

**EurOMA International Conference on Operations and Global Competitiveness**  
**Budapest, Hungary, June 19-22, 2005**

**Monday, June 20 – Morning**

8.00 – 9.00	REGISTRATION												
	Room "Conference"												
9.00 – 10.30	OPENING: <b>M. GREGORY:</b> Emerging patterns of global manufacturing, <b>Erik Bogsch:</b> The case of Gedeon Richter, Ltd.												
10.30 – 11.00	COFFEE BREAK - SPONSORED BY THE PUBLISHERS												
	Room "Conference"	Room „0.83"	Room „0.81"	Room „0.79"	Room „1.71"	Room „0.89"	Room „0.87"	Room „-1.64"	Room „-1.63"	Room „-1.62"	Room „0.60"	Room „0.59"	Room „0.58"
	Global Operations and Supply Chains CHAIR: L. Vieira	International Operations Management CHAIR: D. Benett	Operations and Supply Chain Performance Management CHAIR: B. Meijboom	Co-Design and New Product Development CHAIR: H. Boer	Service Operations Management CHAIR: Y. Yang	Operations Strategy CHAIR: G. da Silveira	Service Operations Management CHAIR: N. Caldwell	Logistics and Physical Distribution CHAIR: R. Arkader	Production and Manufacturing Management CHAIR: S. Morton	Purchasing and Supply Management CHAIR: G. Nassimbeni	Teaching Issues in Operations Management CHAIR: J. Frick	Cultural and Human Issues in Supply Chain Management CHAIR: M. Koulikoff-Sourvion	Inventory Management CHAIR: M. Holweg
11.00 – 11.30	Realities of supply chain collaboration <b>O - 4 - 29</b> <i>P. Kampstra J. Ashayeri</i>	Product-Net: A decision support system for banking sector in the context of the new economy <b>O - 5 - 2</b> <i>M. Mavri, G. Ioannou</i>	If it ain't broke? Recognising failure as a first step to realising improvement opportunities in IT project processes <b>O - 8 - 21</b> <i>E. Kutsch, H. Maylor</i>	From global offers to integrated offers: The case of the automotive industry <b>O - 1 - 5</b> <i>R. Bakiri</i>	E-enabling homecare operations in the private service sector <b>O - 13- 30</b> <i>R. Michaelides, D. Kehoe</i>	Approaches to mass customization: An empirical replication <b>O - 10 - 24</b> <i>D. Vazquez Butstelo</i>	Matching demand and capacity of patient services within the UK National Health Service <b>O - 13 - 29</b> <i>D. Bamford, E. Chatziaslan</i>	Channel conflicts on the commercialization of flowers in Holambra – SP <b>O - 7 - 10</b> <i>L. van den Broek, A. Lago da Silva, V.A. Freitas de Paula</i>	Planning and controlling job-shop manufacturing operations: a multiple decision-making problem <b>O - 11 - 2</b> <i>M.R. Moreira, R. Alves</i>	An exploration of the distribution of power in buyer-supplier relationships: The case of the pharmaceutical supply network in the UK National Health Service <b>O - 12 - 6</b> <i>L. Breen, L. Chatziaslan, M. Webster</i>	What do we know? Taking stock of Operations Management <b>O - 14 - 2</b> <i>J. Wijngaard, Gy. Vastag</i>	The influence of organisational structure and culture on supply chain partnerships <b>O - 2 - 8</b> <i>L. Noring Marguerre, H. Kotzab, H. Sorsensen</i>	Fuzzy logic based decision making system for stock allocation in a distribution supply chain <b>O - 6 - 8</b> <i>Y. Xie, D. Petrovic</i>
11.30 – 12.00	Development and maintenance of supply network relationships <b>O - 4 - 7</b> <i>N.F.M. Carona, J.M. Csillag</i>	The process of internationalisation of Brazilian enterprises: Lessons to be learnt <b>O - 5 - 3</b> <i>A. Fleury, M.T.L. Fleury</i>	Measuring contribution for evaluation – Process in a collaborative enterprise <b>O - 8 - 7</b> <i>U. Bititci, J. Parung</i>	Organizational slack and innovation – The role of top management control <b>O - 1 - 15</b> <i>A. Richtner, P. Ahlström</i>	The relationship between quality and loyalty in E-services: An empirical investigation <b>O - 13- 16</b> <i>R. Sousa, R. Oliveira</i>	Understanding synergies and trade-offs between volume flexibility and mix flexibility in build-to-order strategies <b>O - 10 - 11</b> <i>F. Salvador, M. Rungtusanatham, A. Trentin</i>	An effective implementation of a Customer Relationship Management Strategy <b>O - 13 - 12</b> <i>S. Rothenberger</i>	Environmental logistics practices: The role of stakeholder pressure and managerial values <b>O - 7 - 6</b> <i>J. Gonzalez-Benito, O. Gonzalez-Benito</i>	On the relation between an Enterprise Resource Planning, environmental complexity and the locus of control <b>O - 11 - 3</b> <i>M. Van Assen, S. van de Velde</i>	Developing e-supply chain - a case study <b>O - 12 - 7</b> <i>P. Iskanius, A.M. Alarukka, S. Uusipaavalniemi, H. Kilpala</i>	Teaching operations management and the European higher education area: A methodological experience <b>O - 14 - 4</b> <i>M. Oltra, M.L. Flor</i>	New forms of work organisation and the evolution of the labour market <b>O - 2 - 6</b> <i>F. Caniato, R. Cagliano, G. Spina, S. Saini</i>	Bullwhip reduction and win-win strategies <b>O - 6 - 2</b> <i>R. Boute, S.M. Disney, M.R. Lambrecht, W. Van de Velde</i>
