

Program Track Schedule

	<b>Friday May 1</b>			
Room	8:30-10:00	10:30-noon	1:30-3:00	3:30-5:00
Cloister North	LAPS Panel on Logistics Research in the Public Sector	SRVC Service Performance Measurement	SRVC Service Design and Development	SRVC Call Center Management
Cloister South	SCM Panel Discussion: Emerging Research Directions in Service Supply Chains	SCM Supply Chain Logistics and Transportation	SCM Commodity Markets and Operations Management	SCM Interface of Operations and Finance
Captain	SCM SC Performance	SCM Information sharing	SCM SC Strategy	SCM Channel Collaboration
Yeoman	SUST Case Studies 1	SUST Case Studies 2	SUST Environmental Impact of Operations 1	SUST Environmental Impact of Operations 2
Scribe	SUST Legislative Issues	SUST Measuring Impact of Sustainable Operations	SUST Servicizing/Marketing Issues	SUST Reverse Logistics
Knave	HLTH Strategic Healthcare Planning	HLTH Surgical Workload Planning	HLTH Improvement and Learning in Healthcare	HLTH Healthcare IT: CPOE and RFID
EC-D1	EMPR Planning and Control	EMPR Strategic Integration	EMPR Organizational Initiatives	EMPR Flexibility
EC-B		PITM Manufacturing Innovation	PITM Services and Supply Networks	PITM Introductions, Life Cycles, and Dynamics of Innovations
EC-C	EDUC Developing the Global Supply Chain Curriculum (Invited)	EDUC Teaching in the Online Environment	EDUC Approaches to Teaching Quality Management (Invited)	EDUC Use of Educational Software
Gallery	DSPT Modeling Disruptions in Supply Chains	DSPT Business Planning During Disruptions	DSPT Long Term Planning and Recovery for Supply Chain Disruptions	DSPT Managing Risks in Supply Chains
EC-A	EMRG Routing/OR Applications	EMRG Behavior	EMRG Organizations	EMRG FSM
EC-E	LGST Performance and Resilience	LGST Case Studies in Logistics	LGST OR Methods	LGST Intermodal Logistics
EC-F	BNCH Benchmarking/Best Practices	BNCH NPD & Tech Transfer	BNCH Performance Measurement	BNCH Production/Manufacturing
EC-G	MKTG Operations and Marketing Strategies	MKTG Competition and Impact	MKTG Case Studies on the OM/Marketing Interface	MKTG OM/Marketing Integration
EC-H	QUAL Quality Applications	QUAL Performance	QUAL Global Quality Applications	QUAL Quality Awards and Standards
EC-I	SRCG Sourcing Decision Making 1	SRCG Sourcing Decision Making 2	SRCG Supplier Development and Supplier / Buyer Relationship	SRCG Contractual and Managerial Issues
EC-D		EDUC The Use of Educational Tools	EDUC Education and Research	EMPR Operations Strategy
		GENL Energy	GENL OM in Public Applications	GENL Academic Opportunities with APICS

Program Track Schedule

		<b>Saturday, May 2</b>			
Room	8:00-9:15	9:30-11:00	11:15-12:45	1:30-3:00	3:30-5:00
Cloister North	PLENARY SESSION	SRVC Service Management Theory	SRVC Managing Service Quality and Value	SRVC Internet and Geographic Information System Uses	SRVC Service Resource Management
Cloister South		SCM Quantitative Supply Chain Models	SCM Outsourcing Issues in Supply Chain Management	SCM Retail Operations	SCM Collaboration
Captain		SCM Social Responsibility	SCM SC Strategy	SCM Managing the Bullwhip Effect	SCM International SC
Yeoman		SVCN Management Issues	SVCN Modelling Issues	SVCN Technology Issues	SCM-student competition
Scribe		SUST Empirical Research 1	SUST Special Session: Tutorial on CLSCs	SUST Empirical Research 2	SUST Empirical Research 3
Knave		HLTH Healthcare Supply Chains I	HLTH Improving Patient Flow and Access	HLTH System Level Capacity Management in Healthcare	HLTH Perioperative Operational Decision Making
EC-D1		EMPR Sourcing	EMPR Connecting OM-SCM Research with Other Disciplines	EMPR Fundamentals of the Empirical Toolkit	EMPR Outsourcing, Offshoring, & Emerging Markets
EC-B		PITM Practices for Success	PITM Product Design & Development	PITM Distributed Innovation and New Product Development	PITM Business and Project Management Practices in New Product Innovation
EC-C		EDUC Improving Decision Making	EDUC Teaching with Technology: Three Authors' Perspectives (Invited)	EDUC Panel Discussion: Teaching Operations Management in an International Environment	EDUC Educational Approaches
Gallery		DSPT Risk Identification and Operational Planning for Supply Chain Disruptions	BDOM Teaching human behavior in operations-re	BDOM Human behavior in operations management - practitioner's panel	BDOM Managing the human factor in lean production
EC-A		OAG Forging mutually-beneficial relationships with industry	OAG Creating operational advantage through collaboration with practitioners	EMPR Researching Operations Management	INV Shipment errors and censored demands
EC-E		LAPS Panel on Public Sector Supply Management – Supply and Quality Risk Mitigation	LAPS Disaster Relief Logistics Networks	LAPS Logistics Performance in Healthcare	LAPS Motor Vehicle Safety & Environment
EC-F		BNCH Strategic Sourcing/Environment	BNCH Service	BNCH Quantitative Modeling	JIT LEAN Case Studies
EC-G		MKTG Channel Strategies	MKTG Multiple Marketing Strategies	MKTG Customer Satisfaction and Segment	MKTG Impact of Pricing Policy
EC-H		QUAL Quality Systems	QUAL Six Sigma and SPC	QUAL Supply Chain and Sustainability	PRCH Purchasing Organization and Buyer-Supplier Relationships
EC-I		SRCG Current and Emerging Trends			
EC-D		GENL Complex Adaptive Systems	FCLT Terminal design and operations	FCLT Warehouse operations	FCLT Terminal location and scheduling
		GENL Lean/6 sigma tutorial	PRCH Panel Discussion: Frontiers in Procurement Research for the	GENL OM during Economic	GENL Knowledge Management

