

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**

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

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

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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

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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