

# TECHNICAL PROGRAM

2007 IEEE International Conference on Service  
Operations and Logistics, and Informatics

August 26-29, 2007  
Philadelphia, USA

## SOLI 2007 PROGRAM AT A GLANCE

**Sunday, Aug. 26, 2007**

3:00 PM – 6:00 PM	<b>Registration</b>	The Loews Hotel
6:30 PM – 8:30 PM	<b>Welcome Reception</b>	The Loews Hotel

**Monday, Aug. 27, 2007**

8:00 AM – 9:40 AM		<b>Parallel Session</b>	
MA01 (Room 1)	MA02 (Room 2)	MA03 (Room 3)	MA04 (Room 4)
<b>Service system design &amp; planning</b> 19, 151, 142, 166	<b>Supplier relationship management (I)</b> 96, 116, 124, 156	<b>Service workforce management (I)</b> 53, 93, 170, 171	<b>NSF Workshop (I)</b> N004, N011, N002 (172)
9:40AM – 10:00AM		Coffee/Tea/Refreshments	
10:00AM – 11:40AM		<b>Parallel Session</b>	
MB01 (Room 1)	MB02 (Room 2)	MB03 (Room 3)	MB04 (Room 4)
<b>Retail and service management (I)</b> 48, 131, 143, 158	<b>Financial services</b> 39, 49, 59, 66	<b>Service workforce management (II)</b> 135, 145, 146, 160	<b>NSF Workshop (II)</b> N001, N005, N010
11:40 AM – 12:30 PM		<b>Lunch</b>	
12:30 PM – 1:20 PM		<b>Plenary Lecture:</b> Prof. Matthew Realf	
1:30 PM – 3:10 PM		<b>Parallel Session</b>	
MP01 (Room 1)	MP02 (Room 2)	MP03 (Room 3)	MP04 (Room 4)
<b>ICTS services design and management</b> 55, 71, 101, 127	<b>On-demand delivery</b> 3, 38, 94, 104	<b>Service workforce management (III)</b> 74, 86, 129, 152	<b>Enterprise systems</b> 119, 155, 161, 167
3:10 PM – 3:30 PM		Coffee/Tea/Refreshments	
3:30 PM – 5:10 PM		<b>Parallel Session</b>	
MQ01 (Room 1)	MQ02 (Room 2)	MQ03 (Room 3)	MQ04 (Room 4)
<b>Retail and service management (II)</b> 47, 63, 103, 112	<b>Supplier relationship management (II)</b> 16, 56, 114, 144	<b>Quality and customer satisfaction</b> 2, 64, 82, 125	<b>Abstract Session (I)</b>

**Tuesday, Aug. 28, 2007**

8:00 AM – 9:40 AM		<b>Parallel Session</b>	
TA01 (Room 1)	TA02 (Room 2)	TA03 (Room 3)	TA04 (Room 4)
<b>Abstract Session (II)</b>	<b>Metrics and logistics (I)</b> 54, 77, 97, 149	<b>Service planning (I)</b> 98, 106, 115, 168	<b>NSF Workshop (III)</b> N017, N018, N019
9:40AM – 10:00AM		Coffee/Tea/Refreshments	
10:00AM – 11:40AM		<b>Parallel Session</b>	
TB01 (Room 1)	TB02 (Room 2)	TB03 (Room 3)	TB04 (Room 4)
<b>Abstract Session (III)</b>	<b>Metrics and logistics (II)</b> 147, 153, 164, 169	<b>Service planning (II)</b> 52, 136, 157, 162,	<b>NSF Workshop (IV)</b> N009, N021, N022
11:40 AM – 12:30 PM		<b>Lunch</b>	
12:30 PM – 2:00 PM		<b>Visionary Talks:</b> Prof. Richard Chase Dr. Irving Wladawsky-Berger	
2:00 PM – 3:40 PM		<b>Parallel Session</b>	
TP01 (Room 1)	TP02 (Room 2)	TP03 (Room 3)	TP04 (Room 4)
<b>Quality and customer satisfaction</b> 10, 31, 81, 130	<b>Event-based production and supply</b> 33, 44, 73, 148	<b>Service planning (III)</b> 18, 50, 68, 141	<b>E-market for services</b> 15, 60, 113, 128
3:40 PM – 4:00 PM		Coffee/Tea/Refreshments	
4:00 PM – 5:40 PM		<b>Parallel Session</b>	
TQ01 (Room 1)	TQ02 (Room 2)	TQ03 (Room 3)	TQ04 (Room 4)
<b>Healthcare and data mining</b> 24, 34, 65, 100	<b>Process modeling</b> 14, 22, 45, 132	<b>Service process engineering</b> 11, 27, 57, 70	<b>Service system</b> 90, 99, 133, 137
6:30 PM – 9:00 PM		<b>Banquet</b>  <b>Plenary Lecture:</b> Dr. Brenda Dietrich	

**Wednesday, Aug. 29, 2007**

8:00 AM – 9:40 AM		<b>Parallel Session</b>	
WA01 (Room 1)	WA02 (Room 2)	WA03 (Room 3)	WA04 (Room 4)
<b>Security &amp; safety-related services and management</b> 35, 67, 139, 165	<b>Customer relationship management</b> 17, 40, 69, 76	<b>Logistic planning (I)</b> 91, 122, 150, 163	<b>NSF Workshop (V)</b> N003, N016
9:40AM – 10:00AM		Coffee/Tea/Refreshments	
10:00AM – 11:40AM		<b>Parallel Session</b>	
WB01 (Room 1)	WB02 (Room 2)	WB03 (Room 3)	WB04 (Room 4)
<b>Supply chain management</b> 13, 21, 121, 123	<b>Services marketing &amp; sustaining</b> 30, 32, 95	<b>Logistic planning (II)</b> 12, 23, 42, 83,	<b>NSF Workshop (VI)</b> N020, N023
11:40 AM – 12:30 PM		<b>Lunch</b>	
12:30 PM – 1:20 PM		<b>Plenary Lecture:</b> Prof. Morris Cohen	
1:20 PM – 2:00 PM		<b>Visionary Talk:</b> Prof. Rajit Gadh	
2:00 PM – 2:20 PM		Coffee/Tea/Refreshments	
2:20 PM – 4:00 PM		<b>Parallel Session</b>	
WP01 (Room 1)	WP02 (Room 2)	WP03 (Room 3)	WP04 (Room 4)
<b>Decision support system</b> 43, 58, 72, 78	<b>Service sustaining</b> 88, 126, 159	<b>Logistic planning (III)</b> 51, 84, 85, 102	<b>NSF Roundtable</b> (2:20 PM – 5:20 PM)