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1. EDUCATION

- Bachelor of Science in Computer Science, Columbia University, New York, USA, 1972.
- Master of Science in Computer Science, Columbia University, 1973.
- Doctor of Philosophy in Operations Research, Columbia University, 1977.

2. TEACHING EXPERIENCE

- 1977-1978: Columbia University, Graduate School of Business
Adjunct Assistant Professor
- 1978-1983: The Wharton School, University of Pennsylvania
Assistant Professor of Decision Sciences. During the year 1981-82, while on leave, promotion to tenure was approved by the department
- 1981-present: The Athens University of Economics and Business
 - Rector of the University (2007-11)
 - Founding Director of the MBA International Program (1999-now)
 - Founding Director of the Management Science Research Laboratory (2000-now)
 - Chairman of the Marketing and Management Science Department (1997-99)
 - Vice-Chairman of the University Research Center (1997-1999)
 - Professor of Management Science (1981-now)
- 1986-1987: University of Paris IX-Dauphine, Laboratoire LAMSADE, France
Visiting Professor of Decision Sciences
- 1983 – 2011: Short-term Visiting positions at various Universities in Switzerland, France, Spain, India, and China.
- Courses and Seminars Taught:
Management Science, Managerial Decision Making, Strategic Decision Making, Supply Chain Management, Balanced Scorecard Strategy, Statistics, Management Information Systems, Decision Support Systems, Stochastic Models in Operations Research Optimization Models in Supply Chain Management.

3. DISTINCTIONS AND AWARDS

- 1st World Prize in the Practice of Management Science (Edelman Award), awarded by the Institute of Management Sciences (INFORMS / TIMS), for significant contributions in inventory management and logistics, and their applications to health care delivery systems (1979).
- 1st Hellenic Prize in Operations Research, awarded by the Hellenic Operations Research Society (HELORS) for contributions made in investment theory (1981).
- Elected Fellow of the Washington Academy of Sciences, for significant contributions in Operations Research and Applications in Health Care Management (1983).

- Multiple Teaching Excellence and Exceptional Contribution Awards, Athens University of Economics and Business
 - Executive MBA Program (2002)
 - Department of Marketing and Communication (2003)
 - Department of Management Science and Technology (2005)
 - Graduate Program in Service Management (2008)
 - MBA International Program (2010).
- Member of the 7-member European Commission (Brussels, Belgium) panel of experts for the evaluation of the 5th Framework Research Program (2000-01).
- Head of the European Commission missions to Romania and Georgia to map R&D potential and make propositions for the development of research collaborations (2005).
- Best Paper Award for paper (co-authored with Paraskevopoulos D. and Ioannou G.) "A Decision Support System for Waste Lube Oils Collection", presented at the 11th International Conference on Industrial Engineering and Engineering Management, Northeastern University, Shenyang, China (2005).
- Selection of paper (co-authored with Kostopoulos K., Brachos D., Papalexandris A., and Filippidou S.) "Organizational Unit ACAP: Social Context and Performance Outcomes" among the Best Papers of the Academy of Management Conference, Philadelphia, USA (2007).
- Selection of paper (co-authored with Brachos D., Söderquist, K.E. and Kostopoulos K.) "Knowledge Effectiveness Social Context and Innovation", published in Journal of Knowledge Management, as a Highly Commended paper at the Literati Network Awards for Excellence (2008).
- Honorary Medal for significant achievements in Operations Research by the Institute for Management Sciences and Operations Research (INFORMS) at the INFORMS Annual Practice Conference, Baltimore, USA (2008).
- Invited testimony to the Hellenic Parliamentary Education Committee on Graduate Education in Greece (2008).
- Selection of paper (co-authored with Kostopoulos K. and Bozionelos N.) "Team Learning Activities and Team Effectiveness: The Role of Psychological Safety and Task Conflict", among the Best Papers of the Academy of Management Conference, Chicago, USA (2009).

4. UNIVERSITY SERVICE

- *Rector, Athens University of Economics and Business (AUEB): 9/2007-8/2011.*

During this period, the University experienced impressive growth in its international orientation, developed excellent relations with China and India, and established a number of dual degree programs with European Universities. The academic offerings of the University were significantly enriched through the development of five new graduate programs, the successful completion of the National Quality Assurance Exercise, the re-evaluation of existing academic programs, and the development of a number of specialized new programs. Research excellence was promoted through the development of new, more research-oriented, standards for faculty selection and promotion, the development of a new internal highly competitive research funding program, and the establishment of policies to attract and retain top researchers. High quality research output was increased by 50%. The University's organizational structure and processes were significantly upgraded,

through the installation of fully computerized online administrative systems. The profile of the University was significantly raised through active promotion, excellence campaigns and international recognitions. Funding from both public and private sectors was significantly increased. Finally, a number of important CSR and outreach activities took place, including the setting up of AUEB's alumni association, the establishment of AUEB's first strategy for the environment, promotion of UN's Global Compact initiative, major CSR activities to assist during the economic crisis, an impressive increase in the links with companies, etc.

- *Founding Director, MBA International Program, AUEB: 1/1999-12/2011.*

Was the key architect and in charge of development of the currently considered as the **no. 1** MBA program in Greece and South Europe (www.imba.aueb.gr). During his term the newly established program (full and part time) achieved AMBA accreditation, international visibility, international recruitment base, successful finances, high level of incoming batches, and excellent corporate relations. Recently acclaimed as "Most Innovative Business School in Southern Europe, 2010" by the British magazine European CEO.

- *Founding Director, Management Science Research Laboratory, AUEB: 3/2000 – now.*

Established and developed what is today considered as the **no. 1** research centre in Greece on Management Science, and one of the leading ones in Europe (MSL, www.msl.aueb.gr). Has achieved impressive funding from private and public sources, has produced a significant number of doctoral graduates, all of them with excellent placements, and has created an impact to organizations and society based on the results of the research conducted. Main areas of impact: operations, innovation management, knowledge management, strategy and performance management. Recently established a joint research institute in China.

- *Chairman of University's Development Company (2007-11).*

During his term, the company's book publishing activity was increased by almost 6 times, the company was restructured, new service lines were added, and revenues were increased by 145% and profits by 122%.

