

POM 2004
2nd World Conference
15th Annual POMS Conference

POM's Expanding Constellation

Full Papers



Cancun, Mexico, April 29-May 3, 2004

**Operations Management 2004: The Expanding Constellation
Complete Papers of the 2nd World Conference on Production and
Operations Management
(ISSN Number 1548-4882)**

**Proceedings of the
2nd World POM Conference and the 15th Annual POM conference
Cancun, Mexico
April 30 – May 3, 2004**

Editor

**Dr. Sushil Gupta, Professor, Department of Decision Sciences and Information
Systems, College of Business Administration, Florida International University,
Miami, Florida, U.S.A.**

Associate Editor

**Nimisha Garg, Ph.D. Student, School of Computing and Engineering, University of
Missouri at Kansas City, Kansas City, Missouri, U.S.A.**

April, 2004



European Operations Management Association
Production and Operations Management Society
Japanese Society for Production Management

Material Copyright:

For the full length papers CD: ISSN 1548-4882
For the conference program: ISSN 1548-4874

Cover artwork credits:

Hotel photo courtesy of Hilton, Cancun
<http://antwrp.gsfc.nasa.gov/apod/ap031227.html>

Second World POM Conference and the
Fifteenth annual POM Conference
Cancun, Mexico
April 30-May 3, 2004

After only a few decades since its introduction into the university business curriculum, the field of Operations Management is now recognized as one of the cornerstones to business education and practice worldwide. The substance of OM, first narrowly conceived as the set of activities involved with the control of manufacturing has matured. The expanding constellation of Operations management has grown along several dimensions. It is no longer just about internal operations. Modern operations managers deal at the strategic, tactical, and operational levels in the world network of products and services. With this as the theme, the **Production and Operations Management Society** organized the **2nd World POM Conference on POM** and **15th annual POM Conference** from April 30 through May 3, 2004 at Hilton Cancun Beach and Golf resort Hotels, Cancun, Mexico. The 2nd World POM Conference is a collaboration of the Production and Operations Management Society (**POMS**), the European Operations Management Association (**EurOMA**) and The Japan Society for Production Management (**JSPM**).

Researchers and professionals from 38 countries submitted papers for this conference. The contributed and invited abstracts of the conference have been categorized into 5 thematic clusters. In addition to contributed paper sessions, the program features specially organized sessions – either POMS-invited or sponsored by one of the two newly organized POMS colleges. A total of 219 full-length papers are submitted for the conference that are included in this CD. These papers may be reviewed by following appropriate links provided in the CD.

Sushil Gupta
Nimisha Garg

Contributed Presentation Track Clusters

Cluster	Track Description	Number of Contributed Abstracts
Operations and Logistics	Ops. Planning, Scheduling, and Control	46
	Logistics and Distribution	26
	Purchasing and Materials Management	16
	JIT Manufacturing/Lean Manufacturing	11
	Internet-Enabled Operations	13
	Enterprise Resource Planning	6
Service and Quality	Service Operations Management	40
	Quality Management and Six Sigma	17
	Continuous Improvement	9
Environment and International	Global Supply Chain Management	44
	Environmental Management	9
	OM in Emerging Economies	4
	Global Operations	7
Strategy and Design	Operations Strategy	45
	Product and Process Design	28
	Performance Measurement	17
	Mass Customization	8
	Operations Flexibility	7
POM Pedagogy	Innovation in Teaching	24
	Cases in Operations Management	17
	Mathematical/Software Tools	5
	TOTAL:	399

Participation by Country*

COUNTRY	COUNT
TOTAL	513
1. Argentina	4
2. Australia	6
3. Barbados	1
4. Belgium	6
5. Brazil	55
6. Canada	15
7. China	2
8. Colombia	5
9. Cuba	1
10. Cyprus	1
11. Denmark	4
12. England	4
13. Finland	11
14. France	2
15. Germany	16
16. Hong Kong (China)	2
17. Hungary	1
18. India	10
19. Iran	3
20. Italy	8
21. Japan	20
22. Korea	1
23. Mexico	12
24. Netherlands	15
25. New Zealand	2
26. Norway	3
27. Portugal	4
28. Republic of Singapore	1
29. Russia	1
30. Slovenia	1
31. South Africa	2
32. Spain	53
33. Sweden	10
34. Switzerland	4
35. Thailand	5
36. Turkey	2
37. United Kingdom	43
38. United States of America	177

COUNTRY	COUNT
TOTAL	513
1. United States of America	177
2. Brazil	55
3. Spain	53
4. United Kingdom	43
5. Japan	20
6. Germany	16
7. Canada	15
8. Netherlands	15
9. Mexico	12
10. Finland	11
11. India	10
12. Sweden	10
13. Italy	8
14. Australia	6
15. Belgium	6
16. Colombia	5
17. Thailand	5
18. Argentina	4
19. Denmark	4
20. England	4
21. Portugal	4
22. Switzerland	4
23. Iran	3
24. Norway	3
25. China	2
26. France	2
27. Hong Kong (China)	2
28. New Zealand	2
29. South Africa	2
30. Turkey	2
31. Barbados	1
32. Cuba	1
33. Cyprus	1
34. Hungary	1
35. Korea	1
36. Republic of Singapore	1
37. Russia	1
38. Slovenia	1

*Note: Country count is the number of unique corresponding authors of accepted papers.



PRODUCTION AND OPERATIONS MANAGEMENT SOCIETY

AN INTERNATIONAL SOCIETY TO EXTEND AND INTEGRATE KNOWLEDGE PERTAINING TO PRODUCTION AND OPERATIONS MANAGEMENT

Purpose: Production and Operations Management Society (POMS) is an international professional organization representing the interests of POM professionals from around the world. The purposes of the Society are:

- to extend and integrate knowledge that contributes to the improved understanding and practice of production and operations management (POM);
- to disseminate information on POM to managers, scientists, educators, students, public and private organizations, national and local governments, and the general public; and
- to promote the improvement of POM and its teaching in public and private manufacturing and service organizations throughout the world

Future Vision: The Production and Operations Management Society (POMS) has become the "Gateway to the POM World". The long term goal and vision for POMS is that it should become the "home" organization for all POM professionals and be recognized as such by other professional organizations, accreditation bodies, university administrators, business and industry leaders, and our own colleagues in business schools. POMS must become the repository of fundamental POM information and the most authoritative source of developments in the POM field.

To achieve this goal, POMS facilitates communication among professors and POM professionals from all over the globe. POMS provides the following multi-dimensional links which create a "virtual department" and provide avenues for sharing ideas that impact teaching, research and practice.

- **electronic links** which include POMS website (www.poms.org) and e-mail to and from the POMS home office (poms@fiu.edu).
- **the printed word** which includes *Production and Operations Management*, an increasingly influential quarterly journal solely devoted to the POM field, and the newsletter - *POM Chronicle*.
- **face-to-face contact** at POMS-sponsored conferences both in the United States and in other countries with an opportunity to network with members of POM community from all over the world.

The Society's approach to Production and Operations Management is problem-centered; it does not rely on particular methodologies. We are dedicated to uncovering and understanding the canon of knowledge in POM. We encourage reviews and reinterpretations of past research and the provocative idea that initiates new research. Pedagogy remains core interest of the Society; conference sessions, the website, and bulletins are evidence of this interest. The **tangible benefits** of the Society include:

- Receipt of the quarterly *Production and Operations Management* journal.
- Receipt of the quarterly *POM – Chronicle*.
- Discounted registration fee at the POMS annual conference.
- Periodic receipt of Job Bulletin, Research Bulletin, and other e-mail announcements.
- Continuing access to the portions of the POMS website that will be locked in the future:
 - ◆ Pedagogy area -- links to course websites and syllabi at many schools; links to case collections and international groups; clearinghouse for sabbaticals and leaves around the world.
 - ◆ Membership area -- find phone and e-mail addresses of other members easily.



PRODUCTION AND OPERATIONS MANAGEMENT SOCIETY

AN INTERNATIONAL SOCIETY TO EXTEND AND INTEGRATE KNOWLEDGE PERTAINING TO PRODUCTION AND OPERATIONS MANAGEMENT

Journal: *Production and Operations Management* is the official journal of the Society. The inaugural issue of the Journal was published in 1992. Members of POMS receive the Journal as a part of their membership benefits. The criteria for acceptance of manuscript include originality, significant contribution, readability, and organization of the manuscript. The Journal publishes high quality papers on all topics on POM. The Journal recognizes that the knowledge in POM is not restricted to a single discipline and that it covers several areas, including behavioral science, operations research, statistical analysis, decision support systems, information systems, strategic planning, economics, and engineering. The Journal has published several special issues on topics of current interest which include: Total Quality Management, Manufacturing Strategy, Capacity Constrained Planning and Scheduling, Global Operations and Technology Management, Global Supply Chain Management, Internship Projects at MIT Leaders for Manufacturing Program, Teaching POM: Visions, Topics and Pedagogies, and Service Marketing and Service Operations. Several universities cosponsor the journal.

