DAY ONE

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

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

10:05am – 11:20am    Session One: REMA 1000 Case Discussion
Case study by Tatiana Sandino of Harvard Business School with Tore Hoylie, REMA 1000

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 & Prithviraj 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
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 – 6:30pm  Session Eleven: An Analysis of Shopping Behavior at Warehouse-Club Stores and Its Store-Network-Density Implications
Presentation by Stanley Lim of University of Cambridge and Elliot Rabinovich of Arizona State University

6:30pm – 8:00pm  Cocktails & Dinner: Williams Room in Spangler Hall

8:00pm – 9:00pm  Session Twelve: 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

Day Two

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

8:00am – 8:30am  Session Thirteen: 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 Fourteen: 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 Fifteen: 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 Sixteen: The Economics of Showrooms
Presentation by Antonio Moreno-Garcia and Santiago Gallino

11:00am – 11:30am  Session Seventeen: How Different Types of Social Media Affect Retail Demand
Presentation by Vishal Gaur of Johnson Graduate School of Management, Cornell University

11:30am – 12:00pm  Session Eighteen: Control or Flexibility? Structured Empowerment in Retail & Service Chains Offers Both
Presentation by Tatiana Sandino

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

1:00pm – 1:30pm  Session Nineteen: Questions on Teaching “Coca-Cola in Vietnam” Case Study (discussed at COER 2016)
Presentation by Ananth Raman

1:30pm – 2:30pm  Session Twenty: Blockchain Applications in Supply Chain Management
Presentation by Vishal Gaur

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