



## Chairman's Address

It is time to say goodbye. This newsletter address is the last one I will sign as chairman of EurOMA. In the November Newsletter you will find a new Chairman addressing you from these pages as a result of the elections to the EurOMA Board and its Presidency that will take place in June.

I have been a member of the Board since the creation of EurOMA. At the time the Board was not so formal, and whoever had a strong interest in transforming the original OmaUK into a European association was welcomed to join. With the invaluable support of our Executive Secretary, Audrey O'Connor, in the last three years the Board expanded membership in different EU countries, perform a thorough review of some processes which were adequate for a new association but needed more formalization within a bigger EurOMA. We have a new governance document, new statutes, a formal election process, clearer financial procedures, etc. We also started a stronger cooperation with POMS, including joint membership. We recently launched a Service Operations Forum which will have its first joint conference with POMS in London this coming July.

I have enjoyed sharing the Board tasks with all the OM colleagues that has come and gone during all these years. Two of them also finish their Board term and, according to the new governance rules, cannot be re-elected: José A. Dominguez Machuca, the soul behind the development of the Thenexom network and the chairman of the first ever POM World conference in Sevilla in 2000, which had a continuation in Cancun in 2004 and will have its third occurrence in Japan next year; and Harry Boer, also present in the launching of the association, who has chaired the Meetings and Education committee and has been the invisible force in the annual conference organization, the doctoral symposium and so many other educational activities. I am sure we all have good memories of the annual EurOMA conferences we attended as unique opportunities to meet colleagues from Europe and beyond, to learn what research they are doing, to discover new teaching tools, and discuss the future of our academic field. Thanks to both on behalf of the EurOMA members.

I am sure that the new president and the new Board members who will be elected in June will be able to continue developing EurOMA as the leading association for Operations Management in Europe.

Thanks again to all the Board members who have made my tasks so easy in the past three years.

I look forward to seeing you all in the annual conference in Ankara in a few weeks!!

**Jaume Ribera** (JRibera@iese.edu)

## **From your Editor**

Dear EurOMA members,

I look forward to seeing you all at the Ankara Conference!!

Please, keep your contributions coming in for both the Website and this Newsletter!

**Audrey O'Connor** (audrey@eiasm.be)

## **Note on this year's Annual Conference in Ankara:**

On Tuesday, May 22, a blast caused by a bomb tore through an Ankara shopping district, resulting in 6 dead and about 100 wounded. We are deeply saddened by this terrible news. Terrorism, the enemy of peace all over the world, has reared its ugly head in Ankara for the first time.

No one knows when and where terror will strike. However, it is extremely unlikely that terrorists will select a university or a hotel as a target. EurOMA organizers will try to reduce the likelihood further by keeping a low profile and not advertise the conference in the media so as not to attract unwanted attention.

Turkish parliamentary elections have been scheduled for July 22, which means EurOMA 2007 will take place during an election campaign. Turkish election campaigns have been non-violent in the past. While we expect vigorous campaigning, there is no reason to expect violence in this campaign. There have been several pro-secularism public rallies already, attracting hundreds of thousands--all peaceful.

We are aware that risk assessment is a personal issue and every individual makes decisions based on risk assessment. We do not think risks in Turkey are any higher at this time than risks in most other countries in the world. This bombing is condemned by all Turks as well as our friends in the rest of the world. As painful as this is, life must go on. We trust that this will be one of the most successful EurOMA conferences ever.

