

CONSORTIUM FOR OPERATIONAL EXCELLENCE IN RETAILING

June 3-4, 2025

The Wharton School
University of Pennsylvania

PRELIMINARY AGENDA DAY ONE

9:00am– 10:00am Check-in and Breakfast

10:00am – 10:10am Welcome

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

10:10am – 10:30am Session One: Improving Food Security with Scheduled Neighborhood Grocery Delivery

Presentation by Yeonjoo Lee of University of Minnesota and Karen Donohue of ASU Carey School of Business

10:30am – 10:50am Session Two: Reengineering Amazon's Inbound Network

Presentation by Xiaoyan Si and Amitabh Sinha, both of Amazon.com

10:50am – 11:10am Discussion

11:10am – 11:30am Session Three: Curing the Addiction to Growth

Presentation by Marshall Fisher of The Wharton School and Vishal Gaur of Johnson School of Management

11:30am – 11:50am Session Four: Will a Retailer Cancel an Order? An Investigation of Order Cancellations

Presentation by Annibal Sodero of The Ohio State University's Fisher College of Business

11:50am – 12:10pm Discussion

12:15pm – 1:30pm Lunch

1:30pm – 1:50pm Session Five: The Impact of Fulfillment Failures on Future Customer Behavior & Means of Mitigation

Presentation by Pedro Amorim of University of Porto, Robert Rooderkerk of Rotterdam School of Management, and Fredrik Larsson of Stockholm Universitet

1:50pm – 2:10pm Session Six: Fulfilling the Promise—Delivery Performance and Consumer Repeat Purchase Behavior

Presentation by Hailong Cui of University of Minnesota's Carlson School of Management

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PRELIMINARY AGENDA DAY ONE (continued)

- 2:10pm – 2:30pm Session Seven: Order-Based Trade Credits and Operational Performance in the Nanostore Retail Channel**
Presentation by Rafael Escamilla of Arizona State University, Santiago Gallino of The Wharton School, and Jan C. Fransoo of Tilburg University
- 2:30pm – 2:50pm Discussion**
- 2:50pm – 3:20pm Break**
- 3:20pm – 4:00pm Session Eight: Rightsizing Store Labor Through Voluntary Schedule Adjustments**
Presentation by Ayşe Çetinel of Özyeğin University, Robert Rooderkerk of Rotterdam School of Management, Gürhan Kök of Koç University, and Saravanan Kesavan of BITS School of Management
- 4:00pm – 4:20pm Session Nine: The Impact of Scheduling Fairness on Employee Turnover**
Presentation by Paige Tsai and Ryan Buell, both of Harvard Business School
- 4:20pm – 4:40pm Session Ten: Employee Time-off Request Management**
Presentation by Caleb Kwon of UT Austin McCombs
- 4:40pm – 5:00pm Discussion**
- 5:15pm – 6:45pm Reception and Dinner**
- 6:45pm – 8:15pm Session Eleven: The Impact of Tariffs and Other Proposed Changes**
Discussion led by Marshall Fisher, Ananth Raman, and Santiago Gallino

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PRELIMINARY AGENDA DAY TWO

7:30am – 8:00am Buffet Breakfast

8:00am – 8:20am Session Twelve: It's Still Good! Expiration Dates & Food Waste
Presentation by Dorothee Honhon and Parisa Shahsavand, both of Naveen Jindal School of Management, University of Texas at Dallas and Iva Rashkova of Washington University in St. Louis's Olin Business School

8:20am – 8:40am Session Thirteen: How and When Supercenters Spur Consumer Waste
Presentation by Lina Wang and Suvrat Dhanorkar, both of Penn State University's Smeal College of Business, and Sungho Park of Seoul National University

8:40am – 9:00am Session Fourteen: Retail Insights for a Greener Future—VR-Aided Transparency in Zero Waste Management
Presentation by Necati Ertekin of University of Minnesota's Carlson School of Management

9:00am – 9:20am Discussion

9:20am – 9:50am Break

9:50am – 10:10am Session Fifteen: Channel Stickiness in Omnichannel Retail: Temporary Shifts or Lasting Changes?
Presentation by Leela Nageswaran of University of Washington's Foster School of Business

10:10am – 10:30am Session Sixteen: The Role of Store Brands in Mitigating Operational Disruptions
Presentation by Yasin Alan of Vanderbilt University's Owen School of Management, William Schmidt of Emory University's Goizueta Business School, and Xabier Barriola of Tilburg University

10:30am – 10:50am Session Seventeen: Revitalizing the In-Store Experience—The Spillover Effects of Experiential Services
Presentation by Bengü Nur Özdemir of University of Wisconsin-Whitewater's College of Business and Economics and Stanley Lim of Michigan State University's Broad College of Business

10:50am – 11:10am Discussion

11:10am – 11:30am Break

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PRELIMINARY AGENDA DAY TWO (continued)

**11:30am – 11:50am Session Eighteen: Channel Transparency in Omnichannel Retailing:
The Impact of Sharing Retail Store Product Availability Information**

Presentation by Xinyi Ren of Ohio State University, Robert Windle and Philip Evers both of University of Maryland

**11:50am – 12:10am Session Nineteen: Will Electronic Shelf Labels Bring Surge Pricing to
your Supermarket?**

Presentation by Yannis Stamatopoulos of The University of Texas at Austin's McCombs School of Business and Robbie Evans Sanders UC San Diego's Rady School of Management

**12:10am – 12:30pm Session Twenty: The Allure of Free Shipping: How to Choose the Best
Policy for Online Retail**

Presentation by Borja Apaolaza, Gérard Cachon, and Santiago Gallino, all of The Wharton School

12:30pm – 12:50pm Discussion

12:50pm – 1:30pm Box Lunch

**1:30pm – 1:50pm Session Twenty-One: Drilldown Data Access Rates and Managerial
Target Achievement**

Presentation by Joseph Moran of The Wharton School

**1:50pm – 2:10pm Session Twenty-Two: The Impact of Input Inaccuracy on Leveraging
AI Tools Using Labor Scheduling**

Presentation by Caleb Kwon of UT Austin McCombs, and Antonio Moreno & Ananth Raman, both of Harvard Business School

**2:10pm – 2:30pm Session Twenty-Three: Solving AI's Critical Implementation
Challenges**

Presentation by Hise Gibson of Harvard Business School

2:30pm – 2:50pm Discussion

2:50pm – 3:15pm Session Twenty-Four: Takeaways & Future Steps

Discussion by Marshall Fisher, Ananth Raman, and Santiago Gallino