



Chairman's Address

We are already packing for the 2005 EurOMA conference in Budapest, in what promises to be an excellent opportunity to combine rigorous academic papers with the charm of the Hungarian capital. For the first time in its history, EurOMA's annual conference moves to what was Eastern Europe and it is now already part of the mainstream of the European Union. We look forward to seeing many EurOMA members there!!

The Board of EurOMA decided to try new channels to communicate with the members. This Newsletter is now complemented by monthly emails which provide more time-dated information, hoping to serve the membership better. However, for this to be achieved, we need to first get the information about conferences, meetings, positions, publications ... from you. Please, help EurOMA help its members by channeling all these information to the Executive Secretary. We are also looking for contributors to the sections of this Newsletter and to possibly expand it with even more sections. Why don't you participate? Get in contact!

In the last few months EurOMA has been in conversations with POMS to explore possibilities of cooperation to provide even more value to our respective members. I hope we will be able to start proposing actions very soon.

In all these issues, the Board hopes to receive your comments and suggestions, as the more ideas we get, the more we will be able to implement and provide more services to EurOMA membership. We look forward to hearing from you. Really!

See you in Budapest!

Jaume Ribera
(JRibera@iese.edu)

From your Editor

Dear EurOMA members,

I am delighted to report the success of a monthly Newsletter via email, as well as an updated website where you can access all the latest information about EurOMA events, as well as job postings. There has been a keen interest in membership this year and so far a large number of registrations for this year's annual conference in Budapest. I look forward to meeting you all there and welcoming our new members. As usual I welcome any contributions to the Newsletter as well as your comments.

Audrey O'Connor
(audrey@eiasm.be)

WHAT'S NEWS in EUROMA?

12th International Annual EurOMA Conference

Venue: ELTE University Congress Center (UCC),
Budapest, Hungary, June 19-21, 2005

<http://www.euroma2005.hu/>

The conference is preceded by the 4th EurOMA
Doctoral Seminar, 17-18 June 2005

Making business with after-sales services: lessons from 3 Industries

On February 14th, a conference was held at the University of Bergamo (Italy), reporting the results of a two-year research program, funded by Italian Ministry of Research and Education, focused on the operations strategy and management of after-sales services for durable consumer goods. The research, named ASAP (*After-Sales Advanced Planning*) involved operations management and industrial accounting scholars from five Italian universities (University of Bergamo, of Brescia, of Florence, of Rome "Tor Vergata", Politecnico of Milan, Bocconi University) and a user group of around 200 manufacturers, assistance centers and dealers, trade actors and logistic providers operating in the automotive, household appliance, consumer electronics and computer industries.

Professor Sergio Cavalieri from University of Bergamo, co-ordinator of the research, described the main activities undertaken during the project: academics then presented the results of the empirical research, alternating with interventions by after-sales executives, including Jim Reily, Global product services VP of Cisco, who stressed the key-principles followed by Cisco in order to increase customer satisfaction and company profit

through the after-sales services.



In the automotive session (chaired by professor Cavalieri), after-sales managers from European companies (BMW, Fiat, Volvo and Brembo, an Italian component manufacturer) discussed the effects of the new BER regulation on competition in the after-sales business.

In the household appliances session, (chaired by professor Marco Perona of the University of Brescia), the Italian heads of after-sales divisions of Whirlpool, Indesit and Electrolux, debated with representatives of trade, technical assistance centres and business consultants about the total cost of ownership perceived by the end customer and about the relations among supply chain actors, especially appliance manufacturers, trade and assistance network.

Finally, in the session devoted to the consumer electronics and computer industries, chaired by professor Mario Tucci of the University of Florence, executives from HP, Epson, Samsung and other companies addressed together with logistic providers the topic of re-configuration of the spare parts distribution network and the role IT-enabled services.

The ASAP research project (www.progettoasap.org) aims at the definition of innovative models for the strategic design and management of the after-sales services. In the second phase of the research, cross-industry and cross-country analysis are envisaged. Any academics interested in defining any collaboration with the ASAP research group, may contact Prof.

Cavaliere (sergio.cavaliere@unibg.it) or Dr. Nicola Saccani (nicola.saccani@ing.unibs.it).



Potentials & Benchmarks of Logistics Management

Logistic Champions

Under the aegis of Univ.-Prof. Dr. Christopher Jahns and in collaboration with Deutsche Post AG, Bonn, the SVI-Endowed Chair of Purchasing, Logistics and Supply Chain Management at the European Business School conducted a survey in order to collect information on the state of art and the future of goods logistics and document logistics.

For this survey questionnaires were sent to 12,500 German companies ranging from small and medium-sized businesses to big enterprises. 728 (5.8%) of the enterprises and institutions returned the questionnaire. This figure signifies that the study containing the results of the survey is the largest study on logistics so far. The database resulting from the survey contains data of enterprises from almost all industries as well as data of 175 institutions of the public sector.