12.00 – 12.30	Trust within global chain <b>O - 4 - 4</b> <i>L.M. Vieira</i>	Industrial networks of the future: A critical commentary on research and practice <b>O - 5 - 11</b> <i>D. Bennett, R. Dekkers</i>	Business relationship management as a tool of performance management – The cases of successful Hungarian companies <b>O - 8 - 33</b> <i>Á. Wimmer R. Szántó N. Kiss</i>	Risk measurement and management during new product development: An exploratory study <b>O - 1 - 17</b> <i>M. Szwajcowski, F. Lemke, R. Mitchell</i>	The impact of operations service on performance outcomes in an E-commerce Environment <b>O - 13- 27</b> <i>Y. Yang, P. Humphreys, R. McIvor</i>	Effects of simplicity and discipline on operational flexibility: an empirical reexamination of the rigid flexibility model <b>O - 10 - 12</b> <i>G.J.C. da Silveira</i>	Location, dislocation and relocation: Innovation and the local delivery of healthcare services <b>O - 13 - 15</b> <i>N. Caldwell, T. Johnson, M. Lewis, W. Phillips</i>	The impact of the sophistication of the logistics organization of large shippers on their motivation to outsource logistics activities <b>O - 7 - 1</b> <i>R. Arkader, P. Wanke, M.F. Hijjar</i>	Improving information flow and decision-making in product development: the role of successful relationships and social capital <b>O - 11 - 6</b> <i>S.C. Morton, N.J. Brookes</i>	International purchasing offices in China <b>O - 12 - 25</b> <i>M. Sartor, G. Nassimbeni</i>	Utilizing the International Manufacturing Strategy Survey, IMSS, to teach Operation Management <b>O - 14 - 1</b> <i>J. Frick</i>	The pervasive HR picture in buyer-supplier relationship <b>O - 2 - 2</b> <i>M.Koulikoff-Sourvion, A. Harrison</i>	The evolving frontiers of the bullwhip problem <b>O - 6 - 3</b> <i>M. Holweg, S.M. Disney</i>
12.30 – 13.30	LUNCH - SPONSORED BY IJOPM AS PART OF ITS 25TH BIRTHDAY CELEBRATIONS												

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13.30 – 14.00	How technological knowledge and customer-supplier interactions shape the process of supply network internationalisation <b>O - 4 - 18</b> <i>P. Romano, A. Camuffo, A. Vinelli, A. Furlan</i>	Designing innovation networks in the biopharmaceuticals industry: Exploring the dynamic capabilities view <b>O - 5 - 1</b> <i>A. Gupta, P. Smart</i>	Supply chain contracts in multi-period settings <b>O - 8 - 10</b> <i>I. Giannoccaro, P. Pontrandolfo, N. Bellantuono</i>	Optoelectronics in Brazil: A case of technological innovation success? <b>O - 1 - 13</b> <i>L. Pereira, G.A. Plonski</i>	High-tech and high-touch service design: trading off customer responses <b>O - 13 - 28</b> <i>A. Edelman</i>	Key features of the manufacturing vision development process <b>O - 10 - 32</b> <i>I. Dukovska-Popovska, J.O. Riis, H. Boer</i>	Tools and abilities for continuous improvement: What driver for performance? <b>O - 10 - 27</b> <i>L. Pellegrini, M. Corso, A. Giacobbe, A. Martini</i>	Transport impact of postponement <b>O - 7 - 15</b> <i>Y. Yang, B. Yang, J. Wijngaard</i>	A Process Oriented Approach to Waiting Line Management in a large Pilgrimage Center in India <b>O - 11 - 24</b> <i>N. Ravichandran</i>	Measuring e-procurement internal service quality <b>O - 12 - 1</b> <i>A. Brandon-Jones</i>	A new approach to Six Sigma training - Welsh SME's needs and wants discussed <b>O - 14 - 6</b> <i>A. Esain, P. Catherwood, H. Rowlands</i>	Collaboration and knowledge transfer in manufacturing network organisation – A case study <b>O - 2 - 12</b> <i>T. Valjakka, S.K. Iiomaki</i>	Differentiating inventory policies according to regularities in irregular demand <b>O - 6 - 4</b> <i>J. Huiskonen, P. Niemi</i>