Erhan Erkut, Conference Chair, EurOMA 2007

Jaume Ribera, President, EurOMA

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Erhan Erkut, Ph.D.  
Dean, Faculty of Business Administration  
Bilkent University, Ankara, Turkey

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

Ankara, Turkey

17 – 20 June, 2007

<http://www.euroma2007.org/>

*“Managing Operations in an Expanding Europe”*

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**6th Doctoral Seminar**

15 – 16 June, 2007

<http://www.euroma2007.org/dseminars.htm>

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**2008: 15th International Annual EurOMA Conference**

Groningen, The Netherlands

15 – 18 June, 2008

*“Tradition and Innovation in Operations Management: Connecting Past and Future”*

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## 2008: Third World OM Conference: OM Tokyo 2008



Co-organized by: **JSPM** (Japanese Society of Production Management),  
**EurOMA** (European Operations Management Association)  
 and **POMS** (Production and Operations Management Society)

Theme: Manufacturing Fundamentals: Necessity and sufficiency.  
 Venue: Gakushuin University, Tokyo (Japan).

Date: 5<sup>th</sup> – 8<sup>th</sup> August, 2008

Details of OM Tokyo 2008 will be available on the organizing associations' websites: [www.e-jspm.com](http://www.e-jspm.com), [www.euroma-online.org](http://www.euroma-online.org), [www.poms.org](http://www.poms.org)  
 and in their respective Newsletters

In 2000 EurOMA, POMS and JSPM agreed to join their efforts in the OM field by co-organizing a World OM Conference every four years, alternatively held in Europe, America and Asia. Previous conferences (POM Sevilla 2000, Spain and OM Cancun 2004, Mexico) were very successful events. We strongly encourage OM scholars and professionals to attend the Third World Conference in Asia: OM Tokyo 2008.

### **The Conference Chairs:**

Michiya Morita (JSPM), José A. D. Machuca (EurOMA) & Barbara Flynn (POMS).

## **CALL FOR PAPERS**

### **International Journal of Operations & Production Management**

Special Issue On

#### **PRODUCT-SERVICE MODES OF WORKING: OPERATIONS MANAGEMENT IMPLICATIONS**

For years those in the operations management community have debated the boundaries between manufacturing and service, recognizing that these boundaries are becoming increasingly blurred. In business this blurring is becoming more pronounced, especially with the emergence of new forms of contracting, often enabled by developments in information technology. Providing additional services to accompany the sale of products is increasingly central to the strategies of many manufacturing companies. Here we can see trends to offer a complete product and a one-off service (as in design and build in construction), and the trend to design/develop/make and operate a product, facility or service through-life (as in 'power by the hour', now renamed 'total care solutions' in aerospace, where engines are leased rather than sold. A similar trend is apparent in the construction and engineering sectors. In construction, procurement models such as Private Finance Initiative (PFI) reduced the traditional divide between the role of the construction company and facilities management. The rationale is said to include, inter alia, customer relationships, steadier income flows, product differentiation and response to changing customer demands. Indeed, it has been argued that traditional distinctions between products and services are becoming increasingly blurred as organizations combine tangible products and intangible services into a bundled product/service offering. The phenomenon has been variously referred to as 'product-service', 'servitization' and 'integrated solutions'.

Papers are sought for a special issue on Product-Service Systems for the International Journal of Operations & Production Management. Empirical and theoretical contributions are encouraged which discuss the implications of product service modes of working for operations management research and practice. The Operation Management/Service Operations Management focus of papers needs to be clear and the papers must engage with the operations literature. Contributed papers may deal with, but are not limited to, the implications of product-services systems for:

- Operations strategy and competitive priorities
- Operations and service design
- Supply chains and networks
- Production planning and control
- Quality management
- Performance measurement and management
- Knowledge and information management
- Organizational change and improvement
- Project management

Manuscripts should not exceed 8000 words. All contributions are subjected to a double-blind review process. There should be a separate title page giving the names and addresses of the authors and any other references that reveal the identity of the authors should be removed. Full papers are required by 30 March 2008.