5. MAJOR RESEARCH FUNDING

Has been awarded and has led more than 25 major research projects with a total budget exceeding €5,000,000. Funding has come from the European Union, the Ministry of Research (Greece), the CNRS (France), the National Institutes of Health (USA), the Foundation of Research (Cyprus), and others. Indicative projects include:

- Development and implementation of Computer-Integrating-Manufacturing modules for the clothing industry (European Commission (EC) -DG XII: Science, Research and Development, 1988-90).
- Case study analysis of the vulnerability of Information Systems in the banking and health sectors of Greece, Italy and France. (EC - DG XII: Science, Research and Development, 1989-91).
- Reengineering of processes, development of information systems prototypes, and regional organizational transformation for the European blood industry. (EC - DG V: Employment, Industrial Relations, Social Affairs, 1990-93).
- Development and analysis of alternative scenaria on blood self-sufficiency in Europe (EC - DG V: Employment, Industrial Relations, Social Affairs, 1996-97).

- Evaluation, feasibility study and strategy recommendation for the development of management training and management research in Lithuania (EC -DG I: External Relations, 1995-96).
- Development of technologies for flexible production groups in the clothing industry. Evaluator for the European Commission (EC - DG XII: Science, Research and Development, 1994-95).
- Development of innovative measures for the introduction of long-term unemployed in the labor market. Evaluator for the European Commission (EC - DG XVI: Regional Policy, 1996-97).
- Identification of the impact of Information Society on Management and Organizations, and development of the MBA curriculum on and for the Information Society (EC - DG III: Industry, 1996-98).
- Development of tools for fast development of executive information systems (General Secretariat of Research & Technology, 1996-98).
- Evaluation of the socio-economic impact of the Community Framework Program (EC - DG Research, 2001-02).
- Evaluating scenaria of development of the various technological sectors, and the impact of innovation on various sectors (EC - FORESIGHT, 2002-03).
- Mapping of research activities, personnel, and potential, as well as formulation of guidelines for research policy and research collaborations among the Black Sea countries (EC: BS-RESPOT, 2004-06).
- Evaluation of the impact of European R+D programs on the innovation and competitiveness of European firms, and formulation for guidelines for improvement of innovation European Commission. Lots 1 and 2 (EC - DG Enterprises, 2006-08).

In addition, he has served repeatedly as evaluator of proposals submitted for funding to the EU, as well as expert advisor to specific issues (e.g. Innovation, R+D Management).

6. SELECT CONSULTING EXPERIENCE

Over 30 years of consulting experience in a variety of roles and industries. Some of the projects he has been involved with are the following:

Banking and Finance

- Decision Support Systems for Assets and Liabilities Management of a major bank
- Decision Support Systems for optimal pension strategies, and career planning
- Developing a Bonus System for a banking organization
- Cash Management System for the Postal Services Organization.

Transport and Logistics

- Analysis of the Economic Impact of the Athens International Airport
- Design of a "Reverse Supply Chain" for Used Lubricants
- Analysis of the Governance and related issues between the Athens Transportation Authority and the Public Transport Companies of Athens.

Telecoms

- Re-organization and strategy for a Major Mobile Telephony provider
- Development of the E-Business Strategy of the City of Athens

- Feasibility Study and Business Plan for the Financial Portal of a major Internet provider

Education

- Development of a Balanced Scorecard Strategy for an international University
- Operational Efficiency Studies and Operational Excellence Observatory for European Universities
- Feasibility study and formulation of recommended strategy for the Development of Management Training and Management Research in Lithuania

Strategy and Balanced Scorecard

- Profile Identification of Bank Branches and Development of a Targeted Marketing Strategy of a Commercial Bank
- Development of a Competencies Management Framework for Human Resources Management
- Development of a Balanced Scorecard System for Performance Management of the IT department of a major bank
- Development of the CRM strategy of the largest insurance company in Greece

Health Sector

- Numerous projects that have to do with issues of logistics in blood management
- Developed optimal regional blood distribution systems and implemented them in various occasions
- Developed optimal hospital inventory policies and implemented them in various occasions
- Studied the National Blood Systems of several countries and has provided advice on a number of policy issues
- Numerous projects on the organization of hospitals, the introduction of computerized processes, the introduction of systems analysis techniques for improved efficiency and decision making

Manufacturing

- Development of a Forecasting Data Mart for the analysis and forecasting for a major international car company and its competitors' sales
- Development of a client / server Sales Analysis Information System for a major international consumer products company
- Implementation of the Blue Books methodology for the Financial Reporting & Control system of a major international mining company.

Energy

- Member of the 6-member experts' panel of the Greek government to carry on the privatization of a major lignite ore in North Greece: preparation of specs for international bids, evaluation of bids, negotiations, and finalization of contracts
- Development of the Business Plan for the National Institute of Geological Studies of Greece

7. DOCTORAL SUPERVISION

Main supervisor (Chairman of the 3-member Supervisory Committee):

- M. Kritikos, "Mathematical Models and Algorithmic Approaches for Transportation Problems using Geographical Information Systems", 2000.
- G. Skintzi, "Supply Chain Management: An Inventory Theoretic Approach", 2004.
- K. Kostopoulos, "Strategic Innovation Management: Group Learning and the role of Group Context in Determining the Performance of Innovative Project Teams", 2007.
- S. Filippidou, "Change Management in the Public Sector", 2007.

- A. Papalexandris, “A Methodology for Developing a Balanced Scorecard Framework”, 2007.
- D. Brachos, “Knowledge Management and Knowledge Sharing Networks”, 2008.
- M. Pateraki, “Strategic Innovation Management: The Effect of Absorptive Capacity (ACAP) in Determining R&D Performance”, ongoing

8. EDITORIAL ACTIVITY

- Interfaces (Editor-at-Large, INFORMS, 1992-95)
- International Journal of Information Technology & Management (Member of Editorial Board, 2002 -)
- European Journal of International Management (Member of Editorial Board, Sage, 2005 -)
- South Asian Business Review (Member of Editorial Board, 2007 -)
- Operational Research – An International Journal (Member of Editorial Board, Springer, 2008 -)
- American Journal of Operational Research (Member of Editorial Board, 2011 -)
- Journal of Management History (Guest Editor, Special Issue on “Leadership and Philosophy”, 2012).
- Referee: Management Science, Operations Research, and other journals.

