

Spiliotopoulou Eirini, PhD

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**RESEARCH
AREAS**

Information Sharing and Supply Chain Coordination, Human-AI collaboration, Behavioral Operations, Sustainability and Social responsibility in Supply Chains

EDUCATION

UNIVERSITY OF ZARAGOZA, MIT-ZARAGOZA LOGISTICS CENTER 2009 – 2013
MIT-Zaragoza International Logistics Program
PhD in Logistics and Supply Chain Management
Thesis: Information Reliability in Supply Chains: the Case of Multiple Retailers
Advisors: Prof. Mustafa Cagri Gurbuz, Prof. Karen Donohue (University of Minnesota)

UNIVERSITY OF ZARAGOZA, MIT-ZARAGOZA LOGISTICS CENTER 2008 – 2009
MIT-Zaragoza International Logistics Program
Master of Engineering in Logistics and Supply Chain Management (ZLOG)

ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS 2002 – 2003
Title: MSc in Decision Sciences (International MBA)
Department: Management Science and Technology
Specialization: Logistics and Transport, GPA: 8.83/10 “Excellent”

ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS 1997 – 2001
Title: BSc in Management Science and Marketing
Specialization: Management Science, GPA: 8.13/10 “Very Good”

**ACADEMIC
POSITIONS**

TILBURG UNIVERSITY 2022 - now
Tilburg School of Economics and Business, Department of Management
Associate Professor of Supply Chain Management

TILBURG UNIVERSITY 2018 - 2022
Tilburg School of Economics and Business, Department of Management
Assistant Professor of Supply Chain Management

VU UNIVERSITY AMSTERDAM 2014 – 2018
School of Business and Economics, Logistics group
Assistant Professor

EUROPEAN BUSINESS SCHOOL, EBS UNIVERSITY 2013 – 2014
Institute for Supply Chain Management – Procurement and Logistics (ISCM)
Postdoctoral Researcher

**VISITING
POSITIONS**

MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT Sloan) Spring 2024
Visiting researcher at the OM group

UNIVERSITY OF WUERZBURG 2015 – 2016
Guest Researcher at the Chair of Logistics and Quantitative Methods

UNIVERSITY OF MINNESOTA, CARLSON SCHOOL OF MANAGEMENT 2012 – 2013
Visiting PhD student

UNIVERSITAT POMPEU FABRA 2010 – 2011
Visiting PhD student

MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT-CTL) 2009 – 2010
Visiting PhD student

HONORS &
AWARDS

Wickham Skinner Award for Best Paper Published in Production and Operations Management during 2016, received May 2017
PhD Thesis Defense: Summa Cum Laude, year 2013
Valedictorian Master of Engineering in Logistics and SCM (ZLOG), year 2009
“Title of Highest Academic Performance” MSc in Decision Sciences (iMBA), year 2003

