

INFORMS Conference on Service Science

1 – 3 July 2025

The King's Centre Osney Mead, Oxford OX2 0ES

Programme book

Schedule

Tuesday, 1 July 2025		
Time	Content	Venue
8:30	Registration opens	The King's Centre Atrium
8:30-9:00	Welcome coffee	The King's Centre Atrium
9:00-9:45	Opening speech by Professor Kejia Hu: Navigating AI Transformation in Business	Thames Hall
9:45-10:00	Break	The King's Centre Atrium
10:00-11:30	Parallel presentations	/
	Session 1	Cherwell Room
	Session 2	Hinksey Room
	Session 3	Vale Room
11:30-12:45	Lunch break	The King's Centre Atrium
12:45-14:15	Parallel presentations	/
	Session 4	Cherwell Room
	Session 5	Hinksey Room
	Session 6	Vale Room
14:15-14:30	Coffee break	
14:30-15:15	Keynote lecture by Professor Andy Neely: From Automation to Augmentation: The Age of Invisible Intelligent Services	Thames Hall
15:15-15:30	Coffee break	The King's Centre Atrium
15:30-17:00	Parallel presentations	/
	Session 7	Cherwell Room
	Session 8	Hinksey Room

	Session 9	Vale Room
18:45-22:00	Conference dinner	St Peter's College

Wednesday, 2 July 2025

8:30-9:00	Welcome coffee	The King's Centre Atrium
9:00-9:45	Keynote lecture by Dr. Kechy Wu: Applying Theory to Practice: Building Large-scale Causal Machine Learning Models in E-Commerce	Thames Hall
9:45-10:00	Break	The King's Centre Atrium
10:00-11:30	Parallel presentations	/
	Session 10	Cherwell Room
	Session 11	Hinksey Room
	Session 12	Vale Room
11:30-12:45	Lunch break	The King's Centre Atrium
12:45-14:15	Parallel presentations	/
	Session 13	Cherwell Room
	Session 14	Hinksey Room
	Session 15	Vale Room
14:15-14:30	Coffee break	The King's Centre Atrium
14:30-15:15	Keynote lecture by Dr. Yu Guo: Opportunities and challenges of AI	Thames Hall
15:15-15:30	Coffee break	The King's Centre Atrium
15:30-17:00	Parallel presentations	/
	Session 16	Cherwell Room
	Session 17	Hinksey Room
	Session 18	Vale Room

Thursday, 3 July 2025

Activity 1: Oxford City tour (optional, prepaid) (11:00-12:30)

Visit to Oxford landmarks, including the Bodleian Libraries.

Activity 2: Seminar at the University of Birmingham (optional) (9:30 to 15:00)

See details below

Friday, 4 July 2025

Optional Activity: Visit to Bletchley Park – 4 July 2025

As a post-conference activity, we are organising an optional visit to Bletchley Park on Friday, 4 July 2025, for ICSS attendees. Bletchley Park is the historic site of British codebreaking efforts during World War II and a landmark of early computing and intelligence history.

If you are interested in joining this visit, please email Yihong Li (yihong.li24@imperial.ac.uk), who will serve as the tour leader and coordinate logistics.

We encourage early expressions of interest to assist with group arrangements.

Keynote lectures

From Automation to Augmentation: The Age of Invisible Intelligent Services

Date/time July 1, 14:30-15:15

Bio **Professor Andy Neely, Professor of Manufacturing Engineering, University of Cambridge**

Andy Neely is a recognised leader in manufacturing and service operations. He is Professor of Manufacturing at the University of Cambridge and a Fellow of Sidney Sussex College. Previously he served as Senior Pro-Vice-Chancellor for Enterprise and Business Relations at Cambridge, where he led innovation, commercialisation, and startup activities across the university.

Andy has held a range of board roles, including Vice-Chair of Business Board, NED at Cambridge Enterprise and Cambridge Innovation Capital. He played a pivotal role in launching Innovate Cambridge, a city-wide initiative to define and nurture an innovation strategy for Cambridge. He is a Senior Independent Director at the High Value Manufacturing Catapult, founder of bleeta.ai and co-founder of Anmut, a data valuation specialist.