Management Summary

The majority of the enterprises participating in the survey believe that logistics is a strategic weapon in competition. At the same time however, they accept that there is still a considerable gap between the desired role and the actual part that logistics play in enterprises. 75% of the enterprises say that there is still considerable room for improvement in operational goods logistics and 68% believe that document logistics can be handled far more professionally than it is today.

The enterprises that took part in the survey can be classified as either "Champions" (12.5%), "Advanced" (34.6%) or "Basics" (52.9%), depending on the state of organization of their logistics activities. The survey shows that an integrated logistics approach combining the management perspective with operational excellence and the targeted use of support functions is imperative.

The share of logistics costs in total costs continues to rise and amounts to over 10% in 44% of the participating enterprises. In 110 of the 728 enterprises (15%), logistics costs account for over 30% of the total costs. In 69% of the enterprises logistics is a strategic weapon in competition and 68% of the enterprises regard logistics as a task for top management. Today and in the future the most important tasks in logistics include the enhancement of logistics processes, the management of internal IT-systems and the development of logistics strategies.

For the first time document flows within enterprises were in the focus of a study. The majority of the enterprises believe that document logistics needs to be handled more professionally and enterprises that have managed to optimize this area rate the success of this process very high.

Logistics Management Navigator as an integrated management approach

The results of the survey show that an integrated and practice-oriented management approach is called for in order to combine the operational challenges in logistics and management tasks in one concept. The Logistics Management Navigator links the perspective of management with the operational core modules of goods logistics and document logistics as well as with the logistics support modules.

On the basis of the Logistics Management Navigator and the comprehensive empirical data of the study a logistics benchmarking tool was developed. Enterprises can use this tool in order to evaluate the development stage of their logistics activities in comparison to that of over 700 enterprises. Furthermore, the tool enables them to detect the differences between their activities and best practices as well as towards the respective industry average:

www.supplyinstitute.org

■ ANNUAL CONFERENCES

2006: **13th International Annual EurOMA Conference**

Venue: University of Strathclyde, Glasgow, UK
June 18-21, 2006

<http://www.dmem.strath.ac.uk/euroma>



2007: **14th International Annual EurOMA Conference**

If you are interested in submitting a proposal for hosting the 2007 Annual Conference, please contact the Secretary (audrey@eiasm.be) for a Budget Template, or Harry Boer (hboer@iprod.auc.dk) for more information.

OPERATIONS TEASER: "Control of defectives"

This is a classic of the control of defects literature: there are 13 boxes of chocolates in a warehouse. There is one box that differs from all the other boxes – there may be one extra chocolate in the box or maybe there is a lack of one chocolate (but you do not know if it is one or the other beforehand). Unfortunately, the boxes are sealed so you can't count the chocolates and you only have a balance like the one in the picture to compare box weights. In order to be effective and minimize the work required, what is the minimum number of moves (weights) to find out which box is different? How you would manage to do it?



Solution: next issue

TEACHING in OPERATIONS (A. LAGO)

■ RECENT USEFUL CASES

WWW.PEFA.COM: PAN EUROPEAN FISH AUCTIONS - IMPLEMENTING A VIRTUAL MARKETPLACE by R. Collins and K. Bechler, *IMD - International Institute for Management Development, 2001, 15 pages, IMD-6-0189*

"Created to link fish auctions across Europe, Pefa.com was the first Internet-based market exchange for the remote trading of fresh fish in real time. The Zeebrugge fish auction was to be the first to participate in the new marketplace scheduled to go live in July 1998. PEFA's strategy was primarily based on matching northern European supplies of fresh fish with the large demand for fish in southern Europe. As of June 1998, Ms Becaus-Pieters recognized that the major challenge lay not in the refinement of the PEFA business model but in making it work." (excerpt from ECCH). The case provides a curious industrial setting (fish industry) which helps introducing students to (1) the complexity of linking on-line trading with real supply chain management processes essential to ensure the success of a business like this; (2) discuss different market mechanism (auctions, marketplaces) and link them to different incentives structures among suppliers/buyers. There are two videos available to accompany the case "Pefa.com: Implementing a Virtual Company Video 1" (IMD-6-0189-V1) and "Pefa.com: Interview with Ms Becaus-Pieters Video 2" (IMD-6-0189-V2).

■ GAMES AND SIMULATIONS

Global Supply Chain Management Simulation. This is a private simulation game sold by *Enspire Learning*. Students must manage the supply chain of a mobile phone manufacturer. Four main step or activities are performed: managing product design, forecasting demand, allocating production quantities among different suppliers, and reacting to events and changes in demand. The goal for students is to manage the successful commercialization of the new products. Students may play up to 4 rounds with different demand conditions. Their performance is evaluated at the end of each round by a "built-in" board. Although it is not freeware, the presentation format and the easiness of use, make the game very suitable for a MBA or Engineering course, using two-three hours. Spreadsheet with the results and guidelines for the debriefing. For more information http://enspire.com/products_SCM.jsp .