9. OTHER PROFESSIONAL ACTIVITIES

- Research Associate, The New York City Rand Institute (1976-77), conducting research on improving the municipal sanitation services of the city of New York.
- Visiting Research Fellow, International Institute for Applied Systems Analysis (IIASA) (1979, 1980, 1981), conducting research on the application of Systems Analysis in Health Care.
- Researcher A’, French National Centre of Scientific Research (CNRS), conducting research on Decision Support Systems and Logistics (1986-87).
- Member of the Board of Directors of the Hellenic Operations Research Society (1981-88).
- Evaluator of research proposals: U.S. National Science Foundation, General Secretariat of Research and Technology, Cyprus Foundation of Research.
- Member of the Scientific Board of the Centre for Planning and Economic Research of Greece (1984-85).
- Chairman of the 7th National Conference of the Hellenic Operational Research Society (1987).
- Member of the Organizing Committee of the European Conference LILIS (EC DG III), “Continuing Education in the Information Society” (1996).
- Chairman of the Board of two companies in the areas of Management Consulting (OMAS SA, 1986-1996, and Deloitte & Touche Consulting SA, 1996-2002).
- Member of the International Organizing Committee of the International Conference of Decision Sciences Institute (1999).

- Chairman of the Conference “Innovation: Defining Factors and Open Questions for the Future of the Greek Economy” (2003).
- Member of the judging panel for the INFORMS Financial Services Section's Best Student Paper Competition (2004).
- Member of the McKinsey Quarterly Online Executive Panel (2004).
- Member of the Board of Directors of the Hellenic Management Association EEDE (2005- 2007).
- Member of the evaluation teams for the selection of the Scientific Director of the Research Institute of the Athens Academy of Sciences (2006, 2011)
- Member of the Organizing Committee of the International Conference “New Frontiers in Business and Information Technologies”, Korea University Business School, Seoul (2007)
- Representative on behalf of the Union of Rectors of Greek Universities to the Greek Parliament in view of the new Law on Graduate Education in Greece (2008).
- Co-Chairman, Business Confucius Institute of Athens (2008 - 2011)
- Member of evaluation panels to assess Corporate Social Responsibility (CSR) policies of companies in multiple occasions (2008, 2009, 2010).
- Member of the evaluation team for the “Business Plan Competition”, sponsored by the National Bank of Greece (2010).
- Co-Chairman of the international Conference “Leadership and Management in a Changing World: Lessons from Ancient East and West Philosophy”, Athens, 2011 (www.leadershipclassics.org).
- Member of the evaluation panel to select the “Entrepreneur of the Year”, Ernst & Young (2011).

10. RECENT INVITED KEYNOTE SPEECHES

- Patras Development Conference: The Development Vision of the city of Patras (February 2000).
- AUEB International Knowledge Management Conference: “Knowledge Management: Unlocking the True Potential of your Organization” (June 2000).
- Ministry of Education, Graduate Studies Symposium: Presentation and Open Discussion on Graduate Studies in Greece (November 2000).
- Moneyshow Conference: New trends in the Business Education (May 2001).
- Hellenic Management Association (EEDE), 3rd E-Commerce Forum: “Leveraging Emerging Technologies: (June 2001).
- Hellenic Management Association (EEDE) – “Aristotelis” Conference: The effects of Information Society on Management (September 2001).
- IT & Telecoms Forum: “Challenges and Opportunities for management in the Information Society” (November 2001).
- Doukas High School: “Education and Learning in the Knowledge Society”, Professional Orientation Days (March 2002).

- Insurance Association Annual Conference: “CRM in the Insurance Industry” (September 2002).
- Digital World Forum: “The Fastest Growing Technology Companies in Europe” (November 2002).
- PriceWaterhouseCoopers, 3rd International Conference: “Decision Technologies in Human Resources Management” (March 2003).
- AUEB Innovation Conference: “The role of Innovation in the Economic Development of Greece” (March 2003).
- TITAN S.A. Cement: “Introduction to Entrepreneurship” (May 2003).
- Hellenic Operational Research Society, 16th National Conference: Session Leader, “Knowledge Management Systems” (September 2003).
- University of Bergamo, Italy, “Evaluating the Performance of Financial Institutions” (March 2004).
- Euromed Marseille, France, “Managerial Decision Making” in World Mediterranean MBA (November 2004).
- EOI Business School, Madrid, Spain, “Managerial Decision Making” (April 2005).
- Université Robert Schumann, Strasbourg, France, “Supply Chain Management”, March 2007.
- European Vending Association Conference, EurOps 2007, “Supply Chain Management for Vending Operations”, Athens, March 2007.
- NMIMS University, “Recent Areas of interest in Decision Making Research” and “Indo-Greek Relationships: History and Prospects”, Mumbai, India, April 2007.
- National Conference AIESEC, “The need for international orientation in Business Studies”, 7 November 2007.
- Bosch Siemens Home Appliances (BSH) Annual Meeting, Executive Training, “Creating Value in a World Without Boundaries”, Athens, 7 December 2007.
- 26th All-India National Conference of Personnel Managers, “Developing Interfaces between academia and industry”, Baroda, India, 7 February 2008.
- Novo Nordisk Annual Leaders Meeting, Executive Training Program, “Career Planning: Unlocking your Own Potential”, Milano, 28 January 2009.
- TITAN, Session leader / rapporteur in Entrepreneurship Conference, February 2009.
- Adriatic-Ionian Conference, “Academic Collaborations as a Means for Cultural Exchange and Business Development”, sponsored by the Ministry of Foreign Affairs, Corfu, Greece, 13 February 2009.
- Conference organized by the Ministry of Foreign Affairs, “Career planning in a Global World”, Athens, 7 April 2009.
- University of Strasbourg, “Strategic Decision Making in Supply Chain Management”, 15-17 June 2009.
- International Conference “Sustaining and Developing Business in Southeast Europe”, organized by AUEB and Wharton, “Managing Supply Chain Risks”, 25 June 2009.
- Opening Ceremony of the Business Confucius Institute of Athens, “The importance of the Business Confucius Institute for bridging the ties between Greece and China”, Megaron Mousikis, Athens, 8 October 2009.