Throughout his career, Andy has created several major research centres, including the Cambridge Service Alliance at Cambridge University and the Centre for Business Performance at Cranfield University. He has authored over 200 publications, and in 2020 was awarded an OBE for services to research and university-industry collaboration. Currently he is working on AI and its practical application in organisations.

Abstract We are entering a new era—not of automation, but of invisible intelligent services. In some instances, AI is no longer a tool we consciously use; it is invisibly integrated into the worlds we inhabit. From Spotify to smart cities, AI anticipates, optimises, and prescribes our actions before we're even aware of them. This shift offers extraordinary potential—hyper-personalisation, radical efficiency, even predictive healthcare—but it comes at a cost: the erosion of human capability, agency, and wisdom.

This keynote argues that intelligence is now the service—and it is redefining what it means to be human. We must move beyond naïve optimism or fearful resistance to AI. Instead, we must make conscious design choices about when to delegate, when to retain, and how to preserve what makes us human.

The challenge isn't simply to build smarter AI. It's to build wiser systems—ones that empower rather than replace. We must embed ethics, transparency, and skill preservation at the core of design. The most successful societies won't be

those with the most advanced AI—but those with the courage to use AI judiciously.

The future is not determined by what AI can do—it's shaped by what we choose to keep for ourselves. That is the future we must now choose.



Applying Theory to Practice: Building Large-scale Causal Machine Learning Models in E-Commerce

Date/time July 2, 9:00-9:45

Bio **Dr. Kecy Wu, Economist at Amazon Customer Behavior Analytics**

Kecy Wu is an Economist at Amazon Customer Behavior Analytics. She currently leads the development and deployment of a large-scale heterogeneous long-term impact model for content optimization and personalization across multiple Amazon pages. Kecy is passionate about building scalable causal machine learning solutions to predict the long-term impact of customer actions. Her work focuses on translating cutting-edge theoretical insights into practical applications for improving business efficiency at scale. Kecy holds a B.S.E degree in Operations Research and Financial Engineering and a Ph.D. in Economics from Princeton University. She is a member of the National Association for Business Economics (NABE). She also

actively contributes to Amazon’s research community. She serves as a reviewer for several internal peer-reviewed conferences and organizes research conferences.

Abstract Bridging the gap between econometric theory and applied practice, this talk explores the deployment of large-scale causal machine learning (Causal ML) models to support data-driven decision-making in e-commerce. Focusing on surrogate modeling frameworks, it illustrates how short-term signals can be leveraged to estimate long-term impact, enabling more agile decision-making while prioritizing customers’ long-term welfare. The discussion addresses key practical challenges—such as weak instruments, noisy outcome measures, and violations of identifying assumptions—and examines recent methodological advances designed to mitigate these issues. The talk concludes by advocating for closer collaboration between academia and industry in developing scalable, robust Causal ML systems that enhance both research and real-world impact.



Opportunities and challenges of AI

Date/time	July 2, 14:30-15:15
Bio	Dr. Yu Guo (YG, they/them), Vice President of Data, Analytics, and AI, BP

Yu Guo (YG, they/them) joined BP as the Vice President of Data, Analytics, and AI in January 2024. Their focus is on shaping BP's AI and data strategy to uncover fresh business opportunities through data intensive applications (including AI), deriving actionable insights, promoting data-driven decision-making, and strengthening the data and AI infrastructure across BP's integrated energy portfolio.

