

MSOM Conference Programme										Thursday, 30 June and Friday 1 July 2016				
Time	Track 1	Room OGGB 3	Track 2	Case room 2	Track 3	Case room 3	Track 4	Case room 4	Track 5	Room OGGB 5	Track 6	Room OGGB 4	Track 7	Room 040
Day 1	Session SCM		Session SC Sourcing		Session Data-Driven DM		Session Sustainability		Session Service Ops		Session OM-Marketing		Session Assortment	
8.30-10.00am	<p>Decision Making With Aspirational Preference and Its Role in Supply Chain Lucy Gongtao Chen, Melvyn Sim, Qinshen Tang</p> <p>Leveraging Supply Chain Collaboration in Pursuing Radical Innovation Erlinda Yunus</p> <p>Dynamic Strategies For Supply Disruption In An Epq System Shanshan Li, Yong He, Lili Ren</p>		<p>Supply Chain Contracts That Prevent Information Leakage Yiwei Chen, Ozalp Ozer</p> <p>Strategic Sourcing and Supplier Encroachment: Managing Innovation in the Presence of Spillover Risks Bin Hu, Yunke Mai, Sasa Pekec</p> <p>Wholesale-Price Auctions for Dual Sourcing Under Supply Risk He Huang, Zhipeng Li, Hongyan Xu</p>		<p>Predicting the Throughput of Job Shop Systems Afshin Mansouri, Davood Golmohammadi</p> <p>Dynamic Pricing and Learning in Spread Betting Adam Schultz, John Birge, N. Bora Keskin, Yifan Feng</p> <p>Benefits and Threats of Personalized Pricing With Strategic Customers Soheil Sibdari, Tava Olsen</p>		<p>Carrot or Stick? An Analysis of Environmental Policies in Supply Chains Junsong Bian, Xuan Zhao</p> <p>Impact of Contracts on Supplier's Environmental Innovation Under Government's Emission Tax on a Manufacturer Kun Soo Park, Bosung Kim, Se-Youn Jung</p> <p>Impact of Supply Chain Transparency on Sustainability Under NGO Scrutiny Shi Chen</p>		<p>Analysis of Service Policies in Parallel Queues With Class-Based Redundancy Leela Nageswaran, Alan Scheller-Wolf</p> <p>Service Systems in the Presence of Correlated Service and Patience Allen Wu, Achal Bassamboo, Ohad Perry</p> <p>Collaboration and Multitasking in Networks: Aligning Task Priorities and Collaboration Levels Itai Gurvich, Jan Van Mieghem</p>		<p>How Promotion Planning in Supermarkets Boosts Profits Lennart Baardman, Maxime Cohen, Kiran Pan-chamgam, Georgia Perakis, Danny Segev</p> <p>Product Upgrades With Stochastic Technology Advancement, Product Failure, and Brand Commitment Sam Kirshner, Yuri Levin, Mikhail Nediak</p> <p>Strategic Timing of New-Product Release With Information Leakage Under Competition Tian Li, Huajiang Luo, Weixin Shang</p>		<p>Probabilistic Selling for Vertically Differentiated Products: The Role of Salience Quan Zheng, Xiajun Amy Pan, Janice Ellen Carrillo</p> <p>The Effect of Consumer Brand Equity on Firm Brand Profitability: Insights from Equilibrium Analysis of Duopoly Models Raj Sethuraman</p> <p>Assortment Rationalization in the Presence of Store Brands: The Roles of Delisting and Co-Branding Candace Yano, Arcan Nalca</p>	
	Session SCM		Session SC Sourcing		Session Data-Driven DM		Session Sustainability		Session Service Ops		Session OM-Marketing		Session Assortment	
10.30am-12.00noon	<p>How to Get the Conflict out of the Mineral Supply Chain Han Zhang, Goker Aydin, Sebastian Heese</p> <p>The impact of lead-time on the finite-horizon fill rate Osama Alamri, Babak Abbasi, Seyedeh Hosseinfard</p> <p>Donor Product-Subsidies to Increase Consumption: Implications of Consumer Awareness and Profit-Maximizing Intermediaries Terry Taylor, Wenqiang Xiao</p>		<p>Supplier Development in Competitive Supply Chains Yannan Jin, Sean Zhou, Sang Won Kim, Qiyang Hu</p> <p>Screening Product Quality With Product Support Contracts Dong Li, Nishant Mishra, Serguei Netessine</p> <p>Open or Closed? Technology Sharing, Supplier Investment, and