- Annual Meeting of UNICA Universities, “Developing an Observatory for Operational Excellence of Universities”, Paris, 6 November 2009.
- Public presentation “Economic Impact of the Athens International Airport (AIA)”, sponsored by AIA at Megaron Mousikis, Athens, 8 December 2009.
- Session Chairman in the Symposium on Quality on Education, organized by Athens College, 22 January 2010.
- Public presentation of the book “How the crisis is affecting our lives and management” by D. Papoulias, 26 January 2010.
- INSPIRUS Conference, “Personal lessons of Entrepreneurship”, Mumbai, India, 20 February 2010.
- Conference Dialogue of Civilizations between Greece and China: “Management and Leadership in a Changing World: Lessons from Ancient Chinese and Greek Philosophy”, sponsored by the Ministry of Press of China, Athens, 23 April 2010.
- Session Chairman in the Conference “Financial and Economic Crisis: The Return to Stability”, sponsored by the Alumni of the Onassis Foundation, 21 June 2010.
- Young Entrepreneurs of Europe Conference, “Educational Policies and Best Practices for Developing Entrepreneurial Culture”, Thessaloniki, Greece, 25 June 2010.
- Session Chairman and Speaker in the Indian National HRD Network Conference Towards the Next Orbit, “Crafting and Implementing Business Strategy for the Next Generation Global Enterprises”, Gurgaon, India, 1-3 December 2010.
- Rectors’ Conference, “Business Education in the Information Economy: Leadership, Responsibility and Entrepreneurship”, Washington, DC, USA, 16-17 January 2011.
- Opening Ceremony of AUEB’s NOBEL Economics Series, “The Importance of Academic Excellence in Management Education”, Megaron Mousikis, Athens, 8 April 2011.

11. PUBLICATIONS

11.1. Books and Monographs

1. “Management Science and Information Technology”, HELORS press, 1986 (editor, in Greek)
2. “Introduction to Financial Management”, Ionian Bank Press, 1987 (in Greek, with A. Pappas).
3. “Management Science: Decision Making in the Information Society”, Stamoulis Press, 2nd edition, 2003 (in Greek).
4. “Management Science in Action: Applications in the Modern Enterprise”, Stamoulis Press, 2nd edition, 2005 (in Greek).
5. “Managerial Decision Making: Theory and Practice”, Tsinghua University Press, ISBN: 978-7-302-20679-8, published in English (2009), and Chinese (2011).
6. “Leadership and Management in a Changing World: Lessons from Ancient East and West Philosophy”, Springer, forthcoming 2012 (co-editor with K. E. Soderquist and F. Wang).

11.2. Refereed Papers in international journals

1. "On the Evaluation of a Class of Inventory Policies for Perishable Products such as Blood", Management Science, vol. 21, 11, July 1975 (with E. Brodheim and C. Derman).
2. "Optimal Myopic Allocation of a Product with Fixed Lifetime", J. Operational Research Soc., vol. 29, 9, September 1978.
3. "Computer - Based Regional Blood Distribution", Computers & Operations Research, vol. 6, 2 Mar-April 1979 (with E. Brodheim).
4. "On the Setting of Inventory Levels for Hospital Blood Banks", Transfusion, vol. 16, Jan-Feb 1976 (with E. Brodheim and R. Hirsch).
5. "The Long Island Blood Distribution System as a Prototype for Regional Blood Management", Interfaces, vol. 9, 5, 1979. *The work presented in this paper won the Edelman Award (INFORMS) and was cited in the centennial issue of Science as exemplary work in Operations Research internationally.*
6. "A Blood Management System with Prescheduled Deliveries", Transfusion, vol. 19, 4, July-August 1979 (with E. Brodheim).
7. "LIFO Distribution Systems", J. of the Operational Research Soc., vol. 30, 6, June 1979.
8. "PBDS: A Decision Support System for Regional Blood Management", Management Science, vol. 26, 1, 1980 (with E. Brodheim).
9. "Allocation of a Perishable Product Inventory", Operations Research, vol. 29, 2, 1981.
10. "Critical Number Ordering Policies for LIFO Perishable Inventory Systems", Computers & Operations Research, vol. 8, 4, 1981 (with M. Cohen).
11. "Topological Problems in Computer Network Design", Spoudai, 838-848, 1982
12. "An Approximation for a Perishable Inventory System with Fixed Size Periodic Replenishments", Advances in Management Studies, vol. 2, 4, 1983 (with G. P. Cosmetatos).
13. "Optimal Sequential Investment Decisions under Conditions of Uncertainty", Management Science, vol. 29, 1, 1983.
14. "Blood Inventory Management: An Overview of Theory and Practice", Management Science, vol. 30, 7, 1984.
15. "An Approximate Analysis of the D/M/1 Queue with Deterministic Customer Impatience", RAIRO - Recherche Opérationnelle vol. 19, 1, 1985 (with G. P. Cosmetatos.)
16. "An Allocation and Distribution Model for Perishable Inventories", Operations Research, vol. 34, 1, 1986 (with A. Federgruen and P. Zipkin).
17. "A Decision Support System for Manpower Planning in Large Organizations", J. of Decision Systems, vol. 14, 291-303, 1996 (with M. Kalogerakis and P. Ipsilandis).
18. "Inventory Positioning in Single Product Supply Chains", Les Cahiers du Management Technologique, vol. 11, 2, 33-40, 2001 (with G. Ioannou and G. Skintzi).
19. "Greek Firms and EMU: Contrasting SMEs and Large-Sized Enterprises", European Management Journal, vol. 19, 6, 638-648, 2001 (with Y. Spanos and V. Papadakis).