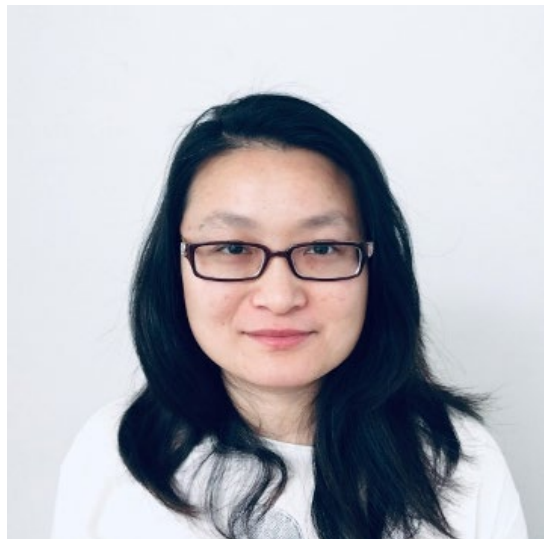
Before joining BP, YG held leadership roles in both data and software engineering in the technology sector, including Uber, Airbnb, Microsoft, Aurora, TomTom, and etc. Throughout these roles, YG made significant contributions to AI, machine learning, and data product development, driving business growth through data and AI innovations.

YG holds a PhD from Harvard University. In their spare time YG has launched businesses and side projects with hundreds of millions of users. Read more about YG's work in data and AI via blog posts and podcasts here:

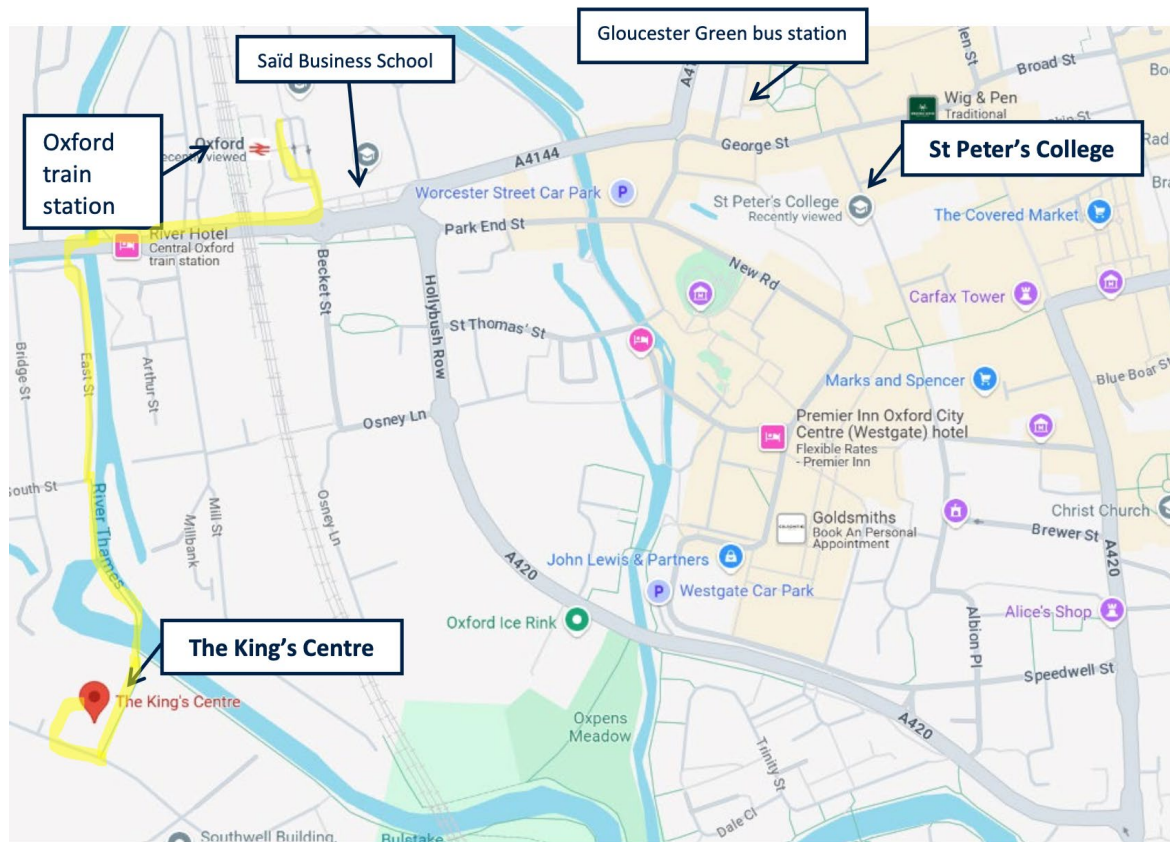
<https://www.linkedin.com/in/yu-guo-yguo/>.

