

# Panels, Workshops, and Tutorials

Friday, 12:30 PM - 02:00 PM

**64** Friday, 12:30 PM - 02:00 PM, Capri 3 *Track:* QPJ, 14 *Chair:* Kevin Watson  
*Session:* Panel Discussion: The State of Process Improvement: Views from Lean, Six Sigma, and TOC

**020-1017** Panel Discussion: The State of Process Improvement: Views from Lean, Six Sigma, and TOC  
Kevin Watson, Iowa State University, United States

This invited panel will discuss the evolution and current state of development of Lean, Six Sigma, and TOC.

Saturday, 08:00 AM - 09:30 AM

**91** Saturday, 08:00 AM - 09:30 AM, Tuscan 3 *Track:* GEN, 14 *Chair:* Greys Sosic  
*Session:* SCM college student paper competition

**020-1064** POMS Supply Chain College Student Paper Competition  
Greys Sosic, University of Southern California, United States

The College of Supply Chain Management of the Production and Operations Management Society (POMS) announces its 2011 Best Student Paper Competition. Each submitted paper will be judged based on its contribution towards the advancement of theory and practice of supply chain management. The student finalists make presentations for POMS Supply Chain College Student Paper Competition.

Saturday, 11:15 AM - 12:45 PM

**112** Saturday, 11:15 AM - 12:45 PM, Tuscan 2 *Track:* ACL, 6 *Chair:* Avraham Shtub  
*Session:* Teaching Project Management

**020-0437** Teaching Project Management with PTB Project Team Builder  
Avraham Shtub, Technion, Israel

This tutorial presents a new tool for the teaching of Project Management—a tool that can easily integrate with traditional teaching based on any course or textbook available on the market. The Project Team Builder software tool combines an interactive, dynamic case study and a simple yet effective Project Management System. The Project Team Builder (PTB) won the Project Management Institute (PMI) 2008 Professional Development Product of the Year Award. It is designed to support teaching of project management at the graduate and undergraduate level as well as for training professionals. PTB is the basis of a new book published by Springer titled “Project Management Simulation with PTB Project Team Builder”. The PTB provides an environment for hands-on experience in project scheduling, resource and budget planning, risk management and project control.

Saturday, 01:30 PM - 03:00 PM

**141** Saturday, 01:30 PM - 03:00 PM, Tuscan 9 *Track:* BOM, 7 *Chair:* Joel Goldhar Bob Emiliani  
*Session:* Integrating Behavioral Concepts and Theory into OM Courses

**020-0714** Workshop on Behavioral Concepts Useful in OM Courses  
Joel Goldhar, Illinois Institute of Technology/Stuart School of Business, United States  
Bob Emiliani, Central Connecticut State University/School of Engineering and Technology, United States

This workshop will focus on specific Organizational Behavior concepts that have proven useful for OM practice, and that can be integrated into OM teaching. After a brief introduction based upon the organizer's experiences, the audience will participate in a general discussion and knowledge/experience exercise about the topic. The purpose of the workshop is to identify a wider range of OB/social science concepts useful in OM, and for teachers with similar interests to meet.

Saturday, 03:30 PM - 05:00 PM

**161** Saturday, 03:30 PM - 05:00 PM, Tuscan 7 *Track:* PDI, 8 *Chair:* Raul Chao Enno Siemsen  
*Session:* Meet the Editors

**020-0833** Panel Discussion: Research Priorities in Product Innovation and Technology Management  
Raul Chao, Darden School of Business, United States  
Enno Siemsen, University of Minnesota, United States

This panel will feature Department Editors and Senior Editors from POMS and Management Science. The discussion will touch on priorities for publishing as

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Saturday, 03:30 PM - 05:00 PM

well as a broader dialogue about research priorities and emerging questions in Product Innovation and Technology Management (PITM). The goal of this session will be to exchange ideas, views, and opinions regarding fruitful research strategies in PITM. Audience members will be invited to participate through a Q&A session.

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Saturday, 03:30 PM - 05:00 PM, Tuscan 8

Track: ERS, 8

Chair: Elena Katok

Session: Tutorial on Behavioral Operations

In this tutorial I will discuss the basics of designing and conducting laboratory experiments with human subjects.

**020-0524** Workshop in Behavioral Operations

Elena Katok, Smeal College of Business Administration, Penn State, United States

Laboratory experiments are used increasingly in Operations Management to test behavioral assumptions of analytical models. In this tutorial I will discuss the basics of designing and conducting laboratory experiments with human subjects. Some of the methodological topics I will cover include the effect of subject the subject pool, using incentives, deception, and context. I will also summarize some of the recent work in behavioral operations management.

Sunday, 08:00 AM - 09:30 AM

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Sunday, 08:00 AM - 09:30 AM, Capri 3

Track: CSC, 24

Chair: Steven Melnyk

Session: Panel on Role of Supply Chains in Responsive Innovation

**020-0770** Understanding the Role of Supply Chains in Responsive Innovation - A Panel Discussion

Steven Melnyk, Michigan State University, United States

Hugo DeCampos, Michigan State University, United States

Stanley Fawcett, Brigham Young University, United States

Elliot Bendoly, Emory University, United States

Innovation and responsiveness are becoming increasingly important competitive forces in today's economy. In light of the experiences of Proctor and Gamble, Sealy Mattresses, and GE Transport, we now recognize the greater role played by supply chains in helping the firm achieve these objectives. However, research in these areas has been limited. For example, in innovation, the attention has been on collaboration. Yet, there is empirical evidence that supply chains can affect the outcomes in a multitude of ways. In this panel discussion, we focus on the role played by the supply chain. Among the topics discussed will be the new outcomes demanded of supply chains, the diversity of innovation approaches, the role played by metrics, and factors affecting outcomes such as innovation. This workshop will conclude with a discussion of potential research issues. Panel participants: Steven A. Melnyk, Hugo DeCampos, Stan Fawcett, and Elliot Bendoly.

Sunday, 01:30 PM - 03:00 PM

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Sunday, 01:30 PM - 03:00 PM, Tuscan 2

Track: GEN, 12

Chair: Sam Wood

Session: Award Winning OM Game

**020-1058** Play an award-winning online game used to teach Operations Management

Sam Wood, Responsive Learning Technologies, United States

In 2004 POMS awarded the Wickham Skinner Award for Teaching Innovation for the development of a competitive online simulation-based assignment named Littlefield Technologies. Last year the game was used in introductory operations courses at the undergraduate, graduate, and executive level in hundreds institutions around the world. In this highly interactive session, participants will play an actual game compressed to 45 minutes. The session will also include discussion of how online games can be used effectively. Although not required, attendees are encouraged to bring a laptop to the session.

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Sunday, 01:30 PM - 03:00 PM, Naples 6

Track: ACL, 4

Chair: Mark Davis

Session: Service OM: Interactive In-class Exercises

**020-1039** Class Exercises for Service Operations Management

Mark Davis, Bentley University, United States

One of the benefits of teaching service operations management is that students can directly relate many of the course topics to their everyday experiences. This tutorial introduces several interactive exercises that can be used in a course on service operations management. In addition, given that today's students are very comfortable with technology, especially with the Internet, several Internet-related exercises are presented and discussed along with several readily available online videos that reinforce course topics. Topics that are addressed through these exercises/videos include: service guarantees, service blueprinting, waiting line management, and service quality.