Competition Bin Hu, Ming Hu, Yi Yang</p>		<p>Dynamic Pricing With Demand Covariates Sheng Qiang, Mohsen Bayati</p> <p>A Two-Part Tariff Pricing Approach for Services: A Data Driven Approach Charles Thraves, Georgia Perakis</p> <p>Optimal Design of Membership Promotion Mailing Policies Using Field Experiments Theodoros Evgeniou, Duncan Simester, Artem Timoshenko, Spyros Zoumpoulis</p>		<p>A Robust Optimization Approach to Multi-Interval Location-Inventory and Recharging Planning of Electric Vehicle Under Uncertainty Hao Sun, Jun Yang, Chao Yang, Min Zhang</p> <p>Flexible Lease Contracts in a Sustainable Fleet Replacement Problem With Alternative Fuel Vehicles: A Real-Options Approach Amir Hossein Ansariipoor</p> <p>Mind the Gap: Coordinating Energy Efficiency and Demand Response Eric Webb, Qwen Wu, Kyle Cattani</p>		<p>Pricing Reservations for Service: An Analysis of No-Show Fees and Consumer Behavior Katherine Ashley, Pnina Feldman</p> <p>Paying More to Get it Faster: When Should it Be Considered? Riccardo Mogre, Tava Olsen</p> <p>Staffing to Maximize Throughput for a Tandem-Queue Service System With Impatient Customers Hossein Abouee-Mehrzi, Opher Baron, Oded Berman, Jianfu Wang</p>		<p>Who Compensates the Sales Agent? Panos Kouvelis, Duo Shi</p> <p>Salesforce Contracting Under Yield Uncertainty Tinglong Dai, Kinshuk Jerath</p> <p>Vertical Probabilistic Selling: the Role of Consumer Anticipated Regret Yong Chao, Lin Liu, Dongyuan Zhan</p>		<p>Fast Provably Near-Optimal Algorithms for Dynamic Assortment Optimization Ali Aouad, Retsef Levi, Danny Segev</p> <p>Approximation Algorithms for Product Placement and Pricing With Framing Effects Guillermo Gallego, Anran Li, Van-Anh Truong, Xinshang Wang</p> <p>An Optimal Exploration-Exploitation Approach for Assortment Selection Shipra Agrawal, Vashist Avadhanula, Vineet Goyal, Assaf Zeevi</p>	
	Session SCM		Session Empirical OM		Session Healthcare		Session Sustainability		Session OM-Econ		Session Retailing		Track 7 Room: DECIDE Lab	
	Session SCM		Session Empirical OM		Session Healthcare		Session Sustainability		Session OM-Econ		Session Retailing		Session BOM	
2.00-3.30pm	<p>Designing Models of Resilient and Robust Supply Chain in Agribusiness Under Supply Disruption Golnar Behzadi, Michael O'Sullivan, Tava Olsen, Abraham Zhang</p> <p>Optimal Production Planning in a Seed Supply Chain Uthu Serhatli, Enver Yucesan, Andre Calmon</p> <p>Dynamic Ship Routing Under Limited Foresight Max Biggs, Georgia Perakis</p>		<p>How Important Is Design for the Automobile Value Chain? Hallie Cho, Sameer Hasija, Manuel Sosa</p> <p>Managing Product Quality in the Field: A Structural Study of U.S. Auto Recalls Ahmet Colak, Robert Bray</p> <p>Examining the Influence of Attitudes Toward Healthcare Staffs and Satisfaction With Previous Visits on Operational Performance: An Empirical Study in a Health Care Setting Hakan Cengiz, Hulya Akdemir Cengiz, Mustafa Tas</p>		<p>[CANCELLED] Steady-state Diffusion Approximations for Discrete-time Markov Chain in Hospital Inpatient Flow Management Jiekun Feng, Pengyi Shi</p> <p>Managing Physician Service Rate and Patient Welfare in a Healthcare System With Endogenous Admissions and Readmissions Pengfei Guo, Christopher Tang, Yulan Wang, Ming Zhao</p> <p>Clinical Trials for New Drug Development: Optimal Investment and Application Panos Kouvelis, Joseph Milner, Zhili Tian</p>		<p>The Evolutionary Dynamics of China's Electric Vehicle Industry Taxes vs. Subsidies Cong Liu, Weilai Huang, Chao Yang</p> <p>Strategic Forward Trading and Technology Heikki Peura, Derek Bunn</p> <p>Green Technology Choice and Regulation in an Oligopoly Market Jian Chen, Shuo