	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	*Robust Optimization Approaches for Portfolio Selection: An Empirical Comparative Analysis with statistical guarantees* *Antonios Georgantas, Michalis Doumpos*	*Development and implementation of a Methodological Framework for evaluating alternative sustainable urban mobility measures using Multi-criteria Analysis* *Maria Morfoulaki, Jason Papathanasiou*	*Towards a comprehensive design of BPM lifecycle: The notion of core cycle-steps (CSS)* *George Koutsouras, George Tsakalidis, Kostas Vergidis*
10:20-10:40	*Water resources management optimization based on water tradable permits* *Athanasios Tsiarapas and Zisis Mallios*	*An Examination of the Relationships between Customers' Satisfaction and Business Performance: The Case of Greek Mobile Industry* *Dimitrios Drosos, Grigorios Kyriakopoulos, Vasiliki Armenaka*	*A systematic investigation of the main variables of the Business Process Optimisation problem* *Dimitris Paganias, George Tsakalidis, Kostas Vergidis*
10:40-11:00	*A Modified BLOCPLAN Algorithm for Unequal Area Facility Layout Planning* *Mehmet Gulsen*	*Customers' satisfaction and Market Share: An Approach of the Greek Mobile Sector* *Dimitrios Drosos, Grigorios Kyriakopoulos, Nikolaos Tsotsolas, Stamatios Ntanos*	*Open Source BPMS for the Public Sector: A case study* *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	*Truck Loading for Fuel Distribution with Axle Weight Restrictions* *Eleni Karouti, Konstantinos Androutsopoulos*	*Dual level assessment framework to evaluate feasibility and support decisions for the development of Natural Gas distribution facilities* *Dimitrios Dimitriou, Maria Sartzetaki and Melina Karagkouni*	*A Study of Digital Customer Journey Through Google Trends* *Dimitrios Karamitros, Theodoros Oikonomidis, Konstantinos Fouskas*
12:20-12:40	*A methodological approach for minimize the transportation cost-time regarding responses to natural disasters* *Stamatios Vasalakis, Athanasios Spyridakos*	*A case by case dual sourcing inventory model subject to different types of supply uncertainty* *Georgios Karakatsoulis, Konstantina Skouri*	*Growth hacking marketing strategies in the early stages of start-ups* *Christos Ziakis, Maro Vlachopoulou*
12:40-13:00	*Modelling and Optimization of the Real-life Crop Rotation Problem in Serbia* *Ana Anokić, Đorđe Stakić, Đorđe Moravčević, Vlade Zarić*	*A Second Order Multi-Class Macroscopic Traffic Flow Model With Time Varying Parameters for Environmentally Sustainable Coordinated Ramp Metering Control* *Apostolos Kotsialos*	*Programmatic Marketing: The Demand Side Platform in the Greek Market* *Evangelos Kiortsis, Emmanouil Stiakakis and Maro Vlachopoulou*
13:00-13:20		*Evaluating the Appropriateness of Traffic Forecasting Algorithms for Use in a Freight Transportation System* *Evripidis Kechagias, Sotiris Gayialis, Grigorios Konstantakopoulos, Georgios Papadopoulos*	*The adoption of cloud computing in public sector and in local government: a systematic literature review* *Ioannis Nanos, Efthymia Androutsou*
13:20-13:40	MILP model for production scheduling and lot sizing 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	*A Decision Support Tool for Ranking Robotic Process Automation Candidate projects* *Nikolaos Batakis, Nikolaos Spanoudakis and Nikolaos Matsatsinis*	*Multi Criteria Evolutionary Algorithm for Research Team Formation* *Georgios Stavrou, Panagiotis Adamidis, Jason Papathanasiou*	*An inclusive representation approach to assess the redesign capacity of BPMN models* *George Tsakalidis, Nikolaos Nousias, Kostas Vergidis*
14:00-14:20	*Development of a web-based multi-criteria decision support system for benchmarking* *Dimitrios Chelioudakis, Fotini Kalafati, Efstathios Gerampinis and Nikolaos Matsatsinis*	*Determination of the weights of compliance criteria for the selection of bridge construction method* *Nikolaos Tegos, Georgios Aretoulis*	*Business Process Management Simulation in Academic Libraries: A Case Study* *Fotis Kitsios, Barbara Kissa, Maria Kamariotou*