PUBLICATIONS

1. Hofstra, N., Spiliotopoulou, E., & de Leeuw, S. (2024). Ordering decisions under supply uncertainty and inventory record inaccuracy: an experimental investigation. *Decision Sciences*, 55(3), 303-318..
1. Roy, D., Spiliotopoulou, E., & de Vries, J. (2022). Restaurant analytics: Emerging practice and research opportunities. *Production and Operations Management*, 31(10), 3687-3709.
3. Spiliotopoulou, E., Donohue, K., Gürbüz, M. Ç (2022). Ordering behavior and the impact of allocation mechanisms in an integrated distribution system. *Production and Operations Management*. 31(2), 422-441
4. Spiliotopoulou, E. and Conte, A. (2022). Fairness ideals in inventory allocation. *Decision Sciences*. 53(6), 985-1002.
5. Hofstra N. and Spiliotopoulou, E., (2022), “Behavior in rationing inventory across retail channels”. *European Journal of Operational Research*. 299(1), 208-222.
6. Gooding, E., Spiliotopoulou, E., Yadav, P. (2019). Impact of vaccine stockouts on immunization coverage in Nigeria, *Vaccine*. 37(35), 5104-5110.
7. Hofstra, N., Dullaert, W., De Leeuw, S., Spiliotopoulou, E. (2019). Individual goals and social preferences in operational decisions: Behavioural insights from transport planning. *International Journal of Operations & Production Management*, 39(1), 116-137.
8. Spiliotopoulou, E., Donohue, K., Gürbüz, M. Ç., Heese, H. S. (2018). Managing and reallocating inventory across two markets with local information. *European Journal of Operational Research*. 266(2), 531-542.
9. van Kempen, E. A., Spiliotopoulou, E., Stojanovski, G., de Leeuw, S. (2017). Using life cycle sustainability assessment to trade off sourcing strategies for humanitarian relief items. *The International Journal of Life Cycle Assessment*, 1-13.
10. Spiliotopoulou E., Donohue K., Gürbüz, M. Ç. (2016) Information reliability in supply chains: the case of multiple retailers. *Production and Operations Management*, 25(3), 548-567.
11. Spiliotopoulou E., Boni, M.F., Yadav P. (2013). Impact of treatment heterogeneity on drug resistance and supply chain costs. *Socio-Economic Planning Sciences*, 47(3): 158-171
Book chapter:
12. Padilla Tinoco S.V., Spiliotopoulou E., Boute R. (2018) Collaborative Shipping Under Information Distortion. In: Temponi C., Vandaele N. (eds) *Information Systems, Logistics, and Supply Chain. ILS 2016. Lecture Notes in Business Information Processing*, vol 262. Springer, Cham.

OTHER
PUBLICATIONS

HBR professional article: How Data-Driven Decisions Help Restaurants Stay Competitive.

Fišar, M., Greiner, B., Huber, C., Katok, E., Ozkes, A. I., & Management Science Reproducibility Collaboration. (2024). Reproducibility in Management Science. *Management Science*, 70(3), 1343-1356. Member of the Management Science Reproducibility Collaboration

WORKING
PAPERS

1. Lead Time Optimism: The Impact of Supply Timing Uncertainty on Ordering Behavior With Simone Balvers and Jan Fransoo (reject and resubmit at MSOM)
2. Human-algorithm interaction in inventory planning: algorithmic input versus output adjustments - with Enno Siemsen (submitted to Management Science)
3. Enhancing Human Planning Decisions with AI: An Experimental Investigation and Evidence with Lijia Tan and Willem van Jaarsveld (draft under preparation)

4. “Volume Guarantees in Global Health and Economies of Scale: the effect on current and future Prices” - with Alexander Rothkopf
Available at SSRN: <https://ssrn.com/abstract=4192542>

5. Unbounded rampups under bounded rationality: the case of COVID-19 distribution in The Netherlands
with Albert Mandemakers and Henk Akkermans (reject at JOM)

WORK IN
PROGRESS

6. The Effect of Cognitive Load on Algorithmic Reliance
With Han Kyul Oh and Rogelio Oliva (data analysis & manuscript preparation)

7. Behavioral Considerations of automation
With Iman Moosavi and Jan Fransoo (data analysis & manuscript preparation)

8. Authentication Service as a Signal of Quality on Second-Hand Platforms
With Masoud Fazlavi and Chong Zhang (model analysis & manuscript preparation)

9. Collaborating with AI vs human: the impact on productivity and wellbeing
With Yanchong (Karen) Zheng, Tim Kraft and Shawn Mankad (data collection)

10. The effect of contract framing on investment decisions: The role of trust
with Wendy van der Valk (dormant)

EDITORIAL
SERVICE

Associate Editor: Decision Sciences Journal, 2023- present,

Editorial Review Board: Production and Operations Management, 2022-present
Decision Sciences Journal, 2020-2023

Ad Hoc Referee: Management Science, Manufacturing & Service Operations Management, Production and Operations Management, Decision Sciences Journal, European Journal of Operational Research, Journal of the Operational Research Society, Naval Research Logistics, Operations Management Research, Healthcare Management Science, Vaccine

OTHER
SCHOLARLY
ACTIVITIES AND
MEMBERSHIPS

Elected Board Member of the INFORMS Behavioral Operations Management section
(2024 -2026)

Elected Officer of the Production and Operations Management College of Behavioral Operations (2020-2021)