Huang, Zhong Wen</p>		<p>Be Patient and Firm: Offer Timing, Deadlines, and the Search for Other Alternatives Sasa Zorc, Ilija Tsetlin</p> <p>Tractable Equilibria for Sponsored Search With Budget Optimizing Bidders Dragos Florin Ciocan, Kris Iyer</p> <p>Merchant Energy Trading in a Network Selva Nadarajah, Nicola Secomandi</p>		<p>The 1st talk has been cancelled, session starts at 2:30</p> <p>[CANCELLED] Dynamic Pricing Of Multiple Products Under Customers Sequential Search Sajjad Najafi; Chi-Guhn Lee; Sami Najafi-Asadolahi; Steven Nahmias</p> <p>Retail Checkout Operations: Dynamic Segmentation and Demand Adaptation Yi He, David John Robb</p> <p>Relevance of Weather for Retail Operations Planning Florian Badorf, Kai Hoberg</p>		<p>Prospect Theory and Ordering Behavior in Multi-Echelon Supply Chains Mehrdokht Pournader, Arunachalam Narayanan, Matthew Kebulis</p> <p>The Performance of Buyback Contracts in a Competitive Setting: Do You Want to Be the Only One Offering? Anna Devlin</p> <p>Bounded Rationality in Supply Chain Contracts Valery Pavlov, Tava Olsen, Ernan Haruvy</p>	
4.00-5.30pm	<p>Mitigating Disruption Cascades in Supply Networks Nitin Bakshi, Shyam Mohan</p> <p>Incentive Issues in the Implementation of Urban Consolidation Centers Xin Fang, Yun Fong Lim</p> <p>The Effect of Information Transparency in Online B2B Markets Under Vertical Information Asymmetry He Huang, Yu Tang, Hongyan Xu</p>		<p>Survive or Swept up in the Crisis? Spillover Effect in Supply Chain Performance Cenyng (Tracy) Yang, Cheng Zhang</p> <p>Supply Chain Proximity and Product Quality Ahmet Colak, Robert L. Bray, Juan C. Serpa</p> <p>Natural Disasters, General-purpose Technologies, and Operating Performance Po-Hsuan Hsu, Hsiao-Hui Lee, Shu-Cing Peng</p>		<p>Incentive Design for Coordination in Care of Chronic Patients Sasa Zorc, Stephen Chick, Sameer Hasija</p> <p>A Template Matching Approach to Comparing Hospital Quality in an Integrated Health Care System Wenqi Hu, Carri Chan, Jose Zubizarreta, Gabriel Escobar</p> <p>Searching for Better Quality and a Shorter Queue Luyi Yang, Laurens Debo, Varun Gupta</p>		<p>Effect of Greenhouse Gas Emissions Policies on Food Waste From Groceries Stores: Retail Inventory Management Strategies and Consumer Choice Alexandra Heeney, Erica Plambeck, Warren Hausman</p> <p>Fostering Responsibility In Supply Chains: Are Existing Practices Effective? Avijit Raychaudhuri, Fang Liu, S Viswanathan</p> <p>The Impact of Technology-Design Interaction on Extended Producer Responsibility Luyi Gui, Morvarid Rahmani, Atalay Atasu</p>		<p>Optimal Subscription Pricing for Free Delivery Services Chinmoy Mohapatra, Anant Balakrishnan, Shankar Sundaresan</p> <p>Pricing Ancillary Service Subscriptions Ruxian Wang, Maqbool Dada, Ozge Sahin</p> <p>Experimental Evidence of Pooling Outcomes Under Information Asymmetry William Schmidt, Ryan Buell</p>		<p>Near-Optimal Joint Pricing and Fulfillment Heuristics for E-Commerce Retailers Yanzhe (Murray) Lei, Stefanus Jasin, Amitabh Sinha</p> <p>Drivers and Benefits of Online Retail Return Policies in an Auction Context Guangzhi Shang, Pelin Pekgun, Mark Ferguson, Michael Galbreth</p> <p>Retail Store Execution: Literature Review and Research Directions Shandong Mou, David Robb</p>		<p>The Value of Information in Project Decision-Making: A Behavioral Study Xiaoyang Long, Javad Nasiry, Yaozhong Wu</p> <p>Project Management Under Risk-Sharing Contracts Sina Shokoohyar, Elena Katok, Anyan Qi</p> <p>The Effect of Customers Risk Attitudes and Inequity-Aversion on Two-Period Purchasing Behaviors An Experimental Study Shuyan Wei, Junlin Chen</p>	