Abstract

We have seen rapid evolution of AI capabilities in recent years, especially with Generative AI. What are ways that Machine Learning and AI contribute to business value in an enterprise? In this talk, Yu Guo will explore the massive opportunity and diverse set of business problems that can be solved by ML and AI, the practical implications of applying these methodologies in enterprise software, and the dependency of ML/AI on enterprise data. Yu is also interested in hearing from the scholars, researchers, and students on opportunities to apply AI/ML innovations from academia to industry.



Venue



The King's Centre, The King's Centre,
Osney Mead, Oxford OX2 0ES - Tel:
+44(0)1865 297400

*Please note that the recommended walking
route from Oxford Train Station is highlighted
in yellow on the map.*

St Peter's College, New Inn Hall St, Oxford
OX1 2DL - Tel: +44(0)1865 278900

Walking Tour meeting point: Outside Trinity
College, Broad St, Oxford OX1 3BH ([map](#))

Walking distance:

- [Saïd Business School to The King's Centre, 15 minutes](#) (recommended walking route)
- [The King's Centre to St Peter's College, 24 minutes](#)

Parallel sessions

July 1, 2025

Session 1 **Socially Responsible Service Research**

10:00-11:30 Cherwell Room

Chair: Muge Yayla-Kullu, University of Texas at San Antonio

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|---|---|------------------|---|
| ① | Impact of Power Distance on Economic Participation: The Moderating Effects of Educational Attainment | Muge Yayla-Kullu | University of Texas at San Antonio |
| ② | Dual-channel supply chain of agricultural products under centralised and decentralised decision-making | Yujia Wang | Division of Logistics and Transportation, Shenzhen International Graduate School, Tsinghua University |
| ③ | Too Good to Go: Combating Food Waste with Surprise Clearance | Man Yu | Hong Kong University of Science and Technology |
| ④ | Structure-aware Reinforcement Learning for Routing Operations Optimization and its Application to Skilled Nursing Facility Recommendation | Hongtao Yu | Dalian University of Technology |

Session 2 **AI-Driven Modelling and Applications in Healthcare and Digital Health**

10:00-11:30 Hinksey Room

Chair: Tingyan (Tina) Wang, Nuffield Department of Medicine, University of Oxford

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|---|--|------------|--------------------------------|
| ① | Detecting Premature Atrial Contractions During Submaximal Exercise Testing | Anna Bator | University of Oxford |
| ② | Personalized Extubation Decisions under Resource Constraints: An Offline | Jingui Xie | Technical University of Munich |

	Constrained Reinforcement Learning Approach		
③	Development of an Automated Workflow for the Characterization and Ranking of Neural Organoid Morphology	Sammy Shorthouse	University of Bristol
④	Predicting Time to Progression in Alzheimer's Disease Using Deep Neural Networks	Tingyan (Tina) Wang	University of Oxford
⑤	Designing the Silver Prosperity Index: A Service Science Approach to Ageing Economies	Kejia Hu	University of Oxford

Session 3 Data-Driven Stochastic Systems Analysis and Decision-Making

10:00-11:30 Vale Room

Chair: Hao Cao, Fudan University

①	Inverse optimization in finite-state continuous-time Markov decision processes	Archis Ghate	University of Minnesota
②	Statistical Inference in Conditional Value-at-Risk Optimization	Qixin Wang	Fudan University
③	Theorizing Generative AI's Role in Strategic Decision-Making: From Automation to Augmentation	Md Toha	University of Cambridge
④	Reliability Analysis of Mitigation Strategies for FPGAs with Weibull-Distributed SEUs	Hanjie Wang	Tsinghua University
⑤	Infinitesimal Perturbation Analysis Derivative Estimation with Unknown Parameters	Hao Cao	Fudan University