■ USEFUL RESOURCES in the WEB, NEW SOFTWARE

ORMM Excel Add-ins by Prof. Paul Jensen, Dept. of Mechanical Engineering, University of Texas at Austin

Prof. Paul Jensen offers a wide variety of useful Excel add-ins to construct and solve different OR problems (LP, IP, Network problems). Find more information at <http://www.me.utexas.edu/~jensen/ORMM/>

■ CALL for PAPERS

**International Conference on Operations and Supply Chain Management
Bali, 15-17 December 2005**
<http://www.oscm2005.org>

We invite papers for presentation at this conference. The conference theme is 'The role of OSCM in promoting smarter use of global resources'. Any topic within the broad areas of Operations Management and Supply Chain Management will be considered. These include, but are not limited to, operations strategy, supply chain design, sales and operations planning, ERP, procurement management, operations / supply chain improvements, quality management, performance management, teaching OM/ SCM, research methodology in OM/SCM, sustainable supply chain, and SCM for agricultural products. The authors may opt for fully refereed or non-refereed papers. The important dates are as follows:

Submission of abstracts	10 May 2005
Notification of acceptance	10 June 2005
Full papers due (for refereed papers)	30 July 2005
Notification of decisions	15 September 2005
Final papers due	15 October 2005
Conference	15 – 17 December 2005

This conference will be conducted in Bali, Indonesia. Bali is a superb travel destination. Since 2002, the Travel and Leisure Magazine has consistently placed Bali as the world number 1 holiday island.

This conference will be hosted by the Department of Industrial Engineering, Sepuluh Nopember Institute of Technology (ITS), Indonesia and is supported by:

- EUROMA
- Indonesian POM Society (IPOMS)
- MS/OR Society of Malaysia
- Asian Institute of Technology, Bangkok

For more information

Conference web site: www.oscm2005.org
Conference secretariat: oscm@oscm2005.org
Conference co-chair Dr. Nyoman Pujawan:
pujawan@oscm2005.org

**Operations Management in China
Special Issue of International Journal of
Production Research**

Further details at
<http://www1.elsevier.com/homepage/sae/orms/proeco/call5.htm>

Publication Schedule:

Manuscript submission: 31 December, 2005
Reviewer reports: 31 March, 2006
Revised paper submission: 30 June, 2006
Final manuscript submissions to publisher: 30 September, 2006

Special Issue Editors:

David Robb, The University of Auckland
Justin Tan, Creighton University
Kai Reimers, RWTH Aachen University

World attention is increasingly focused on the rapid growth of the Chinese economy and trade. The Management of manufacturing, services, and distribution operations is a critical element of this sustained expansion, but is poorly understood, at least outside of China. Much of the extant literature has quickly dated with the rapid development and events such as WTO accession.

This special issue of the International Journal of Production Economics provides a focused and timely forum for researchers to explore issues concerning the management of manufacturing and services operations management in China. In line with the objectives of the journal we seek papers that will improve decision making and practice of enterprises with operations in China, or dealing with operations in China.

A wide variety of papers in conceptual and strategic theories, empirical research, case studies and analytical models focusing on the key issues of the theme of this special issue will be considered for publication.

Papers that are interdisciplinary in nature in terms of content or in terms of research methodologies are particularly encouraged.

CALL FOR PAPERS**Special issue of *Journal of Management Studies*****The adoption of promising practices: Theorizing and evidence**

All papers to be submitted by: July 1, 2005

Reviews completed and authors notified of editors' decisions: October 1, 2005.

Symposium: January 2006.

Revised papers to be submitted by April 1, 2006.

Estimated date for the Special Issue: mid 2007

There has been increasing consideration paid to the adoption and adaptation of management practices amongst practitioners and policy makers. This is reflected in academic research in a wide variety of fields that has examined the relationship between management practices, bundles of practices, the relationship (if any) between practices and organizational performance, and the faddish nature of practice adoption. Understanding has moved from the notion of 'best' practice to recognize the context-dependent and negotiated nature of management practices. In addition, institutional perspectives have provided insight into the diffusion of management practices. However, much of the literature has been empirically-based and has lacked robust explanations for findings, providing a relatively unquestioning and uncritical treatment of these issues. This special issue will welcome submissions which theorize or present empirical findings which draw on and develop strong theoretical underpinnings in order to problematize and develop our understanding of notions of practice adoption and adaptation.

Among the issues that papers might address are:

- How and why do management practices emerge? And how do they (co-) evolve over time?
- Are there important distinctions to be made between different types of practices?
- How are practices evaluated?
- Why are practices adopted?
- How does practice transfer take place? How, and for what reasons, are practices adapted? And, in particular, what benefits can be identified for managers and organizations?
- Why and in what circumstances are practices dropped?

