

Thursday, October 1			
	Room 1	Room 2	Room 3
09:30 - 10:00	Opening Session Welcome Speeches (Room 1)		
10:00 - 11:00	Session 1: Optimization Chair: Jason Papathanasiou	Session 2: Multiple Criteria Decision Analysis Chair: Dimitrios Drosos	Session 3: Business process Management Chair: Kostas Vergidis
10:00-10:20	<i>Robust Optimization Approaches for Portfolio Selection: An Empirical Comparative Analysis with statistical guarantees</i> Antonios Georgantas, Michalis Doumpos	<i>Development and implementation of a Methodological Framework for evaluating alternative sustainable urban mobility measures using Multi-criteria Analysis</i> Maria Morfoulaki, Jason Papathanasiou	<i>Towards a comprehensive design of BPM lifecycle: The notion of core cycle-steps (CSS)</i> George Koutsouras, George Tsakalidis, Kostas Vergidis
10:20-10:40	<i>Water resources management optimization based on water tradable permits</i> Athanasios Tsiarapas and Zisis Mallios	<i>An Examination of the Relationships between Customers' Satisfaction and Business Performance: The Case of Greek Mobile Industry</i> Dimitrios Drosos, Grigorios Kyriakopoulos, Vasiliki Armenaka	<i>A systematic investigation of the main variables of the Business Process Optimisation problem</i> Dimitrios Paganias, George Tsakalidis, Kostas Vergidis
10:40-11:00	<i>A Modified BLOCPLAN Algorithm for Unequal Area Facility Layout Planning</i> Mehmet Gulsen	<i>Customers' satisfaction and Market Share: An Approach of the Greek Mobile Sector</i> Dimitrios Drosos, Grigorios Kyriakopoulos, Nikolaos Tsotsolas, Stamatios Ntanos	<i>Open Source BPMS for the Public Sector: A case study</i> Maria Benioudaki, Nikolaos Spanoudakis and Nikolaos Matsatsinis
11:00 - 12:00	Chair: Fotis Kitsios Georgios I. Doukidis 'Digital Transformation for Business Excellence in the Covid-19 Era' (Room 1)		
12:00 - 13:40	Session 4: Mathematical Programming Chair: Pavlos Delias	Session 5: Supply Chain Management and Logistics Chair: Sotiris Gayialis	Session 6: Electronic Business & E-Government Chair: Emmanouil Stiakakis
12:00-12:20	<i>Truck Loading for Fuel Distribution with Axle Weight Restrictions</i> Eleni Karouti, Konstantinos Androutsopoulos	<i>Dual level assessment framework to evaluate feasibility and support decisions for the development of Natural Gas distribution facilities</i> Dimitrios Dimitriou, Maria Sartzetaki and Melina Karagkouni	<i>A Study of Digital Customer Journey Through Google Trends</i> Dimitrios Karamitros, Theodoros Oikonomidis, Konstantinos Fouskas
12:20-12:40	<i>A methodological approach for minimize the transportation cost-time regarding responses to natural disasters</i> Stomatios Vasalakis, Athanasios Spyridakos	<i>A case by case dual sourcing inventory model subject to different types of supply uncertainty</i> Georgios Karakatsoulis, Konstantina Skouri	<i>Growth hacking marketing strategies in the early stages of start-ups</i> Christos Ziakis, Maro Vlachopoulou
12:40-13:00	<i>Modelling and Optimization of the Real-life Crop Rotation Problem in Serbia</i> Ana Anokić, Đorđe Stakić, Đorđe Moravčević, Vlade Zarić	<i>A Second Order Multi-Class Macroscopic Traffic Flow Model With Time Varying Parameters for Environmentally Sustainable Coordinated Ramp Metering Control</i> Apostolos Kotsoialis	<i>Programmatic Marketing: The Demand Side Platform in the Greek Market</i> Evangelos Kiortsis, Emmanouil Stiakakis and Maro Vlachopoulou
13:00-13:20		<i>Evaluating the Appropriateness of Traffic Forecasting Algorithms for Use in a Freight Transportation System</i> Evrpidis Kechagias, Sotiris Gayialis, Grigorios Konstantakopoulos, Georgios Papadopoulos	<i>The adoption of cloud computing in public sector and in local government: a systematic literature review</i> Ioannis Nanos, Eflhymia Androutsou