20. "A Greedy Look-ahead Heuristic for the Vehicle Routing Problem with Time Window Constraints", J. Operational Research Soc., vol. 52, 523-537, 2001 (with G. Ioannou and M. Kritikos).
21. "A problem-generator-solver heuristic for vehicle routing with soft time windows", Omega - The International Journal of Management Science, vol. 31, 1, 41-53, 2002 (with G. Ioannou and M. Kritikos)
22. "The Relationship between Information and Communication Technologies Adoption and Management", Information & Management, vol. 39, 659-675, 2002 (with Y. Spanos and A. Poullymenakou). *This paper came up in the top 10 in readership among the I&M papers for the period Sept 2000 – Jan 2004.*
23. "Map-Route: A GIS-Based Decision Support System for intra-city vehicle routing with time windows", J. Operational Research Soc., vol. 53, 842-854, 2002 (with G. Ioannou and M. Kritikos).
24. "An Integrated Framework for Managing Change in the New Competitive Landscape", European Management Journal, vol. 20, 1, 55-71, 2002 (with K. Söderquist, Y. Spanos, and L. Van Wassenhove). *This paper came up 4th in readership among EMJ papers for the year 2002.*
25. "A Quality Function Deployment Approach to Web Site Development", Les Cahiers du Management Technologique, vol. 13, 3, 51-66, 2004 (with G. Ioannou, and K. Pramataris)
26. "Understanding Organizational Capabilities: Towards a Conceptual Framework", Journal of Knowledge Management, vol. 8, 3, 31-43, 2004 (with Y. Spanos).
27. "The Effects of Environment, Structure, and Dynamic Capabilities on Product Innovation Strategy", International Journal on Entrepreneurship and Innovation Management, vol. 4, 6, 620-638, 2004 (with Y. Spanos)
28. "Modelling of Facilities for Head Injuries in London", Operations Research – An International Journal (ORIJ), vol. 3, 3, 197-212, 2004 (with G. Skintzi, T. Coats, and G. Ioannou)
29. "Determinants of Technological Innovation adoption: The case for ERP systems in Greek SME's", Les Cahiers du Management Technologique, vol. 13, 2, 39-51, 2004 (with K. Kostopoulos, and D. Brachos).
30. "Inventory Positioning in Multiple Product Supply Chains", Annals of Operations Research, Special issue: Stochastic Models of Production-Inventory Systems, vol. 125, 195-213, 2004 (with G. Skintzi, G. Ioannou).
31. "Implementing the Balanced Scorecard in Greece: A Software Firm's Experience", Long Range Planning, vol. 37, 4, 347-362, 2004 (with A. Papalexandris and G. Ioannou). *This paper was among the top 25 most downloadable papers of LRP for the year 2004-05.*
32. "An annealing-based approach to a special class of distribution problems", RAIRO – Recherche Opérationnelle, vol. 38, 4, 345-360, 2004 (with C. Tarantilis, G. Ioannou, C. Kiranoudis), 2003
33. "Towards New Public Management In Greek Public Organizations: Leadership vs. Management, and the Path to Implementation", Public Organization Review: A Global Journal, vol. 4, 317-337, 2004 (with S. Filipidou and E. Söderquist)
34. "A Holistic methodology for Putting the Balanced Scorecard into Action", European Management Journal, vol. 23, 2 pp 214-227, 2005 (with A. Papalexandris, G. Ioannou, K. E. Söderquist).

35. "A Strategic Forward-Looking Approach to Competency Modelling", Business Leadership Review, vol. II, No. 2, April 2005 (with K. E. Söderquist and M. Vakola)
36. "Solving the open vehicle routing problem via a single parameter metaheuristic algorithm", J. Operational Research Soc., vol. 56, 5, 588-596, 2005 (with C. Tarantilis, G. Ioannou, C. Kiranoudis)
37. "Advanced Vehicle Routing algorithms for Operational Management Problems", Journal of Food Engineering, Special issue: Operational Research and Logistics, vol. 70, 3, 455-471, 2005 (with Ch. Tarantilis, and G. Ioannou).
38. "Application of Data Envelopment Analysis to vehicle routing problems". Astrolavos, vol. 6, 136-155, 2006 (with M. Kritikos and G. Ioannou)
39. "Knowledge Effectiveness, Social Context and Innovation: The New Era of Knowledge - Based Developments", Journal of Knowledge Management, vol. 11, 5, 31-44, 2007 (with D. Brachos, D. Kostopoulos and K. E. Söderquist). *This paper has been selected as a "Highly Commended Paper" at the Literati Network Awards for Excellence 2008.*
40. "Competency Management in Support of Organizational Change", International Journal of Manpower, vol. 28, 3, 260-275, July 2007 (with M. Vakola and K. E. Söderquist)
41. "ERP Implementation at SME's: An initial study of the Greek Market", International Journal of Integrated Supply Management, vol. 3, 4, 406-425, 2007 (with M. Argyropoulou and G. Ioannou)
42. "Investigating Warehouse Policies", International Journal of Production Economics, vol. 112, 955-970, 2008 (with G. Skintzi, G. Ioannou)
43. "Meeting the Challenge of a Technology-Driven Change within an Institutional Context: the Greek Case", Public Administration, vol. 86 (2), 429-442, 2008 (with S. Filippidou, M. Karageorgou, E. Söderquist, and Ch. Tarantilis)
44. "A Reactive Variable Neighborhood Tabu Search for the Heterogeneous Fleet Vehicle Routing Problem with Time Windows", Journal of Heuristics, 14(5), 425-455, 2008 (with D. Paraskevopoulos, P. Repoussis, C. Tarantilis, G. Ioannou)
45. "An assignment-based heuristic for vehicle routing with time windows", Operational Research – An International Journal, vol. 8, 219-233, 2009 (with G. Ioannou and M. Kritikos)
46. "Corporate Real Estate Analysis: Evaluating Telecom Branch Efficiency in Greece", Applied Economics, vol. 42, 9, 1133 – 1143, 2010 (with M. Kritikos and R. Markellos)
47. "Task-based to competency-based: A typology and process supporting a critical HRM transition", Personnel Review, vol. 39, 3, 325-346, 2010 (with K. E. Söderquist, A. Papalexandris, G. Ioannou)
48. "Market, Firm, and Project-Level Effects on the Innovation Impact of FP RTD Projects", forthcoming in Science and Public Policy, 2011 (with K. Kostopoulos, K. E. Söderquist, Y. Spanos and N. Vonortas)
49. "Structure and Function of Team Learning Emergence: A Multilevel Empirical Validation", forthcoming in the Journal of Management DOI 10.1177/0149206311419366 (with Y. Spanos and K. Kostopoulos)

