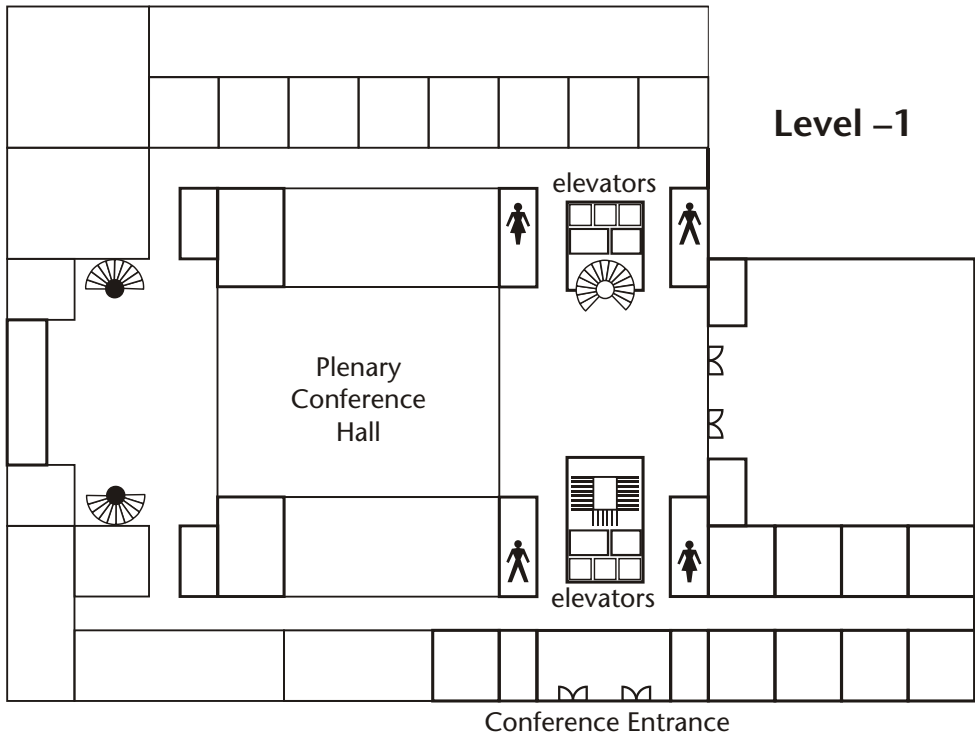
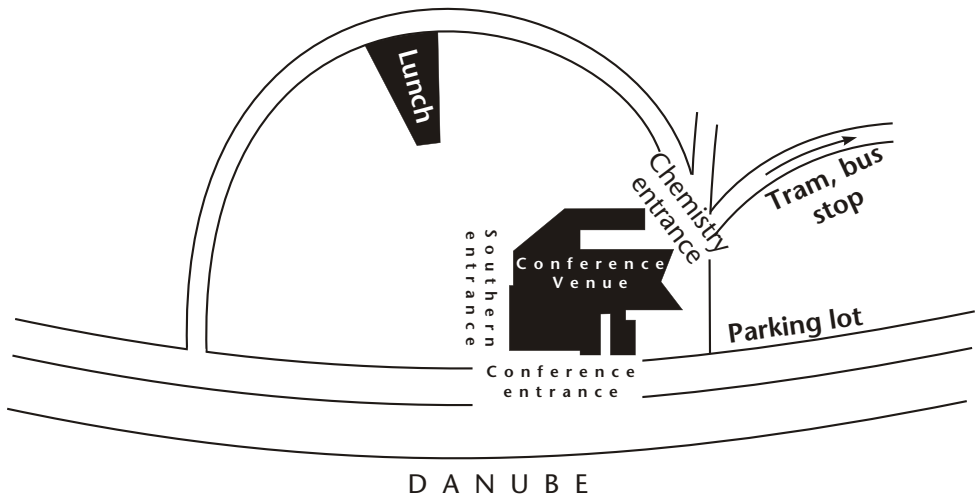
You can take the tram no. 18 or 47 for 9 stops from the hotel to Bocskai út and take the tram for 1 stop no. 4 to Petőfi bridge–Buda side and just walk down to UCC.