13:20-13:40	<i>MILP model for production scheduling and lot sizing</i> Milos Milenkovic, Nebojsa Bojovic, Susana Val, Dejan Lutovac		
13:40 - 15:00	Session 7: Decision Support Systems Chair: Nikolaos Spanoudakis	Session 8: Multiple Criteria Decision Analysis Chair: Georgios Aretoulis	Session 9: Business process management : Simulation Chair: Pavlos Delias
13:40-14:00	<i>A Decision Support Tool for Ranking Robotic Process Automation Candidate projects</i> Nikolaos Batakis, Nikolaos Spanoudakis and Nikolaos Matsatsinis	<i>Multi Criteria Evolutionary Algorithm for Research Team Formation</i> Georgios Stavrou, Panagiotis Adamidis, Jason Papathanasiou	<i>An inclusive representation approach to assess the redesign capacity of BPMN models</i> George Tsakalidis, Nikolaos Nousias, Kostas Vergidis
14:00-14:20	<i>Development of a web-based multi-criteria decision support system for benchmarking</i> Dimitrios Chelioudakis, Fotini Kalafati, Efsthios Gerampinis and Nikolaos Matsatsinis	<i>Determination of the weights of compliance criteria for the selection of bridge construction method</i> Nikolaos Tegos, Georgios Aretoulis	<i>Business Process Management Simulation in Academic Libraries: A Case Study</i> Fotis Kitsios, Barbara Kissa, Maria Kamaritou
14:20-14:40	<i>Financing Sustainable Energy Efficiency Projects: The Role of Stakeholders</i> Aikaterini Papapostolou, Charikleia Karakosta, Zoi Mylona, John Psarras	<i>A PROMETHEE multi-criteria analysis for the EU countries using EPI data</i> Panagiota Digkoglou, Jason Papathanasiou, Loukas Tsiaronis	<i>Guiding Business Process Change with an Evidence-Based Approach. An Application for the Order2Cash Process in SIEMENS AG</i> Pavlos Delias, Gia-Thi Nguyen
14:40-15:00			
15:00 - 16:20	Session 10: Electronic Business & E-Government Chair: Kostas Fouskas	Session 11: Business Analytics & Big Data Chair: Fotis Kitsios	Session 12: Multiple Criteria Decision Analysis Chair: Athanasios Vavatsikos
15:00-15:20	<i>A Questionnaire Based on the SERVQUAL Instrument to Reduce the Digital Divide of Business Processes</i> Ioannis Zervas, Emmanouil Stiakakis	<i>Strategic Value of Big Data and Business Analytics</i> Ioannis Mouratidis, Fotios Kitsios	<i>Multicriteria evaluation with TOPSIS method for digital promotion in local alternative tourism sector</i> Christos Danatskos, Christiana Kaloutska, Zacharoula Andreopoulou, Mariana Golubeanu
15:20-15:40	<i>Digital transformation effectiveness evaluation in Greek service SMEs using an ordinal regression analysis approach</i> Dimitrios Mitroulis, Fotis Kitsios	<i>Augmented Analytics: A new era for Human Resource Management</i> Despoina Ioakeimidou, Symeon Symeonidis, Prodromos Chatzoglou	<i>A Framework for Implementing PROMETHEE II in GIS-assisted Suitability Analysis</i> Athanasios P. Vavatsikos, Kalliopi F. Sotiropoulou
15:40-16:00	<i>Location Aware Marketing Survey on Tourists Smartphone Users</i> Theodoros Oikonomidis, Konstantinos Fouskas	<i>Analytics of Portfolio Selection Based on Distributions of Max Entropy Frontier</i> Yiannis Dimotikalis	<i>Project Evaluation Criteria Prioritization by Using a Type-2 Fuzzy MCDM Model</i> Sanja Puzović, Jasmina Vesnić Vasović and Vladan Paunović
16:00-16:20	<i>Literature Review of Location Based Services</i> Theodoros Oikonomidis, Konstantinos Fouskas	<i>The Impact of Artificial Intelligence and Operational Research Cooperation on the Finance and Business: A Literature Review</i> Efstratios Livanis, Nikolaos Matsatsinis, Fotis Kitsios	<i>Attitudes and Behavior of Greek Teachers Towards the Implementation of Intercultural Practices</i> Vasiliki Armenaka, Dimitrios Drosos, Grigorios Kyriakopoulos
