



中國計量大學  
CHINA JILIANG UNIVERSITY

# 2026 国际服务科学大会 2026 International Conference on Service Science

## 会议手册

— Conference Handbook —



HANGZHOU • CHINA  
MAY 30-JUNE 1, 2026



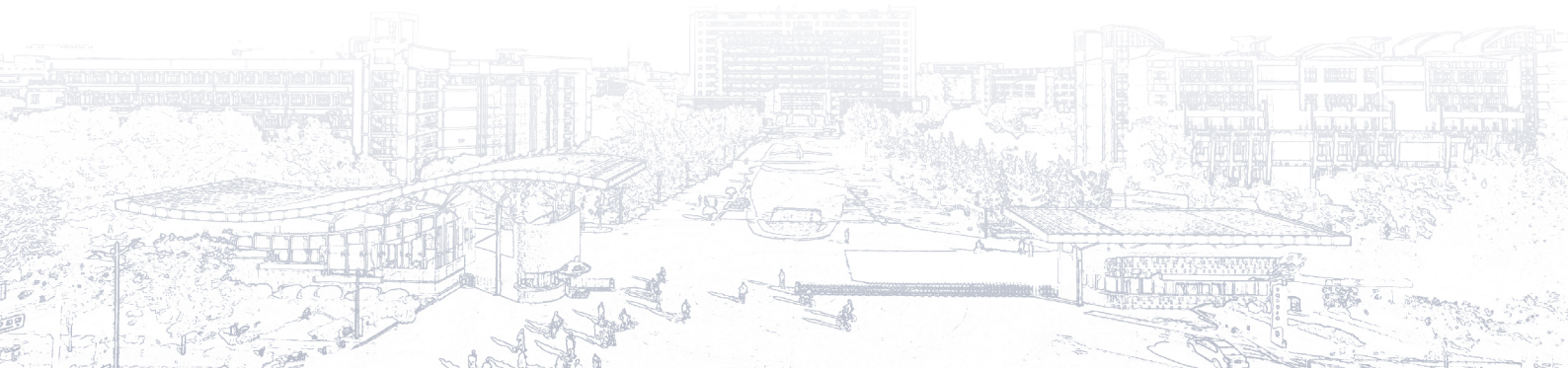
## Welcome Message

On behalf of the conference organizing and program committees, it is our great pleasure to invite you to participate in the 2026 International Conference on Service Science (2026 ICSS), which will be held in Hangzhou, China, during May 30-June 1, 2026.

The conference will serve as a platform for sharing visions, research findings, and practical experiences in Service Science research, education, and applications. Under the theme "Weaving the World with Digitalization and AI", 2026 ICSS seeks to foster global dialogue and collaboration across diverse application domains, particularly those influenced by rapid advancements in AI, Big Data, and Digital Transformation, while highlighting cutting-edge technologies and the latest developments in the field.

Hangzhou is one of the most beautiful cities in China, and also one of the six famous ancient capitals of China. With a profound cultural heritage and world-renowned natural scenery represented by West Lake, it perfectly blends traditional elegance with modern digital innovation. As a global hub of digital economy and the birthplace of e-commerce and AI-driven services in China, Hangzhou provides an inspiring and ideal setting for in-depth exchanges on service science, digitalization, and intelligent innovation.

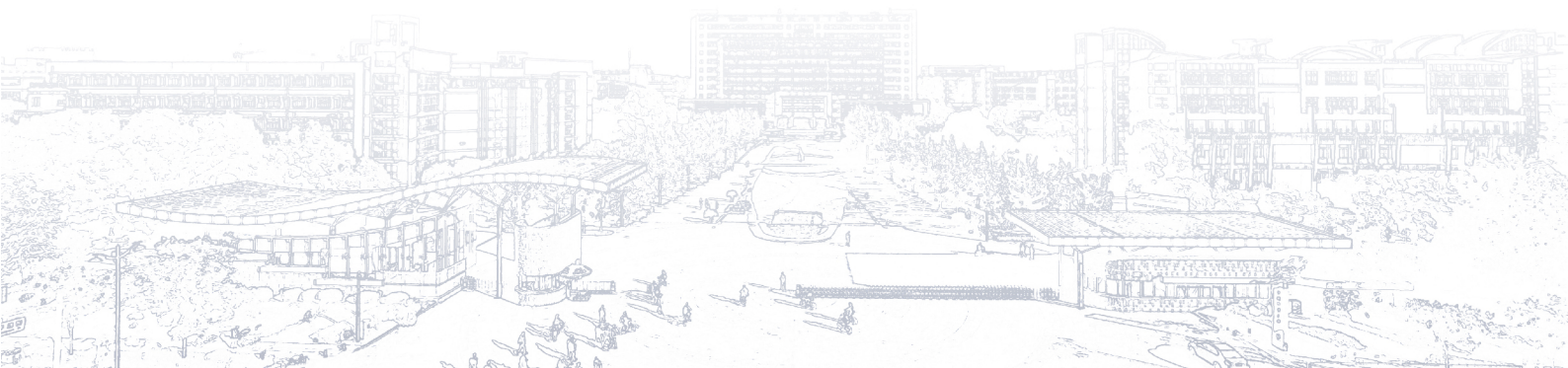
We are looking forward to welcoming you in Hangzhou in the wonderful summer 2026!





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# Conference Committee

## Honorary Chair

- Daoxin Dai, China Jiliang University, China
- Richard Larson, Massachusetts Institute of Technology, USA
- Guillaume Roels, INSEAD, France

## General Chairs

- Binrui Wang, China Jiliang University, China
- Haomiao Zhou, China Jiliang University, China
- Robin Qiu, The Pennsylvania State University, USA

## Program Chairs

- Liang Shan, China Jiliang University, China
- Jianwei Zhao, China Jiliang University, China
- Youakim Badr, The Pennsylvania State University, USA

## Program Track Chairs

- Xufeng Jing, China Jiliang University, China
- Xu Dai, Tsinghua University, China

## Publication Chair

- Xiaolei Xie, Tsinghua University, China

## Best Student Paper Award Committee Chair

- Chair, Weiwei Chen, Rutgers University, USA)
- Hongyan Dai, Central University of Finance and Economics, China
- Siyang Gao, City University of Hong Kong
- Jie Song, Peking University, China
- Xiaolei Xie, Tsinghua University, China
- Weihua Zhou, Zhejiang University, China
- Ben Niu, Shenzhen University, China

## Best Conference Paper Award Committee



- Chair, Victor Chan, Tsinghua University, China
- Paul Messinger, University of Alberta, Canada
- Liang Shan, China Jiliang University, China
- Jie Song, Peking University, China
- Leifei Li (Tsinghua University, China)

**Local Organization Committee Chairs**

- Jianqi Wang, China Jiliang University
- Jinyun Lu, China Jiliang University
- Xuying Zhou, China Jiliang University





## Invited Tracks

1. Intelligent Digital Health Systems and Healthcare Transformation
  - Prof. Ben Niu, Shenzhen University, China
  - Prof. Hongyan Dai, Central University of Finance and Economics, China
2. AI Readiness and Smart Infrastructure: Industrial and Urban Perspectives
  - Prof. Xue Pang, City University of Macau
3. Digital Transformation and Society
  - Prof. Robin Qiu, Pennsylvania State University, USA
  - Prof. Norita Ahmad, American University of Sharjah, United Arab Emirates
  - Prof. Peng Xiao, Sun Yat-sen University, China
4. Smart and Intelligent Port and Shipping Logistics Services
  - Prof. Bo Lu, Dalian University of Technology, China
  - Prof. Jian-Jun Wang, Dalian University of Technology, China
5. Strategic Decision-Making in the AI-Driven Service Economy
  - Prof. Yinlian Zeng, Shenzhen Technology University, China
6. Data-driven Optimizations for Smart City Operations
  - Prof. Zihao Jiao, Beijing Technology and Business University, China
7. Data-driven Applications in Healthcare Operations Management
  - Prof. Xiaolei Xie, Tsinghua University, China
8. Systemic Modeling and Optimization for AI-Driven Service Innovation
  - Prof. Lefei Li, Tsinghua University, China
  - Prof. Wei Qi, Tsinghua University, China
  - Prof. Feifan Wang, Tsinghua University, China
9. Rules-based vs. Data-driven: Decision-Making Strategies for Smart, Sustainable Service Systems
  - Prof. Jiaying Huang, Kennesaw State University, USA
  - Prof. Zhaojing Wang, Beijing Jiaotong University, China
  - Prof. Xinnan Liu, North China University of Technology, China
10. AI-Driven Service Innovation: From Personalization to Hyperautomation
  - Prof. Gang Du, Eastern China Normal University, China
  - Prof. Shan Wang, Sun Yat-sen University, China
  - Prof. Cheng Hua, Shanghai JiaoTong University, China
  - Prof. Jian-Jun Wang, Dalian University of Technology, China
  - Prof. Liping Zhou, Shanghai JiaoTong University, China



11. Sustainable AI Operations: Low-Carbon Design and Management of Compute Services
  - Prof. Jie Song, Peking University, China
  - Prof. Ziwei Wang, Peking University, China
  - Prof. Fan Zhang, Chinese Academy of Sciences, China
  - Prof. Wenting Wang, Peking University, China
  
12. Data-Driven Intelligence: Integrating Analytics, Artificial Intelligence, and Machine Learning for Smarter Decision-Making
  - Prof. Satish Mahadevan Srinivasan, Penn State (Great Valley), USA
  - Prof. Luna Yang, Penn State (Brandywine), USA
  - Prof. Yang Wang, La Salle University, USA
  - Prof. La Salle University, The College of New Jersey, USA
  
13. Data Based Operations Management in Service Industry
  - Prof. Qiang Su, Tongji University, China
  - Prof. Junxiang Li, University of Shanghai for Science & Technology, China
  - Prof. Ming Liu, Tongji University, China
  
14. Service Management in Healthcare
  - Prof. Zhongsheng Hua, Zhejiang University, China
  - Prof. Quan Yuan, Zhejiang University, China
  
15. Risk Management in Digital and AI-Driven Service Systems
  - Prof. Chuanmin Mi, Nanjing University of Aeronautics and Astronautics, China
  - Prof. Shan Li, Nanjing University of Aeronautics and Astronautics, China
  - Prof. Jian Liu, Missouri University of Science and Technology, China
  
16. Platform Supply Chain Operation Optimization
  - Prof. Qi Xu, Donghua University, China
  
17. Data-Driven Prediction and Optimization in Emergency Management & Resource Allocation and Scheduling in Service Systems
  - Prof. Wai Kin (Victor) Chan, Tsinghua University, China
  - Kexin Cao, Tsinghua University, China
  - Jiaqi Huang, Tsinghua University, China
  
18. Reliable Facility Location and Transportation Operations in the Digital-Intelligence Era
  - Prof. Yanzi Zhang, Beijing Institute of Technology, China
  
19. AI-driven complex service system modeling and decision-making
  - Prof. Feng Gao, Beijing University of Technology, China
  - Prof. Jingsi Huang, Beijing University of Chemical Technology, China



20. Data-Driven Service Operations Management under Uncertainty: Methods and Applications in Supply Chains and Energy Systems

- Prof. Lun Ran, Beijing Institute of Technology, China
- Prof. Yan Qiao, Zhengzhou University, China

21. Data Driven Decision Making in Service Systems under Uncertainty

- Prof. Caihua Chen, Nanjing University, China
- Prof. Houcai Shen, Nanjing University, China
- Prof. Qian Hu, Nanjing University, China

22. Intelligent Manufacturing and Logistics Operations Optimization

- Prof. Canrong Zhang, Tsinghua Shenzhen International Graduate School, China
- Prof. Zhi Pei, Zhejiang University of Technology, China

23. Vision and Intelligent based Metrology

- Prof. Liang Shan, China Jiliang University, China
- Prof. Jianwei Zhao, China Jiliang University, China
- Prof. Weiqi Yan, Auckland University of Technology, Australia

24. Human–AI Collaborative Decisions

- Prof. Weihua Zhou, Zhejiang University, China
- Prof. Hongyan Dai, Central University of Finance and Economics, China
- Prof. Yu Tong, Zhejiang University, China

25. Data Quality Management

- Prof. Haiyan Yu, Chongqing University of Posts and Telecommunications, China
- Prof. Dennis Lin, Purdue University, USA

26. AI driven Financial Service

- Prof. Sirong Luo, Shanghai University of Finance and Economics, China
- Prof. Xiangyu Cui, Shanghai University of Finance and Economics, China

27. Risk and Optimization for Service Systems Considering Digital Transformation

- Prof. Yichuan Ding, McGill University, Canada

28. AI for Finance

- Prof. Wei Zhang, Tianjin University, China
- Prof. Shen Lin, Tianjin University, China
- Prof. Ya Gao, Dalian University of Technology, China



# Conference Quick Guide

## Registration/Check In

The Registration/Information desk will be open at the following places:

- Lobby at Crowne Plaza Hangzhou Qiantang Hotel

Address: No.381 Shangsha Road, Qiantang District Hangzhou, ZJ 310018 Mainland China

Time: 3:00 PM-6:00 PM, Friday, May 29, 2026

- Wenting Building at the China Jiliang University Campus

Address: No. 258 Xueyuan St, Qiantang District, Hangzhou, Zhejiang, China

Time: 8:00 AM-12:00 PM, 2:00 PM-5:00 PM, May 30, 2026

8:00 AM-12:00 PM, 2:00 PM-5:00 PM, May 31, 2026

8:00 AM-12:00 PM, June 1, 2026

## Meeting rooms

- The Conference Opening Ceremony, Keynotes, Panels, and Parallel Sessions will take place on the China Jiliang University campus.

