Sunday 22 June
08:30-17:30 Registration
09:00-13:00 Young Scholars Workshop - Aula "Multimediale A"
08:30-12:00 EurOMA Board meeting
12:00-14:00 Welcome reception (lunch), Complesso Didattico
14:00-15:30 Opening and Plenary Session - Keynote speech by Prof. Robert Handfield, Aula Magna
15:30-15:50 Coffee break, Complesso didattico
16:00-17:30 Parallel sessions

Monday 23 June - Parallel Sessions
09:00-10:30 SPECIAL SESSION: OM Research in the Fashion Industry
10:30-11:00 SPECIAL SESSION: Meet the Editors
11:00-12:30 SPECIAL SESSION: Teaching OM: Part 2
12:30-13:30 Lunch, Complesso Didattico
13:30-15:00 SPECIAL SESSION: Teaching OM: Part 3
15:00-15:30 Coffee break, Complesso didattico
15:30-17:00 SPECIAL SESSION: Crowdsourcing and Open Innovation
17:15-18:30 EurOMA Annual General Meeting, Aula Magna
20:00-22:30 Conference dinner, Palazzo Butera
## Conference Programme

### OVERVIEW

**Tuesday 24 June - Parallel Sessions**

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<td>Chair</td>
<td>Melanie Hudson Smith</td>
<td>Christina W.Y. Wong</td>
<td>Veronica H. Vlasse</td>
<td>Atanu Chaudhuri</td>
<td>Lars Bengtsson</td>
<td>Bert Mejbrook</td>
<td>B. MacCarthy &amp; C. Blume</td>
<td>Enzo Bivona</td>
<td>Chiara Gobbi</td>
<td>Yosuke Matsui</td>
<td>Susan Grant</td>
<td>Claudio Garavelli</td>
<td>Brian V. Waehrens</td>
<td>Jillin MacBryde</td>
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<td>09:00-10:30</td>
<td>SUS-31</td>
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<td>SCM-18</td>
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<td>SPECIAL SESSION: New Supply Chain Research opportunities and challenges</td>
<td>EMS-09</td>
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<td>10:30-11:00</td>
<td>Coffee break, Complesso didattico</td>
<td>11:00-12:00</td>
<td>Plenary Session (Keynote speech by Massimo Vian from LUXOTTICA GROUP), Aula Magna</td>
<td>12:00-13:00</td>
<td>Lunch, Complesso Didattico</td>
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<td>Coffee break, Complesso didattico</td>
<td>15:00-16:30</td>
<td>Closing Session and Awards, Aula Magna</td>
<td>16:45-17:30</td>
<td>Wednesday 25 June</td>
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<td>Andrea Mazzola</td>
<td>Maria Giannicola</td>
<td>Alessandro Anzurani</td>
<td>Fabio Zambruto</td>
<td>Jurgen Strothkécker</td>
<td>Per Engedeseth</td>
<td>Mattia Bianchi</td>
<td>Salvatore Cannella</td>
<td>Annibale Scavarda</td>
<td>Malte Scherer-Rathie</td>
<td>Lilian M. De Menezes</td>
<td>Ornella Benedettini</td>
<td>Chikok Minami</td>
<td>Maria Fisch</td>
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<td>15:00-16:30</td>
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<td>16:00-17:00</td>
<td>Wednesday 25 June</td>
<td>08:30-12:00</td>
<td>Company visit (Plant Tours)</td>
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MONDAY 23 JUNE - PARALLEL SESSIONS

## Conference Programme

### ALL SESSIONS

**SUS-08**
**SUS-11**
**SCM-13**
**SCM-29**
**IVN-23**
**REL-14**
**FAS-02**
**HOM-08**
**LEA-11**
**STR-05**
**BEH-05**
**CAP-02**
**PRJ-05**
**SCH-05**
**SRV-05**
**MAS-02**
**RET-02**

**RET-02**

### Papers

**SUS-07**
**SUS-12**
**SCM-31**
**SCM-29**
**SCM-13**

### Authors

**Short; Paolo**
**Mike Lewis**
**J. Aschauer**
**Corinna Durugbo**
**Fuentes Jose Moyano-Pedro J.**

### Sessions

**Business model innovation in the Fashion Industry: a comparative study from the perspective of French and Italian Luxury Wines & Spirits producers**