Guest editors for the special issue:

Professor Adrian Wilkinson, Griffith Business School,  
Griffith University  
Australia

[adrian.wilkinson@griffith.edu.au](mailto:adrian.wilkinson@griffith.edu.au)

Professor Andrew Dainty  
Dept of Civil and Building Engineering  
Loughborough University  
UK  
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Professor Andy Neely  
Cranfield School of Management  
Cranfield University  
UK

## ***EurOMA and POMS Service Operations Conference*** ***July 12 & 13, 2007***

*London Business School, London, England*

**\$ 1,000 best paper awards**

EurOMA together with the POMS college of Service Operations are organizing a conference on July 12 & 13 at London Business School. The theme is

### **New challenges for Service Operations**

Interest in applying principles of operations management to services has grown dramatically over the last few years. The increasing relevance of service operations management stems from several factors including the importance of service offerings in traditionally manufacturing-centric firms, globalization of services, and the growth of experiential services. Furthermore, techniques for studying service firms have emerged, such as Service Science, Management and Engineering (SSME), and revenue and yield management. Never have there been so many opportunities for the Operations Management community to contribute to research in service management!

The conference will supplement academic presentations with opportunities to learn from leading service practitioners. Submissions are invited on a broad range of themes including:

- Design and development of new Services
- Global Service Operations
- Services Science Management & Engineering (SSME)
- Application of analytic tools
- Operations/behaviour interface in services
- Servitisation of manufacturing
- Service supply chain
- Performance measurement
- Service Scripts
- Service quality and recovery
- eService
- Service Profit Chain
- Co-production of service
- Product Services
- Mass customization
- Revenue and Yield Management

The submissions should be based on a rigorous research methodology but could use a variety of research approaches (e.g. theoretical, analytical, case study-based, behavioural; survey-based; archival; etc.)

**Best Paper Award:** There will be a best paper award including a cash prize of \$750. This will be awarded to the best full length paper submitted to the conference. There will also be a best student paper award of \$250. (Student papers are also eligible for the best overall paper award).

**Submission of Abstracts:** Abstracts not exceeding 400 words should be submitted to: [cvoss@london.edu](mailto:cvoss@london.edu) or [rv54@cornell.edu](mailto:rv54@cornell.edu). Acceptance of abstracts and full length papers will be notified by e-mail by May 25<sup>th</sup> 2007.

If you need a hard copy of the acceptance letter for visa purposes, please contact Ursula Penney [upenney@london.edu](mailto:upenney@london.edu). For additional information, please contact the conference chair - Chris Voss at [cvoss@london.edu](mailto:cvoss@london.edu)

**Submission of Full Length Papers:** Submission of full length papers is not mandatory for participation and presentation of papers in the conference. However, participants may submit full length papers to be published in the electronic proceedings of the conference. Full length papers can be submitted after the acceptance of abstracts, and only full length papers are eligible for the best paper award.

#### **Conference location and accommodation**

The conference will take place at London Business School, which is located next to Regent's Park in central London. The school has links with a number of local hotels; in addition it is our experience that overseas participants may find booking an inclusive flight/hotel package through their travel agents easier and good value, especially in the context of an extended trip. Details of hotels can be found on

<http://www.poms.org/POMSColleges/SOM/2007hotels.doc>

#### **Conference registration**

Online registration with payment in £ is available on

[http://forum.london.edu/online\\_payment\\_events.nsf/details?OpenForm&eventID=eID76633](http://forum.london.edu/online_payment_events.nsf/details?OpenForm&eventID=eID76633)

Alternatively the conference registration form for payment in \$, and details of hotel accommodation are available on the POMS College of Service Website

[www.poms.org/pomscolleges/som](http://www.poms.org/pomscolleges/som)

#### **International Conference Committee**

Larry Menor – Ivey School of Business

Pedro Oliveira - Universidade Católica Portuguesa

Aleda Roth – Clemson University

Andi Smart – University of Exeter

Nikos Tsikriktsis – London Business School

Anita Tucker – Wharton School, University of Pennsylvania

Rohit Verma – Cornell University

Chris Voss – London Business School



### **CALL FOR PAPERS AND PARTICIPATION**

The **International Conference on Industrial Engineering and Engineering Management (IEEM)** aims to provide a forum to disseminate, to all branches industries, information on the most recent and relevant innovations, theories and practices in Industrial Engineering and Engineering Management. Founded by the Industrial Engineering and Engineering Management Department of the Hong Kong University of Science and Technology in 1994, the conference has been hosted by leading universities in Asia and has grown over the years in tandem with the rising importance of industrial engineering in Asia.

