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DIMITRIS ZISSIS

Email: Dzisis@aueb.gr

Phone: +30 210 8203 554

Google scholar: <https://scholar.google.com/citations?user=rE8dkfAAAAAJ&hl=en>

A. Research Interests

Management Science, Operations and Supply Chain Management, Modelling and Game Theory

B. Academic Experience

B1. Current Position

7/2022 - present **Assistant Professor** of Management Science, Athens University of Economics & Business, Department of Management Science & Technology

B2. Visiting Appointments

12/2023 - present **External Examiner**, Brunel University London

6/2023 - present **Adjunct Faculty**, Open University of Cyprus

10/2022 - present **Adjunct Faculty**, Hellenic Open University, School of Social Sciences

10/2020 - present **External Examiner**, Liverpool John Moores University, Liverpool Business School

B3. Previous Positions

5/2020 - 1/2024 **Visiting Assistant Professor**, University of Warwick, Warwick Business School

3/2022 - 7/2022 **Assistant Professor**, The American College of Greece, Alba Graduate Business School

8/2019 - 7/2022 **Assistant Professor** of Operations Management, University of East Anglia, Norwich Business School

4/2018 - 7/2019 **Research Associate** in Supply Chain Management, University of Bath, School of Management

10/2017 - 4/2018 **Recognised Teacher**, University of Liverpool, Online Programmes

9/2015 - 2/2018 **Senior Research Fellow** in Supply Chain Modelling, Cranfield University, School of Management

10/2012 - 8/2015 **Research Assistant** in Supply Chain Management, Athens University of Economics & Business, Department of Management Science & Technology

C. Education

1/2021 **MA in Higher Education Practice**, University of East Anglia, UK

10/2015 **PhD in Management Science**, Department of Management Science & Technology, Athens University of Economics & Business, Greece
Thesis: **Communication Games and the Revelation Principle in Supply Chain Management**

12/2009 **MSc in Statistics and Operations Research** (*with Honours*), Department of Mathematics, University of Athens, Greece

9/2006 **BSc in Mathematics**, Department of Mathematics, University of Athens, Greece

D. Publications in Academic Journals

1. Blanas O., **D. Zissis** and G. Ioannou, 2025. “Individualized electricity pricing considering consumer preferences and utility subsidies”. *Energy Sources, Part B: Economics, Planning, and Policy*, 20(1)
2. Zampou E., E. Manousakis, M. Argyropoulou and **D. Zissis**, 2025. “Exploring horizontal collaboration in home delivery operations: A case of Greek grocery retailers”. *International Journal of Logistics Systems and Management*, 54 (4), 576-598 (CABS 1)
3. Spanaki K., **D. Zissis**, T. Papadopoulos and F. Li, 2024. “Transformation of the Digital Strategy and Value Creation in Omnichannel Organisations: The Case of the Gambling Industry”. *European Journal of Information Systems*, 33(6), 975-992 (CABS 4)
4. Yang N., N. Korfiatis, **D. Zissis** and K. Spanaki, 2024. “Incorporating topic membership in review rating prediction from unstructured data: A gradient boosting approach”. *Annals of Operations Research*, 339, 631-662 (CABS 3)
5. Chrysochoou A., **D. Zissis**, K. Chalvatzis and K. Andriosopoulos, 2024. “Spillovers of underground gas storage facilities and their role in the sustainable energy markets: Assessment and policy recommendations”. *Benchmarking: An International Journal*, 31 (2), 391-409 (CABS 1)
6. Benioudakis M., **D. Zissis**, A. Burnetas and G. Ioannou, 2023. “Service provision on an aggregator platform with time-sensitive customers: Pricing strategies and coordination”. *International Journal of Production Economics*, 257, 108760 (CABS 3)
7. **Zissis D.**, 2023. “Information sharing through digitalisation in decentralised supply chains”. *Annals of Operations Research*, 327, 763-778 (CABS 3)
8. Argyropoulou M., **D. Zissis**, N. Korfiatis and E. Zampou, 2023. “Horizontal collaboration in the last mile distribution: Gauging managerial response to disruption and abnormal demand”. *Benchmarking: An International Journal*, 30 (2), 460-474 (CABS 1)
9. Tsolakis M., **D. Zissis** and B. Tjahjono, 2023. “Scrutinising the interplay between governance and resilience in supply chain management: A systems thinking framework”. *European Management Journal*, 41 (1), 164-180 (CABS 2)
10. Tsolakis M., **D. Zissis**, S. Papaefthimiou and N. Korfiatis, 2022. “Towards AI driven environmental sustainability: An application of automated logistics in container port terminals”. *International Journal of Production Research*, 60 (14), 4508-4528 (CABS 3)
11. Aktas E., M. Bourlakis and **D. Zissis**, 2021. “Collaboration in the last mile: Evidence from grocery deliveries”. *International Journal of Logistics: Research and Applications*, 24 (3), 227-241 (CABS 1)
12. **Zissis D.**, G. Ioannou and A. Burnetas, 2020. “Coordinating manufacturing and warehousing decisions under bilateral information asymmetry”. *Production and Operations Management*, 29 (2), 371-387 (CABS 4 & FT 50)
13. Tsolakis M., **D. Zissis** and J. S. Srai, 2020. “Supply network configuration archetypes for the circular exploitation of solid waste material”. *International Journal of Integrated Supply Management*, 13 (2/3), 302-333 (CABS 1)
14. **Zissis D.**, G. Saharidis, E. Aktas and G. Ioannou, 2018. “Emission reduction via supply chain coordination”. *Transportation Research Part D: Transport and Environment*, 62, 36-46 (CABS 3)
15. **Zissis D.**, E. Aktas and M. Bourlakis, 2018. “Collaboration in urban distribution of online grocery orders”. *The International Journal of Logistics Management*, 29 (4), 1196-1214 (CABS 1)
16. **Zissis D.**, E. Aktas and M. Bourlakis, 2017. “A new process model for urban transport of food in the UK”. *Transportation Research Procedia*, 22, 588-597
17. **Zissis D.**, G. Ioannou and A. Burnetas, 2015. “Supply chain coordination under discrete information asymmetries and quantity discounts”. *Omega*, 53, 21-29 (CABS 3)