Annual Conferences: POMS' annual conferences provide a forum to POM professionals for interaction on topics of importance to the POM field. There are normally two conferences every year – one in U.S.A. and one in another country. The conferences include contributed papers, workshops, plenary sessions, tutorials, and panel discussions. POMS' conferences always have a theme; are smaller but more cohesive and more intimate than many other conferences; and spend considerable time in plenary and semi-plenary sessions that serve to unite us all. The themes of some of the recent conferences include:

- Teaching POM: Visions, Topics, and Pedagogies (Indianapolis-1996),
- World Best Practice in POM (Australia -1996),
- Integrating POM Research and Practice in the 21st Century (Miami - 1997),
- Reflections: The History of Thought in Operations Management (Santa Fe - 1998),
- Competitiveness and Wealth Creation – Role of POM (South Africa - 1998),
- Creating a New POM Architecture for the 21st Century (Charleston -1999),
- Operations Management for Global Economy – Challenges and Prospects (India – 1999),
- Expanding Boundaries of POM (San Antonio – 2000),
- POM facing the New Millennium (Spain – 2000),
- POM Mastery in the New Millennium (Orlando – 2001),
- Operations Management in the Internet Era (Brazil – 2001),
- POM High Tech (San Francisco – 2002),
- POM in the Service Economy (Savannah – 2003),
- One World? One View of OM? (Italy – 2003),
- Operations Management 2004: The Expanding Constellation (Cancun, Mexico – 2004).

The conference in Spain (2000), the 1st World POM Conference, was cosponsored by European Operations Management Association (EurOMA) and Japan Society for Production Management (JSPM). The conference in Cancun, Mexico (2004) is the 2nd World POM conference and is cosponsored by EurOMA and JSPM. The conference in Italy (2003) was a joint conference with EurOMA. POMS conferences are supported by contributions from various sponsors that include universities, book and software publishers, and private businesses and industries.

Books: POMS published its first book in Technology and Operations Management Series in 1998. The Book, *Global Supply Chain and Technology Management*, was edited by Hau L. Lee (Stanford University) and Shu Ming Ng (Hong Kong University of Science and Technology). This book project was financially supported by the School of Business and Management, Hong Kong University of Science and Technology, the Research Grant Council of Hong Kong, and the Stanford Global Supply Chain Management Forum. The second book, *Supply Chain Management: Innovations for Education*, edited by M. Eric Johnson and David F. Pyke (both from Dartmouth College) was published in June 2000. This book project was financially supported by Dartmouth College.

Membership: POMS has about 1000 members from 44 countries. Non-U.S.A. members account for about 30% of all members.

Web Page: POMS' web page was developed by a grant from CIBER at Indiana University, Indianapolis, Indiana, U.S.A. POMS' web page provides important links to information about research and teaching in POM, meetings and conferences, POM journals, POM job opportunities, and information about members. Web page address is www.poms.org.

For information contact:

Dr. Sushil Gupta, Executive Director-POMS

DSIS, College of Business Administration, Florida International University

RB 250, 11200 S.W. 8th Street, Miami, FL 33199, USA

Phone: 305 348 1413; Fax: 305 348 6890; E-mail: POMS@FIU.EDU; Web page: www.poms.org

PRODUCTION AND OPERATIONS MANAGEMENT SOCIETY
2004 Officers and Board Members

President

Gabriel Bitran
Sloan School of Management
MIT
Cambridge, MA 02139, USA

Regional Vice President-Americas

Antonio Rios-Ramirez
Monterrey Tech, (ITESM)
Chihuahua, CH 31110, Mexico

Chair, Council of POMS Presidents

Martin Starr
Crummer Graduate School of Business
Rollins College
Winter Park, FL 32789, USA

Past Presidents

Aleda V. Roth
Kenan-Flagler Business School
University of North Carolina
Chapel Hill, NC 27599-3490, USA

Regional Vice President-Eurafrika

Luk Van Wassenhove
INSEAD
Fontainebleau Cedex 77305
France

Executive Director

Sushil K. Gupta
College of Business Administration
Florida International University
Miami, FL 33199, USA

President-Elect

Kasra Ferdows
The McDonough Schl of Business
Georgetown University
Washington, DC 20057, USA

Regional Vice President-Australasia

Horofumi Matsuo
Inst of Policy and Planning Sciences
University of Tsukuba
Tsukuba, Japan

Vice President-Finance

Joesph D. Blackburn
Owen Graduate School of Management
Vanderbilt University
Nashville, TN 37203, USA

Board Members

Hau Lee
Graduate School of Business
Stanford University
Stanford, CA 94305, USA

Vice President-Education

Edward Davis
Darden Business School
University of Virginia
Charlottesville VA 22903, USA

Sven Axsater

Dept of Ind Mgt and Logistics
Lund University
Lund, Sweden

Vice President-Meetings

James P. Gilbert
Crummer Grad. School of Business
Rollins College
Orlando, FL 32678, USA

Edward Anderson

Department of Management
University of Texas
Austin, TX 78712
United States

Vice President-Member Activities

Cheryl Gaimon
Dupree College of Management
Georgia Institute of Technology
Atlanta, GA 30332, USA

Uday Apte

Cox School of Business
Southern Methodist University
Dallas, TX 75275, USA

Vice President-Publications

Paul Kleindorfer
Wharton School
University of Pennsylvania
Philadelphia, PA, USA

Janice Carrillo

Warrington College
University of Florida
Gainesville, FL, USA

Secretary

Charles Corbett
Anderson Grad School of Mgt
Univ. of California Los Angeles
Los Angeles, CA 90095, USA

Founder & Editor-in-Chief

Production and Operations Management

Kalyan Singhal
Merrick School of Business
University of Baltimore
Baltimore, MD 21201, USA

PRODUCTION AND OPERATIONS MANAGEMENT SOCIETY
2003 Officers and Board Members

President

Aleda V. Roth
Kenan-Flagler Business School
CB # 3490 McColl BLDG
University of North Carolina
Chapel Hill, NC 27599-3490, USA

Founder & Past President

Kalyan Singhal
Merrick School of Business
University of Baltimore
1420 North Charles Street
Baltimore, MD 21201, USA

Past Presidents

Robert H. Hayes
Harvard Business School
Soldiers Field
Boston, MA 02163, USA

President-Elect

Gabriel Bitran
Sloan School of Management
MIT
Cambridge, MA 02139, USA

Vice President-Finance

Jack Meredith
Babcock Grad Schl of Management
Wake Forest University
Winston-Salem NC 27109, USA

Vice President-Education

Edward Davis
Darden Business School
University of Virginia
100 Darden Blvd
Charlottesville VA 22903, US

Vice President-Meetings

James P. Gilbert
Crummer Grad. School of Business
Rollins College
Orlando, FL 32678, USA

Vice President-Member Activities

Eric Johnson
The Amos Tuck School
Dartmouth College
100 Tuck Hall
Hanover NH 03755-9010, USA

Vice President-Publications

Paul Kleindorfer
Wharton School
University of Pennsylvania
360 Locust Walk
Philadelphia, PA , USA

Secretary

Kingshuk K. Sinha
Carlson School of Management
University of Minnesota
Minneapolis, MN 55455, USA

Regional Vice President-Americas

Antonio Rios-Ramirez
Monterrey Tech, (ITESM)
Chihuahua, CH 31110, Mexico

Regional Vice President-Eurafrica

Luk Van Wassenhove
INSEAD
Boulevard de Constance
Fontainebleau Cedex 77305
France

Regional Vice President-Australasia

Lalit Johri
School of Management
Asian Institute of technology
Klong Luang Pathumthani 12120
P.O. Box 4, Bangkok, Thailand

Board Members

Joesph D. Blackburn
Owen Graduate School of Management
Vanderbilt University
Nashville, TN 37203, USA

Marshall Fisher

Wharton School
University of Pennsylvania
Philadelphia, PA 19104, USA

Edward Anderson

Department of Management
University of Texas
Austin, TX 78712
United States

Cheryl Gaimon

Dupree College of Management
Georgia Institute of Technology
Atlanta, GA 30332, USA

Janice Carrillo

Warrington College
University of Florida
Gainesville, FL, USA

Founder & Editor-in-Chief

Production and Operations Management

Kalyan Singhal
Merrick School of Business
University of Baltimore
1420 North Charles Street
Baltimore, MD 21201, USA

Chair, Council of POMS Presidents

Martin Starr
Crummer Graduate School of Business
Rollins College
1000 Holt Avenue - 2722
Winter Park, FL 32789, USA

Executive Director

Sushil K. Gupta
College of Engineering and
College of Business Administration
Florida International University
Miami, FL 33199, USA



PRODUCTION AND OPERATIONS MANAGEMENT SOCIETY

AN INTERNATIONAL SOCIETY TO EXTEND AND INTEGRATE KNOWLEDGE PERTAINING TO PRODUCTION AND OPERATIONS MANAGEMENT

2004 Membership Dues

Federal ID#: 52-1640912

(January 1, 2004 to December 31, 2004)

Please check the appropriate box:

Regular Member

Student/Retired Member

Membership for Colleges:

Supply Chain Management

Service Operations Management

Back Issues (see back of this page for details)

Total

	\$80.00
	\$20.00
	\$20.00
	\$20.00

Payment Information:

Visa MasterCard AMEX

Account #: _____

Expiration Date: _____

Amount: \$ _____

Signature: _____

OR

Check for \$ _____ payable to **POMS**
(payable through US banks)

Student Member (\$20) ⇒ Please have a faculty member sign on the line: _____

Please mail to Professor Sushil K. Gupta, POMS Executive Director, DSIS, College of Business Administration, Florida International University, RB 250, 11200 SW 8th Street, Miami, Florida 33199, USA. Dues include a subscription to the society's journal **Production and Operations Management**. * Persons of limited income may join at the \$20 rate by simply informing the society in writing that they seek this option.