This year, the IEEE Engineering Management Society Singapore Chapter is proud to be the host to link researchers and practitioners in different branches of industrial engineering and engineering management from around the world. We invite papers and proposals for special sessions/tracks or tutorials/workshops related to all areas in industrial engineering and engineering management.

#### **Important Dates**

Full paper submission: 16 June 2007  
Notification of acceptance: 16 August 2007  
Early bird registration: 16 September 2007  
Final camera-ready paper due: 16 September 2007

#### **Publication**

All submissions will be peer reviewed by an International Program Committee. Accepted papers will be published in the conference proceedings, which will appear in the IEEEExplore database and indexed by Engineering Index (EI). Extended papers may be considered for special issues of selected international journals, subject to further review.

#### **About Singapore**

Singapore - an inspiring city-state at the heart of Asia - one of the world's most exciting and dynamic regions, where East blends harmoniously with West, tradition with modernity and sophistication with nature, creating a unique and stimulating urban experience. For more info: <http://www.visitsingapore.com/>

**Organized by:** IEEE EMS & Singapore Chapter

**Conference Secretariat:** Meeting Matters International

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Email: [info@ieem2007.org](mailto:info@ieem2007.org)

Web: [www.IEEM2007.org](http://www.IEEM2007.org)

## CALL FOR PAPERS

### **APMS 2007 – Advances in Production Management Systems 17-19 September 2007, Linköping, Sweden**

**An event of the IFIP WG 5.7 on Integrated Production Management  
Theme: "Integrating Systems and Strategies in Production Management"**

#### **Important dates**

1 June, 2007: Full and final papers submission

1 June, 2007: Early registration deadline (€550 before; €650 after)

#### **Conference website and e-mail**

[www.ipe.liu.se/apms2007](http://www.ipe.liu.se/apms2007)

[apms2007@ipe.liu.se](mailto:apms2007@ipe.liu.se)

#### **Key Areas of Focus**

The conference welcomes contributions in the following and related areas:

- Linking systems and strategies: Operations strategy, ERP and SCP systems, Performance measurement
- Strategic operations management: Production networks, Integrating operations management with marketing and logistics, Integrating manufacturing and service operations
- IS/IT applications in the value chain: Coordination, Planning and control, Forecasting
- Modelling and Simulation: Enterprise modelling, Robust optimization, Discrete event simulation
- Improving operations: Lean, Agile, Other approaches
- Sustainable development: Remanufacturing, Product recovery, Reverse logistics

#### **Full Call for Papers**

Please see attached pdf-file.

#### **Conference Co-chairs**

Professor Jan Olhager, [jan.olhager@ipe.liu.se](mailto:jan.olhager@ipe.liu.se)

Assistant professor Fredrik Persson, [fredrik.persson@ipe.liu.se](mailto:fredrik.persson@ipe.liu.se)

Linköping University

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SE-58183 Linköping, SWEDEN

Welcome to Linköping in September 2007!

## **8th International CINet Conference**

Continuous Innovation - Opportunities and Challenges  
Gothenburg, Sweden, 7-11 September 2007

<http://www.continuous-innovation.net/Events/CINet2007.html>

- **The 8th CINet Conference**

Continuous innovation is the ongoing process of initiating, developing, operating and improving new and existing configurations of products, market approaches, processes, technologies and competencies, organization and management systems. As organizations strive to achieve a synergistic balance between short-term oriented, operationally-effective exploitation strategies and longer-term, flexibility-oriented exploration strategies, the rapid growth of the global knowledge economy has placed learning at the centre of this critical balance.

The 8th International CINet Conference provides a forum for scholars and practitioners to present and discuss what they see as the key opportunities and challenges related to continuous innovation.