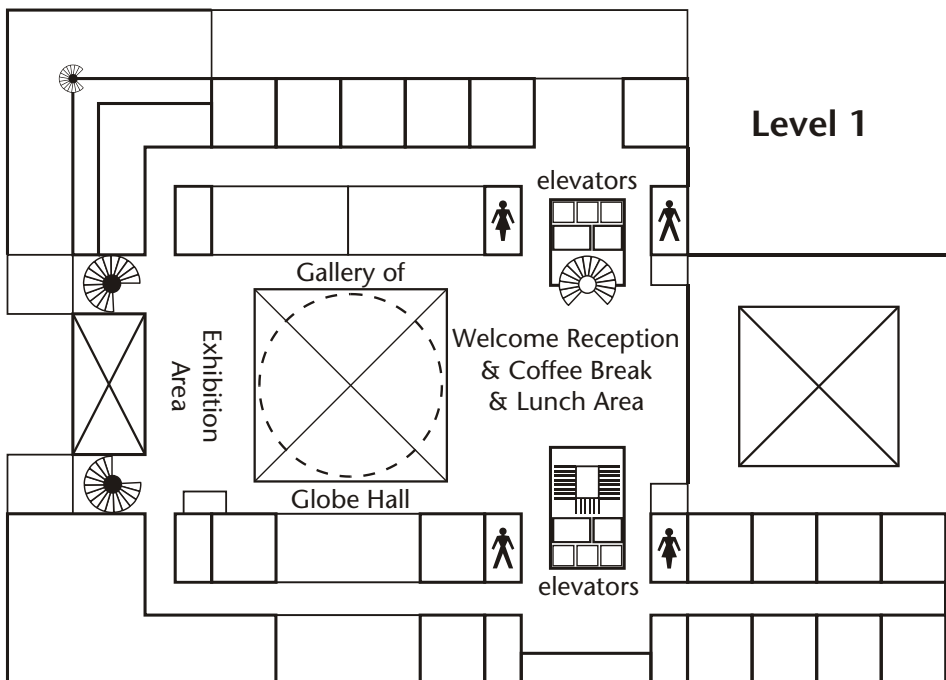
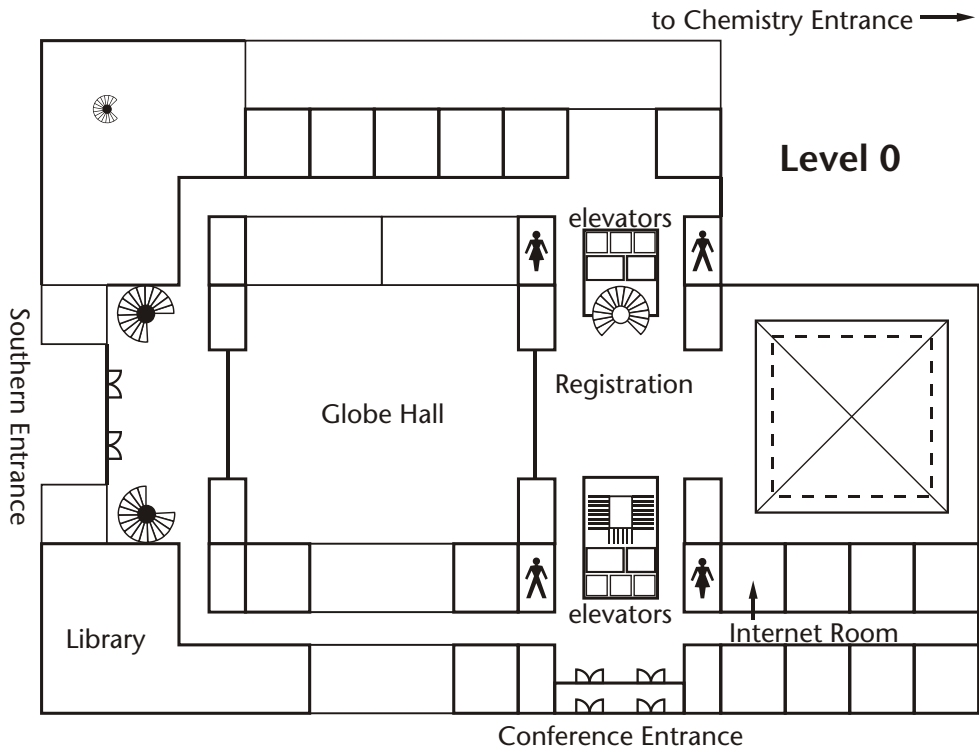
Marco Polo Hostel (1072 Budapest, Nyár utca 6.)

You can take tram no. 4 or 6 from Blaha Lujza tér to Petőfi bridge–Buda side for 6 stops and walk down to UCC.

Contents

General information	1
Scientific programme	6
Social programmes	25
Practical hints	27





- 1 Conference venue – UCC
- 2 Danubius Hotel Gellért****
- 3 Novotel Budapest Centrum****
- 4 Mercure Hotel Korona****
- 5 Hotel Astoria****
- 6 Hotel Fiesta***+
- 7 Mercure Hotel Duna***
- 8 Ibis Budapest Centrum***
- 9 Ibis Budapest Emke***
- 10 Hotel Ventura***
- 11 Hostel Marco Polo
- 12 Banquet dinner

- A “Déli” Railway Station
 B “Nyugati” Railway Station
 C “Keleti” Railway Station
 D Airport