14.00 – 14.30	Contractual Manufacturing Service Providers in Different Industries: a key co-founder of the global manufacturing virtual network (GMVN) <b>O - 4 - 23</b> <i>Y. Shi</i>	Assessing civil-military cooperation in peace support operations <b>O - 5 - 10</b> <i>H. Voordijk, M.T.I. Bollen, S.J.H. Rietjens</i>	Mining the virtual value chain: Value migration in the Dell Space <b>O - 8 - 32</b> <i>R. Weston</i>	Implementing QFD for new product development: A case study in a company in Italy and a cross-country comparison with a Brazilian Enterprise <b>O - 1 - 9</b> <i>P.A. Cauchick, Miguel</i>	Measurement of the quality of service in electronic commerce on the Internet <b>O - 13 - 3</b> <i>C. Goncalves-Filho, M. V. Goulart, G.Q. Souki, R. S. Guerra</i>	Operations strategy and competitiveness. Structural and infrastructural decisions as elements of content operations strategy <b>O - 10 - 1</b> <i>F. Garica-Muina, M.L. Martin-Pena, E. Diaz-Garrido</i>	Best (configurations of) practices – and how do they contribute to high performance? <b>O - 10 - 25</b> <i>B.T. Laugen, H. Boer, N. Acur</i>	Redesigning a physical distribution and logistics system: The Febal Cucine Case Study <b>O - 7 - 3</b> <i>R. Panizzolo, F. Nonino</i>	Innovation needs of manufacturing SMEs: Evidence from an EU region <b>O - 11 - 17</b> <i>E. Philpott, K. Bevis</i>	The role of purchasing in the management of supplier relationships <b>O - 12 - 18</b> <i>M. Giannakis</i>	Introducing the arborescent Beer Game: bullwhip effect remains? <b>O - 14 - 7</b> <i>J. Gimenez, C. Perez, M. Gonzalez</i>	Production management and supply chain management in a global context <b>O - 2 - 11</b> <i>R. Riedel, E. Mueller</i>	A new periodic review inventory policy for hybrid manufacturing/ remanufacturing systems <b>O - 6 - 9</b> <i>S. Zanoni, I. Ferretti, L. Zavanella</i>
14.30 – 15.00	Comparing generic supply chain structures <b>O - 4 - 34</b> <i>J.H. Thun</i>	The changing pattern of production organisation: Insights from global industries operating in Brazil <b>O - 5 - 5</b> <i>A. Fleury, M.T.L. Fleury</i>	An investigation of communication patterns for sharing innovations across a supply network <b>O - 8 - 22</b> <i>N. Shaw, T.F. Burgess</i>	Virtual simulation usage on product development process: A Brazilian case study <b>O - 1 - 11</b> <i>M. Monteiro de Carvalho, A.C.M. Martin</i>	Optimising customer-supplier co-production in services <b>O - 13 - 13</b> <i>B. Lasshof, S. Fließ</i>	Towards a conceptual framework for supply chain management based on operations theory <b>O - 10 - 15</b> <i>S. Seuring, R. Morana</i>	The fit between operations priorities and business strategy and its influence on firm results <b>O - 10 - 33</b> <i>M.J. Oltra, M.L. Flor</i>	Merge-in-Transit: Research frontiers for distribution of high tech multi-product orders <b>O - 7 - 7</b> <i>O. Cruz-Mejia, R. W. Eglese</i>	Towards lean manufacturing in medium-sized enterprises <b>O - 11 - 7</b> <i>R. De Castro, G. Gimenez</i>	Global sourcing and procurement strategy: A model of interrelated decisions <b>O - 12 - 24</b> <i>J. Sanchez Loppacher, R. Luchi, R. Cagliano, G. Spina</i>	Bridging the gap between theory and practice – University teaching with a live ERP-system <b>O - 14 - 3</b> <i>P. Virtanen, N. Helander</i>	Competences model in Brazilian enterprises <b>O - 2 - 10</b> <i>M.C. Pereira, M.T. Silva</i>	Investigation of an Order-Up-To policy with conditional expectation forecasting and arbitrary lead-times <b>O - 6 - 11</b> <i>S.M. Disney, G. Gaalman</i>
15.00 – 15.30	Strategic deployment of specialized testing and remanufacturing in a global network of contract manufacturers <b>O - 4 - 13</b> <i>R. Pibernik, L.T. Manzione, J. Pruett, B. Thiessen, J. Goentzel</i>	Supply chain management of International Trade Intermediaries <b>O - 5 - 8</b> <i>P.K.O. Fung</i>	Value innovation and company performance <b>O - 8 - 17</b> <i>P. Coughlan, M.A. Fergus</i>	Learning in R&D: A cross-case analysis <b>O - 1 - 3</b> <i>K. Goffin, U. Koners</i>	Design decisions about front office and back office activities in service delivery processes. Results from a multiple case study <b>O - 13 - 32</b> <i>L. Zomerdijk, J. de Vries</i>	The role of the customer order decoupling point in operations strategy <b>O - 10 - 31</b> <i>J. Olhager</i>	Marketing, manufacturing and logistics? Relation to company performance <b>O - 10 - 21</b> <i>K. Demeter, K. Kolos</i>	Enhancing supply chain responsiveness through warehouse design and operations: A central european perspective <b>O - 7 - 5</b> <i>M. Peters, P. Baker</i>	Lean manufacturing in Sweden: Reinforcement of Taylorism or basis for sustainable work system? <b>O - 11 - 9</b> <i>M. Dabhiikar, L. Bengtsson</i>	Value creation through supplier management and supplier involvement – A conceptual approach <b>O - 12 - 10</b> <i>T. Sattler, P. Milling</i>	Knowledge and usage and OM Technigues in Hungary <b>O - 14 - 5</b> <i>Z. Kovács, B. Szűcs, Gáborné Pató, P. Nagy</i>	Integral capacity and inventory decision making in a simple production system <b>O - 6 - 6</b> <i>N. Dallaert, S.D.P. Flapper, T. Tan</i>	
