

QMOD 2017: Program

5th August 2017, Saturday					
08:00-17:00	QMOD-ICQSS Check-in and Registration				
10:00-11:00	Welcome Coffee				
11:00-11:30	Conference Opening (<i>Damgårdsalen</i>)				
11:30-13:00	Plenary Session 1 (<i>Damgårdsalen</i>)				
13:00-14:30	Lunch				
14:30-16:00 Parallel Sessions 1	<i>B10</i>	<i>B-21</i>	<i>B24</i>	<i>B 22</i>	<i>B23</i>
	Quality, Services, Sustainability in the 4th Ind. Revolution	Quality Management Principles and Models	Quality in Higher Education	Failures, Causes, Risk Evaluation, Modelling	Customer Satisfaction, Quality, Value, Importance
16:00-16:30	Coffee Break				
16:30-18:00 Parallel Sessions 2	<i>B10</i>	<i>B-21</i>	<i>B24</i>	<i>B 22</i>	<i>B23</i>
	Quality, Services, Sustainability in the 4th Ind. Revolution	TQM, Excellence Models and Practices	Quality Culture, Value, Leadership and Change	Root Causes, Abnormal Patterns, Poka Yoke, Returns, Environment	Consumer Value, Innovation, Creation, Mobile Easy Payment
19:00-23:00	Welcome Conference Dinner				
6th August 2017, Sunday					
08:00-10:00	Get-together Breakfast				
10:00-18:00	Meetings, Networking, Sightseeing etc. (Individual choice)				
18:00-22:00	20 Years Anniversary Conference Dinner				
7 th August 2017, Monday					
07:00-08:00	Breakfast				
08:00-09:30 Parallel Sessions 3	<i>B-10</i>	<i>B-21</i>	<i>B-24</i>	<i>B-22</i>	<i>B-23</i>
	Quality, Services, Sustainability in the 4th Ind. Revolution	ISO 9000 Quality Management System	Org. Culture, Org. Life, Transformations, Multicultural Teams	Quality in Healthcare	Airline-/ Railway Services and Maintenance
09:30-10:00	Coffee Break				
10:00-11:30 Parallel Sessions 4	<i>B-10</i>	<i>B-21</i>	<i>B-24</i>	<i>B-22</i>	<i>B-23</i>
	Sustainability, CSR, QM, Ethical Values	IM Systems, Conformity Assessment, Certification, Product Audit	Lean Production, Improvements, Maturity, Waste	Concept Realization, Cost of Quality, Complaint Knowledge Transfer	Psychometric Responses, Kansei, Package Design, Train Travel Service
11:30-13:00	Lunch				
13:00-14:30 Parallel Sessions 5	<i>B-10</i>	<i>B-21</i>	<i>B-24</i>	<i>B-22</i>	<i>B-23</i>
	Stakeholders, Needs, Requirements, Management	Assessing TQM and Excellence at MCI, Iran	Six Sigma, Lean Six Sigma, Philosophy, Training, Culture, Management Thinking	Supply Chains, Process Management, Consulting	QFD, Anomaly Detection, Quality Fitting and Loss, Game Analysis
14:30-14:45	Coffee Break				
14:45-16:15	Plenary Session 2 (<i>Öresundssalen</i>)				
16:15-17:00	Closing Session: Best paper Awards and QMOD 2018 Announcement				

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11:00-11:30: Damgårdssalen	Conference Opening
Jens J. Dahlgaard , Prof., Conference Founder and Co-Chair, Linköping University, Sweden Su Mi Dahlgaard-Park , Prof., Conference Founder and Co-chair, Lund University, Sweden	
11:30-13:00: Damgårdssalen	Plenary Session 1
Session Chair: Prof. Su Mi Dahlgaard-Park , Sweden	
Pauline Found, Professor UK	Towards a Theory of Operational Excellence
Wan Seon Shin, Professor Korea	Designing a Quality Scorecard Performance Measurement System for the Era of Industry 4.0
13:00-14:30	Lunch

