

2009 IEEE/INFORMS International Conference on Service Operations, Logistics and Informatics

(SOLI 2009)

**Chicago, Illinois, USA
22 – 24 July 2009**



IEEE Catalog Number: CFP09SOL-PRT
ISBN: 978-1-4244-3540-1

**Copyright © 2009 by the Institute of Electrical and Electronic Engineers, Inc
All Rights Reserved**

Copyright and Reprint Permissions: Abstracting is permitted with credit to the source. Libraries are permitted to photocopy beyond the limit of U.S. copyright law for private use of patrons those articles in this volume that carry a code at the bottom of the first page, provided the per-copy fee indicated in the code is paid through Copyright Clearance Center, 222 Rosewood Drive, Danvers, MA 01923.

For other copying, reprint or republication permission, write to IEEE Copyrights Manager, IEEE Service Center, 445 Hoes Lane, Piscataway, NJ 08854. All rights reserved.

******This publication is a representation of what appears in the IEEE Digital Libraries. Some format issues inherent in the e-media version may also appear in this print version.***

IEEE Catalog Number:	CFP09SOL-PRT
ISBN 13:	978-1-4244-3540-1
Library of Congress No.:	2008911109

Additional Copies of This Publication Are Available From:

Curran Associates, Inc
57 Morehouse Lane
Red Hook, NY 12571 USA
Phone: (845) 758-0400
Fax: (845) 758-2633
E-mail: curran@proceedings.com
Web: www.proceedings.com

CURRAN ASSOCIATES INC.
proceedings
.com

TABLE OF CONTENTS

WA01- SERVICE DESIGN AND OPERATIONS I

Hybrid Rule Engine for Operational Policy Management	1
<i>Chunhua Tian, Hao Zhang, Feng Li, Tie Liu, Chen Wang</i>	
Service Process Redesign Applying Value Stream Analysis: The Case of a Patient Discharging Process	7
<i>Tuangyot Supeekit, Kanokwan Kingpadung</i>	
Knowledge-Based Hybrid Variance Handling for Patient Care Workflows based on Clinical Pathways.....	13
<i>Yan Ye, Zhibin Jiang, Xiaodi Diao, Gang Du</i>	
The Pursuit of Value Co-Creation: Engineering Service Applications to Achieve Customer Satisfaction.....	19
<i>Yolanda A. Rankin, Neil H. Boyette, Isaac K. Cheng, Vikas Krishna</i>	
Optimization to the Train Operating Schedule of Intercity High Speed Railway.....	26
<i>Ruhe Xie, Guixiu Luo, Zhongren Peng</i>	
A Systems Approach for Balancing Internal Company Capability and External Client Demand for Integrated Product-Service Solutions	32
<i>M. S. Morcos, M. J. D. Henshaw</i>	
Hospital Stockpiling for Influenza Pandemics with Pre-Determined Response Levels	37
<i>Po-Ching C. Delaurentis, Elodie Adida, Mark Lawley</i>	

WA02-LOGISTICS AND SUPPLY CHAIN 1

How Do Enterprises Coordinate in Their Supply Network Based on 3POS Conception?	43
<i>Xiaomei Li, Ershi Qi, Zhaofang Mao</i>	
New Approach in Supplier Selection Using Linear Physical Programming	47
<i>Abbas Mirakhorli, Mehdi Hoseinabadi Farahani, Faraz Ramtin</i>	
An RFID based Framework for Race Tyre Companies Customer Satisfaction Survey	52
<i>Alessandro Andreoli, Folco Fioretti, Samuele Pasqualini, Paola Pierleoni</i>	
An Incentive Model of Partial Information Sharing in Supply Chain	58
<i>Xiongwei Zhou, Feicheng Ma, Xueying Wang</i>	
Wireless Vehicular Networks to Support Road Haulage and Port Operations in a Multimodal Logistics Environment.....	62
<i>Adrian E. Coronado Mondragon, Etienne S. Coronado Mondragon, Chandra S. Lalwani</i>	
Embedding the New Discipline of Service Science: A Service Science Research Agenda.....	68
<i>Irene C. L. Ng, Roger Maull</i>	
One-for-One Period Policy in a Two-Echelon Inventory System with Poisson Demand and Constraint on Total Lost Sales.....	74
<i>Rasoul Haji, Babak Haji</i>	