E. Book Chapter

1. **Zissis D.**, 2018. “Information sharing and supply chain coordination under multi-level information asymmetry”, in *Doctoral studies in Management Science and Technology (Vol. III) 2013-2018*, University Property Administration Company “AUEB Publishing”, Athens, Greece. (ISBN: 978-618-83313-3-4)

F. Working Papers

1. Blanas O., **D. Zissis**, and G. Ioannou. ‘Matching an electricity supplier and a vehicle retailer to support green mobility’. Submitted to *Journal of Cleaner Production*, (CABS 2)

G. Work in Progress

1. “Coordination in decentralized logistics systems through a multi-period game-theory model”, with P. Kyriazis, G. Ioannou and A. Burnetas. Expected submission early 2026 to *Transportation Research Part B: Methodological* (CABS 4)
2. “Environmental impact under supply chain coordination in transportation systems”, with T. Bektas. Expected submission early 2026 to *European Journal of Operational Research* (CABS 4)
3. “Coordination in supply chains under asymmetric information and delay sensitive strategic customers”, with G. Ioannou and A. Burnetas. Expected submission late 2026 to *Management Science* (CABS 4* & FT50)

H. Funded Research Projects

1. Project: **Transforming Energy Billing: From a Flat-Rate to a Dynamic Approach**. Funded by the European Union - NextGenerationEU through the Recovery and Resilience Facility (RRF), 2025. **1.250.000€**
2. Project: **REED: Redesigning Education for Ethical Digitalization: Crafting a Social and Environmental Sustainability Mindset for Future Technology Leaders**. Funded by Erasmus+, KA220-HED - Cooperation partnerships in higher education, 2023. **250.000€**
3. Project: **ICE: Intelligent Community Energy project**. Funded by Interreg France (Channel) England (FCE), 2021. **920.000€**
4. Project: **Mechanism design in supply chains under asymmetric information and delay sensitive strategic customers**. Funded by the European Structural and Investment Funds (ESIF) / Partnership Agreement for the Development Framework 2014-2020 - Greece under the Operational Programme: Human Resources Development, Education and Lifelong Learning, 2019. **45.500€**
5. Project: **Coordination in decentralized supply chains via a multi stage game theoretical approach**. Support to Postdoctoral Researchers funded by the Athens University of Economics & Business Research Center, 2018. **11.100€**
6. Project: **Economic and environmental impacts of supply chain coordination in models with symmetric and asymmetric information**. Support to Postdoctoral Researchers funded by the Athens University of Economics & Business Research Center, 2017. **11.250€**

I. Invited Seminars

1. “Coordination in decentralised settings under bilateral information asymmetry”, **Department of Mathematics, University of Athens**, March 2023
2. “Coordination in decentralised models under bilateral information asymmetry”, **Management Science and Marketing Division, Alliance Manchester Business School**, November 2021

3. “Coordination in decentralised models under bilateral information asymmetry”, **Information, Decisions and Operations Division, University of Bath**, June 2019
4. “Coordination in decentralised models under information asymmetries”, **Centre for Operational Research, Management Sciences and Information Systems, University of Southampton**, May 2018
5. “Supply chain coordination under information asymmetries”, **Institute for Manufacturing, University of Cambridge**, June 2017