**Johann Peterson; Kristina Säfsten; Praveen Chandak; Isimemeh Umit Bititci; Manoj Kumar; Vimal Prasad; Raul Pulido; Markus Bohme; Markus Horvath; Markus Schéele; Mattia Dee Caves; Mats Lars Medbo; Mats Johannson**

### Abstract

**The effect of learning on the patient\'s perception of their presentation: An empirical study of service patients at the Department of Endocrinology of the University Hospital of Bern**

**Brogan Rylands; JoAnn Halse; Johansson P.**

### Keywords

**Operations Management in an Innovation Economy**

**21st International Annual EurOMA Conference**

**Operations Management in an Innovation Economy**

**20-25 June 2014 | Palermo - Italy**

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**Conference Time Table**

**11:00 - 11:15**
**Coffee Break, Complesso Didattico**

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**11:15 - 11:30**

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**11:30 - 11:45**

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**11:45 - 12:00**

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<td>Paul Counts</td>
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<td>Andreas Feldmann</td>
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<td>Ben Clegg</td>
<td>Jan Ohegger</td>
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<td>Alister Brandon-Jones</td>
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<td>Content</td>
<td>Towards the drivers of value creation in the biogas industry: enabling and inhibiting factors in the Netherlands. Robbert J.J.G. Van Der Burg, Aart D’Incao, George B. Hulsing, Hans Wortmann</td>
<td>Characterization and evaluation of a reverse logistics network for electronic devices: the UNE adapt quality management system. Luca Uricchio, Stefano Micciché, Maria Chiara Pirotta</td>
<td>Strategic factors and barriers for Sales and Operations Planning (S&amp;OP): a multi-case study in Brazilian companies. Caroline Belotti, Atalanta; Andrea L. da Silva, Wendly; Tatjana; Silva, Silvio Pires</td>
<td>The mediating effect of supply chain innovation on the relationship between organisational structure and operational performance: an empirical investigation. Sayed M. Ettehadi, S.C. Leung, Kell; Andrew Gennowser, Mary Suryarajan</td>
<td>Effective lean transfer across manufacturing units in multinational corporations. Stefania Rocca, Pamela Danese, Pietro Wortmann</td>
<td>What makes a high performance within business excellence models in Spain? Annick Sterck, Liesl M. De Wille, Annick Sterck, Maria F. Rand</td>
<td>Development and validation of a survey check-in process for measuring perceived quality of an academic library in Colombia. Marisa Menaes Gusten, Bianca M. Colombo</td>
<td>Developing an airport check-in process by integrating perceived and provided quality: a statistical model of an Italian experience. Laura Giacchino, Roberta Guglielmina; Maria Romanelli, Fabio di Maria</td>
<td>Monitoring and evaluation of an airport check-in process by integrating perceived and provided quality: a statistical model of an Italian experience. Laura Giacchino, Roberta Guglielmina; Maria Romanelli, Fabio di Maria</td>
<td>Role of play in teaching leadership in an Operations Management context. Mairi MacIntyre</td>
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**Conference Programme - ALL SESSIONS**

**Monday 23 June - Parallel Sessions**

**Room**
- Aula "1"
- Aula "2"
- Aula "3"
- Aula "4"
- Aula "5"
- Aula "6"
- Aula "7"
- Aula "8"
- Aula "9"
- Aula "10"
- Aula "11"
- Aula "12"
- Aula "Multimedial A"
- Aula "Multimedial B"
- Aula "Seminar A"
- Aula "Seminar B"
- Aula "Seminar C"
- Aula " Sala Professors"

**Room**
- Aula "1"
- Aula "2"
- Aula "3"
- Aula "4"
- Aula "5"
- Aula "6"
- Aula "7"
- Aula "8"
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- Aula "11"
- Aula "12"
- Aula "Multimedial A"
- Aula "Multimedial B"
- Aula "Seminar A"
- Aula "Seminar B"
- Aula "Seminar C"
- Aula " Sala Professors"