16:20 - 18:00	Session 13: Multiple Criteria Decision Analysis Chair: Michael Madas	Session 14: Machine Learning Chair: George Aretoulis	Session 15: Simulation Chair: Georgios Koulinas
16:20-16:40	<i>Ranking of importance of the most important social media platforms in hospitality and tourism</i> Theodore Tarnanidis, Jason Papathanasiou, Vasilis Kostoglou		<i>Simulation-based Schedule Risk Analysis in a Seawater Desalination Plant Construction Project</i> Georgios Koulinas, Konstantinos Sidas, Dimitrios Koulouriotis
16:40-17:00	<i>A conceptual multi-criteria framework for understanding and assessing a smart city logistics ecosystem</i> Elpida Xenou, Michael Madas	<i>Comparison of linear regression and neural network models to estimate the actual duration of Greek highway projects</i> Magdalini Tripla, Georgios Aretoulis	<i>Risk Analysis and Resource Leveling of an Artificial Lake Construction Project</i> Georgios Koulinas, Konstantinos Sidas, Dimitrios Koulouriotis
17:00-17:20	<i>Multicriteria Based Analysis on the Type of Hotel Accommodation: Classic Vs All Inclusive Hotel</i> Anastasios Andreadis, Georgios Aretoulis	<i>Finding the Best Path in HR Satisfaction by Using Structural Equation Modeling, Bayesian Networks, and Decision Trees</i> Yiorgos Liapis, Georgios Kontos, Ioannis Athanasiadis, Emmanouil Stiakakis	<i>Simulation models for improving order picking via different class-based storage policies and material handling equipment: The case of a multinational food and beverage company</i> Konstantinos Liadis, Vasilios Zeimpekis, Eftymios Zimianitis
17:20-17:40	<i>Assessing Level of Service in Airport Terminals: a MUSA Approach</i> Alexandra Athanasiadou, Michael Madas, Fotis Kitsios	<i>Construction Equipment's Residual Market Value Estimation Using Machine Learning</i> Kleopatra Petroussatou, Ilias Ladopoulos, Marios Polyzos	<i>Testing alternative product storage policies and warehouse equipment for order picking improvement via simulation modeling: The case of a medical supplies and health products company</i> Eleni Chatziazarou, Vasilios Zeimpekis, Eftymios Zimianitis
17:40-18:00	<i>Analysis of Passenger Satisfaction in Greek Railways: A Multicriteria Approach</i> Eirini Ntrelka, Michael Madas, Maria Kamaritou, Fotis Kitsios	<i>A Clustering and Statistical Forecasting Approach for Replenishment of Common Spare Parts in the Maritime Industry</i> Nikolaos Lagkadas, Stavros Ponis, Florentia-Zoi Anglou	<i>Testing alternative warehouse storage equipment for improving order picking via simulation modeling: The case of a multinational food and beverage company</i> Kyriakos Lefkakis, Vasilios Zeimpekis, Eftymios Zimianitis

Friday, October 2			
	Room 1	Room 2	Room 3
10:00 - 11:00	Session 16: Multiple Criteria Decision Analysis Chair: Panagiotis Mitropoulos	Session 17: Heuristics, Metaheuristics and Nature Inspired Optimization Algorithms Chair: Sotiris Gayialis	Session 18: Intelligent System in Transportation (ENIRISST workshop) Chair: Dimitrios Dimitriou
10:00-10:20	<i>A meta-frontier global Malmquist framework for hospitals productivity and quality measurement</i> Panagiotis Mitropoulos, Ioannis Mitropoulos	<i>Two metaheuristic approaches for the single allocation hub location and pricing problem</i> Dimitrije Čvokić and Zorica Stanimirović	<i>Assortment of needs and prospects for developing an intelligent services system in transport sector</i> Dimitrios Dimitriou, Maria Sarzetaki, Aristi Karagkouni