Session 4 Data-driven decision making under uncertainty in service science

12:45-14:15 Cherwell Room

Chair: Caihua Chen, Nanjing University
Co-Chair: Huocai Shen, Nanjing University

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| ① | Dynamic Assortment with Online Learning under Threshold Multinomial Logit Model | Huocai Shen | Nanjing University |
| ② | Two-Stage Distributionally Robust Optimization with Incomplete Recourse: Model, Algorithm and Applications | Caihua Chen | Nanjing University |
| ③ | Robust Certifiable AI for Trustworthy Service System | Yuwei Wu | Nanjing University of Aeronautics and Astronautics |
| ④ | Power Structure and the Platform Supply Chain | Wang Hui | China University of Mining and Technology |
| ⑤ | Production Planning and Machine Scheduling under High Resource Reconfigurability: A Novel Modeling Paradigm and Algorithmic Framework | Jiatao Wu | Tsinghua University |

Session 5 AI Governance in a Fragmented World

12:45-14:15 Hinksey Room

Chair: Debarya Dutta, Sword Health

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| ① | Balancing Innovation and Values: How Culture Shapes AI Regulation | Debarya Dutta | University of Cambridge |
| ② | From Human Insight to Knowledge Intelligence: Rethinking Knowledge Management in a Data-Driven World | Hanane LAMAAZI | United Arab Emirates University |
| ③ | A Physics-Inspired Digital Twin Model for Risk Management in Healthcare Supply Chains Using Real-World Data | Elia Antonini | Johnson & Johnson |
| ④ | The Algorithmic Reconfiguration of Qualitative Inquiry: Navigating AI Driven Efficiency and Interpretive Richness | Hootan Kamran | Northeastern University |

⑤	Digital Pacing to Manage Visitor Fatigue: Experimental Evidence from the Van Gogh Museum	Abhishek Deshmane	Georgia Institute of Technology
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Session 6 AI-Driven Healthcare Operations Management

12:45-14:15 Vale Room

Chair: Xu Dai, Tsinghua University

①	Dynamic healthcare resource allocation with returning patients	Xu Dai	Tsinghua University
②	Health Literacy in Online Health Platforms: A Markov Chain Analysis of User Behavioral Transitions	Shuang Geng	Shenzhen University
③	From Strategic Planning to Daily Operations: A Decision Support Mechanism for Care Delivery in Chinese Tertiary Hospitals	Huimin Tang	Institute for Hospital Management, Tsinghua University
④	Packages Design for Comorbid Psychiatric Disorders Based on Optimization of Disease Burden	Wenjie Yi	College of Management Shenzhen University
⑤	MSIO-DLD: Multi-Objective Optimization for Health Science Short Video Recommendation	Yaqi Zhang	Shenzhen University

Session 7 Transforming Healthcare: The convergence of AI, digital health, and informatics

15:30-17:00 Cherwell Room

Chair: Xiaomin (Billy) Zhong, University of Oxford

①	Implementation challenges of a in-hospital	David Wong	University of Leeds
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	patient deterioration clinical decision support in Oxford		
②	Investigating causal networks of dementia using causal discovery and natural language processing models	Xinzhu Yu	Imperial College London
③	Bridging the Gap: Transforming Healthcare with the Knowledge Support System	Xiaomin Zhong	Nuffield Department of Population Health, University of Oxford
④	Can Target Product Profiles Accelerate the Adoption of AI in Healthcare?	Tianhui Zhu	Imperial College London
⑤	"Shift Effect": Theoretical and Empirical Evidence	Dmitry Krass	Rotman School of Management, University of Toronto