14:30-16:00	Parallel Sessions 1
1.1 Room B-10: Quality, Services and Sustainability in the 4th Industrial Revolution	
Session Chair: Prof. Masahiko Munechika , Japan & Asc. Prof. Jeongil Choi , Korea	
Rebecca Lauther, Robert H. Schmitt, Germany	The Development of Competencies and Qualifications for Industry 4.0
Kyung Mi Bae, Youn Sung Kim, Korea	Factors influence on the share of services in international trade: Focus on East Asia
Alison Beard-Gunter, Gery Ellis, Chris Dando, Pauline Found, UK	Designing Industrial User Experiences for Industry 4.0
Frank Koenig, Pauline Found, UK	Condition Monitoring of High Speed Baggage Handling for Industry 4.0 Airport Systems
1.2 Room B-21: Quality Management Principles and Models	
Session Chair: Prof. Boštjan Gomišček , UAE & Prof. Tatiana Salimova , Russia	
Patrícia Moura e Sá, Portugal	Are quality models addressing the needs of vulnerable customers? A special look into the context of Services of General Interest
Johan Lilja, Pernilla Ingelsson, Kristen Snyder, Ingela Bäckström, Christer Hedlund, Sweden	Metaphors - We Manage and Develop Quality by Screening and Elaborating on the Metaphors of Quality Management
Jason Martin, Mattias Elg, Ida Gremyr, Sweden	Fit for purpose? Critical competencies and roles in quality management
Elisabeth Johansson, Katharina Bahle, Sweden	An investigation of the quality principle <i>customer orientation</i> and its support for solution provision: A literature review

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14:30-16:00	Parallel Sessions 1
1.3 Room B-24:	
Quality in Higher Education	
Session Chair: Prof. Stefan Lagrosen, Sweden & Asc. Prof. Evangelos Psomas, Greece	
Ines Dužević, Tomislav Baković, Mia Delić, Croatia	Innovative practices and quality enhancement in higher education
Bren Matevž, Miran Lavrič, Slovenia	Ten years of students' e-evaluation at the University of Maribor
Vivien Surman, Zsuzsanna Eszter Tóth, Hungary	Student satisfaction measurement at Budapest University of Technology and Economics
Tamás Jónás, Gábor Árva, Zsuzsanna Eszter Tóth, Hungary	Application of a Pliant Arithmetic-based Fuzzy Questionnaire to Evaluate Lecturers' Performance
F. Backlund, R. Garvare, F. Capaci, E. Lovén, E. Vanhatalo, Sweden	Individual Learning Outcomes in a Project-Based Course: Customer-Oriented Product Development
1.4 Room B-22:	
Failures, Causes, Risk Evaluation, Modelling	
Session Chair: Prof. Yumin Liu, China & Asc. Prof. Piotr Rogala, Poland	
Robin Tuertmann, Thomas Hellebrandt, Björn Falk, Robert Schmitt, Germany	Qualitative Modelling of the Interaction between Defect Knowledge and the Production Process in the Manufacturing Industry
João C. G. dos Reis, Marlene P. C. Amorim, Nuno F. Rosa Melão, Portugal	Service Failure and Recovery Through Multiple Channels and Networks: Banking Service Industry
Hyuck Moo Kwon, Sung Hoon Hong, Min Koo Lee, Korea	Risk Evaluation of Failure Cause in FMEA under Weibull Time Distributions for Failure Occurrence and Detection
Jane Worlitz, Dennis Haschke, Germany	FMEA Software comparison
1.5 Room B-23:	
Customer Satisfaction, Quality, Value, Importance	
Session Chair: Prof. Youn Sung Kim, Korea & Prof. Chi-Kuang, Taiwan	
Frantisek Sudzina, Antonin Pavlicek, Denmark/ Czech Republic	Customer Satisfaction with Goods and Services Purchased on Deal Sites: Impact of Trust, Personality Traits and Age
Yvonne Lagrosen, Åsa Axcgärde, Sweden	External customer satisfaction through team-development inspired by appreciative inquiry
JaeWook Yoon, KyuSung Lee, DaeMook Kang, SeoGoo Jeon, Korea	An improved method to estimate the explicit importance from Kano questionnaires
Xiao Chen, Decheng Wen, Xiaojing Sun, Bin Zhang, China	Customer Engagement Behavior: Classification and a Conceptual Model