14:20-14:40	*Financing Sustainable Energy Efficiency Projects: The Role of Stakeholders* *Aikaterini Papapostolou, Charikleia Karakosta, Zoi Mylona, John Psarras*	*A PROMETHEE multi-criteria analysis for the EU countries using EPI data* *Panagiota Digkoglou, Jason Papathanasiou, Loukas Tsironis*	*Guiding Business Process Change with an Evidence-Based Approach. An Application for the Order2Cash Process in SIEMENS AG* *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	*A Questionnaire Based on the SERVQUAL Instrument to Reduce the Digital Divide of Business Processes* *Ioannis Zervas, Emmanouil Stiakakis*	*Strategic Value of Big Data and Business Analytics* *Ioannis Mouratidis, Fotios Kitsios*	*Multicriteria evaluation with TOPSIS method for digital promotion in local alternative tourism sector* *Christos Danatskos, Christiana Koliouska, Zacharoula Andreopoulou, Mariana Golumbeanu*
15:20-15:40	*Digital transformation effectiveness evaluation in Greek service SMEs using an ordinal regression analysis approach* *Dimitrios Mitroulis, Fotis Kitsios*	*Augmented Analytics: A new era for Human Resource Management* *Despoina Ioakeimidou, Symeon Symeonidis, Prodromos Chatzoglou*	*A Framework for Implementing PROMETHEE II in GIS-assisted Suitability Analysis* *Athanasios P. Vavatsikos, Kalliopi F. Sotiropoulou*
15:40-16:00	*Location Aware Marketing Survey on Tourists Smartphone Users* *Theodoros Oikonomidis, Konstantinos Fouskas*	*Analytics of Portfolio Selection Based on Distributions of Max Entropy Frontier* *Yiannis Dimotikalis*	*Project Evaluation Criteria Prioritization by Using a Type-2 Fuzzy MCDM Model* *Sanja Puzović, Jasmina Vesić Vasović and Vladan Paunović*
16::00-16:20	*Literature Review of Location Based Services* *Theodoros Oikonomidis, Konstantinos Fouskas*	*The Impact of Artificial Intelligence and Operational Research Cooperation on the Finance and Business: A Literature Review* *Efstratios Livanis, Nikolaos Matsatsinis, Fotis Kitsios*	*Attitudes and Behavior of Greek Teachers Towards the Implementation of Intercultural Practices* *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	*Ranking of importance of the most important social media platforms in hospitality and tourism* *Theodore Tarnanidis, Jason Papathanasiou, Vasillis Kostoglou*		*Simulation-based Schedule Risk Analysis in a Seawater Desalination Plant Construction Project* *Georgios Koulinas, Konstantinos Sidas, Dimitrios Koulouriotis*
16:40-17:00	*A conceptual multi-criteria framework for understanding and assessing a smart city logistics ecosystem* *Elpida Xenou, Michael Madas*	*Comparison of linear regression and neural network models to estimate the actual duration of Greek highway projects* *Magdalini Titirla, Georgios Aretoulis*	*Risk Analysis and Resource Leveling of an Artificial Lake Construction Project* *Georgios Koulinas, Konstantinos Sidas, Dimitrios Koulouriotis*
17:00-17:20	*Multicriteria Based Analysis on the Type of Hotel Accommodation: Classic Vs All Inclusive Hotel* *Anastasios Andreadis, Georgios Aretoulis*	*Finding the Best Path in HR Satisfaction by Using Structural Equation Modeling, Bayesian Networks, and Decision Trees* *Yiorgos Liapis, Georgios Kontos, Ioannis Athanasiadis, Emmanouil Stiakakis*	*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* *Konstantinos Liadis, Vasileios Zeimpekis, Efthymios Zimianitis*
17:20-17:40	*Assessing Level of Service in Airport Terminals: a MUSA Approach* *Alexandra Athanasiadou, Michael Madas, Fotis Kitsios*	*Construction Equipment's Residual Market Value Estimation Using Machine Learning* *Kleopatra Petroutsatou, Ilias Ladopoulos, Marios Polyzos*	*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* *Eleni Chatzilazarou, Vasileios Zeimpekis, Efthymios Zimianitis*
