About the Contributors

Deryn Graham is currently a Senior Lecturer in Information Systems at the Business School, and a former Visiting Fellow at the School of Computing and Mathematical Sciences, University of Greenwich. Dr. Graham’s background and qualifications are in Computer Science and Artificial Intelligence. Deryn Graham’s teaching and research interests are in the areas of E-Logistics, E-Learning and Teaching, Human-Computer Interaction and Interaction Design, Visualisation, and Artificial Intelligence, areas in which she has both published and held national and international grants such EU FP5. Dr. Graham is a European Engineer, and a Fellow of both the British Computer Society (FBCS) and the Higher Education Academy (HEA). She holds a PhD (Artificial Intelligence) and masters degrees in Computer Science (MSc) and in Education (MA). Deryn Graham is also a Chartered Engineer (C. Eng.) and Chartered IT Professional (CITP).

Ioannis Manikas is a Senior Lecturer on Logistics and Supply Chain Management in the Department of System Management and Strategy of the University of Greenwich Business School. Dr. Manikas holds a Master of Science in Food Science and Technology from Aristotle University, and a Master of Science in the field of Logistics, from Cranfield University. He holds a PhD from the Department of Agricultural Economics at Aristotle University of Thessaloniki and his primary interests include supply chain management, logistics, and agribusiness management. He has conducted research for projects regarding supply chain modelling, development of IT solutions for agrifood supply chain management and traceability both in Greece and the UK. He has a wide experience in the elaboration of research proposals under FP6, FP7, and Eurostars-Eureka funding mechanisms, Life Long Learning oriented programs such as Leonardo, and Interregional Development programs such as Interreg III and Interreg IVC. His work as a self employed project manager and consultant in the Agrifood sector includes the design and development of regional operational programs, analysis of regional needs, and respective development policies focused on rural and food production, definition of funding areas and financing resources, definition of strategic goals for regional development and formulation of respective performance monitoring systems, and assessment (ex-ante, on-going, ex-post) of the implementation of EC and national funding mechanisms in national and regional level. Dr Manikas has published his work in over 30 peer reviewed journals and international conferences.
Dimitrios Folinas holds a Ph.D. in e-Logistics from the Department of Applied Informatics, University of Macedonia, Greece, and is an expert in e-logistics, e-supply chain, logistics information systems, and virtual organisations. He is an Assistant Professor at the Department of Logistics of ATEI-TH. and has held various teaching posts with the ATEI-TH. and University of Macedonia. He is the author and co-author of over 120 research publications, and as a researcher he has prepared, submitted, and managed a number of projects funded by National and European Union research entities.

* * *

Eirini Aivazidou is an undergraduate student at the Industrial Management Division of the Department of Mechanical Engineering of the Aristotle University of Thessaloniki. Her studies cover the fields of mechanical design and manufacturing, energy efficiency, as well as industrial engineering. She is specifically interested in operations research, logistics engineering, and supply chain management, with a major focus on green logistics and new technologies in supply chain management. Mrs. Aivazidou has been awarded by the State Scholarship Foundation of Greece for her performance as a student of Mechanical Engineering for the academic year 2009-2010. She is also a member of the Greek Association of Supply Chain Management (GASCM) since 2011.

Antonios Antoniou is an undergraduate student at the Industrial Management Division of the Department of Mechanical Engineering of the Aristotle University of Thessaloniki. His research interests specialize in the field of Logistics and Supply Chain Management. He is a member of the Greek Association of Supply Chain Management (GASCM). Mr. Antoniou has also attended numerous local as well as international events and conferences on logistics and supply chain management.

Konstantinos Arvanitopoulos-Darginis is an undergraduate student at the Design and Structures Division of the Department of Mechanical Engineering of the Aristotle University of Thessaloniki. His interests lie in the fields of vehicle dynamics and machine design, with a focus on new technologies and software. He is also a member of SAE International and Institution of Mechanical Engineers (IMechE). Mr. Arvanitopoulos-Darginis is currently a member of Aristotle Racing Team (ART), a student team that designs and builds a single-seater race car and participates in Formula SAE series (3rd place overall in Formula ATA 2012, Italy).