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	Session SCM		Session OM-Finance		Session Social Networks		Session NPD		Session Service Ops		Session OM-Marketing		Session BOM	
8.30-10.00am	<p>Optimal Multi-Product Multi-Period Replenishment Under Order and Storage Capacity Constraints Shrutivandana Sharma</p> <p>Bundling Strategy and Channel Competition in Supply Chain With Complementary Products Sijie Li, Haiyan You</p> <p>Pricing and Coordination Strategies in Dual-Channel Closed Loop Supply Chains With Different Channel Power Structures Benrong Zheng, Chao Yang, Jun Yang</p>		<p>Operational and Financial Decisions Within Proportional Investment Cooperatives Xiaoyan Qian, Tava Olsen</p> <p>Financing the Supplier in Pull Supply Chains: The Role of Factoring, Reverse Factoring and Retailer's Guarantees Panos Kouvelis, Fasheng Xu</p> <p>Supply Costs Uncertainty: The Relationship Between Operational and Financial Hedging Strategies Harry Groenevelt, Sameer Hasija</p>		<p>Impact of Social Learning Under Supply Disruption Risk Rui Zheng, Biying Shou, Jun Yang</p> <p>Pricing in Social Networks With Strategic Consumers Biying Shou, Rui Zheng</p> <p>The Benefits of Segmentation in Trial-Offer Markets With Social Influence and Position Bias Franco Berbeglia, Gerardo Berbeglia, Pascal Van Hentenryck</p>		<p>The Role of Operations in Alliances for New Product Development Niyazi Taneri, Arnoud De Meyer</p> <p>Co-Product Technologies: Useful, Complementing, and Displacing Process Innovations Ying-Ju Chen, Brian Tomlin, Yimin Wang</p> <p>Coordination of Supplier Incentives for Component Testing Timofey Shalpegin</p>		<p>Information Accuracy and KPIs for Service subcontractors Linh Duong, Lincoln C. Wood, Xiaowei Jason Wang, William Yu, Chung Wang</p> <p>Operational Transparency Increases Trust and Engagement in Government Authors Ryan Buell, Ethan Porter</p> <p>Redesigning Operations to Exploit New Information Technology: A Study in the Document Destruction Industry Necatı Ertekin, Michael Ketzenberg, Richard Metters</p>		<p>Analytical/Empirical Study of Complementarities in an Online Advertising Supply Chain and Their Impact on Optimal Operating Policies and Profits Anitesh Barua, Genaro Gutierrez, Changseung Yoo</p> <p>A Bayesian Approach to Allocating Return on Web Sales From DRTV Campaigns Teck-Yong Eng</p> <p>Managing Online Content to Build a Follower Base Felipe Caro, Victor Martinez-de-Albeniz</p>		<p>Loss Aversion and Rationality in the Newsvendor Problem Under Recourse Option Vipin Balakrishnan, Amit R K</p> <p>Giving It Away to Increase Profits? Price Discrimination and the Effect of Free Goods Jacob Chestnut, Hyun-Soo Ahn, Ravi Anupindi</p> <p>Selling Freemium Products to Loss Averse Consumers Sami Najafi-Asadolahi, Andy Tsay, Nishant Mishra, Sajjad Najafi</p>	
	Session SCM		Session Inventory		Session Data-Driven DM		Session Assortment		Session Service Ops		Session RM		Session BOM	
10.30am-12.00noon	<p>Formulating and Aligning Operation Strategy in Halal Food Manufacturing Nor Ratna Masrom</p> <p>Supply Chain Strategy: Further Development on how to Match Product Type With Supply Chain Design Mojtaba Mahdavi, Tava Olsen, Quan Zhou</p> <p>Bullwhip Effect and Supply Chain Costs With Low- and High-Quality Information on Inventory Shrinkage Hongyan Dai, Jianbin Li, Nina Yan, Weihua Zhou</p>		<p>Integrated Resource Planning in Maintenance Logistics With Spare Parts Emergency Shipment and Service Engineers Backlogging Sajjad Rahimi Ghahroodi, Ahmad Al Hanbali, Henk Zijm, Jan-Kees van Ommeren</p> <p>Adaptive Inventory Management for Distribution Supply Chains Guodong Lyu, Chung-Piaw Teo</p> <p>Onshore and Offshore Procurement: Global Sourcing Strategies Awi