WE01-SERVICE DESIGN AND OPERATIONS II

Consumer Motivation and Site Transfer Behavior: Weblog Analysis for Online Service	78
<i>Ho Eun Chung, Jung Kun Park</i>	
Modelling, Variation Monitoring, Analyzing, Reasoning for Intelligently Reconfigurable Clinical Pathway.....	85
<i>Gang Du, Zhibin Jiang, Xiaodi Diao, Yan Ye, Yang Yao</i>	
An Approach for Modeling and Analyzing Crosscutting Concerns	91
<i>Yujian Fu, Junhua Ding, Phil Bording</i>	
A RFID Model of Transferring and Tracking Trauma Patients after a Large Disaster	98
<i>Yuh-Wen Chen, Guan-Jie Wang, Tzung-Hung Li, Tzung-Min Yang, Ting-Wei Shiu, Meng-Shian Tasi, Ya-Wen Jeng, Chao-Wen Chen</i>	
The Reliability of a Friction Measurement Device on the Assessment of Slip & Fall Risk	102
<i>Kai-Way Li, Wen-Ruey Chang, Chien-Chi Chang</i>	
Minimizing Makespans for Unrelated Parallel Machine Scheduling Problems.....	107
<i>Y. K. Lin, M. E. Pfund, J. W. Fowler</i>	
A Framework for Streamlining Globally Integrated Services	111
<i>Biplav Srivastava</i>	

WE02-LOGISTICS AND SUPPLY CHAIN II

Employing Genetic Algorithms to Minimise the Bullwhip Effect in an Online Efficient-Responsive Supply Chain	117
<i>J. Lu, P. Humphreys, R. McIvor, L. Maguire</i>	
Designing an Intelligent Negotiation Model in e-Supply Network Coordination.....	123
<i>Shima Mohebbi, Rasoul Shafei</i>	
Evaluate Cost and Time in Supply Chain Selection under Price-Dependent Demand for One Product Family	129
<i>Li Qian</i>	
Mining Trips From Telematics Dataset For Value-Added Logistics Applications In Asset Tracking Systems	135
<i>Qing Cao, Patricia D. Mackenzie, Joseph J. Salvo</i>	
Agent Based Emergency Response Workflow Management.....	140
<i>William Tepfenhart, Jiacun Wang, Daniela Rosca</i>	
Holistic Logistics Planning – A Methodology for Optimal Resource Implementation of Strategic Business Objectives.....	147
<i>Uwe Dombrowski, Henning Vollrath</i>	
Redesign of Broken-Case Picking System for a Cosmetic Manufacturer's Distribution Centre.....	152
<i>J. Liu, S. Hao</i>	
Understanding Supply Chain Robustness.....	157
<i>Guilherme Ernani Vieira, Reynaldo Lemos</i>	