15.30 – 16.00	COFFEE BREAK												

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	<b>Global Operations and Supply Chains</b> <b>CHAIR:</b> <b>A. Vinelli</b>	<b>Global Operations and Supply Chains</b> <b>CHAIR:</b> <b>J. Miemczyk</b>	<b>Operations and Supply Chain Performance Management</b> <b>CHAIR:</b> <b>A. Wimmer</b>	<b>Co-Design and New Product Development</b> <b>CHAIR:</b> <b>Z. Radnor</b>	<b>Service Operations Management</b> <b>CHAIR:</b> <b>R. Johnston</b>	<b>Operations Strategy</b> <b>CHAIR:</b> <b>J. Mills</b>	<b>Operations Strategy</b> <b>CHAIR:</b> <b>I. Salkari</b>	<b>Logistics and Physical Distribution</b> <b>CHAIR:</b> <b>M. Hudson Smith</b>	<b>Production and Manufacturing Management</b> <b>CHAIR:</b> <b>R. Abdi</b>	<b>Purchasing and Supply Management</b> <b>CHAIR:</b>	<b>Cultural and Human Issues in Supply Chain Management</b> <b>CHAIR:</b> <b>S. Tonchia</b>	<b>Operations Planning and Control</b> <b>CHAIR:</b> <b>M. Kalchschmidt</b>
16.00 – 16.30	International competitiveness and strategic responses: Traceability in Brazilian beef chain <b>O – 4 - 30</b> <i>L.M. Vieira, G. C. Ferreira</i>	Supply Chain Management in the European Automotive Industry <b>O – 4 - 11</b> <i>S. Orr</i>	An analysis of the european textile sector competitiveness <b>O – 8 - 6</b> <i>N. Bilalis, L. Van Wassenhove, E. Maravelakis, A. Enders A. Antoinadis</i>	Collaborative new product development: A knowledge transfer case study <b>O – 1 - 19</b> <i>Z. Douglas-Judson</i>	The services cubicle: A new services taxonomy <b>O – 13- 8</b> <i>W. Selen, R. Agarwal</i>	An enterprise portfolio approach for the management of operational improvement strategies <b>O – 10 – 23</b> <i>A. Van Rensburg</i>	Strategic alignment of project management office: An analysis of multiple cases <b>O – 10 – 5</b> <i>M. Monteiro de Carvalho, L.A. Patah</i>	Challenges in logistics service provision - exploratory findings from industry <b>O – 7 – 9</b> <i>E. Krauth, R. Verwaal, J. Van Hillegersberg, S.L. Van de Velde</i>	Epistemological and ontological constraints to adopting MID-Range economic and sociological theory in theory-led operations management <b>O – 11 – 21</b> <i>K. Blackmon</i>	A case study of adapting supply chain management to a Shipyard Supplier Company <b>O – 12 – 19</b> <i>J. Potry, I. Salkari</i>	Dimensions of BPR in manufacturing companies: An empirical study <b>O – 2 – 13</b> <i>N. Vujica Herzog, S. Tonchia, A. Polajnar</i>	Operational strategies for achieving material planning efficiency <b>O – 9 – 9</b> <i>P. Jonsson, S.A. Mattsson</i>
16.30 – 17.00	Buyer focus, shared resources, and uncertainty in a food processing supply chain <b>O – 4 - 28</b> <i>T. Van der Vaart, D.P. Van Donk</i>	Brazilian Automotive supply chain dynamic: from obsolescence toward world benchmark <b>O – 4 - 19</b> <i>C. Sakuramoto, L.C. Di Serio</i>	Production and efficiency value: Performance analysis based on the DEA methodology in wine sector <b>O – 8 - 3</b> <i>T. Bouzidine</i>	Improvement of business performance through innovation: An empirical study <b>O – 1 - 7</b> <i>R. Luchi, L. Dambra, S. Inchauspe, S. Tanzer</i>	Impact of operations management activities on operational performance in service organisations <b>O – 13- 1</b> <i>D. Prajogo, M. Goh</i>	Through-life management: Combining manufacturing and service operations in Aerospace <b>O – 10 – 29</b> <i>Y. Ward, A. Graves</i>	Journey of Strategic Renewal - a case study in a Finnish metal company <b>O – 10 – 35</b> <i>K. Valkokari, J. Poikkimäki</i>	Packaging as AIDS for implanting information and communications technologies. Supply chain situation in the Spanish food sector <b>O – 7 – 12</b> <i>J. Garcia Arca, J.C. Prado Prado</i>	The consideration of the cost of unused capacity in capacity extension decisions of continuous production processes <b>O – 11 – 13</b> <i>T. Koltai, Z. Sebestyén</i>	Supply chain coordination mechanisms as determinants of delivery performance in manufacturing <b>O – 12 – 9</b> <i>G.J.C. Da Silveira, R. Arkader</i>	Socio-technical design of planning and control systems for the extended shop-floor <b>O – 2 – 7</b> <i>P. Moscoso, A. Lago</i>	The importance of the operational network in responsive order processing <b>O – 9 – 12</b> <i>G. Welker, J. Wijngaard</i>