17:40-18:00	*Analysis of Passenger Satisfaction in Greek Railways: A Multicriteria Approach* *Eirini Ntereka, Michael Madas, Maria Kamariotou, Fotis Kitsios*	*A Clustering and Statistical Forecasting Approach for Replenishment of Common Spare Parts in the Maritime Industry* *Nikolaos Lagkadas, Stavros Ponis, Fiorentia-Zoi Anglou*	*Testing alternative warehouse storage equipment for improving order picking via simulation modeling: The case of a multinational food and beverage company* *Kyriakos Lefkakis, Vasileios Zeimpekis, Efthymios 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	*A meta-frontier global Malmquist framework for hospitals productivity and quality measurement* *Panagiotis Mitropoulos, Ioannis Mitropoulos*	*Two metaheuristic approaches for the single allocation hub location and pricing problem* *Dimitrije Čvokić and Zorica Stanimirović*	*Assortment of needs and prospects for developing an intelligent services system in transport sector* *Dimitrios Dimitriou, Maria Sartzetaki, Aristi Karagkouni*
10:20-10:40	*An application of DEA to measure the efficiency of leading airlines* *Slavica Dozic, Milica Kalic, Danica Babic*	*Conventional and Electric Vehicles for Freight Distribution: A Case Study in Greece* *Grigorios Konstantakopoulos, Sotiris Gayialis, Evripidis Kechagias, Georgios Papadopoulos*	*Assessment methodology and outputs towards sustainability and resiliency in transportation* *Dimitrios Dimitriou, Aristi Karagkouni*
10:40-11:00	*A fairer assessment of DMUs in a generalised 2-stage DEA structure* *Marios Dominikos Kremantzis*	*Optimal segmentation of student classes for social distancing* *Christos Gogos, Christos Valouxis, Nikolaos Verykios*	*Air transport network development effects on property values and real estate* *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	*A Multi-Criteria Methodology for Market Segmentation based on the Analysis of Consumer Choice Criteria* *Fotini Kalafati, Garyfallia Matsatsini, Efstathios Gerampinis, Nikolaos Matsatsinis*	*Digital Marketing in Tourism: Insights from Greece* *Christos Ziakis, Maro Vlachopoulou*	*Setting the Basis and Designing the Data Architecture for the "E.N.I.R.I.S.S.T." Research Infrastructure* *Amalia Polydoropoulou, Manolis Maragkoudakis, Ioanna Pagoni, Athena Tsirimpa, Annitsa Koumoutsidi, Ioannis Tsouros, Christos Tryfonopoulos*
12:20-12:40	*The ranking of the Air Traffic Controllers' competencies: an empirical survey* *Athanasios Galanis, Evangelia Krassadaki, Michalis Doumpos, Nikolaos Matsatsinis*	*Mapping Business Model Using Archimate: The case of Open Data Ecosystem* *Fotis Kitsios, Spyridoula Athanasiou, Maria Kamariotou*	*A Blockchain Technology implementation for Cold Supply Chains* *Dimitrios Bechtsis, Alexandros Styliadis, Dimitrios Vlachos*
12:40-13:00	*Criteria for honey consumption in Greece: a MUSA application* *Antonios Tiganis, Antonios Avgeris, Xenia Tigani, Efthimia Tsakiridou and Evangelos Grigoroudis*	*Determinants of User Satisfaction with a Justice Information System* *Fotis Kitsios, Anastasia Tsotoulidou, Maria Kamariotou*	*Evaluating users' acceptance and satisfaction in e-government: The case of IRIDA system* *Konstantinos Ioannou, Theodoros Kotsilieris, Maria Kamariotou, Fotis Kitsios*
13:00-13:20	*The Effects of Customers' Satisfaction on Business Profitability in Greece's Banking Sector. An Empirical Study* *Dimitrios Drosos, Grigorios Kyriakopoulos, Michalis Skordoulis, Stamatios Ntanos*	*Estimation of choice model for parcel delivery services* *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	*A network DEA model for measuring the cross-country performance of secondary education* *Alexandros Mitropoulos, Panagiotis Mitropoulos*	*Link Prediction in Signed Social Networks: The Case of Bitcoin Users* *Konstantinos Papalamprou, Savvas Chamezopoulos*	*Gamified mobile apps in Health and Fitness* *Vaggelis Saprikis, Marina Pappa, Maro Vlachopoulou*
