CONSORTIUM FOR OPERATIONAL EXCELLENCE
IN RETAILING
May 7th-8th, 2019
Harvard Business School

DAY ONE

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

10:00am – 10:15am   Welcome: Aldrich 112

10:15am – 10:45am   Session One: Retailers Are Squandering Their Most Potent Weapons
Presentation by Marshall Fisher, Serguei Netessine, and Santiago Gallino all of The Wharton School

10:45am – 11:15am   Session Two: Finding Your Most Valuable Service Outlets: Measuring Influence Using Network Analysis
Presentation by Qiuping Yu of Kelley School of Business, Indiana University

11:15am – 11:45am   Session Three: Stable Scheduling Study at Gap Inc: Employee Health Outcomes
Presentation by Saravanan Kesavan of UNC Kenan-Flagler Business School

11:45am – 12:15pm   Session Four: Using a 360-Degree Assessment System to Promote Corporate Values
Presentation by Tatiana Sandino of Harvard Business School

12:15pm – 1:15pm    Lunch: Williams Room in Spangler Hall

***************    Sessions Five - Eight will be in Spangler Auditorium    ***************

1:15pm – 1:45pm    Session Five: The Comprehensive Effects of Sales Management Instruments--Recruiting, Compensation, and Training
Presentation by Doug Chung of Harvard Business School

1:45pm – 2:15pm    Session Six: Predicting and Mitigating Product Returns in Online Retail
Presentation by Antonio Moreno-Garcia of Harvard Business School

2:15pm – 2:45pm    Break: outside Spangler Auditorium

2:45pm – 3:15pm    Session Seven: Research Partnership Opportunities for Retailers
Presentations by Dorothee Honhon of University of Texas at Dallas, Zoey Jiang of University of Michigan Ross School of Business, and others
DAY ONE (continued)

3:15pm – 3:45pm   Session Eight: Demand Learning and Pricing for Varying Assortments
Presentation by Kris Ferreira of Harvard Business School

3:45pm – 4:15pm   Break: outside Aldrich 112

***************   Sessions Nine - Eleven will be held in Aldrich 112 ***************

4:15pm – 4:45pm   Session Nine: Deep-Learning based Demand Forecasting for Fashion Products
Presentation by Gurhan Kok of Koç University

4:45pm – 5:15pm   Session Ten: Managing Delivery on Retail Platforms
Presentation by Ruomeng Cui of Goizueta Business School, Emory University

5:15pm – 5:45pm   Session Eleven: Identifying Revenue & Cost Effects of Discount Framing
Presentation by Necati Ertekin of Leavey School of Business, Santa Clara University

5:45pm – 7:00pm   Cocktails & Dinner: Williams Room in Spangler Hall

7:00pm – 8:30pm   Session Twelve: The State of Retailing Today
Discussion by Marshall Fisher & Ananth Raman
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DAY TWO

7:30am – 8:00am  Buffet Breakfast: outside Aldrich 112 (all sessions held in Aldrich 112)

8:00am – 8:30am  Session Thirteen: Dynamic Inventory Allocation for Fashion Products
Presentation by He Wang of School of Industrial & Systems Engineering, Georgia Tech

8:30am – 9:00am  Session Fourteen: Algorithms and the Org Chart
Presentation by Melissa Valentine of Stanford University

9:00am – 9:30am  Session Fifteen: Monitoring Store Execution--Combining Transaction Data with New Sensor Technologies
Presentation by Ariel Schilkrut of Zippedi Inc.

9:30am – 10:00am  Break: outside Aldrich 112

10:00am – 10:30am  Session Sixteen: Retail Automation Growth
Presentation by Senthil Veeraraghavan of The Wharton School

10:30am – 11:00am  Session Seventeen: Creating Human Capital to Lead in Crisis
Presentation by Hise Gibson of United States Military Academy

11:00am – 11:30am  Session Eighteen: Cross-Merchant Spillovers in Coalition Loyalty Programs
Presentation by Donald Ngwe of Harvard Business School

11:30am – 12 noon  Session Nineteen: Personalizing Retail Promotions through a DAG-based Representation of Customer Preferences
Presentation by Srikanth Jagabathula of NYU Stern School of Business / Harvard Business School

12 noon – 1:00pm  Box Lunch: outside Aldrich 112

1:00pm – 1:30pm  Session Twenty: Retailing in Developing Countries with Rent-to-Own Business Models
Presentation by Jose Guajardo of Haas School of Business, University of California, Berkeley

1:30pm – 2:00pm  Session Twenty-One: Last Place Aversion in Queues
Presentation by Ryan Buell of Harvard Business School
DAY TWO (continued)

2:00pm – 2:30pm  Session Twenty-Two: Network Design and Optimization in Amazon’s Supply Chain
Presentation by Amitabh Sinha of Amazon.com

2:30pm – 3:00pm  Session Twenty-Three: Takeaways & Future Steps
Discussion by Marshall Fisher and Ananth Raman