Program Track Schedule

		<b>Sunday, May 3</b>			
Room	8:00-9:15	9:30-11:00	11:15-12:45	1:30-3:00	3:30-5:00
Cloister North	PLENARY SESSION	SRVC Analytical Studies in Service Organizations	SRVC Service Relationships	SRVC Service Failure, Recovery, and Retention	SRVC Non-U.S. Service Management
Cloister South		SCM Operations-Marketing Models in Supply Chain Management	SCM Humanitarian Supply Chain Issues	SCM Product Variety and Assortment Models	SCM Risk Management
Captain		SCM SC Performance	SCM Networking	SCM Supplier Management	SCM Demand Management
Yeoman		SCM SC Performance	SCM SC Performance		SCM Material Management
Scribe		SUST Product Re-X 1	SUST Product Re-X 2	SUST Product Re-X 3	SUST LCA and Environmental Impact Assessments
Knave		HLTH Strategic Management in Healthcare	HLTH Resource Planning and Modeling in Healthcare	HLTH Outpatient Appointment Scheduling	HLTH Successful Applications of Lean in Healthcare
EC-D1		EMPR Individual Influences on OM Decisions	EMPR Panel on Empirical Research in OM	EMPR Empirical Methods	EMPR Service Management
EC-B		PITM Information Technology	PITM Product, Process, and Organization Issues	PITM NPD Competencies and Capabilities	PITM Collaborative Innovation
EC-C		EDUC Teaching Operations Management	DSTR Recovery Operations	DSTR Supply Chain Issues in Disaster Relief Operations	DSTR Modeling for Disaster Management
Gallery		BDOM Human behavior and knowledge management I	BDOM Human behavior and knowledge management II	BDOM Human behavior and behavioral dynamics in supply chain management I	BDOM Human behavior and behavioral dynamics in supply chain management II
EC-A		INV Lead times and customer classes	INV Pricing and variability	INV Procurement, profit targets and performance	INV Supply Policies and Government Sectors
EC-E		LAPS Performance Evaluation	LAPS Demand and Satisfaction in the Public Sector	LAPS Implications of Public/Private Policies	PITM Drivers of Innovation Performance and Policy
EC-F		JIT LEAN: Strategy, Adoption, and Results	JIT Performance of LEAN Systems	JIT LEAN Transformation and Improvement	JIT Organizational Issues in LEAN Adoption
EC-G		MKTG Store Location and Customer Loyalty	MKTG Marketing Effects on Success	MKTG Performance Measurement	MKTG Demand Forecasting
EC-H		PRCH Electronic Procurement	LA&C Operations Management in LA&C	LA&C Manufacturing strategy and internationalization of LA&C enterprises	LA&C New approaches for POM decisions in LA&C enterprises
EC-I		INTL International Trade	INTL International Networks	INTL International Strategy	PROJ
EC-D		GENL Supply Chain	GENL Demand Planning	GENL Risk Management	GENL OM/IS
		TECH Technologies in Global Supply Chains I	TECH Technologies in Global Supply Chains II	GENL Responsive Learning Technologies	GENL Knowledge Management

Program Track Schedule

	<b>Monday, May 4</b>	
Room	8:00-9:30	9:45-11:15
Cloister North	SRVC Service Management Challenges	SRVC Managing Servitization
Cloister South	SCM Production and Inventory Models	SCM Powerful Partners in SC
Captain	SCM Product mix	SCM Channel Coordination
Yeoman	SCM SC Strategy	SCM Product Movement
Scribe	GENL Auction/Distribution Networks	GENL Small to Medium-sized Enterprises (SME)
Knave	HLTH Healthcare Supply Chains II	HLTH Cost Control and Process Improvements in Healthcare
EC-D1	EMPR Practical Implications of OM Decisions	EMPR Multiple Methods for Empirical OM Research
EC-B	PITM Value of Innovation	PITM Topics in the Management of Innovation
EC-C	DSTR Disaster Management - Case Study	
Gallery	BDOM Socio-technical systems and ergonomics I	BDOM Socio-technical systems and ergonomics II
EC-A	INV Inventory Solution Methodologies	INV Spare Parts and Warehousing
EC-E	Emerging Scholar	Emerging Scholar
EC-F	JIT LEAN Production Control	JIT LEAN Implementation
EC-G	GENL OM/IS	GENL OM/IS
EC-H	LA&C Social Issues and Health Systems in LA&C	LA&C Agricultural issues and clustering in LA&C
EC-I	PROJ	PROJ
EC-D		