The special issue addresses a research theme within the Advanced Institute of Management Research (AIM) agenda and will be edited by three AIM Senior Fellows – Rick Delbridge (Cardiff), Gerry Johnson (Strathclyde) and Chris Voss (London Business School). Enquiries regarding the special issue may be made to the special issues editors via email: delbridger@cardiff.ac.uk; cvoss@london.edu; gerry@gsb.strath.ac.uk

Papers on these and other related themes should be submitted electronically to delbridger@cardiff.ac.uk by July 1st 2005 according to the guidelines provided (<http://www.blackwellpublishing.com/submit.asp?ref=0022-2380>). As with all papers submitted to the *Journal of Management Studies*, they will be triple blind reviewed.

In support of the Special Issue and in order to aid the development of papers it is likely that a symposium on the topic of promising practices will be organized in London with the purpose of helping the development of the papers and exploring links between themes in the papers. This will be open to all authors whose papers reach the revise and re-submit stage of the reviewing process. The date of this symposium will be announced at a later date but will be about three months after the receipt of papers. It is then expected that final papers for consideration will be revised and re-submitted within three months of that workshop.

CALL FOR PAPERS

Research Workshop

**Workshop Supply Chain Management and Information and Communication Technology
University of Groningen, Groningen, the Netherlands, November 21–22, 2005**

The field of Supply Chain Management has seen rapid advances in recent years and important results have been achieved in research and in real-life application. In real-life settings it seems that one major issue is the use of information technology, information systems and tools for supporting planning and scheduling across the supply chain. While the importance of ICT for supply chain management in organizations is clear, the amount of research reported in scientific journals does not reflect the importance.

Objective

This workshop intends to bring together scientists from various backgrounds to explore the interrelationship between supply chain management and ICT. The focus is on empirical research that should not be limited to just describing a successful implementation of a certain tool in one single case. The workshop is not limited to a certain approach in research methodology or empirical research. Papers from both an information perspective and an operations management perspective are welcome, but should address their mutual influence.

Papers are welcome on subjects such as: implementation aspects, sharing of information in a chain, limits of information systems, advancements in ICT and their relevance for SCM, supply chain integration and the role of information systems.

The program will include paper presentations and keynote addresses by Steve New (Oxford University, Saïd School of Business), Eero Eloranta (Helsinki University of Technology), Henk Akkermans (University of Tilburg, NL) and Winfried Peeters (VP Supply Chain and IT, Philips Semiconductors).

Special Issues

The editors of both the International Journal of Production and Operations Management and Computers in Industry have expressed their interest to compile a Special Issue from papers selected from the workshop. The papers selected will go through the normal reviewing process.

Call for Papers/Abstracts

Abstracts of about 500 words should be submitted to workshopSCM-ICT@bdk.rug.nl

Contributions should clearly present their research methodology and their contribution to both SCM and ICT.

The abstract should include: Title, Name(s) of author(s), Address, Keywords, Abstract of about 500 words.

Practicalities

- | | |
|-------------------------------|--|
| 31 st May 2005 | Deadline for submission of abstracts. |
| 14 th June 2005 | Selection of papers to be presented and notification of authors. |
| 15 th October 2004 | Submission of final papers. |

The workshop fee will be approximately € 100, including lunch and conference dinner. Accommodation can be arranged for workshop participants. One night will cost about € 50-100.

Further Information:

Dirk Pieter van Donk, Taco van der Vaart, Jacob Wijngaard,
workshopSCM-ICT@bdk.rug.nl

INTERNATIONAL JOURNAL OF PRODUCTION ECONOMICS

Special Issue on Research and Applications in E-Commerce and Third-Party Logistics Management

This special issue will cover a range of issues in the development and implementation of ECL and 3PL. The articles covering the following topics are welcome for the special issue of IJPE on ECL and 3PL (but not limited to):

- Strategic Planning for ECL and 3PL: The emphasis would include methodologies/tools for formulating or developing strategies for ECL and 3PL.
- 3PL: Strategies, methods and technologies for developing 3PL. Ideas for managing 3PL that include organizational structure, information flow, and management control systems (inventory, scheduling, quality, cost, etc).
- Knowledge and Information Technology Management (KITM) in ECL and 3PL

ECL and 3PL needs intelligent decision-making systems capable of automatically performing many tasks without human intervention. Physically distributed operations environments demand high-level communication systems such as Internet, EDI, RFID and E-Commerce including Enterprise Resource Planning (ERP) to exchange information at various level of logistics chain.

The following specific topics are encouraged:

- Organizational structure and information systems for e-commerce logistics
- Partnership formation/network of partners in 3PL
- Business models and information system architecture for ECL and 3PL
- Performance measurements and metrics in ECL and 3PL
- Roles of 4PL's (brokers of 3PL's) in these areas and as service providers
- Models and empirical work related to the 3PL's and reverse logistics offerings

Innovative and high quality conceptual, analytical models, empirical and case studies addressing the issues of design and implementation of ECL and 3PL or related issues are welcome. Manuscripts must be submitted no later than March 31, 2006 and conform to IJPE requirements (<http://authors.elsevier.com/GuideForAuthors.html?PubID=505647&dc=GFA>). The manuscripts will be reviewed according to standard IJPE review procedures.