Awards Committee: Behavioral OM Junior Scholar Paper Competition (POMS) (Chair in 2021, Member in 2020)

Judge for:

- INFORMS BOM Best Working Paper Competition (2020,2023, 2024)
- POMS BOM Junior Scholar Paper Competition (2020, 2023, 2024)
- Austrian Science Fund (FWF) (2020)
- National Fund for Scientific and Technological Development (FONDECYT) of Chile (2019)

Membership in Associations:

- Production and Operations Management Society (POMS)
- The Institute for Operations Research and the Management Sciences (INFORMS)
- College of Behavior in Operations Management – POMS (Elected officer 2019-now)
- Council of Supply Chain Management Professionals (CSCMP)

PHD THESES

PhD Supervision

Nienke Hofstra, PhD, VU University Amsterdam, 2019

Daily supervisor and co-promotor

Dissertation: Individual decision-making in operations: A behavioral perspective

Placement: HAN University of Applied Sciences

Current PhD students:

Simone Balvers, Full-time PhD student CentER (enrolled in 2021)
Co-supervisor, main supervisor Jan Fransoo

Albert Mandemakers, PPP PhD student CentER (enrolled in 2021)
Co-supervisor, main supervisor Henk Akkermans

Seyyed Iman Moosavi, Full-time PhD student CentER (enrolled in 2022)
Co-supervisor, main supervisor Jan Fransoo

Masoud Fazlavi, Full-time PhD student CentER (enrolled in 2023)
Main supervisor, co-supervisor Chong Zhang

Claire Tan, Full-time PhD student CentER / ZHL (enrolled in 2023)
Main supervisor, co-supervisor Hein de Haas

Roman Vervoort, Full-time PhD student CentER (enrolled in 2024)
Main supervisors together with Frans Cruijssen

Omar Loyo Rodriguez, Full-time PhD student CentER (enrolled in 2024)
Main supervisor, co-supervisor Chong Zhang

Membership of PhD thesis committee

Rafael Escamilla, PhD from TiU and KLU, 2023

Daniel Calcinaro, PhD from (MIT-Zaragoza, 2024

Patrick Moder, PhD from KLU, scheduled in Spring 2025

Bas van Oudenhoven, PhD from TU/e, scheduled in Spring 2025

CONFERENCE
PRESENTATIONS

17th Annual Behavioral Operations Conference, 2024, Colorado, MD, USA	26-28/6/2024
Forecast and order adjustments in supply chain planning	
34th POMS Annual Conference, 2024, Minneapolis	25-29/4/2024
Invited speaker: “Forecast and order adjustments in supply chain planning”	
INFORMS Annual Meeting 2023, Phoenix, AZ, USA	15-18/10/2023
Invited session chair, Invited speaker	
16th Annual Behavioral Operations Conference, 2023, Baltimore, MD, USA	20-22/6/2023
Human-algorithm interaction in planning: forecast versus order adjustments	
29th International EurOMA Conference 2022, Berlin, DE	3-6/7/2022
Service Level Agreements and Supplier Capacity Decisions: The Impact of Framing on Trust”	
15th Annual Behavioral Operations Conference, 2022, Fayetteville, AR, USA,	13-15/6/2022
Regulatory Focus and Emotions in Aligning Capacity Decisions	
31th POMS Annual Conference, online	30/4-5/5/2021
Invited speaker: “Behavior in rationing inventory across retail channels”	
INFORMS Annual Meeting 2020, Seattle, WA, USA	20-23/10/2019
Invited session chair: “Behavior in rationing inventory across retail channels”	
30th POMS Annual Conference, Washington D.C., USA	2-6/5/2019
Invited session chair: “Fairness ideals: the case of inventory pooling”	
Invited speaker: Impact of vaccine stockouts on immunization coverage in Nigeria	
MSOM Annual Conference 2018, Dallas, Texas USA	1-3/7/2018
“Drug Procurement with Long-term Considerations: Volume Guarantees and Volume Splits”	
13th annual Behavioral Operations Conference, Dallas, Texas USA	29/6-1/7/2018
“Fairness in resource allocation: the case of inventory pooling”	
12th annual Behavioral Operations Conference, Cambridge, MA, USA	12-14/7/2017
“The impact of allocation mechanisms on retailers' strategic ordering”	
28th POMS Annual Conference, Seattle, Washington, USA	5-8/5/2017
“Inventory Allocation under Information Asymmetry: the impact of allocation mechanisms on retailers' strategic ordering”	
27th POMS Annual Conference, Orlando, FL, USA	6-9/5/2016
“Central Ordering with Local Information: Inventory Commitments and Coordination	
26th POMS Annual Conference, Washington D.C., USA	8-11/5/2015
“Drug Procurement with Long Term Considerations: Volume Splits & Volume Guarantees ”	
9th Annual Behavioral Operations Conference, Cologne, Germany	12-14/6/2014
Research incubator: Inventory allocation when demand is private knowledge	