- **Who should attend?**

Practitioners, academics and consultants involved in managing or studying innovation and change are invited to submit papers relevant to the conference theme and the various tracks, or simply register for conference attendance to gain access to leading research outcomes in this key area.

- **PhD Workshop**

In addition to the main conference there will be a PhD Workshop (on 7, 8 and 11 September) designed for doctoral students at all stages of their dissertation. The CINet PhD workshop offers PhD students a unique possibility to present and discuss, receive feedback, and exchange comments and views on their research in an inspiring academic community of fellow PhD students and experienced researchers active in the CINet community.

**Organising Committee:**

Dr. Mats Magnusson, Dr. Sven Lindmark, Prof. Maureen McKelvey, Prof. Pär Åhlström

**Academic Advisory Board:**

Dr. José Albors, Prof.dr.ir. Harry Boer, Prof.dr. Paul Hyland, Dr. Frances Jørgensen  
Dr. Bjarne Laugen, Dr. Antonella Martini, Dr. Terry Sloan

August 8-10, 2007 – Sheraton Hotel - São Conrado, RJ, Brazil

**CALL FOR PAPERS:**  
**“OM: The Continuous Challenge for Innovation and Integration”**

Sheraton Rio Hotel - Rio de Janeiro - RJ - Brazil

The Production and Operations Management Department of FGV-EAESP (POI) and the Production and Operations Management Society (POMS) announces its International Conference.

**THE CITY:**

One of the major economic and cultural hubs of South America, the City of Rio de Janeiro sits at the heart of the Southeastern Region where 60% of the Brazilian GDP is concentrated. A cosmopolitan metropolis, known worldwide for its scenic beauty and its natural resources, the city provides a harmonious and agreeable environment for its inhabitants and visitors, for both leisure and work, which combined with its infrastructure, makes Rio an important center for commerce and services, with the advantage of a modern and diversified industrial sector.

**OBJECTIVES:**

SIMPOI/POMS 2007 in Brazil will provide an international forum with the following objectives:

- \* The exchange of academic information
- \* The demonstration of recent achievements
- \* The sharing of knowledge among emerging and developed countries
- \* The discussion of common problems and their solutions
- \* The strengthening of international relationships through individual contacts among delegates representing many countries

**PROGRAM:**

The program will consist of paper sessions and symposia selected by the conference's scientific committee. Distinguished international scholars will be invited for keynote speeches, and representatives from consulting firms, the business media and business schools will participate in panels.

**Critical Dates**

June 18, 2007- Deadline for registration (at least one author)

General Information

[www.fgvsp.br/simpoi](http://www.fgvsp.br/simpoi)  
[simpoi@fgvsp.br](mailto:simpoi@fgvsp.br)

*With the patronage of Accademia Italiana Di Economia Aziendale*

### **International Conference**

**Fairness and values in international supply chains. Individual and shared responsibilities among producers, retailers and consumers.**

Friday, June 22, 2007  
Facoltà di Economia, Sala TL – Edificio A  
Via Columbia, 2 – 00133 Rome

**UNIVERSITÀ DEGLI STUDI DI ROMA "TOR VERGATA"**  
**FACOLTÀ DI ECONOMIA**  
**Dipartimento Studi sull'Impresa**

The Conference is intended to be one of the multiple events which will take place as part of the General Convention on "University Professors' European Meeting in the occasions of the 50<sup>o</sup> anniversary of the Rome Treaties (1957-2007).

A new Humanism for Europe. The Role of University  
<http://www.university2000.org/incontro/giugno2007.html> that will be held in Rome on June 21st-24th.

The general organization is pleased to cover accommodation, board and transport costs (inside the city of Rome) from June 21st to June 24th on a flat rate fee of €. 200,00 for each participant, which will include the registration fee to attend the conference.

Should participants need no accommodation, a registration fee of €25 will apply.