13:40-14:00	*Portfolio productivity performance assessment using a Sequential Malmquist–Luenberger index* *Konstantina Pendaraki, Nikolaos Pettas, Athanasia Mavrommati*	*Honey Bees Mating Optimization Algorithm for the Berth Allocation Problem* *Eleftherios Tsakirakis, Magdalene Marinaki, Nikolaos Matsatsinis and Yannis Marinakis*	*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* *Maria Mavri and Evgenia Fronimaki*
14:00-14:20	*Migrations and Quality of Life: Multi-Criteria Approach in Exploring the Causal Link* *Jelena Stankovic, Ivana Marjanović, Marija Dzunic*	*Profit Optimization in a Two-Parking Lots System with Priority Clients using Resource Reservation Policies* *Athanasia Kadrefi, Vasilis Koutras, Agapios Platis*	*Exploring the factors which impact the level of international students and international faculty members:* *The case of world-leading universities* *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	*A multicriteria decision aid approach for measuring innovation performance* *Pantelis Sotirelis, Evangelos Grigoroudis, Michael Doumpos*	*Exploring the Complex Dynamics of Business IT Alignment* *Fabrizio Amarilli*	
15:20-15:40	*Tourists' satisfaction by local foods' consumption in Greece: a MUSA application* *Antonios Tiganis, Efthimia Tsakiridou, Evangelos Grigoroudis, Xenia Tigani, Antonios Avgeris*	*Essential Digital Technologies for Achieving Digital Maturity in the Fashion Industry* *Olga Tsiara, Olga Pachni-Tsitiridou, Konstantinos Fouskas*	
15:40-16:00	*A methodological framework to identify and handle rank reversals of the alternative actions in Disaggregation – Aggregation Approach* *Athanasios Spyridakos, Nikolaos Tsotsolas, Isaak Vryzidis*	*An Exploratory analysis of the use of ICT by Greek households through official statistics* *Stratos Moschidis, Athanasios C.Thanopoulos*	
16:00-16:20	*Critical success factors of digital maturity: a multicriteria analysis* *Dimitrios Mitroulis, Fotis Kitsios*	*Verification of Academic Qualifications through Ethereum Blockchain: An Introduction to VerDe* *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 Papathanasiou**	**Session 30:**
16:20-16:40	*Student perception on Entrepreneurship Program learning: Insights from GUESSS* *Ioannis Sitaridis, Stavroula Laspita, Fotis Kitsios, Katerina Sarri*	*Economic impact analysis to air transport due to pandemic Covid-19* *Dimitrios Dimitriou, Maria Sartzetaki*	
16:40-17:00	*Computer self-efficacy as an antecedent of entrepreneurial intention* *Ioannis Sitaridis and Fotis Kitsios*	*The Importance of Smart Ecosocial Villages in Focus of Covid-19 Pandemic* *Filiz Yildirim, Hatice ÖztÜrk, Bilge Abukan*	
17:00-17:20	*Social networking services and travel information: Evaluating users' perceived value and trust* *Eleni Moustaka, Eleftheria Mitsopoulou, Maria Kamariotou, Fotis Kitsios*	*The Digital Transformation in Public Sector as a response to COVID-19 pandemic: the case of Greece* *Panteleimon Karamalis, Athanasios Vasilopoulos*	
17:20-17:40	*UNESCO Chair Con-E-Ect: Promoting Riparian Areas and Deltas Sustainability* *George Gkiatas, Argyrios Emmanouloudis, Nick G. Zaimes*	*The Effects of Covid-19 in European Airline Industry. Results from PESTE Analysis* *Sotiria Dimitrelou, Theodoros Oikonomidis, Georgios Dionysiou, Konstantinos Fouskas*	
17:40-18:00	*Quantifying Enterprise Coherence – A Design Based Comparison Of Calculation Methods* *Joost Bekel and Roel Wagter*	*Strategic management in the season of Covid 19. Case studies from the region of Thessaly.* *Ioannis Koukoumpliakos and Ioanna Grigoriou*	
18:00-18:30	**Closing Session (Room 1)**		