17.00 – 17.30	Global agile supply chain practice in the European Fashion Clothing Industry <b>O – 4 - 8</b> <i>R. Masson, G. MacKerron, J. Fernie L. Iosif</i>	Operations strategies in two supply chain structures: Two case studies in Brazil's Automotive Industry <b>O – 4 - 14</b> <i>A.G.A. Filho, A. Rachid, E. Nogueira, M.S. Neto, P.E.G. Bento</i>	Industry infrastructure and Australian Cereal Product supply chain efficiency <b>O – 8 - 14</b> <i>M. Perry</i>	Challenges in collaborative product development - a case of DFMA approach in a machine manufacturing supply network <b>O – 1 - 10</b> <i>M. Mikkola, J. Kettunen, M. Uoti</i>	Six Sigma action research in Thailand: A comparative study <b>O – 13- 14</b> <i>L. Hendry, P. Nonthaleerak</i>	Examining organisational change through the analysis of quality deposits: A Methodology <b>O – 10 – 9</b> <i>D.R. Bamford, R.R. Greatbanks</i>	A 'systems thinking' approach to the study of strategic alignment in manufacturing companies <b>O – 10 – 13</b> <i>R. Sarmiento, P. Hines N. Rich</i>	An inbound logistics Hub Model for supply chain management <b>O – 7 – 16</b> <i>T. Jarimo, J. Hemilä</i>	Choosing levels of automation in production systems: Finding critical and supportive factors <b>O – 11 – 8</b> <i>V. Lindstrom, M. Winroth, J. Frohm</i>	„Subcontractors" segmentation in Italian Industrial Clusters: Structure and dynamics <b>O – 12 – 4</b> <i>A. Furlan, A. Camuffo, R. Grandinetti</i>	Perspectives on technical occupations: Production and operations managers and logistics managers <b>O – 2 – 5</b> <i>P. Burcher, G.L. Lee, A.S. Sohal</i>	The impact of organizational structures within forecasting practices and companies' performances <b>O – 9 – 11</b> <i>M. Kalchschmidt G. Zotteri</i>
17.30 – 18.00	Global competitiveness in the textile industry. Any strategy beyond lowering costs? <b>O – 4 - 31</b> <i>A. Vinelli, S. Bonesso, A. Camuffo, P. Romano</i>	Integrating european research in operations: the case of the 5-Day Car Initiative <b>O – 4 - 9</b> <i>J. Miemczyk, M. Howard, M. Holweg, R. Esser J. Bischoff</i>	Integrated care from a supply chain perspective: An exploratory case study on diabetes care <b>O – 8 - 5</b> <i>B. Meijboom J. Van der Wende</i>	Moving up the value chain: The transition process for manufacturing SME's to create a NPD capability <b>O – 1 - 12</b> <i>H. Noke, J. Bessant, Z. Radnor</i>	Overcoming recovery myopia: Three types of service recovery <b>O – 13- 5</b> <i>R. Johnston, S. Michel</i>	Performance and resource coordination <b>O – 10 – 4</b> <i>J. Mills</i>	Challenges of innovative operations development in project oriented manufacturing industry - Case operations strategy renewal of a cruise ship turnkey supplier <b>O – 10 – 10</b> <i>I. Salkari, J. Heilala, M. Simons</i>	I'm sorry we can't deliver... Fulfilling the e-business promise <b>O – 7 – 8</b> <i>M.H. Smith, D. Smith</i>	Equipment selection for Reconfigurable Manufacturing Systems (RMSs) using the Analytical Hierarchical Process (AHP) <b>O – 11 – 4</b> <i>M.R. Abdi</i>			Combined analytical and simulation models for production planning <b>O – 9 – 13</b> <i>Y. Zhao, B. MacCarthy</i>
18.00 – 19.00	Room "Conference"											
	GENERAL ASSEMBLY OF EUROMA											
20.00 – 22.30	CONFERENCE DINNER											

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	<b>Global Operations and Supply Chains</b>  CHAIR: J. Srai	<b>Global Operations and Supply Chains</b>  CHAIR: D. Doran	<b>Operations and Supply Chain Management</b>  CHAIR: A. Hammer	<b>Co-Design and New Product Development</b>  CHAIR: J. Bessant	<b>Service Operations</b>  CHAIR: M. Webster	<b>Operations Strategy</b>  CHAIR: S. Gözliü	<b>Service Operation Management</b>  CHAIR: N. Saccani	<b>Logistics and Physical Distribution</b>  CHAIR: H. Voordijk	<b>Production and Manufacturing Management</b>  CHAIR: P. Miguel	<b>Purchasing and Supply Management</b>  CHAIR: G. Zanutto	<b>Environmental and Technology Management</b>  CHAIR: D. Simpson	<b>Operations Planning Control</b>  CHAIR: D. van Donk
8.30 – 9.00	Design patterns for loosely coupled track, trace, configuration and check operations in multi-company environments  O – 4 – 2  J. Homström, K. Främiling	Lean production paradigm and the influence of automakers in industrial organization of their suppliers: the case of the brazilian automotive complex  O – 4 – 37  J. Amato Neto, Fl. D'Angelo	Impact of performance management reviews: Evidence from an energy supplier  O – 8 – 1  M. Kennerley, V. Martinez	Creative processes in product development: utility and applicability  O – 1 – 4  O. Bakas, S. Lombardino, E.K. Borgen, A. Romsdal	Revisiting the service-product distinction: Implications for supply chains and networks  O – 13 – 22  M. Spring, L. Araujo	An