RM01-INFORMATION AND COMMUNICATIONS TECHNOLOGY I

Web Portal Quality	163
<i>Junghyun Nam</i>	
An Evaluation Method of Operational Effectiveness for the Emergency Plans	169
<i>Y. Y. Huang, J. Y. Wang, J. Wang, Y. W. Dai</i>	
A Fair Non-Repudiation Security Protocols with Off-Line TTP	173
<i>Xi Wang, Xiangming Wen, Ye Liu, Xinqi Lin, Ying Wang</i>	
Consensus Value of Multi-Agent Networked Systems with Time-Delay.....	179
<i>Fuxiao Tan, Derong Liu, Xinping Guan</i>	
An Innovative Positioning Method Based on Linear Frequency Modulation for Wireless Sensor Networks.....	185
<i>Lichuan Liu, Sen M. Kuo, Zhigang Wang</i>	
Modeling and Integration of Hospital Information Systems with Petri Nets.....	190
<i>Houshang Darabi, William Galanter, Janet Yueh-Yun Lin, Ugo Buy, Rupa Sampath</i>	
Alternative Choice for Energy Optimization in Embedded System	196
<i>Wang Liqin, Shen Lin</i>	
A Computer Aided Three-Dimensional Auto Body Modeling Approach	202
<i>Li Hong, Zhu AnLiang, Chen Jingxin, Hong Renlu</i>	

RM02-E-COMMERCE AND KNOWLEDGE MANAGEMENT

Study on The Government Supervision on Third-Party Payment in China Under Cost-Utility Model.....	207
<i>Yiqun Li, Wenlei Ge</i>	
A Process-Driven Content-Oriented Integration Framework for Knowledge Management Systems.....	213
<i>Jiang Jichen, Gao Ming</i>	
Using Affinity Set on Mining the Necessity of Computed Tomography Scanning	219
<i>Yuh-Wen Chen, Moussa Larbani, Tzung-Hung Li, Chao-Wen Chen</i>	
Discussion on Strategies of Information Retrieval in Construction Projects.....	224
<i>Wenqing Yuan</i>	
Information Resources Planning Based on Enterprise Architecture	230
<i>Xueying Wang, Xiongwei Zhou</i>	
Dynamic Analysis of Enterprise IT Capability System on Evolvement View.....	235
<i>Chen Jianbin, Fang Deying, Shi Tong</i>	
Design Management of Information & Communications Technology and Systems (ICTS) in E-commerce	239
<i>Gang Chen</i>	
Service Design Needs for Luxury E-commerce: An Empirical Study	244
<i>A. Broillet, M. Dubosson, S. Varone</i>	

RN01-SPECIAL SESSION: TRANSPORTATION SYSTEMS

A Case Study of Inter-City Bus Scheduling for Taiwan Allied Carriers	249
<i>Chia-Hung Chen, Shangyao Yan, Chih-Hwang Tseng</i>	
Comparing Network Performance under the Provision of Predictive and Prevailing Travel Information.....	255
<i>Chung-Cheng Lu, Ta-Hui Yang</i>	
Air Freight Service Network Design for Stochastic Demand	261
<i>Ta-Hui Yang, Chen-Cheng Chen</i>	
Real-Time Gate Assignments under Temporary Gate Shortages and Stochastic Flight Delays	266
<i>Ching-Hui Tang</i>	
Study on Cooperative Strategy between Express Company and Specialized Transportation Enterprise	272
<i>Hong-Chang Li, Xu-Juan Kuang</i>	
Optimization Model for Distributed Routing for Disaster Area Logistics.....	278
<i>Mojahid Saeed Osman, Bala Ram, Joy Bhadury, Paul Stanfield, Lauren Davis, Funda Samanlioglu</i>	
Cointegration Analysis on the Relationship Between China's Highway Transportation Industry and National Economic Development.....	284
<i>Weidong Li</i>	