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16:00-16:30	Coffee Break	
16:30 – 18:00	Parallel Sessions 2	
2.1 Room B-10 : Quality, Services and Sustainability in the 4th Industrial Revolution		
Session Chair: Prof. Sung H. Park, Korea & Asc. Prof. Rodrigo Lozano, Sweden		
Loukas N. Anninos, Greece	Towards the “Homo Deus” excellence perspective? Investigating the potential use of neuroscientific findings for “smart” services	
Bo Enquist, Samuel Petros Sebhatu, Sweden	Values-based service innovation, sustainability and quality in the age of accelerations - meeting the challenges for mobility and accessibility in cities	
Inhee Seo, Yonghee Kim, Hwetack Son, Jeongil Choi, Korea	Assessment of Efficiency in Public Service - Focused on Government 3.0 Case in Korea	
E. Bridi, J.Schmitt, R. Andersson, D. F. de Andrade, E. P. Paladini, Brazil	Method to evaluate the quality service in the hotel sector in the age of the 4th Industrial Revolution	
2.2 Room B-21: TQM, Excellence Models and Practices		
Session Chair: Prof. Rickard Garvare, Sweden & Prof. Hanjoo Yoo, Korea		
Allan Ahrensberg, Denmark	Excellence Best Practice in Europe 1992 to 2016 – When Quality Becomes Strategic	
Sung Hee Lee, JinSoo Park, Oug Hyun An, Youn Sung Kim, Korea	Comprehensive Investigation and Assessment of Korean National Productivity Management System	
Chi-Kuang Chen, Lidia Reyes, Taiwan	Total Quality Management as an Ultimate Management Theory: The Shift of Management Paradigm based on a Historical View	
Hana Pacaiova, Anna Nagyova, Slovakia	EFQM model as a template for maintenance management audit	
D. Maletič, M. Maletič, Basim Al-Najjar, Boštjan Gomišček, Slovenia/UAE	Asset life cycle management: Towards improving operational performance	

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16:30-18:00	Parallel Sessions 2	
2:3 Room B-24:		
Quality Culture, Value, Leadership and Change		
Session Chair: Prof. Kristina Zgodavova, Slovakia & Asc. Prof. Yvonne Lagrosen, Sweden		
Pernilla Ingelsson, Kristen Snyder, Johan Lilja, Christer Hedlund, Sweden	Truly changing the culture – learnings from a value-based top leader	
D. Hansen, J. Lilja, D. Richardsson, R. Jørgensen, Denmark/ Sweden	Stop Burning Platforms! Quality Culture Requires Generative Metaphors	
Terje Slåtten, Gudbrand Lien, Göran Svensson, Norway	The value of cultivating a norm for market orientation in professional service firms	
C. Hedlund, I. Bäckström, P. Ingelsson, K. Snyder, J. Lilja, Sweden	Continuous Improvement of Leadership - Evaluation of peer-coaching experiments	
2.4 Room B-22:		
Root Causes, Abnormal Patterns, Poka Yoke, Product Returns, Environmental Methodologies		
Session Chair: Prof. Adam Hamrol, Poland & Ass. Prof. Nadine Schlüter, Germany		
Manuel F. Suárez-Barraza, Francisco G. Rodríguez-González, Mexico	Cornerstone root causes through the analysis of Ishikawa's Diagram (CED diagram). Is it possible to find them?	
Liu Yumin, Liu Li, Wang Ning, China	Recognition of quality abnormal patterns for dynamic process based on feature fusion	
Patrick Pötters, Robert Schmitt, Bert Leyendecker, Germany	Effectivity of quality methods on the shop floor of a serial production - How important is Poka Yoke?	
Alena Klapalová, Michal Krčál, Czech Republic	Product returns – interdisciplinary interfaces between knowledge, quality and product innovation management	
Carmen Jaca, Marta Ormazabal, Elisabeth Viles, Javier Santos, Spain	The environmental comfort based methodology as tool for preparing continuous improvement processes	
2.5 Room B-23:		
Consumer Value, Innovation, Creation, Mobile Easy Payment Services		
Session Chair: Prof. Michael Bruschi, Germany & Asc. Prof. Henyi Jen, Taiwan		
Kana Sugimoto, Shin'ya Nagasawa, Japan	Value Innovation in Traditional Craft Products: Implications from Case Studies	
Camilla Abrahamsson, Johan Lilja, Christer Hedlund, Sweden	Towards New Levels of Creating/Improving and Understanding Value in Swedish Municipalities	
Carin Rehn Crona, Sweden	Consumer value of new payment services Using Smartphones at the point-of-purchase	
Jaehyeon Jun, Sangyoon Cha, Insu Cho, Heejun Park, Korea	Factors Influencing Continued Use of Mobile Easy Payment Service (MEPS): An Empirical Investigation	
19:00 - 23:00 Welcome Conference Dinner		