Session 8 AI-driven smart health system

15:30-17:00 Hinksey Room

Chair: Qingpeng Zhang, The University of Hong Kong

①	Deep learning for automated ultrasound screening in early pregnancy	Yi Yin	University of Bristol
②	Optimized patient-specific immune checkpoint inhibitor therapies for cancer treatment based on tumor immune microenvironment modeling	Qingpeng Zhang	The University of Hong Kong
③	The Impact of Data Breaches: Evidence from the US Healthcare Sector	Eric Johnson	Vanderbilt University
④	DP-UOTM: A Differentially Private Unbalanced Optimal Transport based Approach for High Quality Medical Image Synthesis	Jinnan He	Institute of Data and Information, Tsinghua University
⑤	Untangling the Role of Service Flexibility	Liping Liang	Lingnan University

Session 9 New Models in Service Operations

15:30-17:00 Vale Room

Chair: Zhenyu Hu, National University of Singapore

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|---|---|--------------|--------------------------------------|
| ① | Robust Capacity Planning with General Upgrading | Zhenyu Hu | National University of Singapore |
| ② | Spatial Competition in Fast-Charging Networks | Yixin Lu | The George Washington University |
| ③ | Overworking or Outsourcing: Integrated Prediction-Optimization for Human-Centric Order Assignment in Last-Mile Delivery | Wei Qi | Tsinghua University Department of IE |
| ④ | Best is not always first: Optimizing order deadlines and order sequence with delayed feedback | Wenjie Tang | University of Vienna |
| ⑤ | Blessing or Curse? Strategic Quality Communication in the Presence of Social Learning | Feiyang Shen | Southeast University |

July 2, 2025

Session 10 AI, Ethics, and Equality in Corporate Responsibility

10:00-11:30 Cherwell Room

Chair: Wen Zhang, University of Bristol

Co-Chair: Sunil Tiwari, University of Bristol

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| ① | The Cost of Distinction: CSR Reporting Distinctiveness and Its Impact on Analyst Recommendations | Wen Zhang | University of Bristol |
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| ② | Predicting Instability at Home and in Foster Care, Challenges and Opportunities | Ayca Erdogan | San Jose State University |
| ③ | Responsible AI governance: A case study of AI-driven businesses | Shahban Shah | Graz University of Technology |
| ④ | Social Implications of Online Gaming | Paul Messinger | University of Alberta |
| ⑤ | A Systematic Review of a Decade's Research on Machine Learning Methods for Employee Turnover Prediction | Mariam Al Akasheh | University of Kalba |

Session 11 Information-driven Optimization for Modern Logistics and Retail Operations

10:00-11:30 Hinksey Room

Chair: Jasmine (Aichih) Chang, New Jersey Institute of Technology

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| ① | Plastic Recycling Fueled with Blockchain-Driven Tokenization: ESG Optimization and Implications | Jim Shi | New Jersey Institute of Technology |
| ② | New Dantzig-Wolfe Decomposition for the Vehicle Routing Problems with Time Windows and Operation Synchronization | Naiyu Wang | Tsinghua University |
| ③ | Optimization of Front Warehouse Location for Ultra-fast Delivery System under Stochastic Demand | Cheng Zhang | Shanghai International Studies University |
| ④ | Adapting to Omnichannel Shoppers: A Perspective from Product Display in Offline Stores | Shandong Mou | Central University of Finance and Economics |
| ⑤ | Optimizing Service Revenue through Data-Driven Customer Value Pricing | Soheil Sibdari | University of Massachusetts Dartmouth |

Session 12 Leveraging Generative AI for Advancing Service Operations

10:00-11:30 Vale Room

Chair: Haiyan Yu, Chongqing University of Posts and Telecomms

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| ① | Integrating LLMs and End-to-End Optimization for Urban Operations: A Case Study on Dialogical Management in Shared E-Bike Systems | Xinyu Jiang | Tsinghua University |
| ② | Study on resource allocation equity of medical insurance designated hospitals and pharmacies: a case study of Shenzhen, China | Ben Niu | Shenzhen University |
| ③ | Stratified Treatment Optimization under Partial Observation Scarcity across Patient Subgroups | Haiyan Yu | Chongqing University of Posts & Telecoms |
| ④ | Shaping the Future of Work in the AI Era: Business Model Innovation in Digitalisation for Decent Work and Economic Growth | Chen Ye | University of Cambridge |
| ⑤ | The Roles of Social Comparison and Anthropomorphism in LLM-Driven Systems: A Field Experiment in Telemarketing | Hongyan Dai | Central University of Finance and Economics |