RN02-SPECIAL SESSION: BUSINESS SOLUTIONS, APPLICATIONS AND CASE STUDIES

From eBay's Second Chance Offer to B2B Service Pricing: Similarity and Challenges	288
<i>Yu-An Sun, Poorvi Vora</i>	
Collaborative 3D DocuSpace: A Platform for Next-Generation Document Services in 3D Virtual Worlds.....	291
<i>Tong Sun, Jonas Karlsson, Wei Peng</i>	
Study on The Construction and Development of Shanghai E-port System	295
<i>Yiqun Li, Qing Nie</i>	
Gateway Deployment Optimization in Wireless Mesh Network: A Case Study in China	300
<i>Jingzhi Ding, Jianxiao Xu, Zhifeng Zheng</i>	
Virtual Emergency Preparedness Planning Using Second Life	306
<i>Colleen Monahan, Kevin Harvey, Lars Ullberg</i>	
Services for Deploying Web-Based Online Courses	311
<i>Yin Pan</i>	
An Analysis of a Service System Supporting IBM's Global Service Delivery.....	317
<i>Isaac G. Councill, Hakan Hacıgümüş, Kenneth Johns, Jeffrey T. Kreulen, Tobin J. Lehman, James Rhodes, Ray Strong, Ruoyi Zhou</i>	

RA01-SERVICE DESIGN AND OPERATIONS III

Services Pricing: A Shared Grid Case Study.....	323
<i>Francesco Moresino, Aarti Agrawal, Emmanuel Fragnière, Nabil Abdennadher</i>	

Intersection Traffic Control by a Novel Scheduling Model.....	329
<i>Jia Wu, Abdeljalil Abbas-Turki, Abdellah El Moudni</i>	
An Evaluation Model of Service Quality by Applying Linguistic TOPSIS Method.....	335
<i>Chen-Tung Chen, Wei Zhan Hung, Kuan-Hung Lin, Hui-Ling Cheng</i>	
Hierarchical and Centralized Architectures for Distributed Production Planning, Scheduling and Control Activities	341
<i>Guilherme Ernani Vieira, Cláudimar Pereira Veiga</i>	
Recommendation Method for Build to Order Products Considering Substitutability of Specifications and Stock Consumption Balance of Components	347
<i>Atsushi Shimoda, Hidenori Kosugi, Takafumi Karino, Norihisa Komoda</i>	
Using DEA Window Analysis and the Malmquist Index to Evaluate the Operations of Canadian Schedule I Banks.....	353
<i>Yurong Cao, Zijiang Yang</i>	
Hybrid Nested Partitions and Relax-and-Fix Approach for Capacitated Multi-Item Lot Sizing Problem.....	359
<i>Tao Wu, Leyuan Shi</i>	

RA02-BEST STUDENT PAPERS CONTEST

Time Makes a Difference: Insights from Zara's Success.....	365
<i>Man Li</i>	
Wavelength-Tuned Phase-Shifting Calibration Based on the Fourier Transform in Time Domain.....	371
<i>Ren-Hui Guo, Jian-Xin Li, Ri-Hong Zhu, Lei Chen</i>	
Integrating Supply Chain Management Concept in a Goods Movement Microsimulation	376
<i>A. Samimi, A. Mohammadian, K. Kawamura</i>	
A Framework for Combined Bayesian Analysis and Optimization for Services Delivery	382
<i>Afsaneh Shirazi, Jianying Hu, Moninder Singh, Mark Squillante, Aleksandra Mojsilovic</i>	
Comparison of Mitigation Strategies for Supplier Risks: A Multi Agent-Based Simulation Approach.....	388
<i>Satama Sirivunnabood, Soundar Kumara</i>	
Modeling the Supply Chain Based on Multi-Agent Conflicts	394
<i>Jiun-Yan Shiau, Xiangyang Li</i>	
A Heuristic Algorithm for Schedule Reconfiguration of Projects during Execution	400
<i>Maryam Haji, Houshang Darabi</i>	
A Novel Parking Service Using Wireless Networks	406
<i>Gongjun Yan, Michele C. Weigle, Stephan Olariu</i>	
The Impact of Revenue Sharing and Rebate Contract on Short Life Cycle: A Case of Slow Moving Food Products.....	412
<i>Juma Makweba Ruteri, Qi Xu</i>	

On Flexibility and Sustainability in Container Ports	417
<i>Moulay Hicham Hakam, Wei Deng Solvang</i>	