## Presentation

- Each meeting room will have a laptop, fully loaded with Microsoft PowerPoint and Acrobat Reader applications.

## Lunch

- Lunches will be provided in the Tingsha Restaurant on the China Jiliang University Campus.

## Social programme

- Banquet: The Conference Banquet will be held in the Crowne Plaza Hangzhou Qiantang Hotel at 6:30 PM on Sunday, May 31, 2026. The Dinner will start 7:00 PM.



## Parking facilities on campus

- There are sufficient parking places on campus near the conference venue and these are free of charge.

## Shuttle Bus

- We will arrange shuttle buses on the first floor at the Crowne Hotel and the Kaiyuan Hotel to take you to China Jiliang University. The bus will arrive 5 minutes earlier at the designated location and depart on time. The specific bus time schedules are as follows:

Date	Time	From	To
30 May	7:30	Crowne Plaza Hotel	China Jiliang University
		Kaiyuan Hotel	China Jiliang University
	13:00	Tingsha Restaurant	Crowne Plaza Hotel
		Tingsha Restaurant	Kaiyuan Hotel
	13:30	Crowne Plaza Hotel	China Jiliang University
		Kaiyuan Hotel	China Jiliang University
18:00	China Jiliang University	Crowne Plaza Hotel	
	China Jiliang University	Kaiyuan Hotel	
31 May	7:30	Crowne Plaza Hotel	China Jiliang University
		Kaiyuan Hotel	China Jiliang University
	13:00	Tingsha Restaurant	Crowne Plaza Hotel
		Tingsha Restaurant	Kaiyuan Hotel
	13:30	Crowne Plaza Hotel	China Jiliang University
		Kaiyuan Hotel	China Jiliang University
17:30	China Jiliang University	Crowne Plaza Hotel	
18:00	China Jiliang University	Crowne Plaza Hotel	
1 June	7:30	Crowne Plaza Hotel	China Jiliang University
		Kaiyuan Hotel	China Jiliang University
	13:00	Tingsha Restaurant	Crowne Plaza Hotel
		Tingsha Restaurant	Kaiyuan Hotel
	13:30	Crowne Plaza Hotel	China Jiliang University
		Kaiyuan Hotel	China Jiliang University
18:00	China Jiliang University	Crowne Plaza Hotel	
	China Jiliang University	Kaiyuan Hotel	



# Conference Venue

- China Jiliang University Campus

Address: No. 258 Xueyuan St, Qiantang District, Hangzhou, Zhejiang, China



No.	Building Name	Use of the Venue
①	Wenting Building	Opening Ceremony, Keynote, Panel, Parallel Session
②	Mingde North Building	Parallel Session
③	Tingsha Restaurant	Lunch

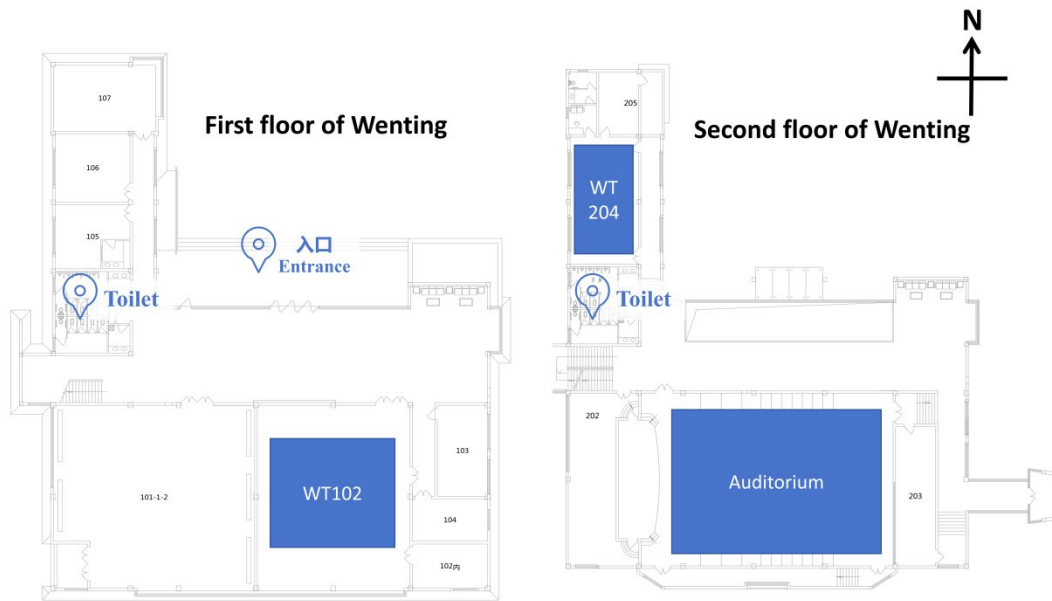
- Conference Room

Meeting Room	Building Name	No.
Auditorium	Wenting Building	①
MB102	Mingde North Building	②
MB305	Mingde North Building	②
MB600	Mingde North Building	②
WT102	Wenting Building	①
WT204	Wenting Building	①



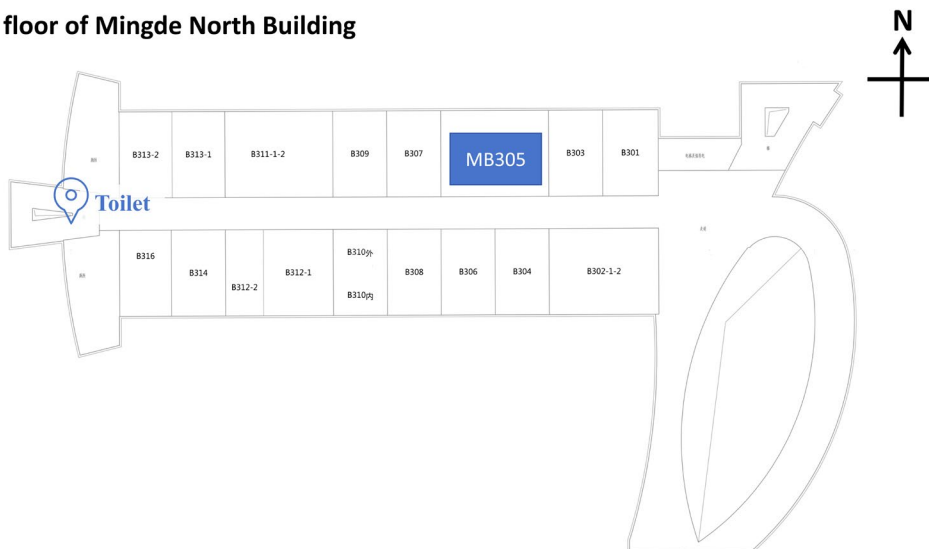


● Plan of Wenting Building



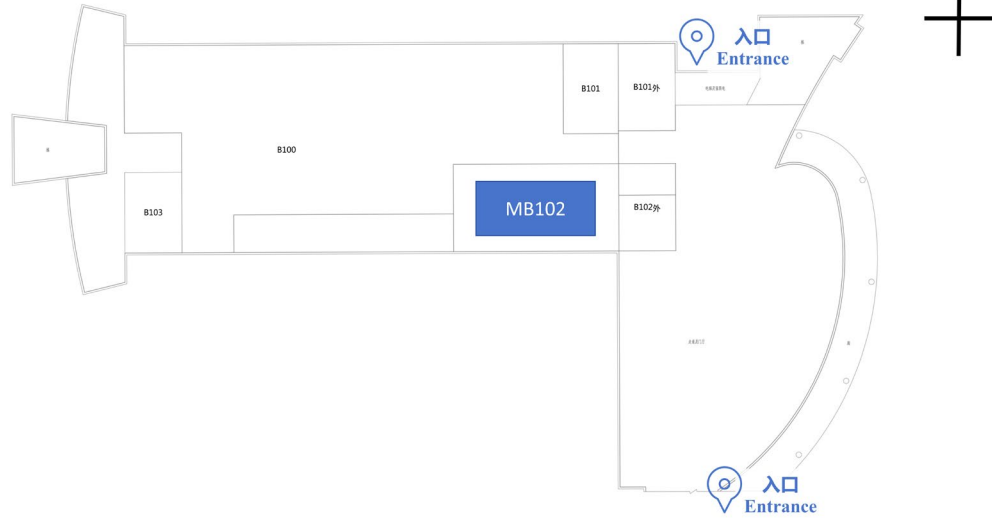
● Plan of Mingde North Building

**Third floor of Mingde North Building**

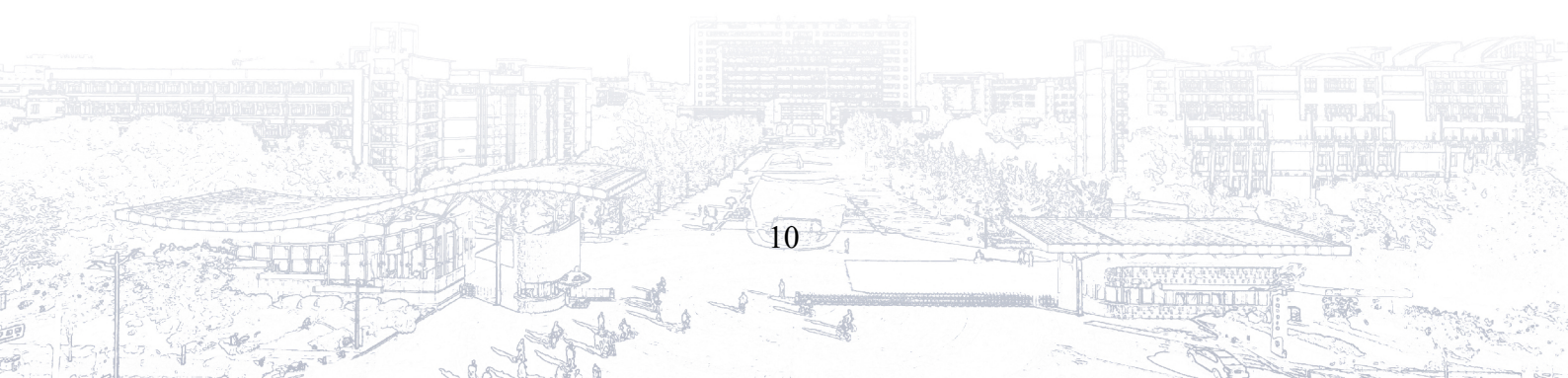
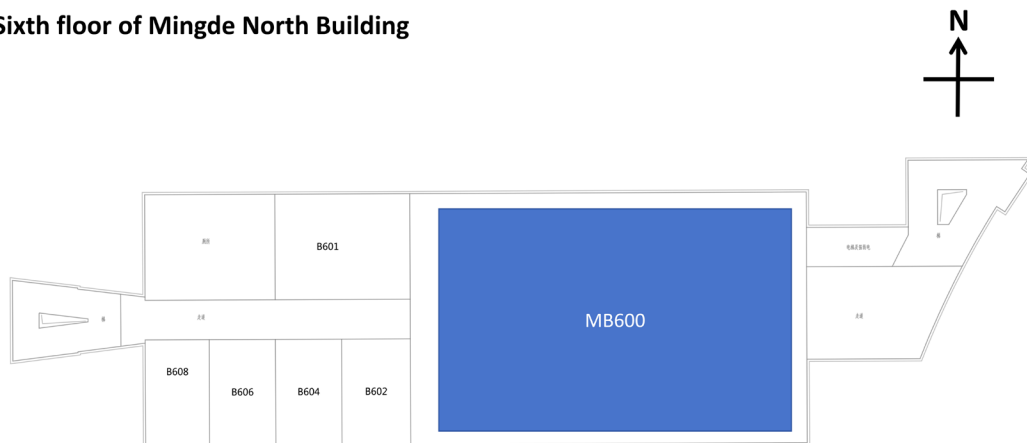




First floor of Mingde North Building



Sixth floor of Mingde North Building





# Agenda Overview

**Friday, May 29, 2026**

3:00 PM – 6:00 PM	<b>Registration/Check In</b>	Lobby, Crowne Plaza
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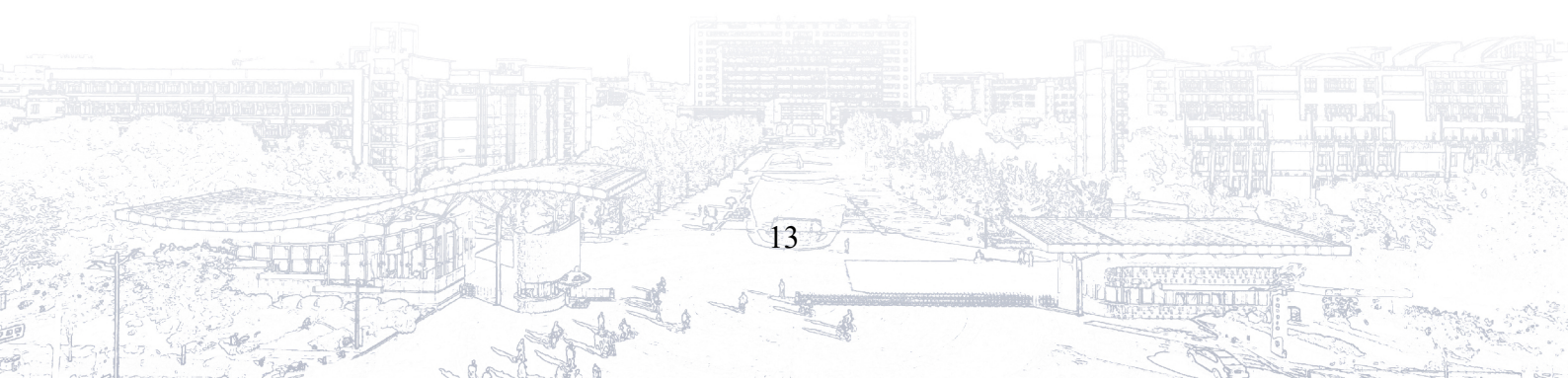