To register to this event, please fill out the form available at  
<http://www.university2000.org/iscrizioni/NEWformproc5ing.html>

Italian and English translation service will be available  
Registration to: <http://www.university2000.org/iscrizioni/NEWformproc5ing.html>

Under supervision of

Prof. Cosetta Pepe

For any queries please contact

Dr. Mario Risso

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## **PUBLICATIONS**

### ***Special issues of the 2005 Budapest conference***

Supply Chain Forum: An International Journal, June 2006  
 International Journal of Operations and Production Management, January 2007  
 International Journal of Services and Technology Management, June 2007  
 International Journal of Manufacturing and Technology Management, 2007  
 (forthcoming)

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### ***New Thinking on Innovation***

A new article in the June issue of Harvard Business Review by two European Business School Professors challenges the conventional wisdom on Innovation. In The Innovation Value Chain, Morten Hansen and Julian Birkinshaw, Professors at INSEAD and London Business School respectively, argue that a lot of the advice out there about how to manage innovation is wrong-headed because it focuses on only one part of the challenge. By taking an end-to-end view, the Innovation Value Chain, managers can identify the weak links in the chain that offer the greatest potential for performance improvement.

If you would like to know more, buy the June issue of Harvard Business Review or contact the authors. And if you would like to diagnose your own organisation's innovation capabilities, the authors have put together a short diagnostic tool. Follow this link: <http://forms.london.edu/form.asp?id=6955>

## **JOB OFFERINGS**

For all the latest Job Offerings in OM, please consult the  
Online EurOMA Job Market:

[http://www.eiasm.org/jmw/site/openings.asp?jobmarket\\_id=4](http://www.eiasm.org/jmw/site/openings.asp?jobmarket_id=4)

The job market is managed by [EIASM](#).  
It provides a facility for institutions to post current job announcements online, as  
well as for candidates to post their CV so prospective employers can contact  
them directly.

This service is FREE to use!

## **ELECTIONS 2007**

The following candidates are running for election for the EurOMA Board at the  
2007 AGM to be held on Monday 18<sup>th</sup> June in Ankara, Turkey:

*Board Member Candidates:*

Raffaella Cagliano  
Marie Koulikoff-Souvion

*Presidential Candidates:*

Ann Vereecke

Complete information on the Elections & these candidates can be found under  
'Elections' on the EurOMA website!

■ NEW BOARD MEMBERS WELCOME!!

European Operations Management Association

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**Chairman:**

**Jaume Ribera, IESE Barcelona,**  
Spain

**Board Members:**

**Pär Åhlström, Chalmers**  
University of Technology,  
Sweden  
**Harry Boer, Aalborg University,**  
Denmark  
**Krisztina Demeter, Budapest**  
University of Economics,  
Hungary  
**José D. Machuca, University of**  
Sevilla, Spain  
**Arnoud De Meyer, INSEAD,**  
France  
**Raffaella Cagliano, Politecnico**  
di Milano, Italy  
**Ann Vereecke, Vlerick Leuven**  
Gent Management School,  
Belgium  
**Chris Voss, London Business**  
School, UK

**Jan Olhager, Linköping**  
University, Sweden  
**Dirk Pieter Van Donk,**  
Groningen University, The  
Netherlands  
**Cipriano Forza, Modena**  
University, Italy  
**Andi Smart, University of Exeter,**  
UK

**Conference Chairs:**

**Dirk Pieter Van Donk, Groningen**  
University, The Netherlands  
**Nuran Acur, Bilkent University,**  
Ankara, Turkey

**Co-opted Members:**

**Paul Coughlan, Trinity College**  
Dublin, Ireland  
**Christer Karlsson, Copenhagen**  
Business School, Denmark  
**Margaret Webster, IJOPM Editor**  
**Andrew Taylor, IJOPM Editor**

**Executive Secretary:**

**Audrey O'Connor, EIASM,**  
Belgium

**Treasurer:**

**Juliana Hsuan Mikkola,**  
Copenhagen Business School,  
Denmark