# Symposium Program

**17th ANZAM Operations, Supply Chain and Services Management Symposium**

**Theme:** Designing Sustainable and Resilient Supply Chains in an Era of Rich Data

Venue: The Spot Building, The University of Melbourne, 198 Berkeley Street, Victoria 3010

## Wednesday, 10 July 2019

<table>
<thead>
<tr>
<th>Time</th>
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</thead>
</table>
| 18.00 | **Welcome Reception**                                                 | Welcome Reception, Slate Restaurant and Bar, 9 Goldsborough Lane, Victoria 3000  
https://www.slaterestaurantbar.com/ |

## Thursday, 11 July 2019

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>08.30</td>
<td><strong>Registration / Coffee &amp; Tea</strong></td>
<td>Registration / Coffee &amp; Tea, Level 2 (Multi-function room), The Spot Building, The University of Melbourne</td>
</tr>
</tbody>
</table>
| 09.00 – 09.15 | **Welcome and Opening Address**                                     | Welcome and Opening Address, Prof. Paul Kofman, Dean, Faculty of Business and Economics, The University of Melbourne  
Venue: Level 4 (Lecture Theatre 4.012), The Spot Building, The University of Melbourne |
| 09.15 – 10.30 | **Plenary 1 – ‘Meet the Editors’**                                 | Plenary 1 – ‘Meet the Editors’,  
- Prof. Tava Olsen, University of Auckland  
- Prof. Damien Power, University of Melbourne  
- Prof. Morgan Swink, Texas Christian University  
- Prof. Srinivas (Sri) Talluri, Michigan State University  
Venue: Level 4 (Lecture Theatre 4.012), The Spot Building, The University of Melbourne |
| 10.30 – 10.50 | **Coffee Break**                                                      | Coffee Break, Level 2 (Multi-function room), The Spot Building, The University of Melbourne |
| 10.50 – 12.20 | **Parallel Sessions**                                               |  
**Session 1 (Lecture Theatre 4.007)**  
Supply Chain Risk Mgt 1  
Chair: Quan (Spring) Zhou  
**Session 2 (Lecture Theatre 4.012)**  
Supply Network Analysis  
Chair: Buddhika Mannaperuma  
**Session 3 (Lecture Theatre 4.014)**  
Environmental Sustainability  
Chair: Thanyatorn Fongsatitkul |
<table>
<thead>
<tr>
<th>1.1 Supply chain agility: Securing performance for Australian service sector</th>
<th>2.1 What is the opportunity for Australian firms to create their own global value chains?</th>
<th>3.1 Do environmental systems accreditations reduce regulatory violations in China: Some preliminary results</th>
</tr>
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<tbody>
<tr>
<td>Eias Al Humdan</td>
<td>David Paynter</td>
<td>Yuxiao Ye; Andy Yeung; Baofeng Huo</td>
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<tr>
<th>1.2 Designs for antifragility in operations through inventory management</th>
<th>2.2 Social network analysis of supply chain resilience</th>
<th>3.2 Decision model for an environmentally-friendly new product development (EF-NPD)</th>
</tr>
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<tbody>
<tr>
<td>Albert Munoz; Quan (Spring) Zhou</td>
<td>Ngoc Le; Nhi Le; Paul Childerhouse; Robert Radics; Nigel Grigg</td>
<td>Thanyatorn Fongsatitkul; Kainuma Yasutaka</td>
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<th>1.3 How is supply chain integration altered to support supply chain resilience building?</th>
<th>2.3 Supplier embeddedness and relational performance in Toyota buyer network in uncertain business environments</th>
<th>3.3 Continuous improvement in the public sector: A New Zealand study</th>
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<tr>
<td>Adela Drozdibob; Amrik Sohal; Sajad Fayezi; Christopher Nyland</td>
<td>Buddhika Mannapperuma; Prakash Singh; William Ho</td>
<td>Arun Elias</td>
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**12.20 – 13.20** **Lunch**
Venue: Level 2 (Multi-function room), The Spot Building, The University of Melbourne

**13.20 – 14.50** **Parallel Workshops**

**Workshop 1 (Lecture Theatre 4.012)**
**Workshop 2 (Lecture Theatre 4.014)**

- **How to make empirical research in O/SCM more interesting and rigorous? The sharing of my views and brainstorming**
  - Prof. Andy Yeung, Hong Kong Polytechnic University
  - Opening the qualitative research black box: Challenges, trends, and opportunities
  - A/Prof. Vikram Bhakoo, University of Melbourne

**14.50 – 15.10** **Coffee Break**
Venue: Level 2 (Multi-function room), The Spot Building, The University of Melbourne

**15.10 – 17.10** **Parallel Sessions**

**Session 4 (Lecture Theatre 4.007)**
**Session 5 (Lecture Theatre 4.012)**
**Session 6 (Lecture Theatre 4.014)**

- **Lean Operations**
  - Chair: Ram Roy
  - **Emerging Topics in SCM 1**
  - Chair: Sean (Sobhan) Asian
  - **Supply Chain Analytics**
  - Chair: Timofey Shalpegin

- **4.1 Exploring the scope of implementing lean principles in a packaging plant in New Zealand: A value stream mapping approach**
  - Ram Roy
  - **5.1 Sharing economy in organic food supply chains: A pathway to sustainable development**
  - Ashkan Hafezalkotob; Sean (Sobhan) Asian; Jubin Jacob John
  - **6.1 Accepting defective products: Implications for supplier incentives**
  - Timofey Shalpegin