7th August 2017, Monday 08:00-09:30

08:00-09:30	Parallel Sessions 3
3.1 Room B-10: Quality, Services and Sustainability in the 4th Industrial Revolution	
Session Chair: Prof. Hee Jun Park, Korea & Prof. Decheng Wen, China	
Yonghee Kim, Youngju Park, Hyungho Seo, Jeongil Choi, Korea	An Empirical Examination of Adoption of Self-driving Cars
Naya von Randow, Arne Ramm, Robert Dust, Germany	Predictive safeguarding of mobility services using intelligent data analytic methods
Yong Yoon, Joon Soo Kim, Youn Sung Kim, Korea	The Role of ICT Solutions for Servitization in Korean Firms
Stefan Lagrosen, Sweden	Social media and Quality Management – exploring the connections
Yoshi Asano, Henry-Jackson, Hiroshi Ito, Bidmia Linor Dohnji, Japan/ Cameroun	Africa on the verge of the digital boom: How could ICT in Education shape its future
3.2 Room B-21: ISO 9000 Quality Management System	
Session Chair: Prof. Inga Lapina, Latvia & Juhani Anttila, Finland	
Milena Alič, Slovenia	Integration with IT system for effective and easy running of the ISO 9001 QMS
Piotr Rogala, Tomasz Brzozowski, Paweł Skowron, Poland	Leading a quality management system after 2015
Sandra Klute-Wenig, Robert Refflinghaus, Germany	Quality management for microenterprises and start-ups – Is the ISO 9001 suitable?
Jan Lenning, Sweden	Auditing process requirements in ISO 9001: Do internal auditors adapt to the characteristics of the organization or process?
3.3 Room B-24: Organisational Culture, Org. Life and Transformations, Multicultural Teams	
Session Chair: Prof. Wan Seon Shin, Korea & Asc. Prof. Ingela Bäckström, Sweden	
Angelos Pantouvakis, Maria Karakasnaki, Athina Syntychaki, Greece	The interrelationships among organizational culture and service quality: the role of external environmental factors
Haris Omar, Sri Lanka/ UK	Liminal Thresholds of Organizational Life – A Study of Dynamics of Emergence
André Gilbert Latendorf, Robin David Howlett, Pauline Found, UK	Organisational Transformations: Successfully Engaging People
Marta Grabowska, Agnieszka, Poland	Management of multicultural teams - case studies
Ingela Bäckström, Pernilla Ingelsson, Kristen Snyder, Christer Hedlund, Johan Lilja, Sweden	Capturing Value-based leadership in Practice: Insights from developing and applying an AI-interview guide