Please provide the following information and return the form to POMS Executive Office.

Prefix: First Name: MI: Last name:

BUSINESS INFORMATION:

Title:

Department/Division:

College/School:

University/Organization:

Street:

City:

State/Province:

Zip/Postal Code:

Country:

Phone:

E-mail:

Web page:

MAILING ADDRESS (IF DIFFERENT):

2nd World Conference on POM, 15th Annual POM Conference
Cancun, Mexico
April 30-May3 2004

Search by Author
(Click on the paper title to get the full-length paper)

Last Name	First Name	Title
Adelsberger	Heimo	Electronic Performance Support Systems in Production and Operations Management – State of the Art and Future Development
Aguado Correa	Francisco	Excel Model for Aggregate Planning
Ahmed	Muhammad	Operations Management Education Utilizing eLearning Techniques
Aicha	Aguezoul	A Multiobjective Approach To Vendor Selection Taking Into Account Transportation
Alfalla-Luque	Rafaela	Stimulating Business Administration Student Interest in POM: A Survey
Al-Turki	Yousef	Multi-Kanban Model for Multi-Product Disassembly with Multiple Demands
Álvarez	Mª Jesús	Routing Optimization for many-to-many freight transportation problems using Ant Colonies Techniques
Amasaka	Kakuro	Applying New JIT -A Management Technology Strategy Model at Toyota
Amasaka	Kakuro	Proposal and Implementation of Human Intelligence-Production Operating System
Amato Neto	João	Supply Chain Design model for defense industry: the aeronautical industry case
Amato Neto	João	The Influence of Automakers in Industrial Organization of their Suppliers: The Case of the Brazilian Automotive Complex
Amposta	Karina	Small Mexican companies do need us.
Ana Clara	Pastor Tejedor	Diseno Del Cuadro De Mando Integral Para Un Hospital Publico Desarrollado En Base A Los Modelos De Excelencia
Angelis	Jannis	The Effects of Just-in-Time/Lean Production
Antunes Jr.	José Antonio	Use Of A Non-Zero-Sum Game As A Teaching Tool About Organizational Indicators: Optimum Local X Nash Equilibrium.

Search by Author

Last Name	First Name	Title
Antunes Júnior	José Antonio	A Finite Scheduling Approach for the Production Planning and Scheduling in Manufacturing Systems
Antunes Júnior	José Antonio	Critical Issues about the Theory Of Constraints Thinking Process – A Theoretical and Practical Approach
Antunes Júnior	José Antonio	The Material Strategic Positioning Matrix – The Automobile Dealership Case
Apolloni	Stefano	Advanced Techniques of Theory of Constraints and Activity Based Costing for Scheduling of High-Tech Production Lines
Apolloni	Stefano	Plant Utilities Optimisation Through Environmental Management System in an ISO 14000 Environment
Araujo	Jose Augusto	Barriers to Continuous Improvement of the Quality in Service Operations: A Brazilian Case Study
Arenas	Francisco	Computer based self-learning of Material Requirements Planning techniques
Arias Martín	Carlos	About POM Teaching and Research in Tourism Academic Degrees: An Analysis Of Andalousian Universities
Arias-Aranda	Daniel	Operations Strategy And Flexibility In Engineering Consulting Firms
Arias-Aranda	Daniel	Quality Management Implementation Across Different Scenarios of Competitive Structure: An Empirical Investigation
Armendáriz Silva	María Elena	Oportunidades tecnológicas de la Electrónica en Jalisco, México
Arredondo	Facundo	Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship
Assad	Luis Ricardo	Defining the Elements for the Success of Call Center Outsourcing
Augusto	Leonardo	Logistics performance comparison of Brazilian soda supply chain links
Avalos-Alvarez	Javier	Six Sigma and Design of Experiments: Strategies that Work in Mexican Maquiladora Firms
Azevedo	Márcia	Use of a non-zero-sum game as a teaching tool about organizational indicators: optimum local X Nash equilibrium.
Backhouse	Chris	PAVE the way to improving PD performance: Profit through Adding Value to Expertise
Bagchi	Prabir	Supply Chain Integration in Nordic Firms

Search by Author

Last Name	First Name	Title
Ballejos	Luciana	Challenges in Interorganizational Structures
Ballon	Robert	Modularisation and Its Limitations in the Automobile Industry
Banomyong	Ruth	Comparing lean and agile logistics strategies: a case study
Barcos	Lucía	Routing Optimization for many-to-many freight transportation problems using Ant Colonies Techniques
Barlow	Gerald	Employees: Asset or Liability?
Barlow	Gerald	No More Queues-A Prescription to Cure UK NHS Outpatient Clinic Queueing Problems?
Bas	Ortiz	A Computer Tool For Supporting Global Capacity Planning. Application In A Baby Shoes Company
Baskin	Nancy	Operations Management Education Utilizing eLearning Techniques
Bellgran	Monica	Production System Design And Evaluation For Increased System Robustness
Benavides	Elsa	Six Sigma and Design of Experiments: Strategies that Work in Mexican Maquiladora Firms
Benli	Omer	A General Hypothesis In Consensus Team Decision Making Involving Allocation of Resources Using A Decision Matrix
Bennett	David	Operations Management as a Vehicle for Developing Production Competence in Emerging Economies
Berrone	Pascual	A Stakeholder Approach Of Reverse Logistics
Bessant	John	The End Is (Not Quite) Nigh! The Impact Of Mass Customization On Manufacturing Trade-Offs
Bhaskar	Tarun	A Time Efficient Non-recursive Heuristic (RETIREXT) for Resource Constrained Project Scheduling Problems
Bick	Markus	Electronic Performance Support Systems in Production and Operations Management – State of the Art and Future Development
Billinger	Stephan	Managing Flexibility Strategically: A Case-Study On Repositioning
Birjandi	Rosa	Optimal Consolidation of Single Echelon Inventories

Search by Author

Last Name	First Name	Title
Bjorklund	Stefan	Simulation Software for Real Time Forecasting as an Operational Support Activity
Borges	Lilian	Economic/Financial Justification of AMT: a model of rationale using a Resource Based View
Borges	Luis	Continuous Improvement Comparison between Danish and Mexican companies
Borges	Luis	Small Mexican Companies Do Need Us.
Borges	Luis A	How different is Sweden from Mexico? A Continuous Improvement Survey Comparison
Bouzdine-Chameeva	Tatiana	A Review of The Casual Mapping Practice and Research Literature
Boylan	John	Inventory Management for Spare Parts
Boza García	Andrés	Data Warehouse Para La Gestión Por Procesos En El Sistema Productivo
Brito	António	The Information in Maintenance Management in a Pharmaceutical Factory
Brown	Steve	The End Is (Not Quite) Nigh! The Impact Of Mass Customization On Manufacturing Trade-Offs
Buneno Hernandez	Yolanda	La Evaluación De La Calidad De La Gestión Empresarial: Propuesta De Un Sistema De Calificadores
Burgess	Thomas	Business Modelling in Support of Innovative Process Development in the Speciality Chemical Industry
Burgess	Thomas	Diffusing Digital Ink Jet Printing as a Production Innovation in the Printed Textiles Industry
Burkinshaw	S	Diffusing Digital Ink Jet Printing as a Production Innovation in the Printed Textiles Industry
Burns	Neil	PAVE the way to improving PD performance: Profit through Adding Value to Expertise
Busi	Marco	Monitoring Extended Enterprise Operations Using KPIs and a Performance Dashboard
Butler	Larry	Operations Management Education Utilizing eLearning Techniques
Cabanelas Omil	José	La Evaluación De La Calidad De La Gestión Empresarial: Propuesta De Un Sistema De Calificadores

