

## IBSS RESEARCH SEMINAR

Organized by: RCE 4 Data Analytics and Modelling

### Benchmarking operations and supply chain management practices using Generative AI: Towards a theoretical framework

#### Abstract

Generative Artificial Intelligence (Gen AI) is an up-and-coming technological innovation that has the potential to revolutionise businesses and create significant value. Despite garnering excitement from some quarters, there are still people who are sceptical about its benefits and even fearful of its impact, particularly in the supply chain context, where it is not yet fully understood. To help academics and practitioners better understand the practical implications of Gen AI in benchmarking supply chain management practices, we propose a theoretical toolbox. This toolbox draws from ten popular organisational theories and provides a comprehensive framework for evaluating the usefulness of Gen AI. By expanding theoretical boundaries, the toolbox provides a deeper understanding of the practical applications of Gen AI for researchers and practitioners in supply chain management.

#### Presenter

Professor Thanos Papadopoulos is the Head of the Department of Analytics, Operations & Systems at KBS and member of the Centre for Logistics and Heuristic Optimisation (CLHO). He is an Associate Editor for 'British Journal of Management', 'International Journal of Operations and Production Management' and 'Benchmarking: an international journal'. He also serves as an Editorial Board Member for Technological Forecasting and Social Change, International Journal of Information Management, International Journal of Information Management Insights, and Industrial Management and Data Systems. Recently Thanos was included for a second time in a row among the top 2% researchers in Business Management area in global list of researchers prepared by Stanford University. He has also been included among the Highly Cited Researchers by Clarivate.

Thanos obtained his PhD from Warwick Business School, University of Warwick, UK. He also holds a Diploma (Dipl-Eng, equivalent to MEng) in Computer Engineering and Informatics from the School of Engineering of Patras University, Greece, and an MSc in Information Systems from the Department of Informatics of the Athens University of Economics and Business, Greece.

His research is located within Operations and Information Management, with a focus on: the application of Information Systems and Digital/Emerging Technologies on supply chain management; supply chain design issues and disruptions/relief operations; resilience and sustainability in various contexts.

#### Date:

27 February 2025

#### Time:

17:00-19:00 (China Standard)

#### Online Platform:

Tencent Meeting



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