Sophia Asprodini has studied at the University of Sheffield International Faculty, City College, Greece. She has a Bachelor’s Degree in Management and a Master’s Degree in Supply Chain Management and Logistics. She has a considerable working experience in the logistics field, specifically in purchasing, forwarding, and warehouse management.

Victor Chang was an IT Manager/IT Lead in one of NHS Trusts, UK. He is working as a Senior Lecturer at Leeds Metropolitan University since September 2012. He previously worked as a Lecturer and IT Architect at Business School, University of Greenwich, while doing and completing his part-time research with the University of Southampton and also part-time PGCert with the University of Greenwich. CCBF is part of his research and consultancy to help organisations in achieving good Cloud design, deployment, and services. He has 22 publications in his PhD, and offers 100% effort for his full-time work. With 14 years of IT experience, he is one of the most active practitioners and researchers in Cloud in England.
Richard Forster is a PhD student at the University of Liverpool Management School. His thesis focuses on the use of commercially relevant technologies and their application within Small to Medium Enterprises (SMEs). He studied for a BSc in e-Business at the University of Liverpool Management School and went on to do his MSc in e-Business Systems and Strategy at the same institution. His areas of interest include e-business and e-commerce, logistics and supply chain integration, m-commerce, enterprise resource planning, and emergent Web 2.0 ontologies. Within each of these areas he has a particular focus on their adoption and integration within SMEs.

Sudhanshu Joshi is an expert in the area of Supply Chain and Information Systems. He obtained his Masters degrees in Computer Applications and Finance. He did his Doctoral in the area of Supply Chain Information Systems and subsequently obtained his Post Doctoral in Supply Chain Optimization in Service Industry with special reference to Banking Sector among BRIC nations. Dr. Sudhanshu Joshi has 35 international research papers, 5 books, and 7 book chapters to his name. His area of research is supply chain optimization, supply chain integration, and modelling.

Bill Karakostas is a Senior Lecturer in School of Informatics at City University London. Bill received the MSc and PhD in Software Engineering from University of Manchester, United Kingdom. Bill has published over 150 research papers and three books on systems requirement engineering, model-driven service engineering, and service customization. His research interests include Cloud and service computing. He is a member of the ACM and IEEE Computer Society.

Athanasios Kelemis is an Associate Professor in ATEI-TH in Department of Logistics in Katerini. His main research areas include Distributed Systems and Internet Applications in trade and economy. He is also an Honorary Professor in the University of Applied Sciences in Thessaloniki, Department of Logistics. Until 2008, he was the Chief Consultant of German-Hellenic Chamber of Commerce (DGIHK), responsible for Knowhow Transfer in the Area of Environmental Technologies and Renewable Energy Sources. He was responsible in several EU-projects since 1996; more than 15 years of experience in commercial and strategic management, BPM, organisation, and production flow structuring, generation of ITC strategies. He has 15 years working experience of professional activities in Germany and Greece before joining the ATEI in the present position. Finally, he is the author of numerous reports and presentations as well as 17 professional publications in journals and handbooks on the subject of knowledge and strategic information management in commercial or industrial work environments.

Carina Nicole Leistner earned her diploma in Business Administration (Diplom Betriebswirtin [BA]) focussing on logistics and finance from the German University of Co-operative Education Ravensburg in 2007. While pursuing her degree, Carina N. Leistner has worked at various sites in Germany and the UK and within several departments relating to supply chain management, legal, and finance of a large European aeronautical company. Initially commencing in a position as Financial Controller, Carina N. Leistner has changed to procurement in 2008. In the following years she gained substantial experience in the field of operational and strategic procurement, mainly relating to the commodities of IT Hardware, Software, and Services. During that time she also pursued a post-graduate Master’s degree in Supply Chain Management and Operations awarded by the University of Liverpool in 2011. Carina N. Leistner is currently employed as Strategic Buyer for IT Application Services with transnational area of responsibility and a yearly spend of 25M€. In her spare time she enjoys running, reading, and travelling.
About the Contributors

**Guo Li** is currently working as an Associate Professor in School of Management and Economics at Beijing Institute of Technology, Beijing, China. He graduated from Central South University in 2003 and obtained his Master’s degree in Hunan University in 2005. In 2009, he received his Doctor’s degree in Management Science and Engineering from Huazhong University of Science and Technology, Wuhan, China. His areas of interest are supply logistics and algorithm for NP-hard problems, data-mining technology, risks management in supply chain. He has published more than 30 journal papers as first author. Among them more than 15 journal papers are indexed by SCI-EXPANDED or EI. In recent years, he has taken charge of many projects mainly supported by National Natural Science Foundation of China, and Beijing Natural Science Foundation. He is also the reviewer of refereed international magazines and journals.