Saturday, May 30, 2026

8:00 AM – 12:00 PM 2:00 PM – 5:00 PM	<b>Registration/Check In</b>	Wenting Building, CJLU			
8:00 AM – 8:30 AM General Meeting Chair: Robin Qiu	<b>Opening Ceremony (Welcome Speeches)</b> 1. President of CJLU, China 2. Prof. Haomiao Zhou, Dean of College of Information Engineering, CJLU, China 3. Prof. Liang Shan, Program Chair	Auditorium (2 <sup>nd</sup> Floor), Wenting Building			
8:30 AM – 8:50 AM	Photo Time				
8:50 AM – 9:30 AM Chair: Paul Messinger	<b>Keynote Presentation:</b> “Silicon Photonic Chips for Artificial Intelligence” Prof. <b>Daoxin Dai</b> , China Jiliang University, China	Auditorium (2 <sup>nd</sup> Floor), Wenting Building			
9:30 AM – 9:50 AM	Coffee/Tea/Refreshments	Lobby, Wenting and MB6, Mingde North			
9:50 AM – 10:30 AM Chair: Guiping Hu	<b>Keynote Presentation:</b> “Optimizing Service Encounters: A Co-Productive, Experiential, and People-Centric Approach”, Prof. <b>Guillaume Roels</b> , EIC of INFORMS Service Science, INSEAD, France	Auditorium (2 <sup>nd</sup> Floor), Wenting Building			
10:30 AM – 11:15 AM Chair: Robin Qiu	<b>Panel: “Services in the AI Era”</b> Prof. Paul Maglio, University of California Merced, USA Prof. Kwang-Jae Kim, Former Vice President of Pohang University of Science and Technology, Korea Prof. Zhongsheng Hua, Zhejiang University, China Prof. Wei Le, China Jiliang University, China	Auditorium (2 <sup>nd</sup> Floor), Wenting Building			
11:15 AM – 12:00 PM Chair: Guillaume Roels	<b>Panel: “AI &amp; Digital Transformation in Industry”</b> Zhenyu Xue, China Jiliang University, China Kai Cai, Uniview, China Shi Wang, Huimei Technology, China Miya Li, Ballsnow, China	Auditorium (2 <sup>nd</sup> Floor), Wenting Building			
Lunch (Tingsha Restaurant) (12:00 PM – 2:00PM))					
2:00 PM – 3:40 PM	<b>Parallel Session</b>	Wenting and Mingde North			
SA01	SA02	SA03	SA04	SA05	SA06



<b>(Best Conference Paper Competition)</b>  Auditorium (2 <sup>nd</sup> Floor), Wenting Building	<b>(Best Student Paper Competition (I))</b>  WT 204, Wenting Building	<b>(Track 21)</b>  WT 102, Wenting Building	<b>(Track 6)</b>  MB 600, Mingde North	<b>(Track 18)</b>  MB 305, Mingde North	<b>(Track 26)</b>  MB 102, Mingde North
<b>Chair: Victor Chan</b> <b>Paper IDs: 164, 388, 372, 311, 328</b>	<b>Chair: Hongyan Dai</b> <b>Paper IDs: 230, 279, 277, 155</b>	<b>Chair: Caihua Chen</b> <b>Paper IDs: 390, 392, 397, 396, 394</b>	<b>Chair: Zihao Jiao</b> <b>Paper IDs: 343, 342, 323, 320, 326</b>	<b>Chair: Yanzi Zhang</b> <b>Paper IDs: 90, 180, 363, 321, 316</b>	<b>Chair: Sirong Luo</b> <b>Paper IDs: 413, 414, 102, 132, 122</b>
3:40 PM – 4:00 PM	Coffee/Tea/Refreshments			Lobby, Wenting and MB6, Mingde North	
4:00 PM – 5:40 PM	<b>Parallel Session</b>			Wenting and Mingde North	
<b>SA07 (Track 5)</b>  Auditorium (2 <sup>nd</sup> Floor), Wenting Building	<b>SA08 (Best Student Paper Competition (II))</b>  WT 204, Wenting Building	<b>SA09 (Track 8)</b>  WT 102, Wenting Building	<b>SA10 (Track 14)</b>  MB 600, Mingde North	<b>SA11 (Track 15 &amp; 20 &amp; 5)</b>  MB 305, Mingde North	<b>SA12 (Track 3)</b>  MB 102, Mingde North
<b>Chair: Yinlian Zeng</b> <b>Paper IDs: 411, 141, 266, 117, 24</b>	<b>Chair: Xiaolei Xie</b> <b>Paper IDs: 253, 371, 352, 228</b>	<b>Chair: Lefei Li</b> <b>Paper IDs: 243, 85, 37, 340, 217</b>	<b>Chairs: Heng Zhao and Quan Yuan</b> <b>Paper IDs: 330, 332, 366, 331, 319</b>	<b>Chair: Shan Li</b> <b>Paper IDs: 81, 351, 185, 362, 103</b>	<b>Chair: Norita Ahmad</b> <b>Paper IDs: 272, 73, 373, 302, 349</b>



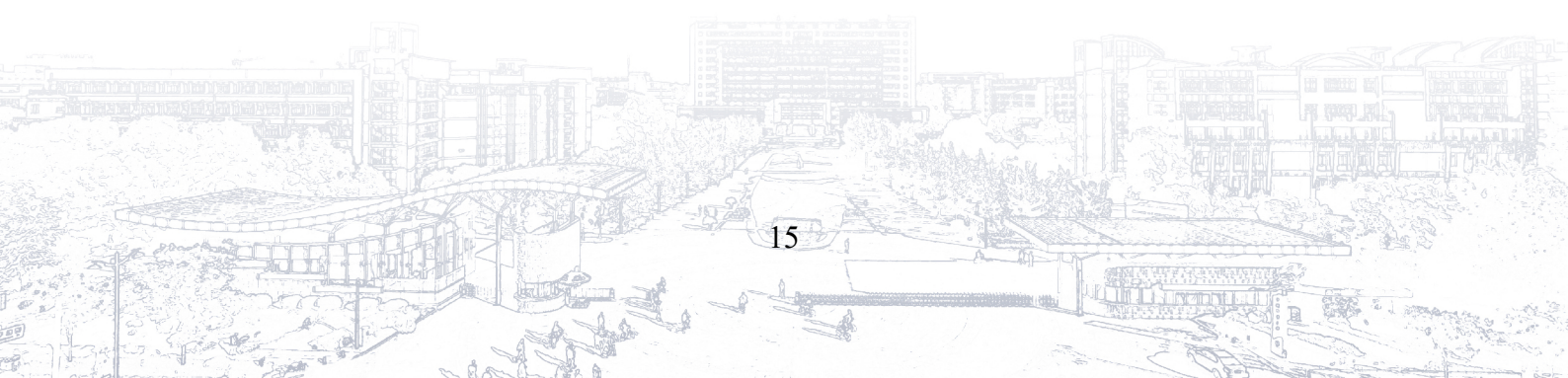


Sunday, May 31, 2026

8:00 AM – 12:00 PM 2:00 PM – 5:00 PM		<b>Registration/Check In</b>				Wenting Building, CJLU
8:00 AM – 8:40 AM Chair: Xiaoyang Yao		<b>Keynote Presentation:</b> "How to BRIDGE the Digital Divide: A Framework and Research Agenda", Paul Messinger, University of Alberta, Canada				Auditorium (2 <sup>nd</sup> Floor), Wenting Building
8:40 AM – 9:20 AM Chair: Zhenyu Xue		<b>Keynote Presentation:</b> "System thinking to address trans-disciplinary service challenges", Prof. <b>Guiping Hu</b> , Department Chair of Systems Engineering and Operations Research, George Mason University, USA				Auditorium (2 <sup>nd</sup> Floor), Wenting Building
9:20 AM – 10:00 AM Chair: Robin Qiu		<b>Panel: "Meet Journal Editors"</b> Prof. Guillaume Roels, INSEAD, France Prof. Norita Ahmad, American University of Sharjah, United Arab Emirates Prof. Wei Zhang, Tianjin University, China Prof. Gang Du, East China Normal University, China Prof. Robin Qiu, Pennsylvania State University, USA				Auditorium (2 <sup>nd</sup> Floor), Wenting Building
10:00 AM – 10:20 AM		Coffee/Tea/Refreshments				Lobby, Wenting and MB6, Mingde North
10:20 AM – 12:00 AM		<b>Parallel Session</b>				Wenting and Mingde North
SU01 (Track 27)	SU02 (Track 28)	SU03 (Track 10)	SU04 (Track 4)	SU05 (Track 11)	SU06 (Track 1)	
Auditorium (2 <sup>nd</sup> Floor), Wenting Building	WT 204, Wenting Building	WT 102, Wenting Building	MB 600, Mingde North	MB 305, Mingde North	MB 102, Mingde North	
<b>Chair: Yichuan Ding</b> Paper IDs: 188, 43, 265, 110, 127	<b>Chair: Shen Lin</b> Paper IDs: 404, 383, 410, 385, 384	<b>Chair: Shan Wang</b> Paper IDs: 72, 163, 30, 168, 158	<b>Chair: Jian-Jun Wang</b> Paper IDs: 46, 40, 201, 174, 60	<b>Chair: Ziwei Wang</b> Paper IDs: 285, 183, 150, 282, 236	<b>Chair: Ben Niu</b> Paper IDs: 18, 210, 262, 420, 295	
Lunch (Tingsha Restaurant) (12:00 PM – 2:00PM))						
2:00 PM – 3:40 PM		<b>Parallel Session</b>				Wenting and Mingde North



SU07 (Track 12)  Auditorium (2 <sup>nd</sup> Floor), Wenting Building	SU08 (Track 28)  WT 204, Wenting Building	SU09 (Track 10)  WT 102, Wenting Building	SU10 (Track 4 & 2)  MB 600, Mingde North	SU11 (Track 11 & 19)  MB 305, Mingde North	SU12 (Track 0)  MB 102, Mingde North
<b>Chair: Luna Yang</b> Paper IDs: 151, 290, 17, 83,146	<b>Chair: Ya Gao</b> Paper IDs: 387, 407, 405, 403, 401	<b>Chairs: Gang Du, Cheng Hua</b> Paper IDs: 66, 79, 32, 104, 165	<b>Chair: Bo Lu</b> Paper IDs: 55, 172, 40, 57, 21	<b>Chair: Fan Zhang</b> Paper IDs: 237, 171, 107, 287, 22	<b>Chair: Peng Xiao</b> Paper IDs: 15, 49, 74, 133, 248
3:40 PM – 4:00 PM	Coffee/Tea/Refreshments			Lobby, Wenting and MB6, Mingde North	
4:00 PM – 5:40 PM	Parallel Session			Wenting and Mingde North	
SU13 (Track 12)  Auditorium (2 <sup>nd</sup> Floor), Wenting Building	SU14 (Track 23)  WT 204, Wenting Building	SU15 (Track 24)  WT 102, Wenting Building	SU16 (Track 16)  MB 600, Mingde North	SU17 (Track 25)  MB 305, Mingde North	SU18 (Track 26 & 28 & 10)  MB 102, Mingde North
<b>Chair: Satish Srinivasan</b> Paper IDs: 190, 415, 97, 300, 187	<b>Chair: Jianwei Zhao</b> Paper IDs: 71, 87, 377, 75, 345	<b>Chair: Weihua Zhou</b> Paper IDs: 378, 308, 367, 48, 421	<b>Chair: Baoli Shi</b> Paper IDs: 227, 20, 19, 52	<b>Chair: Haiyan Yu</b> Paper IDs: 196, 118, 276, 422, 423	<b>Chairs: Jian-Jun Wang, Liping Zhou</b> Paper IDs: 220, 123, 279, 31, 209
7:00 PM – 9:30 PM	<b>Banquet</b> 1. General Chair, CLJU 2. Awards Presentation, Award Committee			Banquet Hall, Crowne Plaza	





**Monday, June 1, 2026**

8:00 AM – 12:00 PM		<b>Registration/Check In</b>			Wenting Building, CJLU	
8:20 AM – 10:00 AM		<b>Parallel Session</b>			Wenting and Mingde North	
MO01 (Track 17)  Auditorium (2 <sup>nd</sup> Floor), Wenting Building	MO02 (Track 21 & 18)  WT 204, Wenting Building	MO03 (Track 10)  WT 102, Wenting Building	MO04 (Track 16 & 12)  MB 600, Mingde North	MO05 (Track 7 & 9)  MB 305, Mingde North		
<b>Chair: Victor Chan</b> <b>Paper IDs: 162, 166, 203, 222, 408</b>	<b>Chair: Houcai Shen</b> <b>Paper IDs: 393, 391, 398, 324, 327</b>	<b>Chairs: Gang Du, Jian-Jun Wang</b> <b>Paper IDs: 339, 139, 333, 34, 32</b>	<b>Chair: Satish Srinivasan</b> <b>Paper IDs: 161, 240, 251, 245, 416</b>	<b>Chair: Jiajing Huang</b> <b>Paper IDs: 42, 374, 13, 418, 354</b>		
10:00 AM – 10:20 AM		Coffee/Tea/Refreshments			Lobby, Wenting and MB6, Mingde North	
10:20 AM – 12:00 AM		<b>Parallel Session</b>			Wenting and Mingde North	
MO06 (Track 17 & 13)  Auditorium (2 <sup>nd</sup> Floor), Wenting Building	MO07 (Track 22)  WT 204, Wenting Building	MO08 (Track 7)  WT 102, Wenting Building	MO09 (Track 23)  MB 600, Mingde North	MO10 (Track 25)  MB 305, Mingde North		
<b>Chairs: Qiang Su &amp; Victor Chan</b> <b>Paper IDs: 208, 116, 229, 238, 182</b>	<b>Chair: Zhi Pei</b> <b>Paper IDs: 292, 273, 128, 223, 219</b>	<b>Chair: Xiaolei Xie</b> <b>Paper IDs: 3, 289, 283, 284, 286</b>	<b>Chair: Liang Shan</b> <b>Paper IDs: 358, 348, 254, 84, 258</b>	<b>Chair: Haiyan Yu</b> <b>Paper IDs: 41, 275, 409, 313</b>		
Lunch (12:10 PM – 2:00PM))						



**Tuesday, June 2, 2026**

Industry tour: Alibaba Center  
Departure Time: 8:00 AM  
Departure Location: Crowne Plaza





# Keynote Speeches

Time: 8:50 AM-9:30 AM, May 30

Venue: Auditorium (2nd Floor), Wenting Building



**Daoxin Dai**  
Professor and Executive  
president of China Jiliang  
University

**Speech Topic:**

Silicon Photonic Chips for Artificial Intelligence

**Speech Summary:**

The exponential growth of Artificial Intelligence (AI) is pushing the limits of conventional electronic computing, creating a critical need for more efficient hardware solutions. In this plenary talk, we discuss the potential of Silicon Photonic Chips as a promising platform for accelerating AI workloads. In particular, this talk includes three parts. The first part is related with silicon photonic transceivers with unprecedented data bandwidth and reduced energy consumption to effectively address the interconnect bottlenecks. The second part is focused on silicon photonic switches for reconfigurable data routing in optical interconnects. The third one is about silicon photonic computing and processing, such as matrix multiplications. Finally, we will further talk about the challenges and prospective of silicon photonics for AI.