25 th POMS Annual Conference, Atlanta D.C., USA	9-12/5/2014
INFORMS Annual Meeting 2013, Minneapolis, MS, USA	6-9/10/2013
“Forecast Information Sharing and the Order Quantity Decision”	
INFORMS Annual Meeting 2012, Phoenix, AZ, USA	14-17/10/2012
8 th Annual Behavioral Operations Conference, Ann Arbor, MI, USA	27- 29/6/2013
Session Chair, Presenter: “Information reliability in supply chains: the case of multiple retailers”	
7 th Annual Behavioral Operations Conference, Washington D.C., USA	8-11/6/2012
Young Scholars’ Workshop – Research Incubator	
INFORMS Healthcare, Montreal, Canada	20-22/6/2011
MSOM Annual Conference, Ann Arbor, Michigan, USA	26-28/6/2011
22 st POMS Annual Conference, Reno Nevada, USA	29/4-2/5/2011
Session Chair, Poster, Invited Speaker:	
“Towards a Socially Optimal Drug Assortment: Comparing the Supply Chain & Drug Resistance Implications of Increased Drug Variety in a Given Population”	
WHO Winter Meeting, 2011, Utrecht, The Netherlands	6-7/1/2011
21 st POMS Annual Conference, Vancouver, Canada	7-10/5/2010
Poster, Invited Speaker: “Drug Variety: Supply Chain & Resistance Implications”	

OTHER
INVITED TALKS

MIT, Center for Transportation and Logistics	5/6/2-2024
University of Cologne, Department of SCM & MS	9/11/2023
CUNEF University, Business School, Spain	25/4/2023
Eindhoven University of Technology (OPAC), NL	9/12/2021
Eindhoven University of Technology (OPAC), NL	27/10/2017
University of Wuerzburg, GE	8/12/2015
HEC Lausanne, CH	28/2/2014
École Polytechnique Fédérale de Lausanne (EPFL), CH	12/6/2013
Cardiff Business School, UK	8/1/2013

TEACHING

TILBURG UNIVERSITY	
Lecturer/Coordinator of the course Supply Chain Design and Planning (SCDP) Masters level course (325239), required for MSc in SCM, Course Design & Teaching Between 80-150 students	2022 – 2024
Lecturer/Coordinator of the course Supply Chain Management (SCM) 3rd year elective for IBA/BE (30B210), required for pre-master in SCM (325226) Between 70-600 students	2018 – 2024
Lecturer in the course Models for Supply Chain Decisions (and course design) Masters level course (325136), required for MSc in SCM, Course Design & Teaching Between 80-150 students	2019 – 2021
Guest Lectures on Behavioral Operations	2018 – 2019
Supervision of Bachelor (~50), Master Theses (~50)	2018 – 2023
ERASMUS UNIVERSITY	
Guest Lectures on Behavioral Operations	2017 – 2018
VU UNIVERSITY AMSTERDAM	
Main Lecturer of the MSc course Supply Chain Management	2015 – 2018
IBA course Supply Chain Management in Emerging Economies	2016 – 2018
Lecturer of the pre-master course: Academic Knowledge and Skills	2014 – 2017
Guest Lectures for Behavioral Operations and Experimental Design	2014 – 2017
Supervision of Bachelor (10), Master Theses (18)	2014 – 2016
EUROPEAN BUSINESS SCHOOL, EBS UNIVERSITY	
Lecturer of the BSc course Supply Chain Strategy and Network Design	2013 – 2014
Lecturer for the MSc course Supply Chain Strategy and Planning	2013 – 2014