Please submit electronic submissions of the manuscripts to either of the guest editors (if contributors wish to submit hard copies, editors will need 3 copies of the manuscript) at:

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INTERNATIONAL JOURNAL OF PRODUCTION ECONOMICS

Special Issue: Meta-Standards in Operations Management: Cross-disciplinary Perspectives

Special Issue Editors:

Andy C. L. Yeung, The Hong Kong Polytechnic University & Charles J. Corbett, UCLA Anderson School of Management

This special issue of the International Journal of Production Economics provides a focused and timely forum for researchers to explore issues concerning meta-standards in operations management, an important topic urgently requiring strong theoretical underpinnings and rigorous empirical studies. A wide variety of papers ranging from conceptual theories, empirical research, case studies to analytical models that address the key issues within the theme of this special issue will be considered for publication. Papers that are interdisciplinary in nature in terms of content or of research methodologies are particularly encouraged. Fundamental theories that have a clear origin in Sociology, Economics or other disciplines to explain the various phenomena associated with meta-standards in operations management are welcomed.

Potential topics include, but are not limited to:

1. The benefits and limitations of meta-standards (ISO 9000, ISO 14000, QS-9000, TL 9000, HACCP, GMP, OHSAS 18001, SA 8000, Code of Conducts)
2. ISO 9000 and Total Quality Management
3. ISO 14000 and environmental performance
4. Senior management perspective and effectiveness of meta-standards
5. Institutional theory and the spread of meta-standards
6. Meta-standards in service industries
7. Meta-standards and information systems
8. Meta-standards and Supply Chain Management
9. Social and economic perspectives of meta-standards
10. The future development of meta-standards

In preparing their manuscript, authors are asked to closely follow the "Instructions to Authors" that is presented at the back of any recent issue of the International Journal of Production Economics. Manuscripts will be refereed according to the standards of the Journal. Manuscripts should be submitted electronically (preferably in PDF format, or Microsoft Word) to Dr Charles Corbett, UCLA Anderson School of Management, by 31 August 2005.

Manuscript submission	31 August, 2005
Reviewer reports due	30 November, 2005
Revised paper submission	28 February, 2006
Second-round reports due	31 May, 2006
Final manuscript submissions to publisher	31 August, 2006
Manuscript publication	31 January, 2007

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IJOPM

- Special issue of International Journal of Operations and Production Management, **"Recent Developments in Operations and Supply Chain Management in Latin America"**
Submission Deadline: end of November 2005
<http://www.emeraldinsight.com/journals/ijopm/call3.htm>
- * Special issue of International Journal of Operations and Production Management, **"Design and Implementation of Build-to-Order Supply Chains"**
Submission Deadline: 1 September 2005
<http://www.emeraldinsight.com/journals/ijopm/call4.htm>

CALENDAR of EVENTS

■ ***9-13 May 2005***

3rd CINet PhD Seminar: Aalborg, Denmark, 9-13 May 2005

The 3rd CINet Doctoral Seminar on Research in Continuous Innovation will feature a focus on content and method of continuous innovation research, faculty teaching and student presentations, plenary sessions, and small-group work. Through a variety of assignments, participants will work actively and interactively.

The CINet PhD Seminar on Research in Continuous Innovation is co-ordinated and taught by an international core faculty. Active in CINet, all faculty members are experts in the field of continuous innovation.

Registration: See http://www.continuous-innovation.net/Events/PhDSeminar_2005.htm. Deadline 11 March 2005.

Further information: Mrs. Jeannette Visser-Groeneveld (J.M.Visser-Groeneveld@utwente.nl).
Professor Harry Boer (hboer@iproduct.aau.dk).

3rd CINet PhD Seminar: Aalborg, Denmark, 9-13 May 2005

More information will be available soon. For more information on the network please visit our web site: <http://www.continuous-innovation.net>

■ **12-15 June 2005**

The Seventh International Conference on Stimulating Manufacturing Excellence in Small and Medium Enterprises SMESME: 12-15 June 2005

Hosted by the Centre for Strategic Manufacturing in the Department of Design, Manufacture and Engineering Management at the University of Strathclyde in Glasgow, UK. Supported by EurOMA.
Visit the SMESME2005 web site at www.dmem.strath.ac.uk/smesme.

Dr Peter Ball, Centre for Strategic Manufacturing, Design Manufacture & Engineering Management, University of Strathclyde, James Weir Building, 75 Montrose Street, Glasgow, G1 1XJ, UK
Direct: + 44 (0)141 548 4548 University: + 44 (0)141 552 4400 Fax: + 44 (0)141 552 0557
p.d.ball@strath.ac.uk

■ **19-22 June 2005**

12th International Annual EurOMA Conference on "Operations and Global Competitiveness", organized by HALPIM, Budapest, Hungary
Venue: ELTE University Congress Center (UCC), Budapest, Hungary

Doctoral Seminar:

The Doctoral Seminar will be held on 17-18 June 2005 immediately prior to the Conference. The seminar will provide the doctoral students with a forum to present their research and receive feedback from fellow students and senior researchers in the field.