11.3. Publications in edited volumes

1. "Optimal Decisions on Production and Export of Interrelated Products", in A. Chikan (ed.) Economics and Management of Inventories, 291-300, North-Holland, 1981 (with M. Xafa).
2. "Systems analysis in Regional Blood Management", in J. Mohr and A. Kluge (eds.) The Computer and Blood Banking, 110-131, Springer-Verlag, 1981.
3. "Optimal Investment Strategies Under Uncertainty", in J. P. Brans (ed.) Operational Research '81, 843-858, North Holland, 1981.
4. "An Optimal Rotation Policy for an Age-Differentiated Product in a Multi-Echelon Inventory system", in A. Chikan (ed.), New Results in Inventory Theory, 777-784, North-Holland, 1983.
5. "Operational Efficiency in the Service Sector", in Scientific Annals, AUEB, 277-296, 1984.
6. "A Comparison of Alternative Inventory Policies for Perishable Products", in Scientific Annals, 351-366, AUEB, 1986 (with G. Papadopoulos).
7. "Operations Research in Banking: An Overview", in G. Prastacos (ed.) Operations Research and Information Technology, 281-307, HELORS, 1987.
8. "Development of a basic CIM module for the clothing Industry", in Computer Integrated Manufacturing, by C. O'Brien et.al. (eds.), Springer Verlag, 281-289, 1989 (με I. Tatsiopoulos).
9. "Mathematical Programming for Assets and Liabilities Management in a Commercial Bank", in Operational Research '90, 1990 (με A. Brilis, D. Giokas, M. Vassiloglou)
10. "Solon: An Expert System for Evaluating Investments", in Operational Research '90, North Holland, 1990 (with N. Paterakis)
11. "A Shop Floor Decision Support System for the Clothing Industry", in Computer Applications in Production, by G. Doumeingts et.al., Elsevier Publishers, 1991 (with I. Tatsiopoulos).
12. "Implementing Balanced Scorecard in a Software Development Company", Proceedings of the IEEE International Engineering Management Conference, Cambridge, UK, 743-748, 2002 (with A. Papalexandris, G. Ioannou, and E. Soderquist).
13. "Innovation and the Firm: Determinants and Performance Implications", to appear in (L. Georgiou, J. Rigby and H. Cameron, editors): "Evaluating the Impact of Technology and Research: The theory and practice of Socio-economic Assessment", Elgar Publishing (with K. Kostopoulos, and Y. Spanos), 2003
14. "Knowledge Sharing Networks' Critical Success Factors: A Comprehensive Study of Knowledge Work", Proceedings of the 4th European Conference on Knowledge Management, pp. 112-121, Oxford University, UK, September 2003 (with D. Brachos, and E. Soderquist)
15. "Determining Factors of ERP Adoption: An Indicative Study in the Greek Market", Proceedings of the IEEE International Engineering Management Conference, pp. 287-291, Singapore, October 2004 (with K. Kostopoulos, and D. Brachos).
16. "A Decision Support System for Waste Lube Oils Collection", Proceedings of the 11th International Conference on Industrial Engineering and Engineering Management,

Northeastern University, Shenyang, China, 2005 (with D. Paraskevopoulos and G. Ioannou). *This paper received the **Best Paper** Award of the Conference and was published in the Conference Proceedings.*

17. "The Effects of Organizational Unit Absorptive Capacity on Innovation and Performance", Academy of Management Conference, Philadelphia, USA, August 2007 (with K. Kostopoulos and A. Papalexandris). *This paper was selected among the **Best Papers** of the Conference and was published in the Conference Proceeding.*
18. "Team learning activities and team effectiveness: The role of psychological safety and task conflict", Academy of Management Conference, Chicago, USA, August 2009 (with K. Kostopoulos and N. Bozionelos). *This paper was selected among the **Best Papers** of the Conference and was published in the Conference Proceedings.*
19. "Teaching Professionalism in a Business School: Insights from Ancient Philosophy" to appear in "Leadership and Management in a Changing World: Lessons from Ancient East and West Philosophy", (eds. G. Prastacos, E. Soderquist and F. Wang), Springer-Verlag, forthcoming 2012.

11.4. Select Conference Presentations

1. "A Decision Support System for Vehicle Routing with Time Windows", Proceedings of the HELORS Conference, 1997, (with M. Kritikos, and K. Zografos).
2. "Inventory Management under Price Uncertainty: Theory and Application in the Oil Policy", Proceedings of the HELORS Conference, 1979 (with E. Mageirou).
3. "Integrated Strategic Planning and Information Systems Development for Regional Blood Management", Proceedings of the 12th National Conference of the Spanish Blood Management Association, 1997 (with A. Maniati).
4. "A new MBA program for the Information Society", Proceedings of the 6th European Conference on Information Systems, Elsevier, 1998 (with L. van Wassenhove, C. Loebbecke, K. Vlahos, and P. van Baalen)
5. "The Impact of Information and Communication Technology on Firm Structure in an Economy in Transition", Proceedings of the ICMIT 2000 IEEE International Conference on Management of Innovation and Technology, November 2000.
6. "Heuristic Models for the Soft Vehicle Routing Problem", Proceedings of the Hellenic Mathematical Society, 2000 (with G. Ioannou and M. Kritikos)
7. "Dynamic Capabilities and Structural Effects on Innovation Management", Proceedings of the 5th World Congress on Intellectual Capital, Canada, Jan 2002 (with Y. Spanos)
8. "On the Architecture of Organizational Capabilities: Form and Creation", Proceedings of the Strategic Management Society Conference, Paris, September 2002 (with Y. Spanos).
9. "An assignment-based heuristic for vehicle routing with time windows", Proceedings of the 15th HELORS Conference, November 2002 (with G. Ioannou, and M. Kritikos).
10. "Pricing Outsourcing in the Supply Chain", Proceedings of the 16th Triennial Conference of the International Federation of Operational Research Societies, Edinburgh, UK, July 2002 (with G. Ioannou, and G. Skintzi).
11. "The Resource Based View of the Firm and Innovation: Identification of Critical Linkages", CD-Proceedings of the European Academy of Management (EURAM), 2nd