- **4.2 No time to waste: Analysing consumer perceptions to ‘waste’ in online grocery settings**
  - Georg Panas; Dayna Simpson; Harmen Oppewal
  - **5.2 Information sharing in supply chain: The value of POS data in order forecasting**
  - Mahdi Abolghasemi; Garth Tarr; Eric Beh; Richard Gerlach
  - **6.2 Channel structure analysis for products with credence attributes**
  - Quan (Spring) Zhou
4.3 Theorizing and testing the underpinnings of lean Six Sigma
Achinthya Perera; Nihal Jayamaha; Nigel Grigg; Mark Tunnicliffe

5.3 “Digitalisation readiness” in healthcare supply chain management: A framework to resolve “issue selling” challenges
Prue Burns; Ian McLoughlin; Amrik Sohal; Frada Burstein; Amir Andargoli; Helen Skouteris

6.3 Dual serving problem: What is the right supply chain strategy?
Mojtaba Mahdavi; Tava Lennon Olsen

4.4 Collaboration to reduce food loss and waste: Future research
Ananya Bhattacharya

5.4 Dairy process water utilization and Industry 4.0
Ronald Beckett; Nohemi Quispe-Chavez

6.4 Designing service level agreement for multiple customer in presence of demand correlation
Zahra Hosseinifard

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18.00  Symposium Dinner
Venue: Level 10, Woodward Conference Centre, The University of Melbourne, 185 Pelham Street, Victoria 3010

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Friday, 12 July 2019

08.30  Coffee and Tea
Venue: Level 2 (Multi-function room), The Spot Building, The University of Melbourne

09.00 – 10.30  Plenary 2 – ‘Operations Management: Real world challenges and research opportunities’
- Prof. Danny Samson, University of Melbourne
- Jane Evans, Director of Performance Excellence and Consumer and Community Engagement at Eastern Health
- Dr. Lucy Liu, Head of Supply Chain Academy (Australia and New Zealand) for Asahi Beverages
Venue: Level 4 (Lecture Theatre 4.012), The Spot Building, The University of Melbourne

10.30 – 10.50  Coffee Break
Venue: Level 2 (Multi-function room), The Spot Building, The University of Melbourne

10.50 – 12.20  Parallel Sessions

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<th>Session 7 (Lecture Theatre 4.007) Supply Chain Risk Mgt 2</th>
<th>Session 8 (Lecture Theatre 4.012) Emerging Topics in SCM 2</th>
<th>Session 9 (Lecture Theatre 4.014) Quality Management</th>
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<td>Chair: Huashan Li</td>
<td>Chair: Himanshu Shee</td>
<td>Chair: Di Fan</td>
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<td>7.1 Oops, we did it again! How are buying firms reacting to supply chain sustainability risks after prior exposure?</td>
<td>8.1 'Identification', 'distancing' &amp; 'peripheral lurking': Identity reconciliation in mandated communities of practice</td>
<td>9.1 Testing the validity of the ISO 9001:2015 process model in South Asian vis a vis Australasian manufacturing context</td>
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<td>Andrew Kach; Mehrdokht Pournader</td>
<td>Adamina Ivcovici; Ian McLoughlin; Alka Nand</td>
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<td>7.2 Global supply chains, product recalls, and corporate social responsibility: An empirical examination</td>
<td>8.2 Towards 5G-enabled supply chain management</td>
<td>9.2 Measuring the performance of New Zealand district health boards’ health system</td>
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### Session 10 (Lecture Theatre 4.007)
**Supply Chain Risk Mgt 3**  
Chair: Lincoln Wood

10.1 Utility of redundancy and flexibility strategies to mitigate propagation effects within supply chain disruptions  
Jonathon Mackay; Albert Munoz; Matthew Pepper; Emily Ryan

10.2 Trapped in deception: Corporate culture, sustainability, and project lifecycle  
Torsten Reiners; Adil Hammadi; Ruth Taylor; Lincoln Wood

10.3 A case study of deception in Australian souvenir supply chain  
Amy Plant; Adil Hammadi; Ruth Taylor; Torsten Reiners; Lincoln Wood

### Session 11 (Lecture Theatre 4.012)
**Logistics Management 1**  
Chair: Reza Kiani Mavi

11.1 Future trends in supply chains and freight logistics: Growth of international business and e-commerce  
Susan Standing; Reza Kiani Mavi; Ferry Jie; Sharon Biermann; Craig Standing

11.2 Factors influencing container terminal service performance: Indonesian case study  
Teddy Laksmana; Himanshu Shee; Vinh Thai

11.3 The impact of smart logistics on smart city performance: A quantitative investigation  
Himanshu Shee; Shah Miah

### Session 12 (Lecture Theatre 4.014)
**Logistics Management 2**  
Chair: John Hopkins

12.1 A conceptual framework for understanding the impacts of driver shortage in the logistics service providers  
Michael Wang; Robert Radics

12.2 A Comprehensive survey of revenue leakages in warehousing  
Sachithra Patabendige; John Hopkins; Mary Dunkley

12.3 Logistics and warehousing in Australia: An in-depth study on the technological factors and challenges transforming this industry  
Alka Nand; Amrik Sohal; Mark Wallace; Ilya Fridman; Sairah Hussain

### Lunch
Venue: Level 2 (Multi-function room), The Spot Building, The University of Melbourne

### Plenary 3 – ‘Engage with Industry’
- Prof. Amrik Sohal, Monash University  
- Other speakers to be confirmed

Venue: Level 4 (Lecture Theatre 4.012), The Spot Building, The University of Melbourne

### Plenary 4 – ‘Future Conferences and Meetings’
Venue: Level 4 (Lecture Theatre 4.012), The Spot Building, The University of Melbourne

### Coffee Break
Venue: Level 2 (Multi-function room), The Spot Building, The University of Melbourne

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