For further details please visit the conference website: <http://www.euroma2005.hu>

■ **3-5 July 2005**

**The 10th International Symposium on Logistics (10th ISL):
Innovations in global Supply Chain Networks**

Lisbon, Portugal 3 -5 July 2005

The symposium theme is ***Innovations in global Supply Chain Networks***.

The Symposium will be held in Lisbon, Portugal, which is considered one of the most beautiful European cities.

This conference will be co- hosted by The University of Nottingham and ISCTE and supported by EUROMA

For more information: www.ISL21.org

Local Secretariat (Lisbon): Ms Carla Aires – Carla.aires@iscte.pt

Symposium Administration: Ms Alison Parrett - Alison.Parrett@nottingham.ac.uk

■ **6-8 July 2005**

SCMIS2005 3rd INTERNATIONAL WORKSHOP IN SUPPLY CHAIN MANAGEMENT AND INFORMATION SYSTEMS: www.seerc.info/scmis2005

6-8 July 2005, Electra Palace Hotel, Thessaloniki, Greece

AN EVENT SUPPORTED BY THE EUROPEAN OPERATIONS MANAGEMENT ASSOCIATION

We are pleased to announce that the South East European Research, a not-for-profit Research Centre of the University of Sheffield, UK and CITY Liberal Studies, Thessaloniki, Greece will host the **3rd International Workshop in Supply Chain Management and Information Systems (SCMIS 2005)** between 6-8 July 2005.

The workshop is organized in cooperation with:

- University of Sheffield, UK
- -CITY Liberal Studies, Greece
- -Aristotle University of Thessaloniki, Greece
- -University of Macedonia, Thessaloniki, Greece
- -ELTRUN - Athens University of Economics and Business
- -Hong Kong Polytechnic University
- -University of Massachusetts, Dartmouth
- -University of Nottingham, UK
- -Lan Yang Institute of Technology, Taiwan

The workshop aims to:

- Explore the importance of Supply Chain Management (SCM) and Information Systems (IS) for globalization.
- Identify major challenges and development for SCM, IS and also logistics.
- Illustrate the impact and current status of policy making on SCM, IS and logistics.
- Recognize effective and efficient ways by which policy making and business strategy can be integrated for improved SCM, IS and logistics planning and implementation.

Please see additional details for Call for Papers, registration, abstract submission, accommodation at: www.seerc.info/scmis2005

We hope that we can count on your assistance in our effort to attract the attention of highly qualified people with a solid background on SCM & IS. It would be greatly appreciated if you could forward this announcement to any interested parties or put it on display.

Contact: scmis2005@seerc.info

■ **18-20 July 2005**

The 15th International Conference on Flexible Automation and Intelligent Manufacturing – FAIM 2005, July 18 - 20, 2005, University of Deusto, Faculty of Engineering ESIDE, Bilbao, Spain

FAIM 2005 will be held at the Bilbao campus of the University of Deusto (Vizcaya) in Spain. The conference will bring together researchers, practitioners and professionals to present the new accomplishments, innovations and future directions in flexible automation, control, management systems engineering, robotics, and their applications in manufacturing systems.

More Information

For more information about FAIM 2005 conference or to be placed on our mailing list please contact
Conference Chair Dr. Esther Alvarez
FAIM 2005 Conference Secretary Desk
Avda. Universidades, 24-48007 Bilbao (Spain)
E-mail: faim2005@deusto.es
Phone: +34 - 944 139 000 - Fax: +34 - 944 139 101

Conference website: www.faim2005.deusto.es, or www.faim.org.uk

Affiliated Organizations: University of Teesside, Middlesbrough, U.K., Tilburg University, Tilburg, The Netherlands, Virginia Polytechnic Institute and State University, Virginia, U.S.A.

■ 14-19 August 2005

7th ISIR Summer School on "Supply Chain Inventory Management": School of Business Administration, University of Mannheim, Germany

The seventh ISIR summer school will be hosted by the University of Mannheim, Germany from August 14-19, 2005. The general theme is "Supply Chain Inventory Management".

Following the successful format of the previous ISIR summer schools, the objective is to bring together junior and senior researchers and to create an atmosphere for intensive discussion on the Ph.D. student's research topics that fit under the general theme. This will be accompanied by tutorial overviews on selected topics given by invited scholars of the field.

Prior to the school, junior researchers can apply to participate in the summer school by sending an extended abstract of their research until the end of April and after notification of acceptance a full paper until the end of June 2005. As discussants, one senior and one junior researcher will be assigned to each paper. Senior researchers willing to contribute to the Summer School are kindly requested to contact the organizer as soon as possible. It is intended to have a group of about 20 junior and senior researchers each.

Mannheim is located next to the rivers Rhine and Neckar in the south-east of Germany and can be reached from Frankfurt airport within half an hour by fast train. The Rhine-Neckar area is one of the most attractive industrial regions in Germany. The city of Mannheim is situated close to the beautiful Pfalz region which is a landscape both well-known for its large forest area and for its fine wines. There is also a celebrated touristic attraction, the city of Heidelberg with its unique old castle, within easy reach.