- Annual Conference on Innovative Research in Management, May 2002, Stockholm, Sweden (with K. Kostopoulos and Y. Spanos)
12. "The Transformation of Public Management and the Effects on Leadership vs. Management: A Greek Example", Proceedings of the 64th Annual Conference of the American Society for Public Administration (ASPA), Washington DC, March 2003 (with S. Philippidou, and E. Soderquist).
 13. "Analyzing the Technological Innovation Adoption Process for ERP systems in Greek SME's", Proceedings of the 16th HELORS Conference, 495-508, September 2003 (with K. Kostopoulos, and D. Brachos).
 14. "COMPETE: The Development of an Integrated Forward-Looking Approach to Competency Management for the banking Sector", Proceedings of the International Conference on Human Resources Management in a Knowledge Economy, Ljubljana, June 2004 (with M. Vakola, E. Soderquist, N. Papalexandris and D. Petrakoglou).
 15. "Multi-node Serial Supply Chains: Investigation of Inventory Management Policies", Proceedings of the EURO-INFORMS: EURO XX: Managing Electronic Services, Rhodes, Greece, 2004 (with G. Skintzi and G. Ioannou)
 16. "Operational Planning of Material handling Systems based on a Vehicle Routing Metaheuristic", Proceedings of the EURO-INFORMS: EURO XX, Managing Electronic Services, Rhodes, Greece, 2004 (with D. Paraskevopoulos, C. Tarantilis, and G. Ioannou)
 17. "Inventory Positioning in Multiple product Supply Chains", EUMOptifin 3 (EU Workshop): "The Drivers of Performance of Large Financial Institutions", Bergamo, Italy, May 2004 (with G. Skintzi and G. Ioannou)
 18. "Dynamic Lead Time Estimation in a Make-to-Order Shop", Proceedings EurOMA, Budapest, Hungary, 2005 (with G. Ioannou and S. Dimitriou)
 19. "Investigating Inventory Control tactics in Two Node Capacitated Supply Chains", Proceedings ERP³, Valencia, Spain, 2005 (with G. Ioannou and S. Dimitriou)
 20. "Managing Supply Chain Risks: Taxonomy and Measures", Proceedings EurOMA, Budapest, Hungary, 2005 (with G. Ioannou and Th. Karadana)
 21. "Flexible Warehousing Policies", Proceedings EurOMA, Budapest, Hungary, 2005 (with G. Ioannou and G. Skintzi)
 22. "A Simple GRASP for the Vehicle Routing Problem with Time Windows", Proceedings of the 17th Hellenic Operations Research Conference, Rio, Patras, 2005 (with P. Repoussis, C. Tarantilis, and G. Ioannou)
 23. "Olympic Games 2004: When the old meets the new", Eastern Academy of Management Conference, Cape Town, South Africa, June 2005 (with G. Vozikis, et. al)
 24. "Towards a Holistic Theoretical Framework for Unfolding Planned Change", Academy of Management Conference (ODC division), Honolulu, Hawaii, August 2005 (with S. Philipidou and E Söderquist)
 25. "Systems of Innovation: A Synthesis of the National, Regional, and Sectoral Perspectives, European Academy of Management (EURAM) Annual Conference, Oslo, Norway, May 2006 (with I. Katsikis and K. E. Söderquist)
 26. "Innovation Hot Spots: The Case of the Computer Services Sector in the Region of Attica, Greece", 46th Congress of the European Regional Science Association, Volos, Greece, September 2006 (with I. Katsikis, and K. E. Söderquist)

27. "Putting Competencies into Action in Greek Shipping: Implementing a Competency Typology as a Unique Source of Competitive Advantage", Proceedings of the 2006 IEMC Conference, Salvador, September, Bahia, Brazil, 2006 (with L. Kyrgidou, A. Papalexandris, K. E. Söderquist, G. Ioannou)
28. "Critical Research Paths in Strategic Entrepreneurship: An Examination of Resources and Capabilities Conductive to SE", 26th International Annual Strategic Management Society Conference, October, Vienna, Austria, 2006 (with L. Kyrgidou, K. E. Söderquist)
29. "Implementing a Competency Framework in the Maritime Sector", Academy of Management Conference, Atlanta, Georgia, USA, August 2006 (with A. Papalexandris, L. Kyrgidou, K. E. Söderquist, G. Ioannou)
30. "Can Knowledge Transfer Be Effective in Organizational Units? Organizational Context and Innovation", Academy of Management Conference, Atlanta, Georgia, USA, August 2006 (with D. Brachos and K. E. Söderquist)
31. "ERP Implementation at SME's: An Initial Study of the Greek Market", Proceedings of the EurOMA 2006 Conference, Glasgow, Scotland, June 2006, pp 43-52 (with M. Argyropoulou, G. Ioannou)
32. "Understanding the Drivers and Factors that Increase Supply Chains Exposure to Internal and External Risks", Proceedings of EurOMA International Conference, Glasgow, June 2006 (with T. Karantana, G. Ioannou)
33. "The role of shared resources in lead time performance of a banking network", Multicriteria Conference, Technical University of Crete, September 2005 (with M. Mavri, S. Dimitriou, G. Ioannou)
34. "Learning as a Mediating Process Between Resources, Capabilities and Strategic Entrepreneurship", British Academy of Management Conference, 2006 (with L. Kyrgidou, K. E. Söderquist)
35. "Workplace Olympics: Inspiring Great Performance through Corporate Values-in-Use", Academy of Management Conference, Philadelphia, USA, August 2007 (with M. Vakola, A. Papalexandris and K. E. Söderquist)

11.5. Select Technical Reports and Monographs

1. "An Evaluation of the Vulnerability of Information Systems in Banking", ISTEV-EEC Technical Report, 1986.
2. "A Mathematical Model of Blood Supply in a Country", RIVM Report, Amsterdam, (with J. C. Jager, et. al.), 1987.
3. "La Gestion des Ressources Sanguines a Paris", Cahier LAMSADE no. 46, Université de Paris Dauphine (with D. Moradkhan), 1987.
4. "Process Recovery and Optimisation of Mass and Energy in Pulp and Paper Industry", EEC Technical Report, 1996.
5. "A Scenario Analysis for the Evaluation of Blood Self-Sufficiency in Europe", EEC Technical Report, 1996 (with P. Van Aken).
6. "Key issues concerning the Impact of Information Society on Management", EEC Technical Report, 1997.
7. "The Penetration of Information and Communication Technologies in Greek Enterprises and their Impact on Management: The TEMA Survey", (in Greek), April 1999 (with I. Spanos).

