**CONSORTIUM FOR OPERATIONAL EXCELLENCE**

**IN RETAILING**

June 19th-20th, 2018

Harvard Business School

### DAY ONE

**9:00am – 10:00am Check-in and Breakfast: Outside Aldrich 112**

**10:00am – 10:05am Welcome Session: Aldrich 112**

Remarks by Ananth Raman of Harvard Business School and Marshall Fisher of The Wharton School

**10:05am – 11:20am Session One: REMA 1000 Case Study Discussion**

Case study by Tatiana Sandino of Harvard Business School

**11:20am – 12:00pm Session Two:** **Coming Up To Speed—Tradeoffs Between Contextual Specialization and Contextual Non-Specialization in Firm Performance**

Presentation by Hise Gibson of United States Military Academy at West Point and Ryan Buell & Prithwiraj Choudhury, both of Harvard Business School

**12:00pm – 1:00pm** **Lunch**: Williams Room in Spangler Hall

**1:00pm - 1:30pm Session Three:** **Labor Planning & Shift Scheduling in Retail Stores Using Customer Traffic Data**

Presentation by Marcelo Olivares and Daniel Yung, both of Universidad de Chile

**1:30pm - 2:00pm Session Four:** **Make What Is Selling vs Sell What You’ve Made**

Presentation by Marshall Fisher and Youran Fu of The Wharton School

**2:00pm - 2:30pm Session Five:** **Learning to Rank an Assortment of Products**

Presentation by Kris Ferreira of Harvard Business School

**2:30pm – 3:00pm Break: Outside Aldrich 112**

**3:00pm – 3:30pm Session Six: The Value of Geolocation Information in Retail**

Presentation by Jose Guajardo of Haas School of Business, University of California, Berkeley

**3:30pm – 4:00pm Session Seven: Shipment Policies For Products with Fixed Shelf Lives: Impact on Profits and Waste**

Presentation by Arzum Akkas of Questrom School of Business Boston University and Dorothee Honhon of University of Texas at Dallas

**4:00pm – 4:30pm Session Eight: Shipping Fees & Product Assortment in Online Retail**

Presentation by Donald Ngwe of Harvard Business School

**4:30pm – 5:00pm Break: Outside Aldrich 112**

**CONSORTIUM FOR OPERATIONAL EXCELLENCE**

**IN RETAILING**

June 19th-20th, 2018

Harvard Business School

### PRELIMINARY AGENDA

### DAY ONE (continued)

**5:00pm – 5:30pm Session Nine: Mobile Money Agent Inventory Management and Pooling**

Presentation by Karthik Balasubramanian of Harvard Business School

**5:30pm – 6:00pm Session Ten: Improving Customer Compatibility with Operational Transparency**

Presentation by Ryan Buell

**6:00pm – 8:00pm Cocktails & Dinner:** **Williams Room in Spangler Hall**

**8:00pm – 9:00pm Session Eleven: How Do We Value Competent Management in Retailing?**

Discussion led by Ananth Raman and Maria Ibanez of Harvard Business School

**CONSORTIUM FOR OPERATIONAL EXCELLENCE**

**IN RETAILING**

June 19th-20th, 2018

Harvard Business School

### PRELIMINARY AGENDA

**DAY TWO**

**7:30am – 8:00am Buffet Breakfast: Outside Aldrich 112**

**8:00am – 8:30am Session Twelve: How Does A Return Period Policy Change Affect Multichannel Retailer Profitability?**

Presentation by Necati Ertekin of Leavey School of Business, Santa Clara University

**8:30am – 9:30am Session Thirteen: Increasing Productivity and Sales Through Stable Schedules—Field Experiment at Gap Inc.**

Presentation by Saravanan Kesavan of UNC Kenan-Flagler Business School

**9:30am – 10:00am Break: Outside Aldrich 112**

**10:00am – 10:30am Session Fourteen: The Store is Dead—Long Live the Store**

Presentation by Santiago Gallino of Tuck School of Business, Antonio Moreno-Garcia of Harvard Business School, and David Bell of The Wharton School

**10:30am – 11:00am Session Fifteen: The Economics of Showrooms**

Presentation by Antonio Moreno-Garcia and Santiago Gallino

**11:00pm – 11:30am Session Sixteen: Academic Speed Dating**

Short presentations by Vishal Gaur of Johnson Graduate School of Management, Cornell University and Maria Ibanez

**11:30pm – 12:00pm Session Seventeen: Control or Flexibility? Structured Empowerment in Retail & Service Chains Offers Both**

Presentation by Tatiana Sandino

**12:00pm – 1:00pm Box Lunch: Outside Aldrich 112**

**1:00am – 1:30pm Session Eighteen: Questions on Teaching “Coca-Cola in Vietnam” Case Study (discussed at COER 2016)**

Presentation by Ananth Raman

**1:30pm – 2:30pm Session Nineteen: Blockchain Applications in Supply Chain Management**

Presentation by Vishal Gaur

**2:30pm – 3:00pm Session Twenty: Takeaways & Future Steps**

Discussion by Marshall Fisher and Ananth Raman