**Yong Lin** is a Senior Lecturer in Operations Management in the Business School, University of Greenwich. His research interests lie in the field of modularity, service operations management, and logistics management. In addition to the PhD on Management, he has earned an MSc in Industrial Engineering and a BSc in Enterprise Management. Before joining the University of Greenwich, he worked as an Associate Professor in the Huazhong University of Science and Technology in China. He spent many years in teaching and research, including in charge of several consulting projects and research funds from NSFC (Natural Science Foundation of China) and National 863 Plan. He also had been a Visiting Researcher in the University of Cambridge and a Research Assistant in the Hong Kong University of Science and Technology.

**Shihua Ma** is a Professor in the Management School of the Huazhong University of Science and Technology, and also the Vice Dean of the school. His research expertise lies on the field of supply chain management, logistics management, and operations management. He has worked as Principal Investigator in several projects funded by the NSFC (National Science Foundation of China) and the 863 Program (National High Technology Research and Development Program of China).

**Zenon Michaelides** is Lecturer and Director of Studies for the MSc E-Business Systems and Strategy Programme at the University of Liverpool Management School. He studied Aeronautical Engineering at Chelsea College, UK, and completed his PhD from the Department of Engineering at Liverpool University, UK. His areas of research include e-business, logistics and supply chain integration, planning and control, and Enterprise Resources Planning (ERP). His special area of interest is air transport management and production systems, and he has extensive experience in working with international aerospace companies. He is a visiting Lecturer at the Ecoles des Mines Nantes, one of Frances Grand Ecoles, and City College Thessaloniki, an International Faculty of the University of Sheffield.

**Fotios Misopoulos** is a Senior Lecturer at the Business Administration and Economics Department at The University of Sheffield International Faculty, City College, Greece. He has an extensive teaching and consulting experience. He is teaching Logistics and Supply Chain Management courses at undergraduate, postgraduate, and MBA level in a number of countries of South-Eastern Europe. His has a strong background in Information Technology, teaching relevant courses at various higher education institutions. Additional work includes consultancy for various enterprises in Indianapolis, USA, and Thessaloniki, Greece, and has participated in a variety of projects (Sepve, Icap, etc.). He is a member of the South-East European Research Center (SEERC), EPY, and EEL.
About the Contributors

Kamalendu Pal works for School of Informatics at City University London. Kamalendu received the MSc degree in Software Systems Technology from Sheffield University, MPhil degree in Computer Science from University College London, and MBA degree from University of Hull, United Kingdom. He has published more than dozen research papers. His research interests includes knowledge-based systems, decision support systems, computer integrated design, software engineering, and service computing. He is member of the British Computer Society and the Institution of Engineering and Technology.

Eleni-Maria Papadopoulou, PhD, is a Visiting Lecturer at ATEI of Thessaloniki (Katerini Branch) – Department of Logistics, with teaching experience in Logistics and Total Quality Management. She has a degree in Shipping, as well as an MBA with specialization in TQM from the University of Piraeus. She has obtained her Doctoral degree from the University of Macedonia. She has been occupied in the field of transportation and logistics since 2005, and more specifically she has worked in a freight forwarding company, in hotel warehousing, as well as a freelancer of logistics consulting services. Her research interests include transportation, logistics, and total quality management.