empirical study of environmental context, firm characteristics and quality management in Irish SMEs  O – 10 – 20  B. Fynes, S. De Burca, E. Ambrose	Recent changes in operation systems of library and publishers  O – 13 – 2  M. Silva	The application of a Six-Sigma methodology to military supply chain processes  O – 7 – 4  H. Peck, A. Chapell	Evaluation and assessment of Production and Operations Management (POMS) Journals: A global perspective  O – 11 – 19  A. Soterious, V. Theoharakis, C. Voss G.C. Hadjinicola	Managing sub-contractors and suppliers in the construction industry  O – 12 – 22  S. Ronchi, S. Bini	Competitive advantage and EMS: The Spanish industry experience  O – 3 – 6  G. Gimenez, R. De Castro	Parallel machines scheduling subject to changeovers and eligibility constraints under fuzzy due dates  O – 9 – 1  O. Aköz, D. Petrovic, K. J. Burnham
9.00 – 9.30	Assessing the significance of production capability to the firm; implications for an expanded EU  O – 4 – 16  S. Rejal, M.J. Gregory	Characterization of inventory as proportional to throughput with implications for supply chain network design  O – 4 – 38  J. Goentzel	Paradise and power: insights for performance measurement from energy utilities on both sides of the Atlantic  O – 8 – 23  M. Sobotka, K. Platts	Unpacking a radical innovation culture  O – 1 – 8  P. McLaughlin, J. Bessant, P. Smart	Identifying and determining the key processes for quality system management in the hotel sector  O – 13 – 26  T. Espino-Rodriguez, V. Padron-Robaina	Does quality management foster or hinder innovation? An empirical study in spanish companies  O – 10 – 14  A.R. Martinez-Lorente, M. Martinez-Costa	Activity-information management in service operations  O – 13 – 7  J.A. Rocha, R. P. Costa	Coordination in chains and networks  O – 7 – 11  B. Van Hezewijk, M. Van Assen	Testing the impact of production and customer orientations on profitability in an Australian Timber Company with use of an experimental design  O – 11 – 20  W. Selen, P. Palmer	The development of a relationship matrix approach tool to assist in the selection process for entry into Electronic Marketplaces  O – 12 – 17  J. Hopkins,	The effect of manufacturing proactivity on environmental management: An exploratory analysis  O – 3 – 2  J. Gonzalez-Benito, O. Gonzalez-Benito	Dynamic lead time estimation in a Make-To-Order job shop  O – 9 – 6  S. Dimitriou, G. Ioannou, G. Prastacos
9.30 – 10.00	Global production - is it all about cost?  O – 4 – 32  L. Englyst	Exploring the relationship between supply chain activities and resources allocated to quality management  O – 4 – 35  S. Vachon R.D. Klassen	Designing vendor selection and evaluation systems for supply networks  O – 8 – 20  C. Sabbadin, P. Danese, P. Romano, A. Vinelli	Radical innovation as a strange attractor  O – 1 – 6  M. Leseure, K. Pandza	Improved competitiveness due to conjoint operations: a small retail fast food company pool case  O – 13 – 19  S. De Gusmao	An assessment of total quality management practices in the Turkish companies  O – 10 – 7  S. Gözliü, J. Fortuny-Santos	Mobile cellular phones: a study on perceived quality, satisfaction, and customer loyalty in Brazil  O – 13 – 11  G. Souki, C. Goncalves Filho, R.S. Guerra	Analyzing the risk of coordination mechanisms for seasonal products  O – 7 – 14  C.Y. Wong, J. Johansen	The relationship between quality auditor style and ISO 9000 system certification performance  O – 11 – 23  M. Terziovski, D. Power	The effects of e-procurement systems on buyer-supplier relationships  O – 12 – 13  D. Ayhan, B.R. Meijboom	Collaborative process and e-business implementation in extended enterprises  O – 3 – 3  H. Kuehnle, J. Martinez U. Bergmann	A decision aid for make-to-order and make-to-stock classification in food processing industries  O – 9 – 7  D.P. Van Donk, C. Soman, G. Gaalman
10.00 – 10.30	Supply chain capability assessment of global operations using maturity models  O – 4 – 25  J. Srai, M. Gregory	A case study of aircraft seating supply to transatlantic airways  O – 4 – 36  D. Doran, R. Kerbey	Co-plot as a new multivariate analysis method for operations management research?  O – 8 – 12  A. Hammer, M. Vieth, F. Maier	Search routines for discontinuous innovation  O – 1 – 1  J. Bessant, R. Lamming, H. Noke, W. Philips	Management of outsourcing in a multi-stakeholder service operation: a case study in a developing economy  O – 13 – 20  M. Webster, A. Boschman	The after-sales service: aligning supply chain configuration with strategy. Evidence from the household appliance industry  O – 13 – 21  N. Saccani, M. Perona, A. Pistoni, P. Johansson	Dominant supply chain coordination - Mechanisms in the industry of prefabricated products  O – 7 – 13  H. Voordijk, B. Meijboom	Examining Six Sigma application in companies operation in Brazil  O – 11 – 22  P. Miguel, J.C. Andrietta, N.C. Maestrelli	E-business: Successful case studies in Italian districts  O – 12 – 20  G. Zanutto, A.F. De Toni	Greening the automotive supply chain  O – 3 – 8  D. Simpson		