J. Selected Conference Presentations

1. “Transforming Energy Billing: A Shift from Flat-Rate to Dynamic Approaches”, **1st International Conference on AI in Finance, Accounting, Management, and Energy**, Heraklion, September 2025
2. “Dynamic Pricing in the Greek Energy Sector: Moving Beyond the Flat-Rate Model”, **12th International Conference on Energy, Sustainability and Climate Change**, Rhodes, August 2025
3. “Management of container port terminals: The effect of cold ironing to the terminals cooperation”, **11th International Conference on Energy, Sustainability and Climate Change**, Corfu, August 2024
4. “Analysis of Container Port Management using Queueing Modelling with Priorities”, **11th International Conference on Energy, Sustainability and Climate Change**, Corfu, August 2024
5. “Performance Analysis for a Two-Server Queue with Disasters and Vacations”, **10th International Workshop on Applied Probability**, Thessaloniki, June 2023
6. “The impact of subcontracting practice on Markovian queues with strategic customers”, **21th INFORMS Applied Probability Society Conference**, Nancy, June 2023
7. “Demand Pooling, Optimal Pricing and Infrastructure Decisions in a Novel Electric Vehicle Business Model”, **9th International Conference on Energy, Sustainability and Climate Change**, Paphos, August 2022
8. “Digital Transformation in Omnichannel Services: A Paradox View”, **29th EurOMA Conference**, Berlin, July 2022
9. “Investigating Contemporary Risk Cycles in Supply Chain Operations”, **32nd Annual POMS-Conference**, Online, April 2022
10. “Coordinating Decisions of Delay-sensitive Customers via Service Provision Aggregators”, **8th International Conference on Energy, Sustainability and Climate Change**, Volos, August 2021
11. “Mapping the Sustainability Discourse in Digital Entrepreneurship: An Analysis of Investment Allocation of Sustainability Focused Tech Start-Ups”, **8th International Conference on Energy, Sustainability and Climate Change**, Volos, August 2021
12. “What do Customers Comment on? Using Latent Dirichlet Allocation to Evaluate Service Levels in Online Food Delivery”, **7th International Conference on Decision Support System Technology**, Loughborough, May 2021
13. “Aggregating Service Provision for Delay-sensitive Customers towards Supply Chain Coordination”, **31st EURO Conference**, Athens, July 2021
14. “Coordination through Delay Compensation in a Two-Node Make-To-Order System with Strategic Customers”, **International Conference on Innovative Intelligent Industrial Production and Logistics**, Online Streaming, November 2020

15. “Implementation of Centralised Solution in a Decentralised Decision Making Setting under Information Asymmetries”, Summer Meeting of Young Researchers in Mathematics, Athens, July 2019
16. “Coordinating Inventory Management and Transportation Decisions in a third-party Logistics Distribution Network”, **30th EURO Conference**, Dublin, June 2019
17. “Bilateral Information Asymmetry in Inventory Management: Coordination via Mediation”, **6th International Conference on Energy, Sustainability and Climate Change**, Chania, June 2019
18. “Collaboration in the Last Mile Delivery of Groceries”, **23rd Logistics Research Network**, Plymouth, September 2018
19. “Coordination in Decentralized Models through Multi-stage Games”, **29th EURO Conference**, Valencia, July 2018
20. “Coordination in Decentralized Logistics Systems through a Multi-period Game-theory Model”, **5th International Conference on Energy, Sustainability and Climate Change**, Mykonos, June 2018
21. “Urban Logistics Collaboration: Insights from the UK Online Food Retail Sector”, **25th Annual EurOMA Conference**, Budapest, June 2018
22. “Estimating Home Delivery Orders in Grocery Sector: Leveraging Internal and External Data Sources”, **INFORMS Conference on Business Analytics and Operations Research**, Baltimore, April 2018
23. “Grocery Last Mile Distribution: Results from the U-TURN Pilot 3”, **15th International Logistics and Supply Chain Congress**, Istanbul, October 2017
24. “Shared Logistics Models in Urban Distribution of Food Products”, **22nd Logistics Research Network**, Southampton, September 2017
25. “Perfect Coordination in Supply Chain under Information Asymmetries”, **21st IFORS**, Quebec, July 2017
26. “Collaboration in Urban Distribution of Food Products: Insights from UK Online Retailing”, **22nd International Symposium on Logistics**, Ljubljana, July 2017
27. “Environmental Considerations in Supply Chain Management”, **4th International Conference on Energy, Sustainability and Climate Change**, Santorini, June 2017
28. “Rethinking Urban Transportation through Advanced Tools and Supply Chain Collaboration”, **Transportation Research Board, 96th Annual Meeting**, Washington D.C., January 2017
29. “Evaluation of U-TURN Project”, **CIVITAS FORUM**, Gdynia, September 2016
30. “A New Process Model for Urban Transport of Food in the UK”, **19th EURO Working Group on Transportation Meeting**, Istanbul, September 2016
31. “Sustainable Logistics Model in Food Supply Chain”, **3rd International Conference on Energy, Sustainability and Climate Change**, Marathon, July 2016
32. “The Environmental Impact of Supply Chain Coordination”, **28th EURO Conference**, Poznan, July 2016
33. “Sustainable Distribution of Online Groceries in the Cities”, **28th EURO Conference**, Poznan, July 2016
34. “Coordination of Business Units under both Information Asymmetries”, 3rd Olympus International Conference on Supply Chains, Athens, November 2015