RE01-INFORMATION AND COMMUNICATIONS TECHNOLOGY II

RFID for Crossdocking: Is it Worth the Investment?	423
<i>Niak Wu Koh, Zhengping Li, Roland Lim, Malcolm Yoke Hean Low, Jincong Lin</i>	
A Single-Station MTO/MTS Production System for Standard and Custom Products	429
<i>Yang-Shu Lu, Rong-Chen Chang, Kuo-Hwa Chang</i>	
Performance Comparison of Data Exchange in Agent-Based Collaborative Design Process	434
<i>Wei-Jung Shiang, Hsin Rau, Yu-Hsin Lin</i>	
Complete Analysis of the Spurious Spectrum of DDS in the Presence of Phase Truncation	439
<i>Zhengming Li, Tiantian Chu, Yinghai Wang, Ting Chen</i>	
Density Aware Routing using Road Hierarchy for Vehicular Networks	443
<i>Joseph Mouzna, Mounir Boussedra, Sandesh Uppoor, Manohara Pai</i>	
An Analysis of Simulation Studies on Network Core-Competition	449
<i>Wen Zheng, Xiaoming Sun</i>	
Air Cargo Load Planning System: A RuleBased Optimization Approach	454
<i>Chunhua Tian, Hao Zhang, Feng Li, Tie Liu</i>	

RE02-SERVICE OPERATIONS AND LOGISTICS

Open Source Tech-Innovation Model: A Novel Independent Technological Innovation Model Based on Open Source Software Development Model	460
<i>Ji Wu, Chunsheng Shi</i>	
Customer Clustering Using Semi-Supervised Geographic Information	465
<i>Zhonglin Lin, Gang Chen, Xinxin Bai, Hairong Lv, Wenjun Yin, Jin Dong</i>	
A Novel Customer Segmentation Framework for China's Supermarkets.....	471
<i>Xinxin Bai, Zheng Zhang, Qiming Tian, Wenjun Yin, Jin Dong</i>	
A Study on Financial Strategy for Determining the Target Enterprise of Merger and Acquisition	477
<i>Xi-Liang Song, Qiu-Sheng Zhang, Yi-Hong Chu, En-Zhao Song</i>	
Study on the Influence of Data Fusion on Clustering Energy in Wireless Sensor Networks	481
<i>Shen Lin, Jiang Yifeng</i>	
Decision Support Services for Retail Site Location Using a Two-Stage Guiding Optimization Approach	487
<i>Qiming Tian, Lin Hou, Xinxin Bai, Wenjun Yin, Jin Dong</i>	
A Real-Time Detection of Vehicle's Speed Based on Vision Principle and Differential Detection	493
<i>Jing-zhong Wang, Xiaoqing Xu</i>	
Study on Components and Evaluation of Customer Value	497
<i>Bao Wang, Ming Li Zhang, Wei Jia</i>	
Research on the Technological Cooperation Mechanism of Chinese Rural Scientific and Technological Service Organization	503
<i>Xiaoyu Li, Mingyu Zhang</i>	