**Topic**
- Sustainability in Operations and Logistics
- Sustainability in Operations and Logistics
- Supply Chain Management
- Supply Chain Management
- Innovation, Product and Service Development
- Managing Inter-Firm Relationships in Supply Chains
- SPECIAL SESSION: Operations as Practice: Linking OM research and practice
- SPECIAL SESSION: Teaching OM - Part 3
- Healthcare Operations Management
- Lean and Agile Operations Management
- Total Quality Management, Knowledge & Sigma
- Operations Strategy
- Performance Measurement and Management
- Service Operations Management
- Servitization
- Operations Risk Management and Resilience
- Operations Management of National Economies

**Chair**
- Paul Counts
- Paolo Taskichi
- Frank Wiengarten
- Andreas Feldmann
- Patrick Jemson
- Benno Lawson
- Chris Voss
- Janet Goodell
- DaghiliK Mandar
- Richard Keegan
- Sam Faresq
- Ben Clegg
- Jan Ohegger
- Gerald Reiner
- Alister Brandon-Jones
- Tim Barnes
- Sami Doni
- Isabel Duarte de Almeida
Monday 23 June - Parallel Sessions

Room | Aula 13 | Aula 14 | Aula 15 | Aula 16
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Topic | Sustainability in Operations and Logistics | Sustainability in Operations and Logistics | Supply Chain Management | Innovation, Product and Service Development
Chair | Ruggiero Basile | Vibhuti Jain | Paolo Natalicchio | Antal Kalló | Melvyn Brown | Dietmar Sarstedt | John Luker | Stavros Karagiannis | Ayaz Lakdawalla | Ramandeep Grewal | Santosh Shukla | Christian C. Madsen | Christian Biørn | Christian Waelkens | Heyme Sasse

21st EurOMA Conference
MANAGEMENT IN AN INNOVATION ECONOMY
20 - 25 June 2014 | Palermo - Italy

Conference Programme
ALL SESSIONS

15:30-17:00

21st International Annual EurOMA Conference
Operations Management in an Innovation Economy | 20-25 June 2014, Palermo, Italy
Tuesday 24 June - Parallel Sessions

Room | Aula 1** | Aula 2** | Aula 3** | Aula 4** | Aula 5** | Aula 6** | Aula 7** | Aula 8** | Aula 9** | Aula 10** | Aula 11** | Aula 12** | Aula MultiAuditorium A | Aula MultiAuditorium B | Aula "Seminar K" | Aula "Seminar L" | Aula "Seminar C" | Aula "Take Professor" | Room

**10:30 - 11:15**

Coffee break, Compresso Didattico

**11:00 - 13:00**

Plenary Session (Keynote speech by Massimo Vian from LUXOTICA GROUP), Aula Magna

**13:00 - 13:30**

Lunch, Compresso Didattico

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Conference Programme

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<td>Christos Tsipoulos</td>
<td>Nitya Kumar</td>
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**Coffee break, Complesso Didattico**
Conference Programme ALL SESSIONS

Tuesday 24 June - Parallel Sessions

Room  
Aula "1"  
Aula "2"  
Aula "3"  
Aula "4"  
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Aula "10"  
Aula "11"  
Aula "12"  
Aula "Multimedia A"  
Aula "Multimedia B"  
Aula "Seminar A"  
Aula "Seminar B"  
Aula "Seminar C"

Day  
Wednesday 25 June

Time  
15:00-16:30

Topic  
Sustainability in Operations and Logistics

Chair  
Javier González-Benito

Annachara Longore

Umberto La Cittar

Erica Mazzone

Enea Giusso

Alessandro Ancarani

Fabio Zambuto

Jurgen Schroeder

Riccardo Bianchi

Salvatore Caminella

Annabel Scaravilla

Mauro Semeiko-Battepe

Lilian M. de Menezes

Omella Benedettini

Choko Mitiwa

Maria Pisci

Anna Gennaro

Lars Krogstie

Carmine Bianchi Da Silva

Elena V. Gutiérrez

Xiuzhu Gu

Jakob Korbel

Anna Granlund

Sam Solaimani Veen

Kevin Barber Breen

F. Javier Llorens-Amado

Jose Benitez-Amado

Mattia Bianchi

Jessica Bruch

Maurizio Faccio

Cinzia Battistella

Daniel Zamberlan

Marco Pasta Industry

Torbjörn Jacobsson

Lars Krogstie

Carmine Bianchi Da Silva

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