Further information on application and registration details, fees and accommodation, as well as traveling to Mannheim will be provided in the first announcement and in parallel on the summer school's web-page at www.bwl.uni-mannheim.de/Minner/isir2005.

For any further questions please contact: Prof. Dr. Stefan Minner, Chair of Logistics
School of Business Administration, University of Mannheim Schloss, S 233, 68131 Mannheim, Germany
Phone: +49-621-181-1655 or Fax: +49-621-181-1653 or E-mail: logistik@bwl.uni-mannheim.de

■ **25-26 August 2005**

4th International Conference on Management of Healthcare & Medical Technology

Aalborg University, Aalborg, Denmark,
CIP - Centre for Industrial Production,
http://www.hctm.net/events/2005/conference_2005.html

■ **18-21 September 2005**

Advances in Production Management Systems Conference

Rockville, MD, USA, on September 18-21, 2005
<http://www.apms2005.org/>

■ **22-26 October 2005**

Annual PDMA International Conference

Innovation in Global Product Development:
Driving Sustainable Growth and Productivity across the Value Chain
October 22 - 26, 2005, San Diego, California, Paradise Point Resort and Spa
<http://www.globalexec.com/pdma2005/>

■ **26-28 October 2005**

IFIP International Conference on eBusiness, eCommerce and eGovernment

Poznan, POLAND
<http://www.kti.ae.poznan.pl/i3e>

■ **Druid PHD Events**

- 10th Anniversary Summer Conference in Copenhagen 27-29 June 2005
- EU Network of Excellence, [DIME](http://www.druid.dk/DIME/DIME_DRUID_phdday.htm) will jointly organize a special PhD Day at CBS:
http://www.druid.dk/DIME/DIME_DRUID_phdday.htm Saturday 25th June-Sunday 26th
- 2-day PhD course 24-25 June 2005 on "[Getting my research into journals](#)", at PhD School in Business Economics, CBS

RECENT PUBLICATIONS

■ RELEVANT BOOKS

***THE 'NEW' LEAN TOOLBOX: TOWARDS FAST, FLEXIBLE FLOW* by John Bicheno, Picsie Press, England, 2004, Paperback, 220 pages ISBN: 0954124413**

The 'New' Lean Toolbox is the essential quick reference guide to the concepts and techniques of Lean Operations and the Lean Enterprise. Lean Thinking is about developing competitive advantage in a business, industry or supply chain by eliminating waste right across the value stream and directing activity and resources only at those steps that add customer perceived value. This Third Edition is not just an updated version of the previous Lean toolbox but incorporates new and updated sections representing a considerable upgrade, reflecting the huge progress made in the Lean body of knowledge over the past three years. The book extends Lean beyond manufacturing hence The New-Lean. Namely the book postulates the combination of Theory of Constraints, Lean and Six Sigma and urges the reader to consider their production systems solely with respect to customer wants and needs, using whatever tool or approach is appropriate, even increasing WIP!

"Strategic Operations Management", (Brown, Lamming, Bessant and Jones 2005)
2nd edition of our best-selling text.

Review: http://www.elsevier.com/wps/find/bookreview.cws_home/703894/review

G. Perrone, M. Bruccoleri and P. Renna, "Designing and Evaluating Value Added Services in Manufacturing E-MarketPlaces", Springer, ISBN: 1-4020-3151-3

Kotzab, H. / Seuring, S. / Müller, M. / Reiner, G. (eds.): **Research Methodologies in Supply Chain Management**, Physica (Springer), Heidelberg, 2005. 630 pages. ISBN: 3-7908-1583-7

"While supply chain management has risen to great prominence in recent year, there are hardly related developments in research methodologies. Yet, as supply chains cover more than one company, one central issue is how to collect and analyse data along the whole or relevant part of the supply chain. Within the 36 chapters 70 authors bring together a rich selection of theoretical and practical examples of how research methodologies are applied in supply chain management. The book contains papers on theoretical implications as well as papers on a range of key methods, such as modelling, surveys, case studies or action research. It will be of great interest to researchers in the area of supply chain management and logistics, but also to neighbouring fields, such as network management or global operations."

Operations Management 2nd edition by Professor Terry Hill

Operations Management presents Terry Hill's vision of how operations can deliver real competitive advantage for organizations. Drawing on his extensive industrial and consultancy experience, Hill balances the strategic role of the operations manager with day-to-day management tasks, and shows how each step and decision in operations is affected by market needs and wants.

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- Demonstrates operations in the 'real world' with over 100 mini-cases, plus detailed long case studies at the end of the book to encourage critical analysis

Terry Hill is Professor of Operations Management, Templeton College, University of Oxford, UK and will be running a faculty programme at the college on the 22nd-23rd March 2005. Terry Hill uses the time to present his vision of what operations management is, and to discuss how to use his book and the accompanying materials effectively in teaching the subject.