Federgruen, Zhe Liu, Lijian Lu</p>		<p>(Citi)Bike Sharing Shane Henderson, Eoin O'Mahony, David Shmoys</p> <p>Using Real-Time Operational Data to Increase Labor Productivity in Retail Marcelo Olivares, Andres Musalem</p> <p>Affiliation Networks Impact Productivity: Capturing Digital and Physical Process Collaboration Lu Wang, Itai Gurvich, Nicholas Soulakis, Jan Van Mieghem</p>		<p>Assortment Planning in School Choice Peng Shi</p> <p>3D Printing vs. Traditional Flexible Technology: Implication on Manufacturing Strategies Lingxiu Dong, Duo Shi, Fuqiang Zhang</p> <p>Online Personalized Resource Allocation With Customer Choice Guillermo Gallego, Anran Li, Van-Anh Truong, Xinshang Wang</p>		<p>The Advantage of Giving Priority to Costly Customers Moshe Haviv, Binyamin Oz</p> <p>Online Decision-Making With High-Dimensional Covariates Hamsa Bastani, Mohsen Bayati</p> <p>Referral Strategy, Incentive Scheme, and Network Externalities in a Multisite Service System Xiuli Chao, Liming Liu, Weixin Shang, Shaohui Zheng</p>		<p>Display Optimization for Vertically Differentiated Locations Under Multinomial Logit Choice Preferences Ali Aouad, Danny Segev</p> <p>Revenue Management for Enterprise Cloud Computing Muhammad Amjad, Vivek Farias, Andrew Li, Devavrat Shah</p> <p>Pricing and Advertising Investment on Online Trading Platform Yang Geng, Yulin Zhang</p>		<p>When You Work With a Super Man, Will You Also Fly? An Empirical Study of the Impact of Coworkers on Performance Fangyun (Tom) Tan, Serguei Netessine</p> <p>A Newsvendor Contest: Theory and Experiment Valery Pavlov, Lawrence W. Robinson, Tony Lin</p> <p>Impact of Servers Behavioral Factors on Queueing Systems Performance Masha Shunko, Hung Do, Marilyn Lucas, David Novak</p>	
12.00noon	Keynote Address - F&P Appliances Auditorium - Hon Steven Joyce, Minister for Economic Development; Minister for Regulatory Reform; Minister of Science and Innovation; Minister for Tertiary Education, Skills and Employment; Minister Responsible for Novopay; Associate Minister of Finance Minister of Science and Innovation													
12.45pm	Lunch													
	Session SC Sourcing		Session Inventory		Session Healthcare		Session Assortment		Session Service Ops		Session RM		Track 7 Room F&P Auditorium	
1.30-3.00pm	<p>Rationale for Supply Partnership With Downstream Rival: Information Asymmetry and Dual Sourcing Seung Hwan Jung, Panos Kouvelis</p> <p>Impact of Alternative Sourcing Options on Optimal Supply Contracts Sechan Oh, Ozalp Ozer</p> <p>Strategic Sourcing Under Competition and Asymmetric Cost Information Lusheng Shao, Xiaole Wu, Fuqiang Zhang</p>		<p>Dynamic Pricing and Inventory Control for Multiple Substitutable Products Kevin Bozhe Li, Candace Arai Yano</p> <p>Online Retail Inventory Replenishment: A Dynamic Programming Approach Annie Chen, Stephen Graves</p> <p>Public Procurement of Multiple Health Products: The Dynamic Inventory Budget Allocation Problem Iva Rashkova, Jeremie Gallien</p>		<p>Who Is Next? An Econometric Analysis of How Healthcare Providers Allocate Their Attention Across Patients Lesley Meng, Robert Batt, Christian Terwiesch</p> <p>Do Patients Care about Data Breaches? Juhee Kwon, M. Eric Johnson</p> <p>An Empirical Examination of the Impact of Adding Physician Assistants to the Critical Care Consultation Team Yunchao Xu, Mor Armony, Carri Chan</p>		<p>A Markovian Approach to Choice Modeling and Assortment Optimization Antoine Desir, Vineet Goyal, Danny Segev, Chun Ye</p> <p>Assortment Optimization Under the Multinomial Logit Model With Nested Consideration Sets Jacob Feldman</p> <p>Assortment Optimization Over Time James Davis, Huseyin Topaloglu, David Williamson</p>		