10:20-10:40	<i>An application of DEA to measure the efficiency of leading airlines</i> Slavica Dozic, Milica Kalic, Danica Babic	<i>Conventional and Electric Vehicles for Freight Distribution: A Case Study in Greece</i> Grigorios Konstantakopoulos, Sotiris Gayialis, Evripidis Kechagias, Georgios Papadopoulos	<i>Assessment methodology and outputs towards sustainability and resiliency in transportation</i> Dimitrios Dimitriou, Aristi Karagkouni
10:40-11:00	<i>A fairer assessment of DMUs in a generalised 2-stage DEA structure</i> Marios Dominikos Kremantzis	<i>Optimal segmentation of student classes for social distancing</i> Christos Gogos, Christos Valouxis, Nikolaos Verykios	<i>Air transport network development effects on property values and real estate</i> Dimitrios Dimitriou
11:00 - 12:00	Chair: Nikolaos Matsatsinis Markos Papageorgiou "Optimal Control Problems for Vehicle Trajectory Planning" (Room 1)		
12:00 - 13:20	Session 19: Multiple Criteria Decision Analysis Chair: Evangelos Grigoroudis	Session 20: Electronic Business & E-Government Chair: Maria Kamariotou	Session 21: Intelligent System in Transportation (ENIRISST workshop) Chair: Dimitrios Dimitriou
12:00-12:20	<i>A Multi-Criteria Methodology for Market Segmentation based on the Analysis of Consumer Choice Criteria</i> Fotini Kalafati, Garyfallia Matsatsini, Efsthios Gerampinis, Nikolaos Matsatsinis	<i>Digital Marketing in Tourism: Insights from Greece</i> Christos Ziakis, Maro Vlachopoulou	<i>Setting the Basis and Designing the Data Architecture for the "EN.I.R.I.S.S.T." Research Infrastructure</i> Amalia Polydoropoulou, Manolis Maragkoudakis, Ioanna Pagoni, Athena Tsirimpa, Annitsa Koumoutsidi, Ioannis Tsouros, Christos Tryfonopoulos
12:20-12:40	<i>The ranking of the Air Traffic Controllers' competencies: an empirical survey</i> Athanasios Galanis, Evangelia Krassadaki, Michalis Doumpou, Nikolaos Matsatsinis	<i>Mapping Business Model Using Archimate: The case of Open Data Ecosystem</i> Fotis Kitsios, Spyridoula Athanasiou, Maria Kamariotou	
12:40-13:00	<i>Criteria for honey consumption in Greece: a MUSA application</i> Antonios Tiganis, Antonios Aygeris, Xenia Tigani, Efthimia Tsakiridou and Evangelos Grigoroudis	<i>Determinants of User Satisfaction with a Justice Information System</i> Fotis Kitsios, Anastasia Tsotoulidou, Maria Kamariotou	
13:00-13:20	<i>The Effects of Customers' Satisfaction on Business Profitability in Greece's Banking Sector. An Empirical Study</i> Dimitrios Drosos, Grigorios Kyriakopoulos, Michalis Skordoulis, Stamatios Ntanos	<i>Estimation of choice model for parcel delivery services</i> Alexia Irakleous and Seraphim Kapros	
13:20 - 14:20	Session 22: Multiple Criteria Decision Analysis Chair: Panagiotis Mitropoulos	Session 23: Optimization Chair: Yannis Marinakis	Session 24: Business and Society Chair: Emmanouil Stiakakis
13:20-13:40	<i>A network DEA model for measuring the cross-country performance of secondary education</i> Alexandros Mitropoulos, Panagiotis Mitropoulos	<i>Link Prediction in Signed Social Networks: The Case of Bitcoin Users</i> Konstantinos Papalamprou, Savvas Chamezopoulos	<i>Gamified mobile apps in Health and Fitness</i> Vaggelis Saprikis, Marina Pappa, Maro Vlachopoulou
13:40-14:00	<i>Portfolio productivity performance assessment using a Sequential Malmquist-Luenberger index</i> Konstantina Pendaraki, Nikolaos Pettas, Athanasia Mavrommati	<i>Honey Bees Mating Optimization Algorithm for the Berth Allocation Problem</i> Eleftherios Tsakirokis, Magdalene Marinaki, Nikolaos Matsatsinis and Yannis Marinakis	<i>Is mass production feasible by using 3D printing? The use of 3D printing in the fight of Corona Virus wave is an indicative case study</i> Maria Mavri and Evgenia Fronimaki