**Short Bio:**

Daoxin Dai received the B.Eng. degree from Zhejiang University (ZJU), China, and the Ph.D. degree from the Royal Institute of Technology, Stockholm, Sweden, in 2000 and 2005, respectively. He joined Zhejiang University as an assistant professor in 2005, and became an associate professor in 2007 and a full professor in 2011. He worked at the University of California at Santa Barbara (UCSB) as a visiting scholar during the years of 2008-2011. Currently Prof. Daoxin Dai is the executive president of China Jiliang University and the Chair of Optical Society of Zhejiang Province. He is the Qiushi Distinguished Professor of ZJU and is leading the silicon integrated nanophotonics group at ZJU. He is the pioneer in the fields of asymmetric silicon photonics, multimode silicon photonics, and silicon-plus photonics. He is the Winner of National Science Fund for Distinguished Young Scholars (2017), Wang-Daheng Award of Optics (2020), the first-class Zhejiang Provincial Award for Natural Science (2020), the first-class Award of Chinese Optical Society (2020), the first-class Award of Chinese Society of Optical Engineering (2025). Prof. Daoxin Dai has published more than 400 refereed international journals papers in Science, Nature, Nature Photonics, etc., and has been invited to give >100 plenary/tutorial/keynote/invited talks on silicon photonics at prestigious national/international conferences including OFC, ECOC and CLEO. Prof. Daoxin Dai is one of Most Cited Chinese Researchers in 2014-2025 (from Elsevier's report). He is a Fellow of Optica (formerly OSA).



# Keynote Speeches

Time: 9:50 AM -10:30 AM, May 30

Venue: Auditorium (2nd Floor), Wenting Building



**Guillaume Roels**  
Timken Chaired Professor  
of Global  
Technology and  
Innovation, INSEAD

**Speech Topic:**

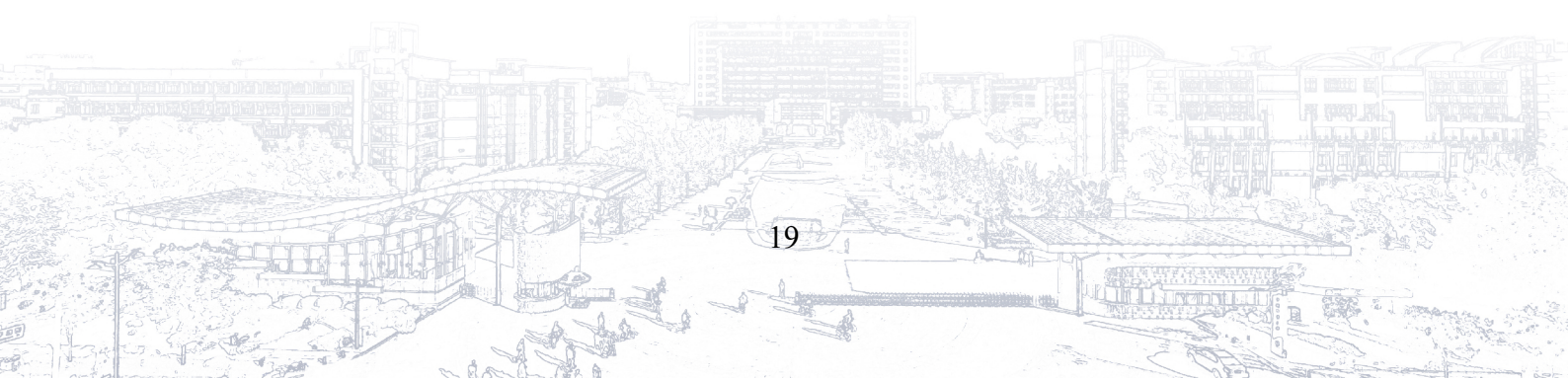
Optimizing Service Encounters: A Co-Productive, Experiential, and People-Centric Approach

**Speech Summary:**

Most value creation in services takes place in service encounters — at the interfaces between customers, employees, and service organizations. However, managers are often unable to effectively optimize them, because their tools either fail to fully comprehend these interfaces, lying therefore on the fringes of the value creation process, or predate digital technologies. This monograph reviews the recent development of three levers for optimizing service encounters, which lie at the core of the service value creation process and are relevant in a digital world. These levers are: leveraging co-production to innovate in service design; delighting customers through experience design; and fostering employee engagement by putting people first. Given today’s abundant datasets and short feedback loops enabling scientific experimentation, we argue that the time is ripe for effectively optimizing service encounters.

**Short Bio:**

Guillaume Roels is the Timken Chaired Professor of Global Technology and Innovation at INSEAD. His research lies on the interface of operational excellence, people-centric operations, and the management of services. Some of his recent work has focused on collaborative dynamics in organizations, design of service experiences, and customer ownership in queuing systems. He is currently serving as the Editor-in-Chief of Service Science and was previously a Department Editor at M&SOM and an Associate Editor at Management Science. He has received numerous research awards, including Finalist in the 2024 International Service Science Best Student Paper Competition, Second Place in the 2023 International Service Science Cluster Best Paper Competition, an Honorable mention in the 2016 International Service Science Best Published Paper Competition, and the First prize in the 2013 International Service Science Cluster Best Paper Award Competition.





# Keynote Speeches

Time: 8:00 AM-8:40 AM, May 31

Venue: Auditorium (2nd Floor), Wenting Building



**Paul R. Messinger**  
Professor of Marketing  
and Chair of the  
Department of Marketing,  
Business Economics, and  
Law at the University of  
Alberta School of Business

**Speech Topic:**

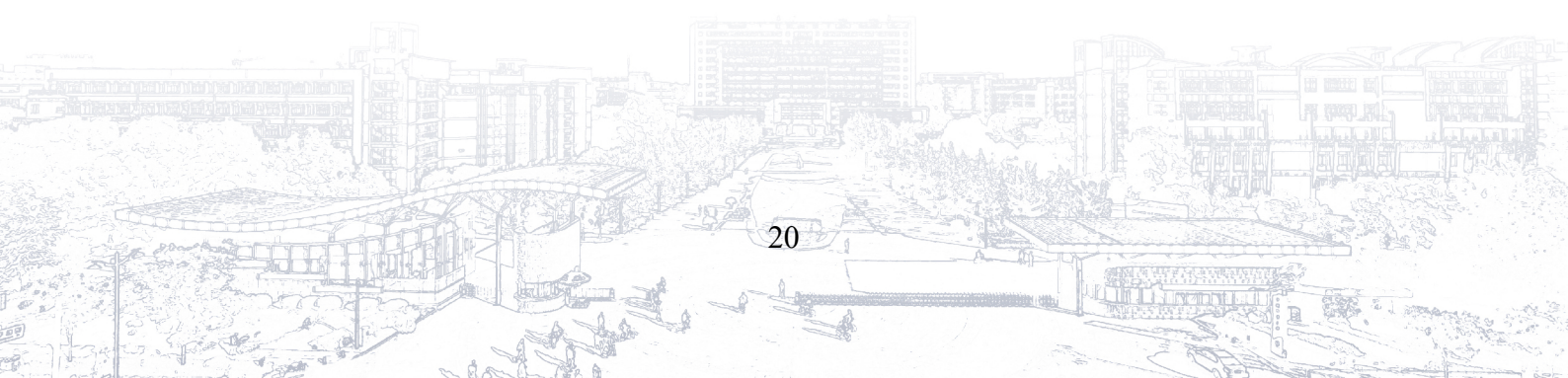
How to BRIDGE the Digital Divide: A Framework and Research Agenda

**Speech Summary:**

This presentation explores communication gaps between different generations, specifically between digital natives (people raised with full access to digital technologies) and digital laggards (people raised earlier who retain earlier practices). The speaker introduces the BRIDGE framework, which identifies five key dimensions of differences: (1) Boundaries Perceptions, (2) Relationship Focus, (3) Information Processing Style, (4) Digital Literacy, and (5) Generational Language. The talk also examines the emergent consequences of these gaps, including over-communication and perceived irrelevance. The presentation summarizes past literature and suggests future research avenues to better understand miscommunication between digital natives and digital laggards.

**Short Bio:**

Paul R. Messinger is Professor of Marketing and Chair of the Department of Marketing, Business Economics, and Law at the University of Alberta School of Business and Past-Chair of the International Service Science Section. He has served on the Boards of International and the International Marketing Science Society, and on Editorial Boards of Marketing Science, Service Science, and as Guest Area Editor of Information Technology and Management. He has numerous peer-reviewed articles, book chapters, and five books about service science, emerging retail formats, the Metaverse, cities of the future, consumer behavior, e-commerce, and recommendation systems. Ten of his papers have more than 100 Google citations, including four with more than 300 citations. He holds a PhD (Economics) and MA (Statistics) from UC Berkeley, an MBA from Harvard Business School, and a BA from Carleton College.





# Keynote Speeches

Time: 8:40 AM-9:20 AM, May 31

Venue: Auditorium (2nd Floor), Wenting Building



**Dr . Guiping Hu**  
Professor and Department  
Chair of Systems  
Engineering and  
Operations Research at  
George Mason University

**Speech Topic:**

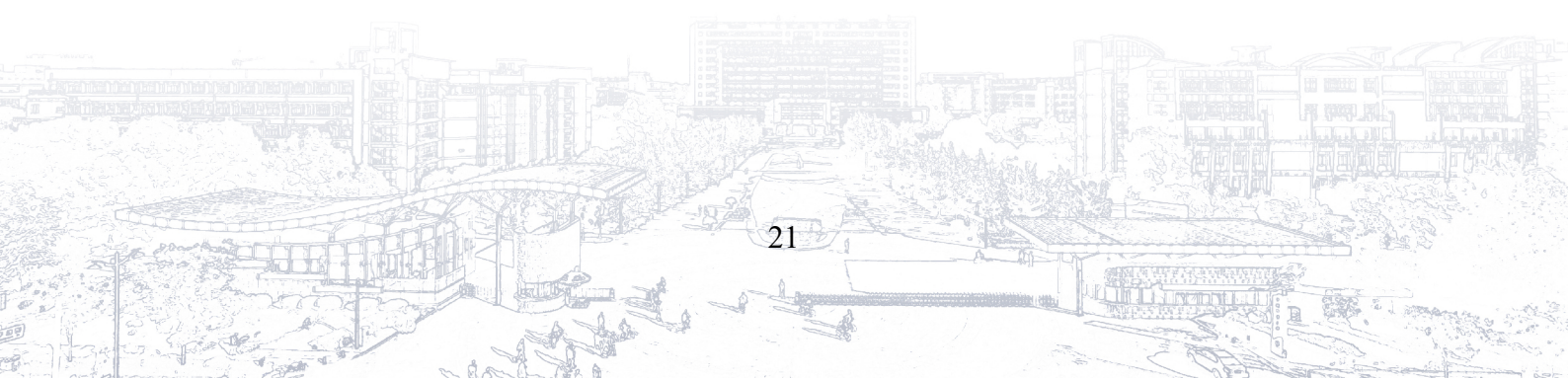
System thinking to address trans-disciplinary service challenges

**Speech Summary:**

The landscape in research for service sectors continues to evolve rapidly, driven by emerging opportunities and challenges with significant societal implications. As a pivotal approach to embracing these challenges and opportunities, trans-disciplinary research plays an increasingly important role, especially as systems become borderless and dynamic. During this process, it is critical to embrace and adopt system thinking to address trans-disciplinary service challenges. Dr. Hu will share an overview of service systems and digitalization in the era of artificial intelligence and digital twin adoption. Application domains will include supply chain design, manufacturing production, renewable energy production, sustainable agriculture, and healthcare.