Session 13 Service System Risk Management in the AI Era

12:45-14:15 Cherwell Room

Chair: Chuanmin Mi, Nanjing University of Aeronautics and Astronautics

Co-Chair: Shan Li, Nanjing University of Aeronautics and Astronautics

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| ① | Strategic Coopetition in Data-Driven Service Ecosystems: An Experimental Investigation of Algorithmic Resource Sharing | Nicolas Nunez | Centrum PUCP Business School |
| ② | Construction of Eventic Graph of Floods based on Graph Attention Network | Shan Li | Nanjing University of Aeronautics and Astronautics |

③	Research on Dynamic Risk-Avoidance Route Planning for Multi-Drone Collaborative Delivery in Complex Urban Environments	Chuanmin Mi	Nanjing University of Aeronautics and Astronautics
④	Abstract Adverse Event Under-Reporting Site Flagging with Simaerep by IMPALA at Johnson & Johnson	Victorien Leconte	Johnson & Johnson
⑤	Analysis and Discussion of the WGA Strike of 2023	Lara Inci Kullu	Georgia Institute of Technology

Session 14 Emerging Strategies in Retail and Supply Chain Management

12:45-14:15 Hinksey Room

Chair: Jing Chen, Dalhousie University

①	Store-Brand Strategy as a Deterrent to Counterfeiting in Online Retail	Jing Chen	Dalhousie University
②	The Rationale for Allowing Opportunistic Coupon Usage	Kanglin Chen	Southern University of Science and Technology
③	Sustainable Supply Chain Resilience strategies in SMEs	Sheng Teng Huang	National Taiwan Ocean University
④	AI-Powered Habit Loops: Consumer Retention in Quick Commerce	Gowhar Rasool	Central University of Jammu
⑤	Wait Sensitivity in Retail Inventory Planning with Lateral Transshipments : Empirical Evidence and Operational Implications	Simrita Singh	Santa Clara University

Session 15 Consumer-Centric Strategies in the AI-Driven Marketplace

12:45-14:15 Vale Room

Chair: Flora Gu, The Hong Kong Polytechnic University

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| ① | The Atypicality Effect in Influencer Marketing | Flora Gu | The Hong Kong Polytechnic University |
| ② | Live-streaming selling considering consumer returns: Manufacturer's choice of streamer types and return freight insurance policies | Ping He | South China University of Technology |
| ③ | Buy-now-pay-later: Intertemporal Preferences in Installment Loan Choices | Jessie Jiang | Cornell University |
| ④ | Enhancing Logistics Management Education for Non-STEM Students in the AI Era: Evaluating the Role of Industry Experts in Logistics Education | Toshikuni Sato | Meiji University |
| ⑤ | Validation of Survey Measures for Behavioral Customer Engagement with Textual Content from Customer Reviews | Toshikuni Sato | Meiji University |

Session 16 AI Value Chain and Trust

15:30-17:00 Cherwell Room

Chair: Xishu Li, University of Birmingham

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| ① | From Competition to Collaboration and Back: Reversed Coopetition for Sustainable Technology Ecosystems | Xishu Li | University of Birmingham |
| ② | Dynamic Assortment in Service Systems | Yuan Guo | The George Washington University |
| ③ | Optimizing Workforce Dynamics on Gig | Ying Yin | Rotterdam School of |

	Platforms: The Role of Forecast Sharing and Trust		Management, Erasmus University
④	Why forced interventions can promote algorithm adoption and reduce algorithm aversion?	Jiankun Sun	Imperial College London