Optimization of a 2-Stage Series Inventory System with Stochastic Demand and Endogenous Lead Time Uncertainty	508
<i>Xiayang Wang</i>	
Improving Responsiveness of Supply Chain through RFID Visibility Technology	513
<i>Qi Xu</i>	
Supply Chain Transformation Based on Business Process Management	518
<i>Qinhua Wang, Changrui Ren, Bing Shao, Jin Dong, Hongwei Ding, Wei Wang</i>	
The Research on Chinese Family Travelling Decision-Making and Marketing Suggestions for Tourism Destinations	524
<i>Ping Yin, AnYa Cai, Jing Yin</i>	
Analysis on the Development Strategy of Beijing's Renewable Energy Industry	528
<i>Xiaoyu Li, Mingyu Zhang</i>	
Research of Fiscal Expenditure Performance Evaluation Quantization--Data Envelopment Analysis Application	533
<i>Yongxiang Liu, Ruixiang Bi</i>	
Service and Replenishment Policy Design Based on Improving-Forward Process in Quick Response.....	537
<i>Xiuseen Li</i>	
FDI Spillovers and Economic Growth in China	541
<i>HongYu Jia, JingMei Ma</i>	
A New Hybrid Variable-Length GA and PSO Algorithm in Continuous Facility Location Problem with Capacity and Service Level Constraints	546
<i>Minnin Qiu, Liu Liu, Hongwei Ding, Jin Dong, Wei Wang</i>	
Construct a Logistics Network Platform Based on the SNS to Integrate the Small and Medium Enterprises Logistics Resources	552
<i>Zhao Xiu-xia, Liu Lin</i>	
Operational Competitiveness of Chinese Aeronautics and Astronautics Manufacturing Companies in Global Context	556
<i>Shubin Si, Xiaopei Liu, Yang Liu, Josu Takala</i>	
The Quantity Optimization of Special Containers and Trucks with Time Windows	561
<i>Limin Tang, Lei Tang, Yongzhi Yang, Zhiqiang Zhang</i>	
Learning the Priority for Rule Execution	565
<i>Tie Liu, Chunhua Tian, Hao Zhang, Wei Ding</i>	
Rule Graph: Incorporate Expert and Statistical Knowledge for Rule Execution	573
<i>Tie Liu, Chunhua Tian, Feng Li, Hao Zhang</i>	
Safe Spacing of Unsignalized Intersections on Arterial Roads	579
<i>Yongfeng Ma, Jian Lu, Linli Yan</i>	
An Analysis on the Resource Recycling Pathway in Industrial Symbiosis Network Based on Circular Economy Theory.....	583
<i>Jianhua Yin, Zhaohua Wang</i>	
Study on SDN Synergy Development	587
<i>Jing He, Fu-yuan Xu</i>	
Strategies for Managing Complex Visitor Flow Issues at Shanghai World Expo 2010	592
<i>Ming Xu, Lifan Yang, Meiyun Cao</i>	

Research on the Information Integration Framework of Apparel Supply Chain based on Web Service	598
<i>Yan Ge, Qi Xu, Xinping Song</i>	
Research on SOA-Based Service Integration Archetechture in Telecom Industry.....	604
<i>Jun Wu</i>	
Maximum Entropy Models for Mode Split Forecasting.....	609
<i>Lijun Yu, Xiaoning Zhang</i>	
Making CRM Work Through Supply Chain Efficiency.....	614
<i>Wei Xu</i>	
A Multi-Stage Optimization Module for Logistic Outsourcing Partner Selection	620
<i>Jianhua Yin, Zhaohua Wang, Bin Zhang</i>	
Distribution Maintenance Scheduling Using Ant Colony Algorithm (ACA)	624
<i>Wenjun Yin, Hairong Lv, Feng Jin, Jin Dong, Liying Shangguan</i>	
Study on the Risks Management of Construction Supply Chain.....	629
<i>Zhiqiang Liu, Caiyun Guo</i>	
Optimal Batch Production with Minimum Rework Cycles and Constraint on Accumulated Defective Units	633
<i>Babak Haji, Alireza Haji, Rasoul Haji</i>	
Target Costing Practice of Strategic Outsourcing Partners: A Case Study of Sporting Goods Manufacturers	639
<i>Man-Li Lin</i>	
What Makes Service Innovation of Chinese Manufacturing Enterprises Successful? A Case Study of Service Industrialization of Dalian Sanyo Cold Chain Co., Ltd.....	645
<i>Jingqin Su, Miao Cui</i>	
A Marginal Increment Assignment Algorithm for Maximal Coverage Location Problem.....	651
<i>Ming Xie, Wenjun Yin, Jin Dong, Jin-Yan Shao, Lili Zhao</i>	
Research on Integration of Microscopic Traffic Simulation and GIS.....	657
<i>Yuan Zhou, Hong Liang, Jianping Wu, Lianxiong Gao</i>	
Long Memory on Dry Bulk Volatility in Shipping Market.....	663
<i>XiaoXing Gong, Jing Lv</i>	
Rule Flow Logic Verification: A Simulation Based Approach.....	669
<i>Chunhua Tian, Hao Zhang, Feng Li, Tie Liu</i>	
Prediction Model of Supply Chain Demand Based on Fuzzy Neural Network with Chaotic Time Series.....	675
<i>Wang Xu, Jia Yan-min, Li Hui</i>	
A System Dynamics Approach to Decision Process in Supply Chain.....	681
<i>Mohammad Reza Khaji, Rasoul Shafaei, Shima Mohebbi, Abdollah Aghaie</i>	
A New Type of Permanent Magnet Synchronous Motors for Parallel Hybrid Electric Vehicle	687
<i>Yinghai Wang, Zhengming Li</i>	
Performance Analysis for Interconnection Ways in Complex Virtual Testing System	693
<i>Tao You, Cheng-lie Du, Yi-an Zhu</i>	
Cancellation of Es Layer Clutter in a HF Surface Wave Radar Using Auxiliary Horizontal Dipole Antennas	697
<i>Long Zhao</i>	