**Short Bio:**

Dr . Guiping Hu is a Professor and Department Chair of Systems Engineering and Operations Research at George Mason University. During 2023 – 2025, she served as the School Head of Industrial Engineering and Management at Oklahoma State University. During 2022-2023, she served as the Associate Chair of the Department of Industrial and Manufacturing Systems Engineering at Iowa State University where she was a faculty from 2009-2023. Dr. Hu’s research has been supported by NSF, USDA, DOE, and DOD with over \$12M funding. She has published over 100 journal articles and 50 conference proceedings. She is an Institute of Industrial and Systems Engineers (IISE) Fellow, ELATES fellow, and an NSF IAspire Leadership Academy Fellow.





## Panel

<b>Topic:</b> Services in the AI Era	
<b>Time:</b> 10:30AM-11:15AM, May 30	<b>Venue:</b> Auditorium (2nd Floor), Wenting Building
	<p>Kwang-Jae Kim is a Professor in the Department of Industrial and Management Engineering and the Director of the Graduate Program in Industrial Data Science at Pohang University of Science and Technology (POSTECH), Korea. His research focuses on quality assurance in product and service design, as well as analytics-driven new service development. His work has been applied across various fields, including semiconductor manufacturing, steel manufacturing, automobile design and manufacturing, healthcare and wellness, smart energy, smart transportation, telematics, and ICT services. His research has been supported by numerous government agencies—including the National Research Foundation, the Ministry of Science and ICT, the Ministry of Education, the Ministry of Health and Welfare, and the Ministry of Trade, Industry and Energy of Korea—as well as by leading companies such as Samsung, LG, POSCO, Hyundai, SK Hynix, KT, IBM, and Microsoft. He has received several prestigious awards, including the Proud POSTECHian Award, the Literati Award for Excellence, the KIIE Jung-Hun Academic Excellence Award, and the KSQM Academic Excellence Award. He is a member of the National Academy of Engineering of Korea and served as President of the Korean Institute of Industrial Engineers (2023–2024). More details can be found at <a href="http://quality.postech.ac.kr">http://quality.postech.ac.kr</a>.</p>
<p><b>Kwang-Jae Kim</b></p>	
	<p>Paul P. Maglio is a Professor of Management and Cognitive Science at the University of California, Merced. He holds a bachelor's degree in computer science and engineering from MIT and a Ph.D. in cognitive science from the University of California, San Diego. One of the founders of the field of service science, Dr Maglio was the Editor-in-Chief of International Service Science (2013-2018), and is lead editor of the Handbook of Service Science, Volumes I and II. He has published more than 125 papers in computer science, cognitive science, and service science.</p>
<p><b>Paul P. Maglio</b></p>	
	<p>Zhongsheng Hua is a Qiushi Distinguished Professor of Zhejiang University (ZJU), HengYi Chair Professor of ZJU, and a Changjiang Scholar Distinguished Professor of the Chinese Ministry of Education (MOE). He is the founding director of Research Center of Service Sciences, ZJU. He takes the positions as a vice President of the Society of Management Science and Engineering of China, and services as an associate director of the Faculty of Social Sciences (FSS), Zhejiang University. Prof. Hua is engaged in the research of service services and operations management. His research has been supported by the project for Distinguished Young Scholars, Major Program and Innovative Research Group Project of NSFC. He has been awarded the 1st prize of the Natural Science of MOE, and has published more than 100 papers, and he was selected by Elsevier's list of Most Cited Chinese Researchers from 2014 to 2025.</p>
<p><b>Zhongsheng Hua</b></p>	
	<p>Le Wei is a professor of China Jiliang University, and he is an expert in the ISO/TC 289 WG 4. He has been engaged in research in areas such as service quality management and brand management for a long time. He has authored four monographs, including “Research on Extraction of Service Quality Characteristics and Measurement of Perceived Quality”, and has published over 70 papers, including “Research on Influencing Factors of Hotel Visual Comfort – Based on the Emotional Perspective”, “Construction and Research of Service Quality Evaluation Model Based on Three-Dimensional Subdivision of Contact Units – Based on the Comparative Perspective of B2C and B2B”, and “Research on Extraction of Service Characteristics Based on the View of Service Contact Units”. He has also led industry standards such as “Guidelines for Laboratory Capability of Service Quality Assessment in Conformity Assessment”.</p>
<p><b>Wei Le</b></p>	



<p><b>Topic: “AI &amp; Digital Transformation” in Industry</b></p>	
<p><b>Time: 11:15AM-12:00AM May 30</b> <span style="float: right;"><b>Venue: Auditorium (2nd Floor), Wenting Building</b></span></p>	
 <p><b>Zhenyu Xue</b></p>	<p>Zhenyu Xue is a highly accomplished engineer and scientist with a Ph.D. in Mechanical Engineering from UIUC (2001) and a B.S. from Tsinghua University. He began his career as a Research Associate at Harvard University, then moved into industry as a Lead Engineer at Schlumberger and Principal Scientist at Halliburton, where he led supercomputing labs, developed shaped charge technologies, and contributed to multi-million-dollar product lines. He later co-founded ZSFab Inc. as CTO, focusing on 3D-printed orthopedic implants. Returning to China in 2018, he became R&amp;D Director and Scientist at the Global Research Center for Flexible Electronics &amp; Intelligent Technology, leading teams to develop smart monitoring systems for high-speed rail and power grids. Dr. Xue has published over 40 papers (4,000+ citations), holds multiple patents, and has been recognized under the Zhejiang provincial and national “Thousand Talents” programs. He serves as Vice President of the Digital Economy Committee of the Zhejiang Tsinghua Alumni Association. His expertise spans computational mechanics, ductile fracture, additive manufacturing, oilfield services, and flexible electronics.</p>
 <p><b>Shi Wang</b></p>	<p>Wang Shi is the Chief Technology Officer of HuiMei Technology. Shi joined HuiMei Technology in 2015 and oversees the R&amp;D of medical AI systems powered by large language models and medical knowledge graphs. He leads the R&amp;D team in continuously advancing the reasoning capabilities and model performance of medical AI algorithms. His work has established a solid technical foundation for key AI applications, including CDSS and other medical quality control systems.</p>
 <p><b>Miya Li</b></p>	<p>Miya Li is the founder of Ballsnow in China and the co-founder of KnowFab in Germany. With 20+ years of working experience in the Chinese and German manufacturing sectors, she has long been engaged in aerospace and automotive industries. She founded Ballsnow which focuses on industrial AI and knowledge graph technology, specializing in automotive manufacturing process optimization and intelligent prediction. Serving both Chinese and European markets, it owns mature automotive customer channels and numerous core patents, committed to empowering the upgrade of industrial super-intelligence through AI technology.</p>
 <p><b>Kai Cai</b></p>	<p>Kai Cai, Deputy Dean of Research Institute, Uniview Technology Responsible for the overall R&amp;D of the company's AI large models, he led the development of the Wutong AIoT industrial large model and promoted the deployment of enterprise-level AI agents based on it. Deeply customized for security and enterprise scenarios, the model integrates visual perception, language understanding and multimodal interaction capabilities to efficiently support fragmented application demands across various niche industries.</p>



<b>Topic: Meet Journal Editors</b>	
<b>Time: 9:20AM-10:00AM, May 31</b>	
<b>Venue: Auditorium (2nd Floor), Wenting Building</b>	
	<p>Wei Zhang is the University Chair Professor at College of Management and Economics, Tianjin University (TJU). He currently serves as Director of the Key Lab of Complex Management Systems at TJU, supported by Ministry of Education. At present, he is the president of CSAMSE. His research interests include financial computing and analytics, FinTech, asset pricing and risk management. He has served as Executive Editor-in-chief for Journal of Management Science and Engineering, Journal of Management Sciences in China (in Chinese). He also sits on several editorial/advisory boards of international &amp; domestic academic journals, such as SS, JEIC. He is active in business consulting for big financial players like SSE &amp; CFFEX, and national/regional government agencies, as well as corporations such as Tianjin Port, North Trust Group.</p>
	<p>Dr. Norita Ahmad is a Professor of Information Systems and Business Analytics at the American University of Sharjah (AUS), United Arab Emirates (UAE), and serves as the Director of the Center for Innovation in Teaching and Learning at AUS. Prior to her tenure in the UAE, she taught at Pennsylvania State University, USA. Dr. Ahmad earned her Ph.D. in Decision Sciences Engineering Systems from Rensselaer Polytechnic Institute (RPI) and holds both an MSc. in Telecommunications and Network Management and a BSc. in Computer Sciences from Syracuse University, NY. She currently holds positions as the editor of Data Column for IEEE Computer Magazine and an Associate Editor for the Digital Transformation and Society journal. She is a Member of IEEE.</p>
	<p>Dr. Robin Qiu is a Professor of Information Science at The Pennsylvania State University, where he earned both a Ph.D. in Industrial Engineering and a Ph.D. (minor) in Computer Science in 1996. A prolific scholar, he has published over 180 peer-reviewed articles and 5 books (including Value Co-Creation in Web 3.0: Blockchain, Metaverse, and Privacy Preservation, Responsible AI: Principles, Governance, and Global Practice, and Service science: The Foundations of Service Engineering and Management). He currently serves as Editor-in-Chief for SpringerBriefs in Service Science, the Springer Series in AI, Data Analytics, and Smart Systems, and the Journal of Digital Transformation and Society. His professional leadership is marked by founding and chairing several major academic forums, including the INFORMS Conference on Service Science (General Co-Chair since 2009), and the IEEE International Conference on Service Operations and Logistics, and Informatics (SOLI) (General Co-Chair, 2005–2008). He was also the founding chair of the Logistics and Services Technical Committee, IEEE Intelligent Transportation Systems Society, and the Service Science Section of INFORMS. His research expertise lies in Big Data, Data Analytics, AI, Smart Service Systems, Service Science, Service Operations and Management, and Information Systems and Modelling.</p>
	<p>Gang Du is currently a Professor with the School of Economics and Management, Associate Dean of the Academy of Statistics and Interdisciplinary Sciences, East China Normal University. He was a Research Fellow with the National University of Singapore from 2011 to 2013. His research interests include consumer decision-making and service operation management, human-artificial intelligence collaboration, and artificial intelligence algorithm. He has published three academic monographs, and more than 100 academic papers in important domestic and international journals and international conferences. He is a member of POMS, INFORMS, and Operations Research Society of China, and serves on the peer Reviewer of 《Production and Operations Management》、《MIS Quarterly》、《Information Systems Research》、《European Journal of Operational Research》.</p>

**Gang Du**



## Parallel Sessions

Date	Time	Venue	Stream	Titles		Authors
May 30th	2:00 PM– 3:40 PM	Parallel Session SA01  Auditorium (2nd Floor), Wenting Building, CJLU	Best Conference Paper Competition  <i>Chair:</i> <i>Victor Chan</i>	164	Intelligent Joint Fee Optimization for Port Logistics Services	Bing Han, Tianze Chi, Ying Zhang
				388	How Different Modes of Doctor Recommendation Affect Patients' Adoption Intentions: a task-technology Fit Perspective	Gang Du
				372	Congestion-Aware Static LLM Cascades: Analysis of a Steady-State Framework	Yuan Guo, Stefanus Jasin, Chen-An Lin
				311	Navigation-Aware Energy Consumption Modeling and Charging Infrastructure Planning for Low-Altitude UAV Networks Using Graph Attention Networks	Zi-Xuan ZHOU, Jiawei Feng, Wenjun Mei
				328	Signaling Value in the Age of AI: How Generative AI Adoption Reshapes Pricing Strategies in Online Labor Markets	Fei Wang, Yingpeng Zhu, Liy Yang, Zike Cao
		Parallel Session SA02  WT 204, Wenting Building, CJLU	Best Student Paper Competition (I)  <i>Chair:</i> <i>Hongyan Dai</i>	230	An LLM-Driven Bayesian–Stackelberg Game for Expert Recommendation Platforms: Equilibrium, Mechanism Design and Empirical Evaluation	Mr. Yonghao Zhang, Shaoru Ye, Jing Luo, Dingyu Zhou, Runqing Miao, Prof. Wai Kin (Victor) Chan
				279	Two-Stage Robust Optimization for Rural Mobile Medical Fleet Routing with Endogenous Service Time Trade-off	Hengjia Zhang, Prof. Canrong Zhang
				277	AI-Enabled Effort in Competitive Service Markets with Stochastic User Equilibrium	Chuyue Chen, Zichen Mei, Hongzhi Lin
				155	Collaborative Drone and Human Courier Delivery in the Gig Economy	Mr. Zhiwei Ren, Prof. Li Xiao, Prof. Canrong Zhang, Prof. Xin Weng