Session 17 Digital economy and sustainable development

15:30-17:00 Hinksey Room

Chair: Xumei Chen, Beijing Jiaotong University

①	Optimizing Bus Fleet Energy Composition: Balancing Operator Costs and Carbon Emissions in Transit Network	Xumei Chen	Beijing Jiaotong University
②	Digital Transformation and Its Impact on Firms Performance: An Organizational Change Perspective	Danny Tan Wang	Hong Kong Baptist University
③	Responsible Digitalization Strategic Mapping: A Case Study of an Austrian Cultural Organisation in the age of AI	Shahban Shah	Graz University of Technology
④	The Impact of Industrial AI Agent on B2B Procurement	Xiande Zhao	China Europe International Business School
⑤	Civil Justice in the Digital Era; The Challenge of Electronic Evidence	Nertila Ndregjoni	Supreme Court of Albania

Session 18 AI, Networks, and Strategic Decision-Making

15:30-17:00 Vale Room

Chair: Zhaonan Qu, Columbia University

①	Leveraging Network Connectivity to Better Learn Consumer Preferences	Zhaonan Qu	Columbia University
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②	Analyzing Market Dynamics for Rightsizing Store Networks	Pankush Kalgotra	Auburn University
③	Persuading AI Agents in a Queueing Game	Hongyi Liu	Southern University of Science and Technology
④	Mathematical Foundations of AI-Augmented Leadership: The NOVA Framework for Multi-Agent AI Optimization	Tuhin Chattopadhyay	Tuhin AI Advisory
⑤	From Proposals to Outcomes: Concept-Aligned Chunking for Cross-Document Relevance Assessment in Research Funding Review	Fengchi Yuan	Tsinghua University



UNIVERSITY OF
BIRMINGHAM

Seminar on Future Trends of Manufacturing and Service Operations

- Time: 09:30 – 15:00 on 3 July 2025
- Venue: Room 204, University House, Birmingham Business School, 116 Edgbaston Park Rd, Birmingham B15 2TY

This seminar provides a platform for sharing research insights and fostering collaboration in manufacturing and service operations. The day will feature informal presentations, open discussions, and opportunities for academic exchange among scholars and practitioners.

Programme:

09:30-09:50	Arrival & Welcome
09:50-10:10	The empowered Patient: How Digitalization Reconfigures Co-Delivery in Internet Hospital

Jenny Liu, Assistant Professor, Birmingham Business School

- 10:10-10:30 The Landscape of LLM Agent Applications in Finance and Banking
Conor Hamill, Senior Data Scientist, Natwest Group
- 10:30-10:50 Explainable AI for Understanding Remanufactured Market Heterogeneity:
Exploring Bidder Behavior and Remanufactured Product Conditions
Polly Gu, Associate Professor, Birmingham Business School
- 10:50-11:10 Discussion
- 11:10-11:30 Tea/coffee break
- 11:30-11:50 Redefining Diplomacy- The Role of AI in Advancing Economic Interests
Catalina Bratosin Vasilache, Research Student, Alexandru Ioan Cuza University
- 11:50-12:10 The Impact of GenAI on Employment, Algorithmic Control & Future of Work
in the Legal Profession
Jules Wang, Research Student, University of Cambridge
- 12:10-12:30 AI-Driven Transformation of Supply Chain Platforms: Structure,
Mechanisms, and Strategic Implications
Yong Lin, Associate Professor, Birmingham Business School
- 12:30-13:30 Lunch/networking
- 13:30-13:50 How does digital empowerment boost carbon emission reduction in
industrial organisations? The moderating role of resource orchestration
capability
Nan Liu, Research Student, Harbin Engineering University
- 13:50-14:10 From Competition to Collaboration and Back: Reversed Coopetition for
Sustainable Technology Ecosystems
Xishu Li, Associate Professor in Business Analytics, Birmingham Business School

14:10-15:00 Areas of common interest & wrap up

Map and directions:

You will find UH204 on the 2nd floor of the University House- O3 on the Edgbaston Campus Map

<https://www.birmingham.ac.uk/documents/university/edgbaston-campus-map.pdf>

Please refer to Getting here information via

<https://www.birmingham.ac.uk/contact/directions/getting-here-edgbaston>



The campus is easily accessible by bicycle or on foot from University Station.