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08:00-09:30	Parallel Sessions 3
3.4 Room B-22:	
Quality in Healthcare	
Session Chair: Prof. Zhen He, China & Prof. Ida Gremyr, Sweden	
M. Kaneko, H.Tanaka, C. Kajihara, M. Sano, H. Jin, M. Munechika, Japan	Deployment of a Form to Understand Current Situation in Medical Error Analysis
M. Sano, M. Kaneko, C. Kajihara, H. Jin, M. Munechika, Japan	Risk assessment for Continuity of Artificial Dialysis Center in Disaster Base Medical Center
Hen-Yi Jen, Yu-Chun Cheng, Taiwan	Computer Simulation of Patients' Mixed Physical Therapy Treatment Process Flows and Its Analysis
Magdalena Smeds, Bonnie Poksinska, Sweden	Push out, inclusion or exclusion? What are actually the effects of implementing cancer patient pathways?
Boštjan Gomišček, Blanka Hercog, Matjaž Maletič, UAE/ Slovenia	Moderating and mediating factors influencing the relations in a user – manufacturer interaction model for assuring quality and safety of medical and cosmetic devices
3.5 Room B-23:	
Airline -/ Railway Services and Maintenance	
Session Chair: Prof. Bo Enquist, Sweden & Asc. Prof. Asta Daunoriene, Lithuania	
Thongchai Jeeradist, Thailand	Aviation industry service quality enhancement using Collaborative Decision Making (CDM)
Jay Seo, Inhee Seo, Yijoong Kim, Jeongil Choi, Korea	The Impact of Internal Service Quality of Airline Ground Staff on Service Orientation
Jens Aldenlöv, Bjarne Bergquist, Peter Söderholm, Sweden	Contract design within public procurement of railway maintenance
Peter Söderholm, Bjarne Bergquist, Sweden	Business Analytics of Railway Robustness
Alireza Skeikhtaheri, Hossein Dadfar, Iran/ Sweden	In Search of Value Added Services (VAS) for Private Passenger Trains: The case of Iran
09:30-10:00	Coffe Break

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10:00-11:30		Parallel Sessions 4	
4.1 Room B-10:			
Sustainability, CSR, Quality Management, Management Practices, Ethical Values			
Session Chair: Prof. Hsin Rau, Taiwan & Asc. Prof. Johan Lilja, Sweden			
Vanajah Siva, Ida Gremyr, Árni Halldórsson, Sweden		Quality management as a platform for organizing sustainability competencies: Integration or Specialization	
P.Trivellas, A. Rafailidis, P. Polychroniou, P. Dekoulou, Greece		Corporate social responsibility (CSR) and its internal consequences on job performance.	
Tatiana Salimova, Natalia Vatolkina, Yulia Palkina, Ludmila Birukova, Russia		Focus on Sustainability and Stakeholders in Management Practices: Exploiting Potential of Self-Assessment	
Anette Oxenwärdh, Sweden		On visit to Gotland – some visitors' reflections on Sustainability	
Rodrigo Lozano, Robin von Haartman, Sweden		Analysis of the importance of sustainability drivers in organisations	
4.2 Room B-21:			
IM-Systems, Conformity Assessment, Certification, Product Audit			
Session Chair: Prof. Robert Refflinghaus, Germany & Asc. Prof. Zsuzsanna Eszter Tóth, Hungary			
Imants Meiers-Meiris, Jānis Mazais, Inga Lapiņa, Latvia		Risk management framework for Integrated Management Systems	
Svetlana Mjakuškina, Inga Lapiņa, Latvia		The Product Conformity Assessment Elements in the Integrated Management System	
Maija Kavosa, Inga Lapiņa, Latvia		Certification Process in the Field of Energy Construction in Latvia: Risk Analysis	
Beatrice M. Rich, Christine Goldmann, Ralf Woll, Germany		Analysis of the need for product audit improvements in companies	
Charlotte Malmgren, Thomas Zobel, Sweden		Assessing the impact of energy management systems on energy efficiency in energy-intensive companies	
4.3 Room B-24:			
Sustainable Lean Production, Improvements, Maturity, Waste			
Session Chair: Prof. Jiju Antony, UK & Asc. Prof. Roy Andersson, Sweden			
Bonnie Poksinska, Dag Swartling, Sweden		From Successful to Sustainable Lean Production – The Case of a Lean Prize Award Winner	
Jelena Kurilova-Palisaitiene, Erik Sundin, Bonnie Poksinska, Sweden		Lean improvements in remanufacturing: solving information flow challenges	
Graziela dos Santos Bento, Gérson Tontini, Brazil		Developing an Instrument to Measure Lean Manufacturing Maturity and its Relationship with Operational Performance	
Chi-Kuang Chen, Fernando Palma, Lidia Reyes, Taiwan		The Use of Lean Principles to Resolve Overproduction Waste under a Global Supply Chain Business Setting	