Search by Author

Last Name	First Name	Title
Cakanyildirim	Metin	Resource Downgrading
Caldera-Noriega	Juan	Supplier-purchaser relationships: reducing purchaser uncertainty in the global trading environment?
Caliusco	María	Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship
Campos Filho	Luiz Alberto	Supply Chain Design Model For Defense Industry: The Aeronautical Industry Case
Cantu	Humberto	A Systemic Approach to Process Improvement as a Way to Accelerate TOM Systems Maturity
Capó	Josep	Introducing Total Quality Systems in Construction. A case study
Capó	Josep	Lean Production in the Construction Supply Chain
Capó	Josep	Operations Management And Knowledge Management In Construction Projects
Cardenez	Miguel	Technology Acquisition and Innovation: An Integrative Approach for Organizational Success
Carrier	Serge	Implementing 3D Body Scanning In Retail Operations
Cassel	Ricardo	The Material Strategic Positioning Matrix – The Automobile Dealership Case
Ceballos Hernández	Cristina	About POM Teaching and Research in Tourism Academic Degrees: An Analysis Of Andalousian Universities
Centeno	Martha	Forming batches: Exhaustive vs. Partitioning Methods
Centeno	Martha	Integrating Neural Networks and Goal-Driven Simulation
Chaudhuri	Atanu	Critical Decisions in Platform based Product Development- a Mathematical modeling approach
Chávez Miranda	M. Esther	Yield Management Research Through the Analysis of Scientific Journals: Preliminary Results
Chen	Chien-Yu	A Scenario-Based Bayesian Forecasting Engine for a Stochastic Available-to Promise System
Chen	Zhixiang	Empirical Study On The Relationship Between Performance Of Supply Chain And Coordination Strategies

Search by Author

Last Name	First Name	Title
Chen	Zhixiang	Manufacturing Production Planning System Based on Agile Supply Chain Management
Chiotti	Omar	Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship
Choi	Hyun-cheol	Value of Upstream Information in a Two-Stage Supply Chain with Random Yields
Chong	Philip	A General Hypothesis In Consensus Team Decision Making Involving Allocation of Resources Using A Decision Matrix
Christiansen	Thomas	Continuous Improvement Comparison between Danish and Mexican companies
Christiansen	Thomas	What Grading Can Tell About A Course
Christofi	Petros	A Social Assessment Approach to Quality and Productivity Management
Clavijo	Maria	Integrating Neural Networks and Goal-Driven Simulation
Conceição	Samuel	Designing And Implementing A Supplier Evaluation Tool For A Contract Manufacturing Industry
Conceição	Samuel	Logistics Performance Comparison Of Brazilian Soda Supply Chain Links
Conti	Robert	The Effects of Just-in-Time/Lean Production
Contreras-Montoya	Miguel	Global Supply Chain Management Based on Collective Intelligence
Cooper	Cary	The Effects of Just-in-Time/Lean Production
Correa	Henrique	The Forrester Effect Reduction: One Size Fits All?
Cortés Sánchez	Elizabeth	Small Mexican Companies Do Need Us.
Costa	Reinaldo	Barriers to Continuous Improvement of the Quality in Service Operations: A Brazilian Case Study
Crespo Márquez	Adolfo	Supporting the Balanced Scorecard from the Manufacturing System
Crouch	Henry	Perceptions of Bank Services from the Personnel Point of View: Preliminary Findings

Search by Author

Last Name	First Name	Title
Csillag	Joao	Lean Production and Agile Manufacturing Concepts in Telecommunication Industry
Csillag	João	Postponement Strategies in Brazilian Supply Chain
Csillag	João	The Internet's Impact On Manufacturers: A Snap-Shot Of The Industrial Sector In The State Of Sao Paulo, Brazil
Csillag	João Mário	Performance Measurement Systems: Considerations Of An Agrifood Supply Chain In Brazil
Csillag	João Mário	Supply Chain Metrics:A Case Study In An Agrifood Chain In Brazil
Cuenca Gonzalez	LLanos	Data Warehouse Para La Gestión Por Procesos En El Sistema Productivo
Daily	Bonnie	Towards Theory Building In E-Commerce: Identification Of Pertinent Research Streams And A Call For Further Research
Daily	Bonnie	Using Simulation to Promote Efficient Traffic Flow at U.S/Mexico Border Ports of Entry: A Proposal for Further Analysis
Dalrymple	John	Performance Measurement for SME Growth - A Business Profile Benchmarking Approach
Dalrymple	John	Supplier-Purchaser Relationships: Reducing Purchaser Uncertainty In The Global Trading Environment?
Damiani	Wagner	Enterprise Performance Indicators: Quantity, Shape and Content
Damiani	Wagner	New Media, New Values– The Revolution and Perspectives in Brazilian Television's Market
D'Angelo	Flavio	The Influence of Automakers in Industrial Organization of their Suppliers: The Case of the Brazilian Automotive Complex
De Bruijn	Erik	The Spread of International Manufacturing: Evidence from Passenger Car Producers
De Groot	Gerard	Socially Responsible Restructuring of Operations to Achieve Sustainability: Lessons from India
De Haan	Job	Socially Responsible Restructuring of Operations to Achieve Sustainability: Lessons from India
De la Higuera	Jose María	Experiences from the Application of Business Process Management Techniques for Health Services
De Lascurain	Miguel	Mathematical Expression For The Newsvendor Profits

Search by Author

Last Name	First Name	Title
De Nieves Nieto	Carmen	A Competency-Based Human Resources Architecture For Logistic Enterprises
De Pablo Lopez	Isidro	La Evaluación de la Calidad de la Gestión Empresarial: Propuesta de un Sistema de Calificadores
De Tomi	Giorgio	ERP Systems In Mining Industry: Studying The Software Functionality And The Value Chain
Delgadillo Gutiérrez	Luis Antonio	Oportunidades tecnológicas de la Electrónica en Jalisco, México
Dernroth	Jörgen	A Transaction Cost Approach To Risk And Uncertainty - Subcontractor's Perspective
Dernroth	Jörgen	Trade Credits As Part Of Distribution – Decision Problems In Generic Market Situations
Devi	Shalini	Towards Theory Building In E-Commerce: Identification Of Pertinent Research Streams And A Call For Further Research
Dey	Prasanta	Analytic Hierarchy Process Helps Measure Performance Of Hospitals
Di Serio	Luiz	Supply Chain Design: The Make-Buy Decision Process In The Age Of Temporary Advantage.
Diaz	Eloisa	Configurations In Manufacturing Strategy: An Application To Spanish Industries
Díaz	Aleman	A Computer Tool For Supporting Global Capacity Planning. Application In A Baby Shoes Company
Dilts	David	CAS-SIM: Complex Adaptive Supply Network Simulator, A Scenario Analysis Tool For Analyzing Supply Networks
Diserio	Luiz	Automotive Cluster in Brazil
Disney	Steve	Information Sharing: An Analysis With Jury's Inners
Domínguez Torres	Alejandro	A Competency-Based Human Resources Architecture For Logistic Enterprises
Elizondo	Guadalupe	Improving Agility Through Postponement: An Application
Epaminondas	Luiz	Designing And Implementing A Supplier Evaluation Tool For A Contract Manufacturing Industry
Erdmann	Rolf	Propuesta de un Sistema de Planeamiento, Control de Producción y Costos para Pequeñas Empresas de Vestuario

Search by Author

Last Name	First Name	Title
Erdmann	Rolf	<u>Using Soft Systems Methodology to Analyze Quality of Life and Continuous Urban Development</u>
Erkens	Elmar	<u>The Introduction Of IT-Support Into Order Execution In Freight Forwarding And Its Process Consequences</u>
Espino-Rodríguez	Tomás	<u>Outsourcing Of The Manufacturing And Distribution Process From The Internal And Relational Capability View.</u>
Espino-Rodríguez	Tomás	<u>The Outsourcing of Core and Non-Core Service Operations and Its Impact on the Priorities of the Operations' Strategy</u>
Fandel	Günter	<u>The Performance of Universities in North Rhine-Westphalia - A DEA Comparison</u>
Faragher	Brian	<u>The Effects of Just-in-Time/Lean Production</u>
Faull	Norman	<u>The WHY Of Implementing Operations Strategy</u>
Faust	Marie-Ève	<u>Implementing 3D Body Scanning In Retail Operations</u>
Feng	Qianmei	<u>Integrated Design and Optimization Models for the Six Sigma Process</u>
Fernandez Juarez	Karewit	<u>Small Mexican companies do need us.</u>
Fernández-González	Arturo	<u>The Role of External Consultancy in Quality Management: Results from an Empirical Study in Spain and Portugal</u>
Ferrario	Luis	<u>A Framework to Assess ERP Implementation</u>
Ferro	Edna	<u>Manufacturing Strategy Linked To Product Life Cycle</u>
Field	Joy	<u>The Use of Recycled Materials in Manufacturing: Implications for Supply Chain Management and Operations Strategy</u>
Fonseca	Gabriel	<u>Small Mexican companies do need us.</u>
Framinan	Jose	<u>Experiences from the Application of Business Process Management Techniques for Health Services</u>
Framinan	Jose M.	<u>Selecting A Token-Based Control System Using Taguchi Methods</u>
Framinan	José Manuel	<u>Supporting the Balanced Scorecard from the Manufacturing System</u>