<p>Want Priority Access? Refer Your Friend to Skip the Line Luyi Yang, Laurens Debo</p> <p>Optimal Capacity Allocation Under Endogenous Arrivals of Strategic Customers With Heterogeneous Time-of-Service Preferences Philipp Afeche, Yang Li</p> <p>Self-Regulation of a Queue via Random Priorities Moshe Haviv, Binyamin Oz</p>		<p>Bayesian Dynamic Learning and Pricing With Strategic Customers Xi Chen, Zizhuo Wang</p> <p>On the Efficacy of Static Prices for Revenue Management in the Face of Strategic Customers Yiwei Chen, Vivek Farias</p> <p>Should Consumers Be Strategic? Arian Aflaki, Pnina Feldman, Robert Swinney</p>		<p>Session Industry speakers</p> <p>Views from the top - leaders of Operations/ Supply Chain from three of NZ's largest enterprises present operations and supply chain initiatives and challenges. Roger Gray: Group General Manager of Business Performance at Air New Zealand, Jonti Rhodes: General Manager of Global Supply Chain, Facilities and Environmental Management at Fisher & Paykel Healthcare, Chris Foord: GM Global Supply Chain Development, Fonterra, David Robb (Chair): Professor of Operations and Supply Chain Management at the University of Auckland Business School</p>	
	Session SC Sourcing		Session Inventory		Session Healthcare		Session Sustainability		Session OM-Econ		Session RM		Session Industry speakers	
3.30-5.00pm	<p>R&D Investment in a Shared Supplier Jasper Veldman, Niels Pulles, Gerard Gaalman</p> <p>Optimal Procurement in Assembly Supply Chains Bin Hu, Anyan Qi</p> <p>Bonus or Penalty? Designing Service Level Agreements With Different Incentive Schemes Stefan Woerner, Yueshan Chu, Marco Laumanns, Stephan M. Wagner</p>		<p>A Synthesis and Generalization of Structural Results in Inventory Management: Generalized Convexity Properties Zhe Liu, Lijian Lu, Awi Federgruen</p> <p>Optimal Policies for Capacitated Multi-Echelon Inventory Systems Yimin Yu, Xiaobei Shen, Tingliang Huang</p> <p>An Extended Formulation and Dynamic Cut Generation Approach for the Stochastic Lot Sizing Problem Onur Kilic</p>		<p>A Queueing Model for Nurse Staffing in Critical Care Outreach Team and ICU Ali Haji Vahabzadeh, Valery Pavlov</p> <p>A Model-Based Heuristic for Selecting Patients for a Surgical Unit Treatment Plan Claire Reeves, Hamideh Anjomshoa, Olivia Smith</p> <p>Dynamic Access Control for Hierarchical Healthcare Systems Jie Song, Xin Pan, Bo Zhang</p>		<p>Integrated Optimization on Lot-Sizing of a Remanufacturing System Considering Carbon Emission With Condition Uncertainty Biyu Liu, Weida Chen, Haidong Yang</p> <p>Opportunities to Reduce Fuel Emissions in Liner Shipping Afshin Mansouri, Ozlem Ergun</p> <p>Capabilities Erosion: The Antecedent to the Commons Challenge Anshuman Tripathy, Shilpa Jaiswal</p>		<p>Using Transparency to Manage the Sourcing of Complex Non-Routinized Services Jacob Chestnut, Damian Beil</p> <p>Supply Chain Learning, Innovation, and Profitability Po-Hsuan Hsu, Haiping Hui, Hsiao-Hui Lee</p>		<p>Better Late than Now: Delayed vs. Instantaneous Discounts With Repeat Customers Monire Jalili, Michael Pangburn</p> <p>Dynamic Pricing in Dealership Markets Ningyuan Chen, Guillermo Gallego, Steven Kou</p> <p>Would You Like to Upgrade to a Premium Room? Evaluating the Benefit of Offering Standby Upgrades Ovunc Yilmaz, Mark Ferguson, Pelin Pekgun</p>		<p>Views from the top – CEOs present the strategic value of operations and supply chain. Adrian Littlewood: Chief Executive of Auckland International Airport, Peter Reidy: Chief Executive of KiwiRail, Brian Stocking (Chair): Associate Director of the Centre for Supply Chain Management at the University of Auckland Business School</p>	