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10:00-11:30	Parallel Sessions 4
4.4 Room B-22: Concept Realization, Cost of Quality, Complaint Knowledge Transfer	
Session Chair: Prof. Hyuck Moo Kwon, Korea & Asc. Prof. Patricia Sa Moura, Portugal	
M. Munechika, T. Nagata, C. Kajihara, M. Sano, M. Kaneko, H. Jin, Japan	A Study on the Method of Concept Realization in Factories
E. Psomas, C. Dimitrantzou, F. Vouzas, N. Bouranta, Greece	Cost of quality in food manufacturing sector. Evidence from Greece
Asta Daunoriene, Lina Sernaite, Lithuania	Market Orientation's Impact on Quality Cost
Thomas Hellebrandt, Ina Heine, Robert H. Schmitt, Germany	ANP-based knowledge management solutions framework for the long-term complaint knowledge transfer
4.5 Room B-23: Psychometric Responses, Kansei Engineering, Package Design, Train Travel Service	
Session Chair: Prof. Shinja Nagasawa, Japan & Asc. Prof. Ines Dužević, Croatia	
Bjarne Bergquist, Camilla Grane, Peter Törlind, Erik Vanhatalo, Sweden	Psychometric responses in Managerial Research
Min Je Park, Jong Woo Park, Hanjoo Yoo, Korea	A Study on the Kansei of Airlines' In-flight Service Elements: Application of Kansei Engineering to Service Industries
C.Kajihara, A.Watanabe, M. Munechika, M. Sano, M. Kaneko, H.Jin, Japan	A Study on the Method of Package Design Reflecting the Impression of the Product Concept
Yu-Ying Ho, Yun-Ju Hsueh, Hen-Yi Jen, Taiwan	Provide a Better Cruise-Style Train Travel Service in Taiwan: Use of Text Mining to Compare and Contrast Rail Operator's Service Offering and Customer's Opinions
11:30-13:00	Lunch

7th August 2017, Monday

13:00-14:30		Parallel Sessions 5	
5.1 Room B-10:			
Stakeholder Analysis, Needs, Requirements, Management			
Session Chair: Asc. Prof. Terje Slåtten, Norway & Asc. Prof. František Sudzina, Denmark			
Ovidiu Bielefeld, Marian Mistler, Nadine Schlüter, Germany		Integration of Stakeholder Analysis into Requirements Management for B2B networks	
Maria Frederiksson, Sweden		Stakeholders' Perspective in Sustainable Tourism - A Swedish Case Study	
Yauwseph Tandiono, Hsin Rau, Taiwan		A Green-Innovative Product Development Process to Satisfy Stakeholder Requirements	
Helena Ranängen, Åsa Lindman, Sweden		A Nordic mining perspective of the social licence to operate: Corporate communication and practice	
5.2 Room B-21:			
Assessing TQM and Excellence at MCI (Mobile Communication Company of Iran)			
Session Chair: Prof. Hossein Dadfar & Prof. Jens J. Dahlgaard, Sweden			
M. Khatibi, M. H. Hosseini, H. Ghasemi, M. Ghenaati, R. Nabovati, Iran		Self-assessment using a simplified Excellence Model	
H.Hadidi, M. Behdari, M. Abbaskhani, M.Moeeeni, Y.Kalij & J. Laghaee, Iran		Assessing the People Enabler in Quality Management	
M.Behdari, H.Radmanesh, N.Rastegar, N.Aghee, M.Asadzadeh, H.Hadidi, Iran		In search of Service Quality Gap in the telecom sector	
S.Y. Dibaji, N. Mahin, M. Gheinaghi, A. Jamshidi, K. Jangi, Iran		Quality Assessment of the Strategy Management Process using the "4P excellence model"	
H.Beheshti, H.Nikoofar, A.Nikmohammadi, M. Moazzamipeiro, B. S. Seyyed-hosseinzadeh, Iran		Identifying Quality Gaps in Training Services using the "SERVQUAL model"	
5.3 Room B-24:			
Six Sigma, Lean Six Sigma, Philosophy, Training, Culture, Management Thinking			
Session Chair: Prof. Gerson Tontini, Brazil & Asc. Prof. Bonnie Poksinska, Sweden			
Chi-Kuang Chen, Omar Ramirez, Lidia Reyes, Taiwan		A Six Sigma User Template for the Implementation in Services	
Yinef Pardillo Baez, Roy Andersson, Daniel Alejandro, Brazil/ Sweden		Using Lean Six Sigma philosophy to generate a supply chain risk management culture	
Gery Ellis, Pauline Found, Maneesh Kumar, Jan Harwell, UK		The Impact of the US Civil Communications Section (CCS) Training System on Contemporary Management Thinking	
Michael Bruschi, Ines Bruschi, Kerstin Große, Therese Kozłowski, Germany		Drivers and Dimensions of Employer Branding – An Empirical Analysis of Student Perceptions of a Preferred Employer	