Search by Author

Last Name	First Name	Title
Francischini	Andresa	Balance Scorecard And Social Balance: A Case Study About A Brazilian Bank
Francischini	Paulino	Balance Scorecard And Social Balance: A Case Study About A Brazilian Bank
Frascatore	Mark	Long-Term And Penalty Contracts In A Two-Stage Supply Chain With Stochastic Demand
Friedli	Thomas	Managing flexibility strategically: a case-study on repositioning
Fuentes	Junio	The Hidden Face Of Outsourcing: Reflections On The Impact On Organizational Culture
Fuentes	María del Mar	Operations Strategy And Flexibility In Engineering Consulting Firms
Fuentes	María del Mar	Quality Management Implementation Across Different Scenarios of Competitive Structure: An Empirical Investigation
Fusco	Jose Paulo	Network Operations Strategy: a strategic view of business, value and supply networks
Galli	María	Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship
Gan	Xianghua	Coordination of a Supply Chain with Risk-Averse Agents
Garcia	Jose	Planificación de la Producción de la Cadena de Suministro en un Entorno de Personalización en Masa
Garcia	Jose	Supply Chain Production Planning In A Mass Customization Environment
Garcia-Arca	Jesus	Management Model For The Design, Development And Control Of Packaging In The Spanish Food Supply Chain
García-Muiña	Fernando	El Proceso Productivo Virtual: Una Aplicación al Sector Inmobiliario en España
Gargeya	Vidyaranya	Strategic Sourcing And Supplier Selection: The State Of Empirical Research
Gaspar	Daniel	The Information in Maintenance Management in a Pharmaceutical Factory
Gavirneni	Srinagesh	Value of Upstream Information in a Two-Stage Supply Chain with Random Yields
Ge	Yiling	Towards theory building in e-commerce: Identification of pertinent research streams and a call for further research

Search by Author

Last Name	First Name	Title
Gemmel	Paul	Efficiency benchmarking of branches of a large Belgian Bank using DEA
George	Rejie	Socially Responsible Restructuring of Operations to Achieve Sustainability: Lessons from India
Gigola	Cristina	Incorporation Of Effective Engineering Design, Environmental Performance And Logistics Planning For Products LCM
Gilbert	James	Construction Office Design with Symplified Layout Planning
Gill	Colin	The Effects of Just-in-Time/Lean Production
Gimanez Garcia	Victor M.	Cost efficiency and quality at the university. A department's evaluation model
Gobbo, Jr.	Jose	Network Operations Strategy: a strategic view of business, value and supply networks
Godfrey	Michael	Comparing the Accuracy of Neural Networks to An Algorithm for Determining Minimum Cost Purchase Lot Sizes
Godsell	Janet	Mass Customisation: A tool for aligning marketing and supply chain strategy?
Goldstein	Marcelo	Automotive Cluster in Brazil
Goldstein	Susan Meyer	A Review of The Casual Mapping Practice and Research Literature
Gomes	Clandia	The Hidden Face Of Outsourcing: Reflections On The Impact On Organizational Culture
Gonçalves	Cid	Impact of Satisfaction, Quality, Loyalty, Value and Expectations in Higher Education Institutions: An Empirical Study
Gonzalez	Dulce	A Diagnostic Analysis Tool for Supply Chain Improvement
Gonzalez	Juan	Deterministic Optimal Lot Sizing Decisions Using The Wagner-Whitin Model With Backorders: A Spreadsheet Version
Gonzalez	Maria	Towards theory building in e-commerce: Identification of pertinent research streams and a call for further research
González	Pedro L.	Selecting A Token-Based Control System Using Taguchi Methods

Search by Author

Last Name	First Name	Title
Gouvêa	Maria	Quality Management in Services Marketing - Levels of Acceptance of Financial Services in Mailing Agencies
Gouvea da Costa	Sergio	Economic/Financial Justification of AMT: a model of rationale using a Resource Based View
Govindarajulu	Nalini	Towards theory building in e-commerce: Identification of pertinent research streams and a call for further research
Govindarajulu	Nalini	Using Simulation to Promote Efficient Traffic Flow at U.S/Mexico Border Ports of Entry: A Proposal for Further Analysis
Graeml	Alexandre	The Beer Game, an implementation for use over the Web
Graeml	Alexandre	The Internet As a Tool to Help Balance Urbanization and Environmental Concerns
Graeml	Alexandre	The Internet's impact on manufacturers: a snap-shot of the industrial sector in the state of Sao Paulo, Brazil
Graeml	Alexandre	Urbanization Solutions of a Third World Country's Metropolis to Its Social/Environmental Challenges
Graeml	Felipe	Using Soft Systems Methodology to Analyze Quality of Life and Continuous Urban Development
Graeml	Karin	The Internet As a Tool to Help Balance Urbanization and Environmental Concerns
Graeml	Karin	Urbanization Solutions of a Third World Country's Metropolis to Its Social/Environmental Challenges
Graeml	Karin	Using Soft Systems Methodology to Analyze Quality of Life and Continuous Urban Development
Gruiter	Anton	Two Case Studies on the Implementation of Team-based Work Organisation at Manufacturers in South Africa
Guerra	Renata	Impact of Satisfaction, Quality, Loyalty, Value and Expectations in Higher Education Institutions: An Empirical Study
Gupta	Avaneesh	Approach to Characterize Manufacturing Flexibility
Gupta	Surendra	Crucial Issues in Closed-Loop Supply Chain Design
Gupta	Surendra	Multi-Kanban Model for Multi-Product Disassembly with Multiple Demands
Gupta	Surendra	Multi-Objective Optimization in Disassembly Sequencing Problems

Search by Author

Last Name	First Name	Title
Gupta	Sushil	<u>Economic Decision Making Using Fuzzy Numbers</u>
Hammer	Andreas	<u>Outcome Of The Early Adoption Of Management Practices On Performance Insights From High Performance Manufacturing Study</u>
Hariharan	Seetaraman	<u>Analytic hierarchy process helps measure performance of hospitals</u>
Haughton	Michael	<u>An Analysis Of The Assignment Of Delivery Routes To Vehical Drivers</u>
Hays	Julie	<u>A Review of The Casual Mapping Practice and Research Literature</u>
Hemilä	Jukka	<u>Business strategy development meets ICT strategy</u>
Hemsworth	David	<u>A structural analysis of the impact of purchasing integration on supplier development, purchasing and business performan</u>
Hill	Arthur	<u>A Review of The Casual Mapping Practice and Research Literature</u>
Hipkin	Ian	<u>Operations Management as a Vehicle for Developing Production Competence in Emerging Economies</u>
Hoffman	Joyce	<u>A Bank Staffing Plan: A Telling Situation</u>
Hoffman	Joyce	<u>Maintenance Work Order Backlog and the Six Sigma Process</u>
Hosoda	T	<u>Information sharing: an analysis with Jury's inners</u>
Hospitaler	Antonio	<u>Lean Production in the Construction Supply Chain</u>
Husillos	Javier	<u>A Stakeholder Approach Of Reverse Logistics</u>
Ishikura	Hiroki	<u>An Industrial Network Model for Regional-Independent Production</u>
Jarimo	Toni	<u>Innovation Incentives in Enterprise Networks: A Game Theoretic Approach</u>
Jesus	Pastor	<u>Diseno Del Cuadro De Mando Integral Para Un Hospital Publico Desarrollado En Base A Los Modelos De Excelencia</u>
Johnson	Dana	<u>Interdisciplinary Application of Operations Management: An Educational Center</u>