Date	Time	Venue	Stream	Titles		Authors
		<b>Parallel Session SA03</b>  <b>WT 102, Wenting Building, CJLU</b>	<b>Track 21 Data Driven Decision Making in Service Systems under Uncertainty</b>  <i>Chair: Caihua Chen</i>	390	Joint Planning and Operations of Wind Power under Decision-Dependent Uncertainty	Zhiqiang Chen, Prof. Caihua Chen, Jingshi Cui, Prof. Qian Hu, Wei Xu
	392			A Learning and Rectification Algorithm for Nonstationary Online Linear Programming	Jiawen Yang, Xingyu Lu, Prof. Caihua Chen, Wei Lu, Baozhuang Niu, Jun Zhou	
	397			Collaborative Production Scheduling Problem under Uncertainty	Tianqi Cai, Prof. Qian Hu	
	396			Competition between Service Platform: Myopic vs. Farsighted Stability	Hongqiao Chen, Pengfei Guo, Qingying Li, Yulan Wang	
	394			Dynamic Competition in Online Retailing: Implications of Customer-to-Customer Interactions	Zheyu Jiang, Xin Geng, Nan Yang, Renyu Zhang	
		<b>Parallel Session SA04</b>  <b>MB 600, Mingde North, CJLU</b>	<b>Track 6 Data-driven Optimizations for Smart City Operations</b>  <i>Chair: Zihao Jiao</i>	343	How Third-Party Quality Certification Shapes Consumer Experience: Evidence from Forbes Hotel Rating Changes	Chengxing Li, Sai Liang, Wenkang Wang
	342			Scheduling Policies of Flexible Capacity in Supply Chains	Jingchuan Chen, Shaochong Lin, Zuo-Jun Max Shen	
	323			Subsidizing Smart Tourism: Optimal Subsidy Policy for Attraction Digitalization under Competition	Xiaoxin Xie, Shigui Ma, Sai Liang	
	320			GAN-enhanced Heuristic Algorithms for Solving Complex Urban Traffic Problems: GAN-enhanced Heuristic Algorithms	Liwei Liu	
	326			Analytics of Influencing Factors of Community Governance based on Spatial Search Method	Mengyi Sha	
		<b>Parallel Session SA05</b>  <b>MB 305, Mingde North, CJLU</b>	<b>Track 18 Reliable Facility Location and Transportation Operations in the Digital-Intelligence Era</b>  <i>Chair: Yanzi Zhang</i>	90	Integrated scheduling of battery electric buses and decentralized energy storage systems under capacity-dependent costs	Dr. Runfeng Cao, Feifeng Zheng, Ming Liu
	180			Continuous Takeoff and Landing of Bus-Aided UAVs for Last-Mile Delivery: A Bi-Objective Optimization Approach	Xu Huai, Zixuan Li, Qiang Du	
	363			Integrated scheduling optimization of AGV and double yard cranes in automated container terminals	Xiaoju Zhang	
	321			Operational Stress on On-Demand Delivery Platforms: Measurement, Consequences, and Scheduling Implications	Prof. Hongyan Dai, Prof. Zihao Jiao, Qin Xiao, Xianyi Xie, Yuqian Xu	
	316			MDKLR: A Task-oriented Dialogue Generator Augmented with Multi-domain Knowledge and LLM-refinement	Yuanyuan Cai, Yiyao Zhang, Qingchuan Zhang, Zhouzhou Fan	



Date	Time	Venue	Stream	Titles		Authors
		<b>Parallel Session SA06</b>  <b>MB 102,</b> <b>Mingde North,</b> <b>CJLU</b>	<b>Track 26 AI driven Financial Service</b>  <i>Chair:</i> <b>Sirong Luo</b>	413	Explainable Financial Distress Prediction via Rule Distillation	Tianhao Yi, Jiaxuan Zhang, Prof. Zhiyong Li
				414	Integrate Mean-Variance Estimation with Portfolio Optimization	Dr. Ziyang Wang, Prof. Sirong Luo
				102	Managing Quality Risk in a Decentralized Supply Chain: Contractual Incentives and Product Recall Insurance	Jing Chen, Hang Wei, Lei Xie, Chaonan Zheng
				132	From Serving Human Analysts to Empowering Agents	Lei Chai
				122	Dynamic Mean-Variance Policies under Gaussian Mixture Models: An Integrated Estimation-Optimization Approach	Prof. Xiangyu Cui, Prof. Yun Shi, Zhao Si
	<b>4:00 PM – 5:40 PM</b>	<b>Parallel Session SA07</b>  <b>Auditorium (2nd Floor), Wenting Building, CJLU</b>	<b>Track 5 Strategic Decision-Making in the AI-Driven Service Economy</b>  <i>Chair:</i> <b>Yinlian Zeng</b>	411	Learning-by-Doing in Digital Services: A Sino-Western Comparison of User-Driven AI Iteration and Institutional Friction	Dr. Liufang Yao, Dr. Andrew Carrothers
				141	On-time Delivery Service with Compensation: A Queueing Game Approach	Xiaoli Cai, Hailun Zhang, Dr. Yinlian Zeng
				266	True Service Utility in Digital Ecosystems	Miss Yingrui Ruan
				117	Incentive Mechanism Design for Federated Learning under Rényi Differential Privacy	Lijun Gao, Prof. Yinlian Zeng
				24	Navigating the AI Frontier: China's Enterprises Expedition into Generative AI Implementation	Xianning Wang, Prof. Yinlian Zeng, Jun Li, Lina Wang
		<b>Parallel Session SA08</b>  <b>WT 204,</b> <b>Wenting Building, CJLU</b>	<b>Best Student Paper Competition (II)</b>  <i>Chair:</i> <b>Xiaolei Xie</b>	253	Drone Deployment in Hybrid Air-Ground Response Systems for Out-of-Hospital Cardiac Arrests	Jiani Miao, Kexin Cao, Dr. Xinglu Liu, Mingchuan Yang, Prof. Wai Kin (Victor) Chan
				371	SHAP-Guided Data Augmentation for Small-Data Prediction in Emergency Service Systems	Linchao Li, Jiani Miao, Chih-Yuan Yang, Kexin Cao, Prof. Wai Kin (Victor) Chan
				352	AI-Enabled Decision Support as a Service for Continuous Pharmaceutical Manufacturing	Haoyang Pan, Miaoxuan Zhou, Qiaochu He
				228	Carbon-Budget Service Level Agreements for AI Compute Services: Dynamic Scheduling and Pricing under Renewable Uncertainty	Zi-Xuan Zhou, Junkai Cheng, Jiawei Feng, Wenjun Mei



Date	Time	Venue	Stream	Titles		Authors
		<b>Parallel Session SA09</b>  WT 102, Wenting Building, CJLU	<b>Track 8 Systemic Modeling and Optimization for AI-Driven Service Innovation</b>  <i>Chair: Lefei Li</i>	243	Generative AI and Allocation Bias in Service Systems	Rowena Gan
	85			A Cognitive Digital Twin for Private Aviation Markets: LLM-Enabled Coordination and Optimization in Two-Sided Floating Charter Networks	Xinkai Xu, Professor Chun Wang, Saeed Golzar, Anojh Thayaparan	
	37			Dynamic Scheduling of Hospital Examination Capacity between Outpatient and Inpatient Services	Mirui Zhang, Fangyu Zong, Prof. Feifan Wang	
	340			UAF-Guided Systemic Design of AI-Enabled Service Architectures	Lefei Li	
	217			Supply Chain Management Empowered by Large Model Technologies	Wei Qi	
		<b>Parallel Session SA10</b>  MB 600, Mingde North, CJLU	<b>Track 14 Service Management in Healthcare</b>  <i>Chair: Heng Zhao and Quan Yuan</i>	330	Appointment Scheduling with Waiting Time Limits	Zhang min, Han Zhu, Chen Rachel R, Zhenzhen Zhang
	332			Engineering Endurance	Ming Hu, Prof. Quan Yuan	
	366			Price Cuts Without Savings: The Unintended Consequences of Centralized Drug Procurement	Prof. Nan Li, Xu Li, Prof. Yuanchen Li, Xiuguo Song, Dr. Heng Zhao	
	331			Overprescription under Patients' Private Information: An Information Design Perspective	Xinyue Fei, Wei Zhang	
	319			How AI May Impact Customer Intensive Services	Ming Hu, Xiaofei Li, Prof. Quan Yuan, Han Zhu	
		<b>Parallel Session SA11</b>  MB 305, Mingde North, CJLU	<b>Track 15 Risk Management in Digital and AI-Driven Service Systems &amp; 20 Data-Driven Service Operations Management under Uncertainty: Methods and Applications in Supply Chains and Energy Systems &amp; 5 Strategic Decision-Making in the AI-Driven Service Economy</b>  <i>Chair: Shan Li</i>	81	A Study on Systemic Risk Contagion Paths in Multilayer Bank-Real Estate Networks	Prof. Shan Li, Hongyang Xu, Yumeng Zhu
	351			Beyond Productivity: Behavioral Embedding, Trade-offs, and Organizational Value in GenAI-Enabled Human-AI Collaboration	Ruifeng Sun, Qi Zhu, Jian Liu	
	185			Optimization of physician scheduling under dual channel mode of online and offline	Mengbo Zhai, Cun Yu, Prof. Yan Qiao, Yunkai Zhai	
	362			Research on Construction of Online Medical Triage Model Integrating Statistical Prior and Semantic Understanding	Jule Guo, Yunkai Zhai, Prof. Yan Qiao	
	103			Proprietary or Open-source? Strategic Competition in Enterprise Generative AI Markets	Ji Lin, Prof. Yinlian Zeng, Jun Li	



Date	Time	Venue	Stream	Titles		Authors
		<b>Parallel Session SA12</b>  <b>MB 102, Mingde North, CJLU</b>	<b>Track 3 Digital Transformation and Society</b>  <b>Chair: Norita Ahmad</b>	272	Balancing Moore’s Strategic Triangle in an Agentive Public Service Stack: An Empirical Study of Public Value in AI-Driven Hyper-Personalized Service Delivery	Stany Nzobonimpa
				73	Bridging Digital Learning and Sustainability: Experiential Pathways to SDG 12 in Higher Education	Prof. Norita Ahmad, Professor Mai Zaki
				373	Mapping Digital Responsibility	Shahban Shah, Hongying Foscht
				302	A Framework for Evaluating the Effectiveness of Key Technology Applications in Libraries: Measurement from Technological, User, and Institutional Perspectives	Cui Qinglin, Heng Hou, Prof. Peng Xiao
				349	Application Privacy Policy Compliance Detection and Market Current Situation Analysis Based on Text Classification and FactCC	Hou Zhu, Jianing Yu
<b>May 31</b>	<b>10:20 AM – 12:00 PM</b>	<b>Parallel Session SU01</b>  <b>Auditorium (2nd Floor), Wenting Building, CJLU</b>	<b>Track 27 Risk and Optimization for Service Systems Considering Digital Transformation</b>  <b>Chair: Yichuan Ding</b>	188	ORPR: An OR-Guided Pretrain-then-Reinforce Learning Model for Inventory Management	Lingjie Zhao, Xue Yu, Yongzhi Qi, Hao Hu, Jianshen Zhang, Yingzheng Ma, Shuyu Han, Prof. Wei Qi, Zuo-Jun Max Shen
				43	You, Me, or We? Co-Productive Principal-Agent Dynamics	Professor Guillaume Roels, Vladimir Smirnov, Ilia Tsetlin, Andrew Wait
				265	How Digital Triage Quality Influences Patient Behavior: Evidence from Hospital Data	Kuo Liang, Prof. Yichuan Ding, Dongdong Ge, Xian Wang
				110	Online Demand Fulfillment in Highly Asymmetric Markets	Hailun Zhang, Zhen Xu, Jiheng Zhang, Jiheng Zhang
				127	Model Explanation, Accuracy Feedback, and Use of Algorithmic Advice: A Field Experiment	Yang Zhan, Zike Cao, Zheng Zhang, Liping Xiong



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		<b>Parallel Session SU02</b>  <b>WT 204, Wenting Building, CJLU</b>	<b>Track 28 AI for Finance</b>  <i>Chair: Shen Lin</i>	404	Beyond Public Disclosure: Identifying Private Corporate Visits via Mobile GPS Traces	Xianfeng Hao, Qingsong Ruan, Shujing Wang, Prof. Yudong Wang
				383	Incentivizing Digital Workforce: Digitalization, Compensation Design, and Productivity	Cunyi Yang, Yan Zeng, Shuchi Zhang
				410	When Competition Backfires: Broker Learning and Commission Fees- Abstract ONLY	Xindan Li, Baolian Wang, Wei Xiong, Xuwei Yang, Yinhong Zhao
				385	Talk to AI-Equipped Investors: A Field Experiment	Yupeng Lin, Zhenghui Ni, Yichen Su, Nianhang Xu
				384	Identity Disclosure and Social Transmission Bias: A Natural Experiment from WeChat	Xianfeng Hao, Prof. Yudong Wang, Liangyu Wu, Prof. Wenfeng Wu
		<b>Parallel Session SU03</b>  <b>WT 102, Wenting Building, CJLU</b>	<b>Track 10 AI-Driven Service Innovation: From Personalization to Hyperautomation</b>  <i>Chair: Shan Wang</i>	72	Algorithm-Augmented Gatekeeping: Combining Human and Machine Intelligence in Screening Programs	Jiatao Ding, Michael Freeman, Prof. Tinglong Dai
				163	Efficient Budget Allocation for Large-Scale LLM-Enabled Virtual Screening	Weiwei Fan
				30	Robust surgery scheduling with patient feature and downstream resource constraints	Yu Wang, Shuzheng Zhang, Gang Qu
				168	Cloud-Enabled Transformation of Outpatient Service Line Design: Strategic Quality-Speed Tradeoffs and Regulatory Implications	Weixiang Huang, Qingyuan Sang, Wenhui Zhou
				158	A Two-Stage Stochastic Programming Approach for Physician Scheduling with Multi-Disciplinary Teams Demands	Guowei Hu, Liping Zhou, Yihui Wang