14:00-14:20	<i>Migrations and Quality of Life: Multi-Criteria Approach in Exploring the Causal Link</i> Jelena Stankovic, Ivana Marjanović, Marija Dzunic	<i>Profit Optimization in a Two-Parking Lots System with Priority Clients using Resource Reservation Policies</i> Athanasia Kadrefti, Vasilis Koutras, Agapios Platis	<i>Exploring the factors which impact the level of international students and international faculty members: The case of world-leading universities</i> Milica Maričić, Veljko Jeremić, Marina Dobrota
14:20 - 15:00	Break		
15:00 - 16:20	Session 25: Multiple Criteria Decision Analysis Chair: Nikolaos Tsotsolas	Session 26: Business and ICT applications Chair: Kostas Vergidis	Session 27:
15:00-15:20	<i>A multicriteria decision aid approach for measuring innovation performance</i> Pantelis Sotirelis, Evangelos Grigoroudis, Michael Doumpou	<i>Exploring the Complex Dynamics of Business IT Alignment</i> Fabrizio Amarilli	
15:20-15:40	<i>Tourists' satisfaction by local foods' consumption in Greece: a MUSA application</i> Antonios Tiganis, Efthimia Tsakiridou, Evangelos Grigoroudis, Xenia Tigani, Antonios Aygeris	<i>Essential Digital Technologies for Achieving Digital Maturity in the Fashion Industry</i> Olga Tsiara, Olga Pachni-Tsitiridou, Konstantinos Fouskas	
15:40-16:00	<i>A methodological framework to identify and handle rank reversals of the alternative actions in Disaggregation - Aggregation Approach</i> Athanasios Spyridakos, Nikolaos Tsotsolas, Isaak Vryzidis	<i>An Exploratory analysis of the use of ICT by Greek households through official statistics</i> Stratos Moschidis, Athanasios C.Thanopoulos	
16:00-16:20	<i>Critical success factors of digital maturity: a multicriteria analysis</i> Dimitrios Mitroulis, Fotis Kitsios	<i>Verification of Academic Qualifications through Ethereum Blockchain: An Introduction to VerDe</i> George Michoulis, Sophia Petridou, Kostas Vergidis	
16:20-17:40	Session 28: Strategy and Innovation Management Chair: Ioannis Sitaridis	Session 29: OR and Covid-19 Chair: Jason Papatathanasiou	Session 30:
16:20-16:40	<i>Student perception on Entrepreneurship Program learning: Insights from GUESS</i> Ioannis Sitaridis, Stavroula Laspita, Fotis Kitsios, Katerina Sarri	<i>Economic impact analysis to air transport due to pandemic Covid-19</i> Dimitrios Dimitriou, Maria Sarzetaki	
16:40-17:00	<i>Computer self-efficacy as an antecedent of entrepreneurial intention</i> Ioannis Sitaridis and Fotis Kitsios	<i>The Importance of Smart Ecosocial Villages in Focus of Covid-19 Pandemic</i> Filiz Yildirim, Hatice Öztürk, Bilge Abukan	
17:00-17:20	<i>Social networking services and travel information: Evaluating users' perceived value and trust</i> Eleni Moustaka, Eleftheria Mitsopoulou, Maria Kamariotou, Fotis Kitsios	<i>The Digital Transformation in Public Sector as a response to COVID-19 pandemic: the case of Greece</i> Panteleimon Karamalis, Athanasios Vasilopoulos	
17:20-17:40	<i>UNESCO Chair Con-E-Ect: Promoting Riparian Areas and Deltas Sustainability</i> George Gkatas, Argyrios Emmanouiloudis, Nick G. Zaimes	<i>The Effects of Covid-19 in European Airline Industry: Results from PESTE Analysis</i> Sotiria Dimitrelou, Theodoros Oikonomidis, Georgios Dionysiou, Konstantinos Fouskas	
17:40-18:00	<i>Quantifying Enterprise Coherence - A Design Based Comparison Of Calculation Methods</i> Joost Bekel and Roel Wagter	<i>Strategic management in the season of Covid 19. Case studies from the region of Thessaly.</i> Ioannis Koukoumpliakos and Ioanna Grigoriou	
18:00-18:30	Closing Session (Room 1)		