Search by Author

Last Name	First Name	Title
Juerging	Jan	Benefits of a critical chain – a System Dynamics based study
Juhantila	Olli-Pekka	Intercompany Engagement Processes Revisited
Juhász	Viktor	A New Approach for the Production Planning of Flexible Manufacturing Systems Based on the Concept of Operation Types
Kalliokoski	Petri	Creating New Business Opportunities through SME Material Technology Network Collaboration
Kapur	Kailash	Integrated Design and Optimization Models for the Six Sigma Process
Karasawa	Hideyasu	Methodology of project management of new-product development type:The Flexible PERT Chart and its application
Karasawa	Hideyasu	Push Pull Mixed Type of Optimal Compound Production Planning Method by Object Oriented Optimization Technology
Kemppainen	Katariina	Analysis of Production Capabilities in the Supply Chain Context
Keppke	Helmer	Lean Production and Agile Manufacturing Concepts in Telecommunication Industry
Kickuth	Michael	Managing flexibility strategically: a case-study on repositioning
Klippel	Altair	A Finite Scheduling Approach for the Production Planning and Scheduling in Manufacturing Systems
Klippel	Marcelo	A Finite Scheduling Approach for the Production Planning and Scheduling in Manufacturing Systems
Klippel	Marcelo	Critical Issues about the Theory Of Constraints Thinking Process – A Theoretical and Practical Approach
Klippel	Marcelo	Reverse Logistic and Remanufacturing in automotive industry: The GKN Brazil Case
Klippel	Marcelo	The Material Strategic Positioning Matrix – The Automobile Dealership Case
Knittig	Peter	Modularisation and Its Limitations in the Automobile Industry
Kobayashi	Minoru	Extended Job Shop Scheduling by Object-Oriented Optimization Technology
Kodama	Masanori	The optimum ordering policy for a dynamic inventory model with discrete demand

Search by Author

Last Name	First Name	Title
Koetz	André	A Finite Scheduling Approach for the Production Planning and Scheduling in Manufacturing Systems
Koetz	André	Critical Issues about the Theory Of Constraints Thinking Process – A Theoretical and Practical Approach
Koetz	André	Reverse Logistic and Remanufacturing in automotive industry: The GKN Brazil Case
Koltai	Tamás	A New Approach for the Production Planning of Flexible Manufacturing Systems Based on the Concept of Operation Types
Kopfer	Herbert	The introduction of IT-support into order execution in freight forwarding and its process consequences
Krishnamoorthy	Meenakshi	Technology Acquisition and Innovation: An Integrative Approach for Organizational Success
Kruglianskas	Isak	The hidden face of outsourcing: reflections on the impact on organizational culture
Kubokawa	Shizue	Crafting Strategy Through a Purpose-Oriented Approach
Kumar	Rachna	Technology Acquisition and Innovation: An Integrative Approach for Organizational Success
Kurosu	Seiji	Crafting Strategy Through a Purpose-Oriented Approach
Lacerda	Daniel	Critical Issues about the Theory Of Constraints Thinking Process – A Theoretical and Practical Approach
Lando	Marcello	Advanced Techniques of Theory of Constraints and Activity Based Costing for Scheduling of High-Tech Production Lines
Lando	Marcello	Plant Utilities Optimisation Through Environmental Management System in an ISO 14000 Environment
Lario	Francisco	Gestión de la Cadena de Suministro Colaborativa. Un Modelo Decisional de Ingeniería e Integración Inter-Empresarial.
Lario	Francisco	Lean Production in the Construction Supply Chain
Laurindo	Fernando	ERP Systems In Mining Industry: Studying The Software Functionality And The Value Chain
Le	Hoc	INTERNATIONALIZATION: The Experience of an Italian candy producer and its production plant in Viet Nam
Lee	Shih-Ming	Economic Decision Making Using Fuzzy Numbers

Search by Author

Last Name	First Name	Title
Leis	Rodrigo	The Material Strategic Positioning Matrix – The Automobile Dealership Case
Liao	Jianwen	Antecedents of Supply Chain Configuration: Toward a Contingency Theory
Lin	Kuo-Lung	Economic Decision Making Using Fuzzy Numbers
Llorens	Javier	Operations Strategy And Flexibility In Engineering Consulting Firms
Llorens	Javier	Quality Management Implementation Across Different Scenarios of Competitive Structure: An Empirical Investigation
Lloyd	Tomas	Simulation Software for Real Time Forecasting as an Operational Support Activity
Lodzinski	Thomas	Electronic Performance Support Systems in Production and Operations Management – State of the Art and Future Development
Lopez	Erika	Comparison of a hybrid manufacturing system with conventional cellular manufacturing and job shop
Lourenção	Paulo	Supply Chain Design model for defense industry: the aeronautical industry case
Loyd	David	Towards theory building in e-commerce: Identification of pertinent research streams and a call for further research
Lucht	Richard	An innovative operational teaching model using business simulators in large scale applications: a Brazilian case-study
Macedo	Julio	A generic product development process for virtual manufacturing firms
Macedo	Julio	Strengths and weaknesses of foreign manufacturers subcontracted by virtual manufacturing firms
Machuca	José A	The Effect of the Use of Multimedia Applications on the Motivation of POM Students
Machuca	José A.	Computer based self-learning of Material Requirements Planning techniques
Madero	Pamela	A Diagnostic Analysis Tool for Supply Chain Improvement
Mahmoodi	Farzad	Long-Term And Penalty Contracts In A Two-Stage Supply Chain With Stochastic Demand
Maia	Marta	Distance Education Methodologies used by Brazilian Universities

Search by Author

Last Name	First Name	Title
Maier	Frank	Outcome Of The Early Adoption Of Management Practices On Performance Insights From High Performance Manufacturing Study
Marques	Ronaldo	The Beer Game, an implementation for use over the Web
Marques Junior	Sergio	A Theoretic Approach For a Green Supply Chain
Martin	Marialuz	Configurations In Manufacturing Strategy: An Application To Spanish Industries
Martínez Costa	Micaela	Comparison of TQM and ISO 9000 Effects in Company Performance: An Empirical Study in Spanish Companies
Martínez Lorente	Angel	Comparison of TQM and ISO 9000 Effects in Company Performance: An Empirical Study in Spanish Companies
Martinez Parra	Jose Luis	Cost efficiency and quality at the university. A department's evaluation model
McGovern	Seamus	Multi-Objective Optimization in Disassembly Sequencing Problems
Meade	Laura	Sustainable Production Systems Evaluation Using the Analytic Hierarchy Process
Medina-López	Carmen	Stimulating Business Administration Student Interest in POM: A Survey
Medina-López	Carmen	The Effect of the Use of Multimedia Applications on the Motivation of POM Students
Meirelles	Fernando	Distance Education Methodologies used by Brazilian Universities
Meixell	Mary	A Scenario-Based Bayesian Forecasting Engine for a Stochastic Available-to-Promise System
Melero	Manuel	Experiences from the Application of Business Process Management Techniques for Health Services
Mishina	Tsutomu	Crafting Strategy Through a Purpose-Oriented Approach
Mo	Clovis	Flexibility in e-learning
Mohan	Ramneesh	Third Party Logistics Practices: An India Perspective
Molina	Luis	Operations Strategy And Flexibility In Engineering Consulting Firms

Search by Author

Last Name	First Name	Title
Molina	Luis	Quality Management Implementation Across Different Scenarios of Competitive Structure: An Empirical Investigation
Montagna	Jorge	A Framework to Assess ERP Implementation
Montagna	Jorge	Challenges in Interorganizational Structures
Monteiro Neto	Carlos	An innovative operational teaching model using business simulators in large scale applications: a Brazilian case-study
Moreno	María Carmen	La Localizacion Industrial. Una Aproximacion Multicriterio
Morita	Michiya	Communication Systems As Drivers of Excellent Manufacturing
Morton	Sue	PAVE the way to improving PD performance: Profit through Adding Value to Expertise
Moura	Alexandre	Impact of Satisfaction, Quality, Loyalty, Value and Expectations in Higher Education Institutions: An Empirical Study
Mula	Josefa	Planificación de la Producción de la Cadena de Suministro en un Entorno de Personalización en Masa
Mula	Josefa	Supply Chain Production Planning In A Mass Customization Environment
Muramatsu	Kenji	Extended Job Shop Scheduling by Object-Oriented Optimization Technology
Muramatsu	Kenji	Push Pull Mixed Type of Optimal Compound Production Planning Method by Object Oriented Optimization Technology
Naim	Mohamed	Closed-Loop Supply Chain Inhibitors: The Case of Automotive Remanufacturing
Navarro	Luis	Diseno Del Cuadro De Mando Integral Para Un Hospital Publico Desarrollado En Base A Los Modelos De Excelencia
Nelson	Paul	Interdisciplinary Application of Operations Management: An Educational Center
Neureuther	Brian	Aggregate Planning in Make-to-Order Environments
Nguyen	Nguyen	Value of Higher Educational Service: Different Viewpoints and Managerial Implications
Nooriafshar	Mehryar	Technology and Innovation in Teaching and Learning Production and Operations Management