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		<b>Parallel Session SU04</b>  <b>MB 600,</b> <b>Mingde North,</b> <b>CJLU</b>	<b>Track 4 Smart and Intelligent Port and Shipping Logistics Services</b>  <i>Chair:</i> <b>Jian-Jun Wang</b>	46	Transitioning to electrification: Optimal strategies for ship fleet replacement	Ziyu Cui, Xiaowen Fu, Huan Jin, Anthony Chen, Prof. Kun Wang
	40			Integrated Optimization of Berth and Quay Crane Allocation under Dynamic Double-Line Multi Ship Mooring Mode	Chun Gan, Prof. Caimao Tan, Prof. Junliang He	
	201			Deep Reinforcement Learning for Container Stacking	Dr. Mingzhong Huang, Prof. Hang Yu, Prof. Junliang He, Prof. Gangyan Xu	
	174			Tracing the Morphology of Maritime Clusters: A Dynamic Quantitative Analysis of Spatial Boundaries and Industry Structure in China	Borui Gao, Benedict Jun Ma, Dr. Louise Lu Li	
	60			Routing and scheduling problem for mothership and drones in shore-to-ship delivery	Prof. Yadong Wang, Mengyan Yang, Qiaolin Hu	
		<b>Parallel Session SU05</b>  <b>MB 305,</b> <b>Mingde North,</b> <b>CJLU</b>	<b>Track 11 Sustainable AI Operations: Low-Carbon Design and Management of Compute Services</b>  <i>Chair:</i> <b>Ziwei Wang</b>	285	T-ILS: A Transition-based Iterated Local Search Heuristic for the Computational Resource Leveling Problem	Jiaqi Huang, Boxiao Chen, Yining Sun, Yijui Chang, Xingyu Lu, Prof. Wai Kin (Victor) Chan
	183			Zero-Order Feedback-Based Optimization for Distributed Energy Management	Ruiyang Jin, Yujie Tang, Prof. Jie Song	
	150			Achieving Efficient and Sustainable Allocation in Decentralized Computing via Nash Equilibrium	Dongwei Xie, Xiupeng Chen	
	282			Simulation-Based Calibration of Time-Varying Queueing Models	Gongbo Zhang, Prof. Fan Zhang	
	236			The Impact of Computing Task Flexibility on the Coordinated Optimization of Power and Computing Power Systems	Qin Guo, Ronggang Cong	



Date	Time	Venue	Stream	Titles		Authors
		Parallel Session SU06 MB 102, Mingde North, CJLU	Track 1 Intelligent Digital Health Systems and Healthcare Transformation  <i>Chair: Ben Niu</i>	18	From Diagnosis to Workflow: Funding Scale and AI Deployment Trends in Clinical Decision Support using a Five-tier Complexity Framework	Pek Hooi Soh, Zelyn Lee
				210	Designing Proactive Healthcare Networks with Mobile Clinics for Co-morbidities	Yafei Shi, Shandong Mou
				262	An Interpretable DRG Subdivision Method Using Tree-Structured Multi-Objective Optimization	Prof. Ben Niu, Shuowen Zang, Gaocheng Cai
				420	CMFH-Net: A Cross-Modal Frequency Enhancement and Hierarchical Distance-Aware Fusion Network for Multimodal Semi-Supervised 3D Medical Image Segmentation	Prof. Xinqiang Wang, Wenhuan Lu
				295	Bridging the Implementation Gap: Engineering Trust in the Era of Agentic AI	Prof. Robin Qiu
	2:00 PM – 3:40 PM	Parallel Session SU07 Auditorium (2nd Floor), Wenting Building, CJLU	Track 12 Data-Driven Intelligence: Integrating Analytics, Artificial Intelligence, and Machine Learning for Smarter Decision- Making  <i>Chair: Luna Yang</i>	151	Modeling Heterogeneity in the Commitment-Engagement Link	Toshikuni Sato, Takumi Kato
				290	Mapping Marketing Skills for Career Mobility and Curriculum Design: A Network Analytic Framework	Prof. Luna Yang, Prof. Satish Mahadevan Srinivasan, Dr. Xianfang Tan
				17	“Cure Sometimes, Relieve Often, Comfort Always”	Qiusi Yan, Yachen Guo, Siyin Chen
				83	Decision Trajectory Metrology for Vision Models: Measuring Stability, Explaining Dynamics, and Guiding Adaptive Inference	Dr. Zhenyu Xue
				146	Unlocking Latent Crowd Wisdom via Dual-Path Expectancy Violation Modeling for Fake News Detection	Yiping Chen, Xuelong Chen



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		<b>Parallel Session SU08</b>  <b>WT 204, Wenting Building, CJLU</b>	<b>Track 28 AI for Finance</b>  <b>Chair: Ya Gao</b>	387	Uncertainty about "Uncertainty"	Xiangyu Wang, Ying Chen, Kotaro Inoue, Yosuke Kimura, Jin Xu
	407			How does the development of next-generation artificial intelligence impact energy stability?	Tingqiang Chen, Chengping Wang, Jiaqi Wang	
	405			Nature Transition Risk	Prof. Haoyu Gao, Dr. Fukang Chen, Dr. Minhao Chen, Prof. Hao Liang	
	403			Text features and fundraising performance of medical crowdfunding	Prof. Zhi-Qiang Jiang	
	401			Know Thyself? Managerial Self-Assessment Accuracy and Fund Performance	Yi Li, Prof. Wei Zhang	
		<b>Parallel Session SU09</b>  <b>WT 102, Wenting Building, CJLU</b>	<b>Track 10 AI-Driven Service Innovation: From Personalization to Hyperautomation</b>  <b>Chair: Gang Du, Chen Hua</b>	66	Warehouse Assortment Selection with Constant-Factor Guarantees via Birkhoff--von Neumann Decomposition	Xiaobo Li, Hongyuan Lin, Fang Liu
	79			Managing Public Health Surveillance Operations with Endogenous Population Growth	Hui Lin, Nan Liu, Guohua Wan, Prof. Shan Wang, Schnall Rebecca	
	32			Real-time scheduling of multi-test outpatient services: integrating appointment plans with operational uncertainties	Junpeng Wang, Yanan Zhu, Yang Wang, Erik Demeulemeester, Abraham Punnen	
	104			When Ratings Compete: Revisiting the Role of Product Reviews in Differentiated Markets	Wenjuan Yang, Jinxiang Wei, Xiaodong Wang	
	165			Measuring empathy with large language models reveals its consequences for patient behavior in online healthcare	Li Zhang, Hong Wu	



Date	Time	Venue	Stream	Titles		Authors
		<b>Parallel Session SU10</b> MB 600, Mingde North, CJLU	<b>Track 4 Smart and Intelligent Port and Shipping Logistics Services &amp; 2 AI Readiness and Smart Infrastructure : Industrial and Urban Perspectives</b>  Chair: <i>Bo Lu</i>	55	Resilience of Inland Waterway Networks: A Bayesian Analysis of Vessel Trajectory Data	Dr. Louise Lu Li, Dr. Shiguan Liao Prof. Samuel Shuai Liu
				172	Strategic Information Acquisition for Shore Power Adoption in Smart Ports	Prof. Bo Lu, Dr. Yuxin Liu, Dr. Yonggang Li, Prof. Jian-Jun Wang
				40	Integrated Optimization of Berth and Quay Crane Allocation under Dynamic Double-Line Multi Ship Mooring Mode	Chun Gan, Prof. Caimao Tan, Prof. Junliang He
				57	AI deployment for heterogeneous ports: Strategic choices between independent R&D and outsourcing	Prof. Bo Lu, Guixian Zhang
				21	Using Association Logic for Smart Construction: How Macau's 369 Co-op Town Bridges Fragmented AI Readiness	Dr. Limeng Yu, Prof. Xue Pang, Dr. Jingwei Guo
		<b>Parallel Session SU11</b> MB 305, Mingde North, CJLU	<b>Track 11 Sustainable AI Operations: Low-Carbon Design and Management of Compute Services &amp; 19 AI-driven complex service system modeling and decision-making</b>  Chair: <i>Fan Zhang</i>	237	Platform Merger, Resource Refill, and Welfare Effects in Computing Markets	Pro. Ronggang Cong, Han Pu
				171	Distributed Gradient Tracking Algorithm with Gradient Noises	Xiaozheng Fu
				107	An LLM-Driven Agent-based Model for Monopoly Dynamics in Academic Data Market	Kangzheng Ge, Zhou He
				287	Reinforcement Learning Hyper-Heuristic Workflow Scheduling for Distributed Cloud Systems	Dingyu Zhou, Jiaqi Huang, Yijui Chang, Mr. Yonghao Zhang, Runqing Miao, Prof. Wai Kin (Victor) Chan
				22	Flexibility Value of Reshoring Capacity Under Policy Uncertainty and Domestic Competition	Xiao Tan, Panos Kouvelis, Sammi Tang
		<b>Parallel Session SU12</b> , CJLU	<b>Track 0 Default Track</b>  Chair: <i>Peng Xiao</i>	15	Data-driven Simulation Optimization and Learning for Digital Twins	Enlu Zhou
				49	Making a Cloud: The Role of R&D in Software-as-a-Service	Bo Li
				74	Manufacturer Encroachment with Economies of Scale: Centralized vs. Decentralized Structures	Professor Jing Chen, Prof. Wei Li, Prof. Hubert Pun
				133	A Randomized Fair Solution to Algorithmic Discrimination Problem for Digital Logistics Platforms	Yimiao Wang, Minghui Lai
				248	Research on Airline Pricing Strategies Considering Passengers' Green Behavior Preferences	Ya Li, Qing Zhang, Junjie Hu, Guo Lv



Date	Time	Venue	Stream	Titles		Authors
	4:00 PM – 5:40 PM	<b>Parallel Session SU13</b>  <b>Auditorium (2nd Floor), Wenting Building, CJLU</b>	<b>Track 12</b> <b>Data-Driven Intelligence: Integrating Analytics, Artificial Intelligence, and Machine Learning for Smarter Decision-Making</b>  <i>Chair: Satish Srinivasan</i>	190	Solving Contextual Stochastic Optimization Problems through Contextual Distribution Estimation	Xuecheng Tian, Bo Jiang, King-Wah Pang, Yu Guo, Yong Jin, Shuaian Wang
				415	Beyond Visibility and Agility: A Configurational Approach to Supply Chain Resilience	Hao Zheng, Qiuyu Chen, Bao Xie, Xin Jin, Wenjun Zeng
				97	Dynamic Multi-Product Inventory Control with Joint and Individual Setup Costs Using Proximal Policy Optimization	Guo Feng
				300	Fairness-Constrained Optimal Model Averaging with High-Dimensional Sparsity Learning	Zeyu Chen, Dr. Wei Qian, Dr. Bintong Chen
				187	Price Elasticity in Service Systems under Spatial Confounding: A Debiased Learning Approach	Han-Yuan Yeh, Prof. Yen-Chun Chou, Prof. Howard Hao-Chun Chung
		<b>Parallel Session SU14</b>  <b>WT 204, Wenting Building, CJLU</b>	<b>Track 23</b> <b>Vision and Intelligent based Metrology</b>  <i>Chair: Jianwei Zhao</i>	71	A Lightweight 3D Distillation Volumetric Transformer for 3D MRI Super-Resolution	Prof. Jianwei Zhao, Tao Hong, Hao Qi, Zhenghua Zhou, Hai Wang
				87	LLM-Guided Dynamic Proxy-Based Adapter Learning for Visual Clustering	Wenjie Zhu
				377	An Integrated Rapid Path-Planning Model for Lunar Rovers Incorporating Novel Performance Evaluation Methodologies	Hang Zhou, Li Yang, Sha Lin
				75	DSAN: a dual-scale spatial-temporal aggregation network for robust gait recognition	Mr. Liang Ren, Prof. Xiuhui Wang
				345	HC-TS-LDVMNet: Robust Micro-Expression Recognition via Optical Flow, Landmarks, and Landmark Distance Variation Maps	Yecheng Han, Xianghu Yue, Wenhuan Lu, Minghao Guo, Jianguo Wei



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		<b>Parallel Session SU15</b>  <b>WT 102, Wenting Building, CJLU</b>	<b>Track 24 Human-AI Collaborative Decisions</b>  <i>Chair: Weihua Zhou</i>	378	Insuring AI Systems: Human Oversight and the Limits of Autonomous Deployment	Dr. Mina Iravani, Dr. Agni Orfanoudaki, Dr. Mihalis Markakis
				308	Effects of AI Based Triage Systems on Patient Behavior	Meichen Liu, Dr. Haifeng Xu
				367	Is Involving Human Always Good? Use EEG to Understand Users' Emotional and Cognitive Experiences with Hybrid Service Chatbots	Lingyi Zhou, Xixian Peng, Chee Wee Tan
				48	Complementarity in Human-AI Collaboration: A Three-Component Theory, Conversion Mechanisms, and Empirical Validation	An Li, Chuanyin Guo, Qihong Zhao
				421	Too Close for Comfort? Human-AI Relationship Framing and Customer Decision: Empirical Insights from Experiments	Yuguang Xie, Peiyu Zhou, Changyong Liang, Dongxiao Gu
		<b>Parallel Session SU16</b>  <b>MB 600, Mingde North, CJLU</b>	<b>Track 16 Platform Supply Chain Operation Optimization &amp; 4 Smart and Intelligent Port and Shipping Logistics Services</b>  <i>Chair: Baoli Shi</i>	227	Dynamic Government Subsidy Mechanisms for Green Transformation and Dual-Channel Coordination: An Evolutionary Game and System Dynamics Approach	Jing Wang, Qing Zhang
				20	Inventory Policies for Cash-Constrained Retail Service Providers	Youssef Boulaksil
				19	An evolution analysis of living streaming governance: Deceptive advertising and non-compliant operation	Dr. Baoli Shi
				52	Two-Period Pricing and Platform Sales Model Selection Under Informed Privacy Consent	Zhongmiao Sun, Yijie Fu, Dr. Baoli Shi
				359	Robust Two-Period Inventory Management with Clearance Pricing	Jiahao Liu, Mingda Liu, Qinshen Tang