UNIVERSITY OF ZARAGOZA, ZARAGOZA LOGISTICS CENTER

	ZLOG, MIT-Zaragoza International Logistics Program	
	Master thesis supervision for in-company projects	2021, 2022
	Lecturer of the course Supply Chain Network Design	2012 – 2013
	Teaching Assistant for the graduate level courses	2010 – 2012
GRANT APPLICATIONS	TKI- Dinalog: Nationale Kennisagenda Logistiek 2024: HOPE (Human-centered Optimization for supply chain Excellence) Main applicant: Willem van Jaarsveld, co-applicants: Eirini Spiliotopoulou and Christina Imdhal Total budget: 602 K Euros, 1 full time PhD and 1 Postdoc co-supervised by the team 36 K at TiU for supervision and research costs	
	NWA-ORC 2023: It's a cargo match! ... Attaining waste-free and effective transport systems by seamlessly matching demand and supply with inclusive, smart, and green-oriented booking platforms. Consortium: main applicant: dr. Jafar Rezaei, TU-Delft, Total budget: 3 million Euros Co-applicant for WP3, leading part B: Information sharing and strategic interactions within the platform. Budget for WP3-B: 293,000 (1 full time PhD)	
	NOW-Perspectief 2022-2023 Operations control centers for sustainable after-sales services Consortium: main applicant: Dr.ir. Rob Basten (TU/Eindhoven), Total budget: ~3 million WP3 Leader: Enabline the use of OpsCenters. Budget for TiU: €263.737 (1 full time PhD) <i>Second phase: full proposal review – NOT Granted</i>	
SERVICE TO THE DEPARTMENT/SCHOOL (FORMAL ROLES)	Member of T&P committee (IS and OM)	2024-now
	Member of Institutional Review Board (IRB) TiSEM	2023-now
	ISOM representative for R&R departmental calibration	2024
	Recognition & Rewards TiSEM taks-force	2022-2023
	Advisory Committee for re-structuring the MSc in Supply Chain Management	2021
	(Chair) of recruiting committee (assistant and associate profs) for SCM	2018, 2019
	Working group for SCM TiSEM journal list update	2019
	Research Task force, RM / PhD Task Group, Department of Management	2019
APPLIED RESEARCH	<i>NexTrust, Horizon 2020</i>	2016 – 2017
	WP7: The NexTrust Collaboration Hub	
	<i>SGL Carbon Project</i>	2014
	Production planning under consideration of remnants	
	<i>GULLIVER Project</i>	2011
	WP 5: “Viability Analysis” for a GNSS based system for pharmaceutical logistics in remote regions	
OTHER WORK EXPERIENCE	<i>Hellenic Civil Aviation Authority</i>	Jun 05 – Aug 08
	Revenue Management Department - Financial Expert	
	Member of Agency Advisory Group on Research (AGR) for EUROCONTROL	
	<i>TAP-OTE (Social Security Organisation) - Internal Auditor</i>	Jun 04 – May 05
	<i>Harry Katikas S.A., Logistics Specialist</i>	Nov 03 – Jun 04
LANGUAGES	Greek Mother tongue	
	English Excellent Cambridge Certificate of Proficiency in English, C2	Jun 2001
	French Excellent Diplôme Approfondi de Langue Française, DALF, C2	Aug 2005
	Italian Good Certificato di lingua italiana, C.E.L.I. 3, B2	May 2005
	Spanish Very Good Lived in Spain, Zaragoza, during 4 years	
	Dutch Basic Following an A2-B1 course	
OTHER	Team spirit and effective collaboration in multi-cultural environments	
	University Teacher Qualification (UTQ)	
	Connected leading: Career Strategy Program (2019), Growing Self-Awareness (2020)	
	Master class for PhD supervisors offered at TiU (2022)	

Date: 31/10/2024