Constantinos J. Stefanou is Professor of Business Information Systems and the Director of the Laboratory of Enterprise Resources (LabER), which he established in 2004, of the Department of Accounting, Alexander Technological Educational Institute (ATEI) of Thessaloniki, Greece. Prof. Stefanou holds an MSc degree in Economics, University of London, and a PhD in Information Systems, Brunel University, London. Currently, he is also associate tutor at the Hellenic Open University and teaches Enterprise Resource Planning at a postgraduate level. Prof. Stefanou has supervised a large number of students’ theses at both undergraduate and postgraduate levels as well as several PhD dissertations. He publishes, speaks at conferences and seminars, and has authored four books on Business Software Applications, ERP (SAP R/3) Systems, Enterprise Systems, and Financial Analysis using Excel. He has been on the editorial boards of international journals and currently joins the editorial board of the International Journal of Accounting Information Systems. He is the founder and the chair of the Organizing Committee of the International Conference on Enterprise Systems, Accounting, and Logistics (ICESAL).

Dimitrios Terzidis has broad experience of ELT Consultations in Greece and also internationally. He has a general business academic background: MSc in Banking and Finance and the MBA in Logistics degrees of the University of Sheffield, also a BA in Business Economics with Human Resource Management degree from Middlesex University.

Agorasti Toka is a Doctoral Student and member of the Laboratory of Quantitative Analysis, Logistics, and Supply Chain Management of the Industrial Management Division, Department of Mechanical Engineering, Aristotle University of Thessaloniki, Greece. She is a researcher in the field of Biomass Logistics and Supply Chain Management and her Ph.D. Thesis has been co-funded by the European Union and Greek National Funds through the Operational Program “Education and Lifelong Learning” of the National Strategic Reference Framework (NSRF) – Research Funding Program: Heracleitus II. She has published her work in a number of scientific journals and conference proceedings. Mrs. Toka is the General Director of the Greek Association of Supply Chain Management (GASCM) since March 2012.
About the Contributors

Zhaohua Wang is working as a Professor in School of Management and Economics, Beijing Institute of Technology. He has been engaged in post-doctoral research work in Tsinghua University. Owing to his outstanding efforts in research work, he gained the chance in the program of “Beijing-Funded Plan for Talents,” “Funding Scheme for Outstanding Young Teachers in Beijing Institute of Technology,” and “Program for New Century Excellent Talents in University” by MOE. Dr. Wang has published 2 academic books and 70 papers in his research field. Most of his papers were published on the famous journal in China and some high level conference proceedings, such as *Journal of Management World*, *Journal of Industrial Economics in China*, *Journal of Reform*, and so on. Dr. Wang conducts several research projects. These projects are sponsored by National Nature Science Foundation, National Social Science Foundation, National Soft Science Research Planning Foundation of the MOST, Humanities and Social Sciences Foundation of MOE, and so on.

Gary Wills is an Associate Professor in Computer Science at the University of Southampton. He is a Visiting Professor at the Cape Peninsular University of Technology. Gary’s research projects revolve around System Engineering and applications for industry, medicine, and education. These systems are underpinned by SOA, adaptive systems, advanced knowledge technologies, and Cloud Computing.

Xiang Zhang received his Ph.D. degree in 2007 from Huazhong University of Science and Technology. He is Associate Professor of Operations Management in the School of Management and Economics, Beijing Institute of Technology. Dr. Zhang is Principal Investigator on many research programs, including those awarded by National Nature Science Foundation, the Humanities and Social Sciences Research Funds for Young Scholars of the Ministry of Education, Beijing Excellent Talent Development Foundation, the State-Sponsored Scholarship Program of China Scholarship Council, etc. He has published more than 30 academic articles, including those appeared on international journals listed in ISI and Ei Compendex, and has coauthored three books.

Li Zhou is a Senior Lecturer and a Programme Leader with a MA in E-Logistics and Supply Chain Management, MSc Project Management for Logistics. In addition to the PhD, Li has earned an MSc and a BSc in Engineering. She had been a Post-Doctoral Researcher, a Visiting Scholar, and an Associate Professor and Assistant Director. Li has over 20 years teaching and research experience in various universities in China, Sweden, and UK. At present, Li’s principal research interests lie in the field of operation management, specifically in supply chain management and reverse logistics.

Zhenkun Zhou is a Ph.D student in the Management School of the Huazhong University of Science and Technology. Her research interests lie in logistics service and IT service, service supply chain management. She worked in a top ERP company in China for several years.