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13:00-14:30	Parallel Sessions 5
5.4 Room B-22: Supply Chains, Process Management, Management Consulting	
Session Chair: Prof. Ralf Woll, Germany & Asc. Prof. Manuel F. Suárez-Barraza, Mexico	
Zhen He, Dali Huang, Shuguang He, China	Design of Extended Warranty Service in a Supply Chain Considering Dual Sales Channel
Dan Xu, Hongwei Liu, Ershi Qi, China	A framework for B-to-B service quality based on process: case study of management consulting in China
Priscilla Navarro, Peter Cronemyr, Maria Huge-Brodin, Sweden	Using Process Management within Green Logistics – A case study
Y. P. Baez, R. Andersson, D. de los R. Pérez, G. A. V. Mesa, Brazil/ Sweden	A tool to achieve integration in Supply Chains: Design Model of Integration Node in the Supply Chains
5.5 Room B-23: QFD, Anomaly Detection, Quality Fitting and Loss, Quality Supervision Game Analysis	
Session Chair: Prof. Bjarne Bergquist, Sweden & Prof. Jae Wook Yoon, Korea	
Kristina Zgodavova, Pavol Palfy, Lubomir Lengyel, Slovakia/ Czech Rep.	Customised QFD for attribute data entry and Analysis System Development
Masato Ohkubo, Yasushi Nagata, Japan	Anomaly detection in high-dimensional data with the Mahalanobis–Taguchi system
Jie Lv, Decheng Wen, Xiajing Sun, Shikui Zhao, China	Investigation of selective assembly based on quality fitting and quality loss
Yaping Li, Decheng Wen, Xiaoya Shi, Liangquan Sun, China	Quality Supervision Game Analysis between Government and Online Shopping Platform
14:30-14:45	Coffee Break
14:45-15:30: Öresundssalen	Plenary Session 2
Session Chairs: Prof. Pauline Found, UK & Prof. Jens J. Dahlgaard, Sweden	
Sung Hyun Park, Professor Korea	Development, evaluation of social responsibility model for sustainable company growth in the 4th industrial revolution
Adam Hamrol, Professor Poland	Application of virtual and augmented reality in identification of customer expectations and requirements for mass customization
Juhani Anttila, former Vice President for Quality Integration, Sonera, Finland	Universities and Smart Cities: Challenges to high quality
15:30-16:15	Round Table Discussion: Challenges and Opportunities for Quality and Sustainability in the 4th Industrial Revolution
16:15-17:00: Öresundssalen	Closing Session
Su Mi Dahlgaard-Park, Lund University & Jens J. Dahlgaard, Linköping University, Sweden	
Best Paper Selections and Awards, QMOD 2018 Announcement	