10.30 – 11.00	COFFEE BREAK											

**Tuesday, June 21 - Morning**

	Room "Conference"	Room „0.83"	Room „0.81"	Room „1.71"	Room „0.89"	Room „0.87"	Room „1.63"	Room „1.62"	Room „0.59"	Room „0.58"
	<b>Global Operations and Supply Chains</b> <b>CHAIR:</b> <b>U. Bitici</b>	<b>Global Operations and Supply Chains</b> <b>CHAIR:</b> <b>L. Hendry</b>	<b>Operations and Supply Chain Performance Management</b> <b>CHAIR:</b> <b>D. Bryde</b>	<b>Service Operations Management</b> <b>CHAIR:</b> <b>J. Ribera</b>	<b>Operations Strategy</b> <b>CHAIR:</b> <b>K. Tan</b>	<b>Service Operation Management</b> <b>CHAIR:</b> <b>R. Stratton</b>	<b>Production and Manufacturing Management</b> <b>CHAIR:</b> <b>J. Csillag</b>	<b>Purchasing and Supply Management</b> <b>CHAIR:</b> <b>G. Reiner</b>	<b>Environmental and Technology Management</b> <b>CHAIR:</b> <b>I. Jenei</b>	<b>Inventory Management</b> <b>CHAIR:</b> <b>G. Skintzi</b>
11.00 – 11.30	A taxonomy of supply chain collaborations: An investigation on CPFR initiatives <b>O – 4 – 17</b> <i>P. Danese</i>	Towards a classification of supplier parks <b>O – 4 – 15</b> <i>A. Reichhart, M. Holweg</i>	Performance improvement across an aerospace value chain: Conceptual and practical challenges in multi-Enterprise collaboration <b>O – 8 – 18</b> <i>V. Crute, R. Johns, A.P. Graves</i>	Developing customer orientation strategy in manufacturing firms through quality function deployment: A case study from the heating industry <b>O – 13 – 6</b> <i>R. Panizzolo, D. Fant</i>	A new methodology for Operations Strategy <b>O – 10 – 8</b> <i>N.G. Rytter, H. Boer, C. Koch</i>	Customer service design: Identifying what really customers value <b>O – 13 – 4</b> <i>E. Brito, I.L.F. De Almeida, L.A.L. Brito</i>	Guidelines for achieving a proper mass customisation system <b>O – 11 – 5</b> <i>L. Skjelstad, I. Hagen, E. Alfnes</i>	Outsourcing strategy - Definition of characteristic elements for outsourcing strategy through simulation models <b>O – 12 – 16</b> <i>F. Costantino, G. Di Gravio, M. Tronci</i>	Use of supply chain management enabling technologies: The adoption paradox <b>O – 3 – 7</b> <i>D. Power</i>	Economic order quantity model as a tool for component purchasing <b>O – 6 – 1</b> <i>U. Lehtinen, H. Romppainen</i>
11.30 – 12.00	Optimisation of organisational relationships in a supply chain <b>O – 4 – 6</b> <i>U. Lopez, U.S. Bititci, K. Mendibil</i>	Use of model-driven decision support methods for supply chain design <b>O – 4 – 22</b> <i>M. Semini, H. Fauske, E. Gran</i>	Information flows evaluation enhancing buyer-supplier relationship performance: The case of an e-supply chain portal <b>O – 8 – 19</b> <i>P. Rippa, L. Raffa, G. Capaldo</i>	Business Process Management as an enabler for Six Sigma: evidence from UK Financial Services <b>O – 13 – 17</b> <i>H. Maddern, R. Maull, A. Smart, C. Spilsbury</i>	Failures in building operations? An occasion for learning? <b>O – 10 – 17</b> <i>C. Koch</i>	Analysis of the lead-time performance of an Emergency Unit: the effect of triage and the role of shared resources <b>O – 13 – 25</b> <i>T. Van der Vaart, J. Wijngaard, S. Nanninga</i>	Flexibility Windows: A method for evaluating and visualising production flexibility <b>O – 11 – 10</b> <i>C. Friedrich, G. Schuh, N. Wemhöner</i>	Managing risk in supplier relationships: A suppliers perspective <b>O – 12 – 23</b> <i>J. Hallikas, V.M. Virolainen</i>	Evaluation of the technological change in the Brazilian semiconductor industry <b>O – 3 – 5</b> <i>J. Amato Neto, C. Braganca de Vasdoncelos Fontes</i>	Approaches to solving the inventory routing problem <b>O – 6 – 10</b> <i>N. Mustafa, S.M. Disney</i>