Search by Author

Last Name	First Name	Title
Nunes	Breno	A Theoretic Approach For a Green Supply Chain
Odake	Nobutaka	Strategic Outsourcing Among Die And Mold Industry
O'Kane	James	A Knowledge-Based Simulation Approach To Modelling The Human Scheduler In A FMS
O'Kane	James	ERP Implementations And Cultural Influences : A Case Study
Ormsby	Joseph	A Bank Staffing Plan: A Telling Situation
Ormsby	Joseph	Maintenance Work Order Backlog and the Six Sigma Process
Ortiz	Angel	Gestión de la Cadena de Suministro Colaborativa. Un Modelo Decisional de Ingeniería e Integración Inter-Empresarial.
Ortiz	Angel	Introducing Total Quality Systems in Construction. A case study
Ortiz Bas	Angel	Data Warehouse Para La Gestión Por Procesos En El Sistema Productivo
Ozelkan	Ertunga	Resource Downgrading
Padilla Garrido	Nuria	Excel Model for Aggregate Planning
Padrón-Robaina	Víctor	The Outsourcing of Core and Non-Core Service Operations and Its Impact on the Priorities of the Operations' Strategy
Pal	Manabendra	A Time Efficient Non-recursive Heuristic (RETIREXT) for Resource Constrained Project Scheduling Problems
Pal	Ranjan	A Time Efficient Non-recursive Heuristic (RETIREXT) for Resource Constrained Project Scheduling Problems
Palmer	Peter	A Customer-Orientated Profitability Model for an Australian Timber Company
Pampanelli	Andrea	Reverse Logistic and Remanufacturing in automotive industry: The GKN Brazil Case
Pandza	Krsto	Dynamic Capabilities in a Transition Economy: a Case from Slovenia
Pantaleão	Luiz	Use Of A Non-Zero-Sum Game As A Teaching Tool About Organizational Indicators: Optimum Local X Nash Equilibrium.

Search by Author

Last Name	First Name	Title
Parra	Carlos	Experiences from the Application of Business Process Management Techniques for Health Services
Pathak	Surya	CAS-SIM: Complex Adaptive Supply Network Simulator, A Scenario Analysis Tool For Analyzing Supply Networks
Pawlowski	Jan	Electronic Performance Support Systems in Production and Operations Management – State of the Art and Future Development
Pedersen	Esben	Safeguarding CSR in Global Supply Chains
Peel	Adrian	Development of a Performance Measurement Tool with Moving Targets: An Application to Projects
Peel	Adrian	Innovation Stickiness: Investigating a Complex Supply Network
Pelechano-Barahona	Eva	El Proceso Productivo Virtual: Una Aplicación al Sector Inmobiliario en España
Pereira	Mauro	Automotive Cluster in Brazil
Pereira	Susana	Performance Measurement Systems: Considerations Of An Agrifood Supply Chain In Brazil
Pereira	Susana	Supply Chain Metrics:A Case Study In An Agrifood Chain In Brazil
Perttula	Matti	Implications On Cultural And Formal Processes Of The Front-End Of New Product Development
Pierre	Ladet	A Multiobjective Approach To Vendor Selection Taking Into Account Transportation
Pinar	Musa	Perceptions of Bank Services from the Personnel Point of View: Preliminary Findings
Pinheiro de Lima	Edson	Economic/Financial Justification of AMT: a model of rationale using a Resource Based View
Pochampally	Kishore	Crucial Issues in Closed-Loop Supply Chain Design
Polajnar	Andrej	Dynamic Capabilities in a Transition Economy: a Case from Slovenia
Poler	Raul	Gestión de la Cadena de Suministro Colaborativa. Un Modelo Decisional de Ingeniería e Integración Inter-Empresarial.
Poler	Raul	Planificación de la Producción de la Cadena de Suministro en un Entorno de Personalización en Masa

Search by Author

Last Name	First Name	Title
Poler	Raul	Supply Chain Production Planning In A Mass Customization Environment
Poler	Raúl	Operations Management And Knowledge Management In Construction Projects
Prado Prado	José-Carlos	The Role of External Consultancy in Quality Management: Results from an Empirical Study in Spain and Portugal
Prado-Prado	J. Carlos	Management Model For The Design, Development And Control Of Packaging In The Spanish Food Supply Chain
Presley	Adrien	Sustainable Production Systems Evaluation Using the Analytic Hierarchy Process
Putkiranta	Antero	Analysis of Production Capabilities in the Supply Chain Context
Quintão	Ronan	Logistics performance comparison of Brazilian soda supply chain links
Raby	Simon	Employees: Asset or Liability?
Ramis-Pujol	Juan	Learning dynamics during process innovation: A longitudinal case study
Ramos	Rubens	A Theoretic Approach For a Green Supply Chain
Rapp	Birger	Modelling Customisation in Production-Inventory Systems
Ravelo	Teodoro	La Localizacion Industrial. Una Aproximacion Multicriterio
Readman	Jeff	The end is (not quite) nigh! The impact of mass customization on manufacturing trade-offs
Renno	Rafael	Designing and implementing a supplier evaluation tool for a contract manufacturing industry
Robusté	Francesc	Routing Optimization for many-to-many freight transportation problems using Ant Colonies Techniques
Rocha	Luis	Global Supply Chain Management Based on Collective Intelligence
Rodrigues Filho	Lino	Quality Management in Services Marketing - Levels of Acceptance of Financial Services in Mailing Agencies
Rodriguez	Victoria	Routing Optimization for many-to-many freight transportation problems using Ant Colonies Techniques

Search by Author

Last Name	First Name	Title
Rodriguez Romero	Dayra	Small Mexican companies do need us.
Rodríguez-Díaz	Manuel	Outsourcing of the manufacturing and distribution process from the internal and relational capability view.
Roeber	Marco	ERP implementations and cultural influences : a case study
Rogers	Jerry	Perceptions of Bank Services from the Personnel Point of View: Preliminary Findings
Romero	Omar	Technology and Innovation in Teaching and Learning Production and Operations Management
Romero-Hernandez	Omar	Incorporation Of Effective Engineering Design, Environmental Performance And Logistics Planning For Products LCM
Romero-Hernandez	Omar	Product And Process Design Of The Pet Plastic Supply Chain Sustainability Analysis
Romero-Hernandez	Sergio	Incorporation Of Effective Engineering Design, Environmental Performance And Logistics Planning For Products LCM
Rotondaro	Roberto	Customer Service Logistics: Analyzing and Taking Actions on Risks Contingent to the Process.
Rotondaro	Roberto	Defining the Elements for the Success of Call Center Outsourcing
Ruiz del Castillo	José	Computer based self-learning of Material Requirements Planning techniques
Ruiz Jiménez	Antonio	About POM Teaching and Research in Tourism Academic Degrees: An Analysis of Andalusian Universities
Ruiz Jiménez	Antonio	Yield Management Research Through the Analysis of Scientific Journals: Preliminary Results
Ruiz-del-Castillo	JoséCarlos	The Effect of the Use of Multimedia Applications on the Motivation of POM Students
Ruiz-Usano	Rafael	Experiences from the Application of Business Process Management Techniques for Health Services
Ruiz-Usano	Rafael	Selecting A Token-Based Control System Using Taguchi Methods
Ruiz-Usano	Rafael	Supporting the Balanced Scorecard from the Manufacturing System
Saab	Joseph	The Forrester effect reduction: one size fits all?

Search by Author

Last Name	First Name	Title
Sachs	Paulo	ERP Systems In Mining Industry: Studying The Software Functionality And The Value Chain
Safsten	Kristina	Production System Design And Evaluation For Increased System Robustness
Saghir	Mazen	The Concept Of Packaging Logistics
Sahay	Bidya	Third Party Logistics Practices: An India Perspective
Sakaguchi	Michinori	The Optimum Ordering Policy For A Dynamic Inventory Model With Discrete Demand
Sakai	Hirohisa	Proposal and Implementation of Human Intelligence-Production Operating System
Sakuramoto	Carlos	Automotive Cluster in Brazil
Salkari	Iiro	Managing Process Innovations In A Company Network.
Sampaio	Mauro	Postponement Strategies in Brazilian Supply Chain
Sampaio	Mauro	Supply Chain Design: The Make-Buy Decision Process In The Age Of Temporary Advantage.
Sanchez-Rodriguez	Cristobal	A Structural Analysis Of The Impact Of Purchasing Integration On Supplier Development, Purchasing And Business Performance
Santos	Claudinei	An Innovative Operational Teaching Model Using Business Simulators In Large Scale Applications: A Brazilian Case-Study
Santos Urda	Begona	La Evaluación de la Calidad de la Gestión Empresarial: Propuesta de un Sistema de Calificadores
Savén	Ruth	Manufacturing Strategy Linked To Product Life Cycle
Savino	Matteo	Advanced Techniques of Theory of Constraints and Activity Based Costing for Scheduling of High-Tech Production Lines
Savino	Matteo	Plant Utilities Optimisation Through Environmental Management System in an ISO 14000 Environment
Scavarda	Annibal José	A Review of The Casual Mapping Practice and Research Literature
Schikora	Paul	Comparing the Accuracy of Neural Networks to An Algorithm for Determining Minimum Cost Purchase Lot Sizes