You will surely find the programme immensely useful, engaging and will return from it with a renewed enthusiasm for the subject that Terry Hill just oozes and which you cannot fail to be influenced by!! For more information about attending this programme please contact Pooja Talwar at p.talwar@palgrave.com or at the address below.

Operations Management is available now priced £34.99. Please contact Palgrave Macmillan today to order your copy today quoting the ISBN 1-4039-3466-5 and the code EUROMA05

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WEB: www.palgrave.com/business/hill where if you are a lecturer / teacher you can access the companion website to this textbook and request a free instructor's manual

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■ **RECENT WORKING PAPERS**

Faculty of Economics and Business Administration - Ghent University: (<http://www.ugent.be>)

A full text version can be downloaded from: <http://fetew.rug.ac.be/fac/research/WP/Index.asp>

DRUID Working Paper Series: <http://www.druid.dk/wp/wp.html>

Department of Transport & Regional Economics:

- 'Horizontal cooperation in logistics: opportunities and impediments', F. Crujisse, M. Cools, W. Dullaert & H. Fleuren, Research Paper 2004-023, November 2004
- 'An adapted queuing model for estimating replenishment lead times in make-to-stock batch process industries', Inneke Van Nieuwenhuyse, Research Paper 2004-028, November 2004
- 'A domino effect evaluation model', G. Reniers, W. Dullaert & K. Soudan, Research Paper 2004-029, December 2004

- 'Transport objectives, Instruments and Indicators', H. Meersman, E. Van de Voorde & T. Vanellander, Research Paper 2004-030, December 2004

Kotzab, H. / Seuring, S. / Müller, M. / Reiner, G. (eds.): Research Methodologies in Supply Chain Management, Physica (Springer), Heidelberg, 2005. 630 pages. ISBN: 3-7908-1583-7

Mark Lorenzen & Lars Frederiksen: The Management of Projects and Product Experimentation: Lessons from the Entertainment Industries, 2005-01, ISBN: 87-7869-095-1

Antwerp University

Dept Environment Technology & Technology Management:
E-POLCA to control multi-product, multi-machine job shops
 N. Vandaele, D. Claerhout & I. van Nieuwenhuyse
 Research Paper 2005-007 February 2005

Dept of Marketing
Opportunities for active stock-out management in online stores: The impact of the stock out policy on online stock-out reactions
 Breugelmans E., Campo K. & Gijsbrechts E.
 Research Paper 2005-005 February 2005

Dept Environment Technology & Technology Management
Analysis of gap times in a 2 stage stochastic flowshop with overlapping operations
 Van Nieuwenhuyse Inneke & Vandaele Nico
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Modelling blocking systems with zero buffer in semi-process industries
 Nico Goossens & Nico Vandaele
 Research Paper 2005-008
 April 2005

JOB OFFERINGS

Assistant / Associate Professor in OM/SCM: Nyenrode Business Universiteit (www.nyenrode.nl)

Tasks

Successful candidate is expected to:

Teach Operations Management and Supply Chain management courses in Masters, MBA and Executive Programs; Do high quality research in the field of Supply Chain Management; Contribute to the management of the institute.

Eligibility criteria

The successful candidate must have:

A PhD degree in a relevant field; Demonstrated ability to do high quality research; Demonstrated ability to teach; Good Knowledge and background in the area of Quantitative Methods and Research Methodology; Excellent communication skills in English language; Enthusiasm; Team spirit; Ability to work under pressure.

The Center for Supply Chain Management (CSCM) at Nyenrode Business Universiteit has been founded in 1997 to contribute to the developments in the following five areas of expertise:

Marketing; Operations and Logistics Management; Purchasing Management; Management Information Systems / Information and Communication Management; Quantitative Methods.

The Teaching and Research activities at CSCM seek to integrate and coordinate these areas. The objective of the CSCM is to create and maintain a nationally and internationally respected knowledge center in terms of education and research in the field of Supply Chain Management. The focus of the CSCM is explicitly international and multidisciplinary.

For more information / informal enquiries on the position, contact:

Professor. Jack A.A. van der Veen	Professor. V. Venugopal
Tel. +31 346 291256	Tel: +31 346 291262
Email j.vdveen@nyenrode.nl	E-mail: V.Venugopal@nyenrode.nl

Formal application package must consists of:

Candidate's curriculum vitae including a publication list;
A personal statement on the candidate's teaching & research experience and plans;
A copy of 2 or 3 recent publications;
Names and contact details of two referees willing to support the candidate's applications.

Interested candidates are invited to forward their application package to:

Ms. Susanne Opperhuizen
Humans Resources and Organizational Services
Nyenrode Business Universiteit, Straatweg 25, 3621 BG Breukelen, The Netherlands
Email s.opperhuizen@nyenrode.nl

PERSONALIA

Richard Steinberg was promoted to Reader in Operations Management at Cambridge University, effective October 2004.

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