12.00 – 12.30	Managing synergy in collaborative enterprises <b>O – 4 – 12</b> <i>U. Bititci, J. Parung, U. Lopez, D. Walters, D. Kearney</i>		Project management priorities and organizational success <b>O – 8 – 31</b> <i>D. Bryde, A. Taylor, G. Wright</i>	A classification of after-sales services within the capital goods industry and some managerial implications <b>O – 13 – 18</b> <i>D. Corti</i>	Rapid modeling tools for manufacturing management <b>O – 10 – 19</b> <i>K.H. Tan, K. Platts</i>	The Theory of Constraints and Healthcare Management <b>O – 13 – 10</b> <i>R. Stratton, A. Knight, M. Williams</i>	Manufacturing companies' Perception on the Internet's impact: five major factors of change <b>O – 11 – 15</b> <i>A.R. Graeml, J. M. Csillag</i>	Procurement strategies for risk-hedging supply chains using intermodal transportation <b>O – 12 – 5</b> <i>G. Reiner, W. Jammernegg</i>		Flexible warehousing policies <b>O – 6 – 5</b> <i>G. Skintzi, G. Ioannoy, G. Prastacos</i>
12.30 – 13.30	LUNCH									

**Tuesday, June 21 - Afternoon**

	Room "Conference"	Room „0.81"	Room „1.71"	Room „0.89"	Room „0.87"	Room „-1.63"	Room „-1.62"	Room „0.59"	Room „0.58"
	<b>Global Operations and Supply Chains</b>  CHAIR: S. Pires	<b>Operations and Supply Chain Performance Management</b>  CHAIR: P. Jonsson	<b>Service Operations Management</b>  CHAIR: M. Tucci	<b>Operations Strategy</b>  CHAIR: H-J. Steenhuis	<b>Operations Strategy</b>  CHAIR: R. Saw	<b>Production and Manufacturing Management</b>  CHAIR: R.S. Guerra	<b>Purchasing and Supply Management</b>  CHAIR: M. Bruccoleri	<b>Cultural and Human Issues in Supply Chain Management</b>  CHAIR: T. Mandják	<b>Operations Planning and Control</b>  CHAIR: J. Wijngaard
13.30 – 14.00	Managing supply chain risk: Taxonomy and risk measures  O – 4 – 5  T. Karantana, G. Ioannou, G. Prastacos	Modeling logistics costs using Time-Driven ABC: A case in a distribution company  O – 8 – 4  P. Everaert, W. Bruggeman, Y. Levant	Operations planning and control in hospitals surgical blocks  O – 13 – 23  C. De Capitani, A. Portioli Portioli Staudacher	Developing effective strategic alliance partnerships: Lessons from a case study  O – 10 – 6  I. Hipkin	The modular enterprise: A new governance architecture for inter-firm collaboration  O – 10 – 18  M. Binder, B. Clegg	An organic approach to designing the factory of the future – A study on the Australian factories  O – 11 – 1  H. Hurriyet, V. Jayaraman	An empirical investigation on supply flexibility  O – 12 – 2  E. Mendonca Tachizawa, C. Gimenez	Incentive provision for boundedly rational supply chain agents  O – 2 – 3  M. Kremer D. Bremer	A Process model for the extended enterprise  O – 9 – 5  S. Bolseth
14.00 – 14.30	Analysing the organization of information systems in supply chain management  O – 4 – 33  L.F. Scavarda, M. da Silva Vieira, A. Borges de Carvalho, S.R.I. Pires	Performance indicators in logistics service provision and warehouse management - a literature review and framework  O – 8 – 13  E. Krauth, H. Moonen, V. Popova, M. Schut	How to support after-sales strategy by product features analysis: case studies from the consumer electronic goods in Italy  O – 13 – 33  M. Zorzini, A. Brun, D. Corti	Overcapacity in Regional Aircraft Production  O – 10 – 16  H.J. Steenhuis, E.J. De Bruijn, H. Heerkens	The F1 supply chain: The power of analogy  O – 10 – 3  P. McCullen, M. Christopher, D. Towill	Manufacturing competence - The key to successful customer and supplier integration  O – 11 – 16  L. Bengtsson, R. Von Haartman	Integrating ERP systems in vertical supply chains with negotiation tools  O – 12 – 21  G. Perrone, P. Argoneto, G. Lo Nigro, P. Renna, M. Bruccoleri, L. Sabab	Collaboration as a competitive advantage to maintain business relationships in supply chains environment  O – 2 – 1  T. Bouzdine Chameeva, T. Mandják	Benefits of ERP systems: A control perspective  O – 9 – 2  M. Leseure, E. Berndroider, H. Abas
14.30 – 15.00		The impact of forecast information quality on logistics performance  O – 8 – 8  H. Forslund, P. Jonsson	Servicing PC industry products: How to choose the best strategy  O – 13 – 31  M. Tucci, M. Rapaccini, F. Visintin			Quality and satisfaction measuring: An empirical study of the European Index in an ERP Software Company  O – 11 – 18  C. Goncalves-Filho, G. Quiroga Souki, R.S. Guerra, R.S. Leite			
15.00 – 15.30	<b>COFFEE BREAK</b>								
15.00 – 15.30	Room „0.83"	Room „0.81"	Room „0.79"						
	<b>SEMI-PLENARY SESSION</b>								
15.30 – 16.00	Barriers to the effective management of international manufacturing operations: Where do we stand?  O – 5 – 9  A. Vereecke, R. Arkader, A. De Meyer, R. Klassen C. Whybark	What has 25 Years of P/OM research taught us about productivity?  O – 5 – 6  A. Neely, M. Lewis	Operations management in the post-modern  O – 10 – 2  N. Piercy, N. Caldwell, C. Harland, N. Rich						
	Room "Conference"								
16.00 – 16.30	<b>CLOSING</b>								