Search by Author

Last Name	First Name	Title
Seitz	Margarete	Business Models and Closed-Loop Supply Chains: An Analysis of the Automotive Industry
Seitz	Margarete	Closed-Loop Supply Chain Inhibitors: The Case of Automotive Remanufacturing
Selen	Willem	A Customer-Orientated Profitability Model for an Australian Timber Company
Selen	Willem	Optimized Resource Planning In Newspaper Subscription Sales
Serizawa	Takuya	Push Pull Mixed Type of Optimal Compound Production Planning Method by Object Oriented Optimization Technology
Sethi	Suresh	Coordination of a Supply Chain with Risk-Averse Agents
Shaw	Nicky	Business Modelling in Support of Innovative Process Development in the Speciality Chemical Industry
Shaw	Nicky	Development of a Performance Measurement Tool with Moving Targets: An Application to Projects
Shaw	Nicky	Innovation Stickiness: Investigating a Complex Supply Network
Sheremetov	Leonid	Global Supply Chain Management Based on Collective Intelligence
Sheremetov	Leonid	Ontology-Driven Approach to Constraint-Based VSN Configuration
Shigeji	Miyazaki	Value of Higher Educational Service: Different Viewpoints and Managerial Implications
Shigo	Nadja	The introduction of IT-support into order execution in freight forwarding and its process consequences
Shimizu	Shinji	Modularisation and Its Limitations in the Automobile Industry
Shraim	Mustafa	An ISO 9000:2000 Quality Management System Implementation Model
Siek	Katja	The Introduction Of IT-Support Into Order Execution In Freight Forwarding And Its Process Consequences
Simmons	Donald	An Examination of Server Flexibility and Non-linear Delay Costs
Simons	Magnus	Managing Process Innovations In A Company Network.

Search by Author

Last Name	First Name	Title
Singh	Kashi	<u>Critical Decisions in Platform based Product Development- a Mathematical modeling approach</u>
Sisaye	Seleshi	<u>A Social Assessment Approach to Quality and Productivity Management</u>
Skjoett-Larsen	Tage	<u>Supply Chain Integration in Nordic Firms</u>
Smirnov	Alexander	<u>Ontology-Driven Approach to Constraint-Based VSN Configuration</u>
Smyrnios	Kosmas	<u>Supplier-Purchaser Relationships: Reducing Purchaser Uncertainty In The Global Trading Environment?</u>
Soriano-Pinar	Isabel	<u>El Proceso Productivo Virtual: Una Aplicación al Sector Inmobiliario en España</u>
Squire	Brian	<u>The End Is (Not Quite) Nigh! The Impact Of Mass Customization On Manufacturing Trade-Offs</u>
Srivastava	Pallavi	<u>Performance Enhancement Through Continuous Improvement</u>
Srivastava	Samir	<u>A Hierarchical Model for Profit-driven Reverse Logistics Network Design</u>
Srivastava	Samir	<u>Performance Enhancement Through Continuous Improvement</u>
Sroufe	Robert	<u>The Use of Recycled Materials in Manufacturing: Implications for Supply Chain Management and Operations Strategy</u>
Stecke	Kathryn	<u>A New Approach for the Production Planning of Flexible Manufacturing Systems Based on the Concept of Operation Types</u>
Steenhuis	Harm-Jan	<u>The Spread of International Manufacturing: Evidence from Passenger Car Producers</u>
Stonebraker	Peter	<u>Antecedents of Supply Chain Configuration: Toward a Contingency Theory</u>
Stratton	Roy	<u>Achieving Both Fast Response And Low Cost Via Global Supply</u>
Strumiello	Luis Daniel	<u>Propuesta de un Sistema de Planeamiento, Control de Producción y Costos para Pequeñas Empresas de Vestuario</u>
Su	Jin	<u>Strategic Sourcing And Supplier Selection: The State Of Empirical Research</u>
Sundaram	Ramakrishnan	<u>Forming batches: Exhaustive vs. Partitioning Methods</u>

Search by Author

Last Name	First Name	Title
Supatn	Nucharee	<u>Comparing Lean And Agile Logistics Strategies: A Case Study</u>
Syntetos	Aris	<u>Inventory Management for Spare Parts</u>
Tamayo	Ignacio	<u>Operations Strategy And Flexibility In Engineering Consulting Firms</u>
Tamayo	Ignacio	<u>Quality Management Implementation Across Different Scenarios of Competitive Structure: An Empirical Investigation</u>
Thun	Jörn-Henrik	<u>Potential of Technology-integrated Mobile Maintenance for Total Productive Maintenance</u>
Tipton	Darrell	<u>Development of Systems and Process Models -- Private Solid Waste Disposal Application</u>
Toledo	Geraldo	<u>Quality Management in Services Marketing - Levels of Acceptance of Financial Services in Mailing Agencies</u>
Tomita	Junichi	<u>Customer system orientation on the new product development process</u>
Tonkay	Gregory	<u>Operations Management Education Utilizing eLearning Techniques</u>
Tormo	Guillermina	<u>Introducing Total Quality Systems in Construction. A case study</u>
Tormo	Guillermina	<u>Operations Management And Knowledge Management In Construction Projects</u>
Tseng	Mitchell	<u>Approach to Characterize Manufacturing Flexibility</u>
Tsukuda	Junsei	<u>Valuation Problems in Formation and Operation of Soft Alliance</u>
Tullous	Raydel	<u>Deterministic Optimal Lot Sizing Decisions Using The Wagner-Whitin Model With Backorders: A Spreadsheet Version</u>
Udomsawat	Gun	<u>Multi-Kanban Model for Multi-Product Disassembly with Multiple Demands</u>
Valero	Alarcón	<u>A computer tool for supporting global capacity planning. Application in a baby shoes company</u>
Valjakka	Tiina	<u>Creating New Business Opportunities through SME Material Technology Network Collaboration</u>
Valles-Rosales	Delia	<u>Using Simulation to Promote Efficient Traffic Flow at U.S/Mexico Border Ports of Entry: A Proposal for Further Analysis</u>

Search by Author

Last Name	First Name	Title
Várlaki	Peter	A New Approach for the Production Planning of Flexible Manufacturing Systems Based on the Concept of Operation Types
Vasconcellos	Marcos	Network Operations Strategy: a strategic view of business, value and supply networks
Vepsäläinen	Ari P.J.	Analysis of Production Capabilities in the Supply Chain Context
Verma	Sanjay	An Optimal Breadth-First Algorithm for Preemptive Resource Constrained Project Scheduling Problem
Vicéns Salort	Eduardo	Data warehouse para la gestión por procesos en el sistema productivo
Vieira	Elenir	The Hidden Face Of Outsourcing: Reflections On The Impact On Organizational Culture
Vijayan	Arun	Diffusing Digital Ink Jet Printing as a Production Innovation in the Printed Textiles Industry
Villarreal	Bernardo	A Diagnostic Analysis Tool for Supply Chain Improvement
Villarreal	Bernardo	Improving Agility Through Postponement: An Application
Villarreal	Pablo	Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship
Virolainen	Veli-Matti	Intercompany Engagement Processes Revisited
Von Mikulicz-Radecki	Johannes	The Psychology As Agent Between Operations Strategy And Human Resource Management
Wang	Zhiping	Modelling Customisation in Production-Inventory Systems
Warburton	Roger	Achieving both fast response and low cost via global supply
Wells	Peter	Business Models and Closed-Loop Supply Chains: An Analysis of the Automotive Industry
Wells	Peter	Closed-Loop Supply Chain Inhibitors: The Case of Automotive Remanufacturing
Wigal	Cecelia	Development of Systems and Process Models -- Private Solid Waste Disposal Application
Winroth	Mats	How different is Sweden from Mexico? A Continuous Improvement Survey Comparison

Search by Author

Last Name	First Name	Title
Winroth	Mats	<u>Outsourcing Vs. Collaboration In Manufacturing Networks – From A Manufacturing Strategy Perspective</u>
Yamani	Naresh	<u>Simulation Software for Real Time Forecasting as an Operational Support Activity</u>
Yan	Houmin	<u>Coordination of a Supply Chain with Risk-Averse Agents</u>
Yoshinari	Yanagawa	<u>Value of Higher Educational Service: Different Viewpoints and Managerial Implications</u>
Yuksel	Hilmi	<u>An Empirical Evaluation Of Problems In Performance Measurement Systems Of Big Sized Firms In Turkey</u>
Zanel	César	<u>Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship</u>
Zaninotto	Enrico	<u>INTERNATIONALIZATION: The Experience Of An Italian Candy Producer And Its Production Plant In Viet Nam</u>
Zimmers, Jr.	Emory	<u>Operations Management Education Utilizing eLearning Techniques</u>
Zolfaghari	Saeed	<u>Comparison Of A Hybrid Manufacturing System With Conventional Cellular Manufacturing And Job Shop</u>
Zucchini	Diego	<u>Decentralized Management Model Of A Partner-To-Partner Collaborative Relationship</u>