8. "The Impact of Information Society on Organizations and Management", MACIS-EEC White Paper, 238p, 1998 (with Y. Spanos)
9. "User Requirements for an e-business platform for the City of Athens", June 1999
10. "Business Plan and Feasibility Study for a Financial Portal in Greece", December 2000.
11. "CRM Strategy in the Insurance Sector in Greece", November 2001.
12. "Annual Monitoring Report on the RTD activities conducted under the EC and Euratom Research Frameworks", European Commission Publication, 2002, ISBN: 92-828-6263-1 (with G. Pogorel et. al.)
13. "Innovation in Greece: Defining Factors, Challenges and Opportunities", MSL Report, www.gsrt.gr, 2003 (with Y. Spanos and K. Kostopoulos)
14. "The Science, Technology and Innovation System in Georgia", EEC Report, June 2005 (with I. Katsikis)
15. "The Science, Technology and Innovation System in Romania", EEC Report, July 2005 (with E. Soderquist and I. Katsikis)
16. "Research Potential of Black Sea Countries", EEC Report published by Joanneum Research, 2005 (with W. Polt et.al.)
17. "Capacity Planning of Administrative Services through the Application of Balanced Scorecard method at the University of Cyprus", MSL Report, 2007 (with A. Papalexandris)
18. "Analysis and Measurement of the Economic Impact of the Eleftherios Venizelos Athens International Airport (AIA)", AIA publication, 2009 (with N. Vonortas, K. Kostopoulos, and N. Stroblos)
19. "Analysing and Evaluating the Impact on Innovation of Publicly-Funded Research Programmes", ZEW Report, Center For European Economic Research, 2009 (with G. Licht, et al)
20. "The Greek University in the New Era: Challenges and Opportunities", collection of articles published by Ehedoros Publishing company, Thessaloniki, 2011
21. "Developing a Balanced Scorecard Strategy for the Athens University of Economics and Business", MSL Report, 2011 (with A. Papalexandris, M. Pateraki)

11.6. Publications in media outlets

1. "Managing Change in the New Competitive Environment", InnKnow FORUM, 1, 7-8, 2002
2. "Editorial on Strategic Performance Management", InnKnow FORUM, 2, 1, 2002 (with E. Söderquist)
3. "Critical Factors for Successful Innovation Management at the National, Cluster and Firm Levels", InnKnow FORUM, 3, 4-6, 2003 (with Y. Spanos, K. Kostopoulos)
4. "Entrepreneurial Processes and Lessons Learned from the Dotcom Meltdown", InnKnow FORUM, 3, 7-8, 2003 (with E. Söderquist)
5. "Pros and Cons of Different Ways of Organizing the Knowledge Management Function", InnKnow FORUM, 4, 9-11, 2003 (with E. Söderquist)
6. "Developing Leaders in the Global Knowledge Economy", International Herald Tribune – Kathimerini, May 22-23, 2004.

7. "Globalisation, Technology and Change: Challenges for Leadership", Parts 1 and 2, Business Partners, January/March 2006.
8. "The 21st Century Organization: Guidelines for the CEO", Parts 1, 2 and 3, Business Partners, May/September/December 2006.
9. "Corporate Social responsibility in Education", VIMA Ideon, 2010 (with E. Söderquist)
10. "Education and Sustainable Development", Epistimoniko Marketing, pp. 42-47, June 2010.
11. "Learnings for Management and Leadership from Ancient East and West Philosophy", Epistimoniko Marketing, September 2010. A modified version of this *paper was also published in Business Partners*, pp. 30-31, November 2010.
12. "Strategy to Come Down from Boardroom to Workshop", People Matters, India, p. 29, November 2010.
13. "Training in Business Administration: Responsibility and Innovation in the Knowledge Society", in The University in the 21st Century, N. Stavrakakis (ed.), Plethro Publications, 2011, pp. 293-305
14. "Developing Extraversion and Internationalization in a Business School", Epistimoniko Marketing, August 2011.

11.7. Work in Progress

1. "Strategic Innovation Management: The Effect of Absorptive Capacity (ACAP) in Determining R&D Performance"
2. "Leadership and Management in the Knowledge Economy: Influences from Ancient Philosophy"
3. "Absorptive Capacity and Innovation at the National Level: Creating Sustainable Growth in Developing Economies"
4. "Implementing Balanced Scorecard Strategy in Public Management"
5. "A Stochastic Network Approach for modelling Operational Risk in the Banking Sector"
6. "A combined Vehicle Routing and Inventory Management Problem with Uncertain Demand"
7. "Towards a Holistic Explanation of the Unfolding of Planned Change: An Empirical Investigation of the Four Motor Framework"

11.8. Case-Studies

1. "Reengineering the TITAN Kamari Plant", a case-study that has been developed within the EU-MACIS research project for the course "Business Process Reengineering" based on TITAN S.A. Also in digital form.
2. "The LOGISTICA Case", a case study that has been developed using as a basis a field Consulting Project for the PROODOS company, to demonstrate how to address Risk management decision using simulation, and the @Risk package. The case has been used successfully in the Strategic Decision Making course.
3. "The NAFPLION case: Allocating a local municipality's budget with multiple criteria", a case that has been developed to demonstrate the use of multicriteria decision

making, the Analytical Hierarchy Process, and the Expert Choice SW. The case has been used successfully in the Strategic Decision Making course.

4. "Allocating the AUEB-MBA Budget", a case that has been developed to demonstrate the use of multicriteria decision making, of the Analytical Hierarchy Process, and of the Expert Choice package. The case has been used successfully in the Strategic Decision Making course.
5. "The OTEnet case", a case developed to demonstrate change management issues for the leading Internet provider company of Greece (jointly with M. Vakola). Has been published in the series Case Studies for Greek Companies, Sideris publications, 2005
6. "The Emporiki case", a case developed to demonstrate change management issues for one of the leading banks of Greece (jointly with M. Vakola). Has been published in series Case Studies for Greek Companies, Sideris publications, 2005.

September 2011