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		<b>Parallel Session SU17</b> MB 305, Mingde North, CJLU	<b>Track 25 Data Quality Management</b>  <i>Chair:</i> Haiyan Yu	196	Algorithmic equity in emergency care: Uncovering the social determinants of spatiotemporal EMS demand for responsive dispatch	Yuchen Lei, Cc Yan, Fangqi Liu, Chenlu Li, Ying Zhang, Haiyan Yu
	118			The Impacts of EHR on Heart Transplants: The Role of Meaningful Use Program	Yulin Nie, Chao Zhang, Qiaochu He	
	276			More Human-like, More Risky? The Trust-Anthropomorphism Paradox in Digital Human Live Streaming: An Explainable AI Approach	Mr. Keyan Chen, Dr. Haiyan Yu, Ms. Siqi Duan, Mr. Fangbo Fu	
	422			How Quality 4.0 Shapes Innovation Performance: A Nonlinear Explanation from Dynamic Capabilities	Yujia Deng, Tong Lv, Can Cai, Hongtao Wang	
	423			Enhancing Public Data Supply Quality and Efficiency: A Revenue-Feedback and Trust-Building Perspective	Jing Shen, Yanrui Jing, Yang Zhang	
		<b>Parallel Session SU18</b> MB 102, Mingde North, CJLU	<b>Track 26 AI driven Financial Service &amp; 28 AI for Finance &amp; 10 AI-Driven Service Innovation: From Personalization to Hyperautomation</b>  <i>Chair:</i> Jian-Jun Wang, Liping Zhou	220	Research on the Impact of Banking Network Structural Characteristics on Systemic Risk	Zhang Yicong
	123			Risk-Sensitive Reinforcement Learning with Costly Signals and Information Choices	Dr. Tingjin Yan, Prof. Yun Shi	
	279			Two-Stage Robust Optimization for Rural Mobile Medical Fleet Routing with Endogenous Service Time Trade-off	Hengjia Zhang, Prof. Canrong Zhang	
	31			Data-Driven Operating Room Planning and Scheduling: A Comprehensive Review and Future Directions	Yu Wang, Shuzheng Zhang, Jiafu Tang, Yu Zhang	
				209	Data-Driven Facility Layout for Enhancing Walk Appeal in Walkable Neighborhoods	Haoran Guo, Sentao Miao, Wei Qi, Jian Cui, Zhenning Dong



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June 1	8:20 AM – 10:00 AM	Parallel Session MO01  Auditorium (2nd Floor), Wenting Building, CJLU	Track 17 Data-Driven Prediction and Optimization in Emergency Management & Resource Allocation and Scheduling in Service Systems  <i>Chair: Victor Chan</i>	162	Interpretable Metric System for Academic Potential Prediction: Integrating Network Topology and Decision Support	Dr. Keqin Guan, Prof. Wai Kin (Victor) Chan
				166	Context-Aware Scholar Recommendation via Conditional Diffusion on OpenAlex	Runqing Miao, Sihong Zhang, Dingyu Zhou, Mr. Yonghao Zhang, Jiadong Liu, Wei Chen, Prof. Wai Kin (Victor) Chan
				203	MAOCG: Multi-Agent Reinforcement Learning for Opinion Consensus Guidance in Online-Offline Social Networks	Meixi Song, Ningyu Liao, Guilherme Almeida Ferreira, Prof. Wai Kin (Victor) Chan
				222	Cross-City Transfer for Spatial OHCA Risk Prediction without Local OHCA Records	Chih-Yuan Yang, Mingchuan Yang, Dr. Xinglu Liu, Li Li, Bin Zhang, Prof. Wai Kin (Victor) Chan, Kexin Cao
				408	A DQN-based Approach for Real-Time Scheduling in 5G-V2X Edge Computing Networks	Wenbo Zhang, Zhaosheng Yao, Yu Yang, Kun Song, Jining Liu, Prof. Wai Kin (Victor) Chan
		Parallel Session MO02  WT 204, Wenting Building, CJLU	Track 21 Data Driven Decision Making in Service Systems under Uncertainty & 18 Reliable Facility Location and Transportatio n Operations in the Digital- Intelligence Era  <i>Chair: Houcai Shen</i>	393	Internalizing Behavioral Queue Aversion in EV Charging: A Decision-Dependent DRO Approach	Xuedong Wang, Hongli Xu, Prof. Caihua Chen
				391	Incentives through Case Assignment	Dr. Xiaohan Zhu
				398	Managing Cooperative Advertising in the Presence of Cross-Channel Spillover	Jixin Zhao, Zheyu Jiang, Prof. Houcai Shen
				324	End-to-End Learning for Constrained Inventory Reconfiguration	Prof. Hongyan Dai, Ruiqi Zhang, Prof. Zihao Jiao
				327	How Can Government Automobile Trade-In Subsidy Policies Boost Domestic Demand and Enhance Environmental Sustainability?	Dr. Hang Zhang



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		<b>Parallel Session MO03</b> WT 102, Wenting Building, CJLU	<b>Track 10 AI-Driven Service Innovation: From Personalization to Hyperautomation</b>  <i>Chair: Gang Du, Jian-Jun Wang</i>	339	Dynamically Reactive and Predictive Surgery Scheduling	Lixiang Zhao, Han Zhu
	139			When AI Empathy Backfires: The Mismatch Effect of Emotional Support in Human-AI Service Handoffs in Online Healthcare	Anfei Xia, Prof. Jian-Jun Wang, Jierui Zhang	
	333			The Impact of Hashtag Challenges on User Engagement in Sports Mobile Applications	YiLin Lv	
	34			Optimizing Server Locations in Spatial Service Systems: Parametric and Nonparametric Bayesian Optimization Approaches	Prof. Cheng Hua, Prof. Arthur Swersey, Wenqian Xing, Yi Zhang	
	32			Real-time scheduling of multi-test outpatient services: integrating appointment plans with operational uncertainties	Junpeng Wang, Yanan Zhu, Yang Wang, Erik Demeulemeester, Abraham Punnen	
		<b>Parallel Session MO04</b> MB 600, Mingde North, CJLU	<b>Track 16 Platform Supply Chain Operation Optimization &amp; 12 Data-Driven Intelligence: Integrating Analytics, Artificial Intelligence, and Machine Learning for Smarter Decision-Making</b>  <i>Chair: Satish Srinivasan</i>	161	Strategic inventory and supplier development investment under downstream competition	Shuangyu Xu, Junfeng Tian, Prof. Wei Li
	240			AI identity disclosure and platform regulation in digital human live streaming commerce: An evolutionary game analysis	Yanfen Zhang	
	251			Strategic Governance: Analysis of Instant Refund Service Considering Fraud Risks and Repurchase Incentives	Xiaoyong Wu, Jing Chen, Weili Xue, Peixuan Li	
	245			Supply Chain Emission Reduction Strategies Based on Blockchain Technology under Different Carbon Policies	Qianyao Zhang, Qing Zhang	
	416			Configuring Supply Chain Resilience: An Integrated Fuzzy-set Qualitative Comparative Analysis and Machine Learning Approach	Hao Zheng, Qiuyu Chen, Bao Xie, Xin Jin, Wenjun Zeng	



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		<b>Parallel Session MO05</b>  <b>MB 305, Mingde North, CJLU</b>	<b>Tack 7 Data-driven Applications in Healthcare Operations Management &amp; 9 Rules-based vs. Data-driven: Decision-Making Strategies for Smart, Sustainable Service Systems</b>  <i>Chair: Jiajing Huang</i>	42	Data-Driven Prediction of Biologic Treatment Response in Pediatric Crohn’s Disease Using Longitudinal Single-Cell Transcriptomics	Peng Qiu
				374	A Machine Learning Framework for Optimizing Travel Restriction Interventions in Response to Infectious Disease Outbreaks	Elias Mohellebi, Prof. Satish Mahadevan Srinivasan
				13	An Entropy-Based Causality Framework for Cross-Level Faults Diagnosis and Isolation in Building HVAC Systems	Prof. Jiajing Huang
				418	A Novel Early Warning Method of Deep Foundation Pit Collapse Risks Based on Temporal Knowledge Graph	Tianyu Xiang, Wenteng Fan, Yueyang Zhao, Yingbo Ji, Assoc. Prof. Xinnan Liu
				354	Pixel-level Crack Segmentation and Quantification of Building Facades Using Deep Learning	Yanyao Li
		<b>Parallel Session MO06</b>  <b>Auditorium (2nd Floor), Wenting Building, CJLU</b>	<b>Track 17 Data-Driven Prediction and Optimization in Emergency Management &amp; Resource Allocation and Scheduling in Service Systems &amp; 13 Data Based Operations Management in Service Industry</b>  <i>Chair: Qiang Su &amp; Victor Chan</i>	208	Prediction-Driven AI Deployment for UAV-Assisted Emergency Communication Service Systems	Ningyu Liao, Meixi Song, Prof. Wai Kin (Victor) Chan
				116	Outpatient Appointment Scheduling with Stochastic Re-entry and Patient Unpunctuality	Prof. Qiang Su, Yichen Wang, Zian Zhuang
				229	V2G Pricing for Enhancing Service System Resilience under Constrained Real-Time Coordination	Yuanrui Li, Professor Junxiang Li, Ziyi Yang
				238	CVaR-Oriented Bayesian Network with Side Information for Medical Supply Chain Risk Assessment Under Disruption Propagation	Ming Liu, Xiangye Yao, Chengbin Chu, Feng Chu, Feifeng Zheng
				182	A Branching Dueling Q-Network-Based Multi-Objective Hyper-Heuristic for Multi-Stage Outpatient Scheduling Problem	Zian Zhuang, Prof. Qiang Su, Yichen Wang



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		<b>Parallel Session MO07</b>  <b>WT 204, Wenting Building, CJLU</b>	<b>Track 22 Intelligent Manufacturing and Logistics Operations Optimization</b>  <i>Chair: Zhi Pei</i>	292	Vehicle Routing for Sustainable Urban Logistics under Urban Access Regulations	Sejeong Kang, Ilkyeong Moon
				273	Who Bears the Cost of Railway Network Resilience in a Warming World?	Haoyu Wang, Dongjunn Li, Jingxin Dong
				128	Planning Human-Robot Collaborative Reconfigurable Manufacturing Systems under Workforce Absenteeism Uncertainty	Feifeng Zheng, Dr. Chenchao Zhu, Prof. Huaxin Qiu, Ming Liu
				223	Digital Empowerment or Traditional Channel? A Tripartite Evolutionary Game Analysis of Export-to-Domestic Sales Transition under Tariff Shocks	Fuying Chen, Shanwu Luo, Tingting Tian
				219	Supply Chain Network Design with Hybrid Fixed and Mobile Factories: A Bi-Objective Location-Routing Optimization	Zixuan Li, Xu Huai, Qiang Du
		<b>Parallel Session MO08</b>  <b>WT 102, Wenting Building, CJLU</b>	<b>Track 7 Data-driven Applications in Healthcare Operations Management</b>  <i>Chair: Xiaolei Xie</i>	3	Revolutionizing Prime Time Efficiency: Data-Driven Robust Operating Room Planning and Scheduling with Uncertain Durations and Emergencies	Ze Cao, Xiaolei Xie, Mingda Liu
				289	A Novel Hybrid Ordinal Learning Model with Health Care Application	Jing Li
				283	Empowering Attended Home Healthcare Service: A Robust Strategy to Pre-schedule On-Demand Newcomers	Mingda Liu, Chun Peng, Xiaolei Xie
				284	Pooling vs. Dedication: Analytical Staffing for Multi-class Multi-Stage Emergency Department Queuing Networks	Mr. Xu Dai, Zhenghao Fan, Xiaolei Xie
				286	The Impact of Workload and Shift Patterns on AI Reliance in Medical Imaging: A Multi-Factor Statistical Analysis	Dr. Jia Li, Dr. Han Lv

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		<b>Parallel Session MO09</b> <b>MB 600,</b> <b>Mingde North,</b> <b>CJLU</b>	<b>Track 23</b> <b>Vision and Intelligent based Metrology</b> <i>Chair:</i> <b>Liang Shan</b>	358	HC-TSNet: Dual-Branch Micro-Expression Recognition Network Based on Multi-Scale Feature Fusion and Temporal Sensitivity	Yecheng Han, Xianghu Yue, Wenhuan Lu, Minghao Guo, Jianguo Wei
	348			Feature Disentanglement Model with Multi-level Alignments for Cross-Domain Hyperspectral Image Classification	Yunfei Xu, Minchao Ye, Prof. Weiqi Yan	
	254			Confidence Penalty-Based Multi-Model Collaborative Continual Learning Framework	Yuzhen Wu, Chen Pan	
	84			Precision Medical Image Generation Based on Large-Scale Diffusion Models	Wanli Huo, Jingyu liu	
	258			Deep Learning-Based Code Identification and Authenticity Verification for Luxury Handbag	Zhigang Gao, Jian Li, Zesen Wang, Jianxiang Sun, Qichao Fei	
		<b>Parallel Session MO10</b> <b>MB 305,</b> <b>Mingde North,</b> <b>CJLU</b>	<b>Track 25 Data Quality Management &amp; 14 Service Management in Healthcare</b> <i>Chair:</i> <b>Haiyan Yu</b>	41	Digital Transformation of Traditional Chinese Medicine	Prof. Haiyan Yu, Xu Zhang, Zhenyu Shi, Tao Huang, Jinxiang Tang, Ling Qiao, Wei Wang, Qingcai He
	275			A Reliable Pipeline for Kinematic Analysis and Multi-regional Quantification of Mouse Facial Features	Shiconghui Yuan, Siqi Duan, Yifeng Liang, Linghan Ouyang, Haiyan Yu	
	409			A Semi-Supervised Learning Approach to Predicting Pavement Conditions with Laser Crack Measure System (LCMS)	Dr. Lihui Bai, Xiaoyu Chen, Bijan Bibak	
	313			Promote radiation dose management based on medical imaging cloud platforms	Yantao Niu	



主办单位：中国计量大学

报到地点：杭州钱塘皇冠假日酒店

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