Route Optimization of Tobacco Delivery System in China	700
<i>Hua-long Yang, Bao-hua Zhang, Bin Zheng</i>	
LOS Evaluate System Based on Passenger's View to Urban Comprehensive Passenger Transport Hub.....	704
<i>Jing He, Zhi-gang Liu</i>	
The System Design of Monitoring Abnormal Environment Parameter of Vegetable Greenhouse Based on Short Messages.....	709
<i>Jun Sun, Zhengming Li, Yinghai Wang, Wenjuan Lu, Bo Jiang</i>	
Research on Supply Strategy Driven Factors of SDN Based on Product and Service Characteristics.....	713
<i>Zhaofang Mao, Xiaomei Li, Ershi Qi, Fu Jia</i>	
Rule Flow Learning: A Multiple Linear Classifier Algorithm.....	718
<i>Chunhua Tian, Hao Zhang, Feng Li, Chen Wang, Tie Liu</i>	
Tobacco Distribution Based on Improved K-Means Algorithm	724
<i>Bin Zheng, Fa-zhe Tang, Hua-long Yang</i>	
The Strategic Developing Model of Modern Service Industry for China Second Tier Cities Based on Scientific Developing Philosophy	729
<i>Xin Zheng, Sizong Wu, Minghai Ye</i>	
A Brief Literature Review on Decision Methods Analysis for 3PL Selection	735
<i>Fábio Favaretto, Guilherme Ernani Vieira, Luis Eugenio Carretero-Dias</i>	
Computer Simulation in a Large Mailing Company: In Search for a Robust Configuration.....	741
<i>Guilherme Ernani Vieira, Reynaldo Lemos</i>	
An Empirical Comparison of Five Efficient Heuristics for Maximal Covering Location Problems	747
<i>Li Xia, Ming Xie, Weida Xu, Jin-Yan Shao, Wenjun Yin, Jin Dong</i>	
Customer-Centric Optimal Resource Reconfiguration For Service Outlets.....	754
<i>Jin-Yan Shao, Ming Xie, Li Xia, Wenjun Yin, Jin Dong</i>	
The Determinants of the Adoption of Internet Banking by Chinese Consumers	760
<i>Wenchao Wang, Declan Jordan</i>	
WIFAI – A Tool Suite For The Modeling And Enactment Of Inter-Organizational Workflows.....	764
<i>Michael Tarullo, Daniela Rosca, Jiacun Wang, William Tepfenhart</i>	
Financial Performance Comparison of Stock Disruptions Throughout E-collaboration Supply Chains.....	770
<i>Tian-jian Yang</i>	
Author Index	