35. “Supply Chain Coordination with Node Communication and Information Asymmetries”, **27th EURO Conference**, Glasgow, July 2015
36. “Coordination of Business Units under Information Asymmetry”, **2nd International Conference on Energy, Sustainability and Climate Change**, Chania, June 2015
37. “Quantity Discounts in Supply Chain Coordination under Multi-level Information Asymmetry”, **10th Conference on Stochastic Models of Manufacturing and Service Operations**, Volos, June 2015
38. “Quantity Discounts in Supply Chain Management”, 12th Management Science & Technology Student Conference, Athens, May 2015
39. “Node Communication and Coordination in Supply Chains”, 31th National Conference of Hellenic Mathematical Society, Veroia, November 2014
40. “All-Node Information Asymmetry and the Potential of Supply Chain Coordination”, 3rd International Symposium & 25th National Conference on Operational Research, Volos, July 2014
41. “Multi-level Quantity Discounts for Information Asymmetry Balancing in Supply Chains”, 11th Management Science & Technology Student Conference, Athens, May 2014
42. “Asymmetry of Information and the Role of 3PL in Two-Node Supply Chain Coordination”, **26th EURO – INFORMS Conference**, Rome, July 2013
43. “Coordination in a Two-Node Supply Chain with Asymmetric Information”, 10th Management Science & Technology Student Conference, Athens, May 2013
44. “Personal Information and Communication among Supply Chain Nodes based on the Revelation Principle”, 1st National conference of Hellenic Mathematical Society & Greek Operational Research Society, Piraeus, June 2011
45. “Impact of the Revelation Principle in Communication among Supply Chain Nodes”, 8th Management Science & Technology Student Conference, Athens, May 2011

K. Prizes & Awards

1. Teaching award from the MSc in International Shipping, Finance and Management, Athens University of Economics & Business, **2021 & 2024**
2. PhD Fellowship MBA International, Athens University of Economics & Business (2011 – 2015)
3. Award of excellence in postgraduate studies (1st), University of Athens, Department of Mathematics (2007)

L. Teaching Experience

Open University of Cyprus, Faculty of Economics and Management

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| 2025 - present | Quantitative Methods in Business II (ΠΔΕ 153) (Lectures & marking, 25 students), BSc in Business Administration |
| 2023 - present | Operations and Supply Chain Management (MBA611) (Module leader, 10 students), The Open MBA |

Hellenic Open University, School of Social Sciences

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| 2022 - present | System Dynamics (SCM04) (Module co-leader, 15 students), Supply Chain Management MSc |
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The American College of Greece, Alba Graduate Business School

2022 - 2022 Production & Operations Management (Module leader, 25 students), **MSc in International Business & Management**

University of Warwick, Business School

2020 - 2024 Pricing Analytics (Module leader, 80 students, Evaluation 2023: 4.87 out of 5), **Business Analytics MSc**

University of East Anglia, Norwich Business School

2019 - 2022 Supply Chain Management: Strategy & Design (Module co-leader, 80 students), Undergraduate

2019 - 2022 Strategic Operations & Supply Management (Module co-leader, 40 students), **Operations & Logistics Management MSc**

University of Bath, School of Management

2018 - 2018 Methods of Management Research (Guest lectures, 130 students), **MSc in Management**

University of Liverpool, Online Programmes

2017 - 2018 Supply Chain Operations Management (Module leader, 20 students), **Operations & Supply Chain Management MSc**

Cranfield University, School of Management

2016 - 2017 Analytical Techniques for Supply Chain Management (Lectures, 120 students), **Logistics & Supply Chain Management MSc**

2016 - 2017 Data Analysis & Manipulation (Excel Training Courses, 20 students), **Logistics & Supply Chain Management Executive MSc**

Athens University of Economics & Business, Department of Management Science & Technology

2012 - 2015 Production & Operations Management (Lectures & marking, Undergraduate, Greek language, 200 students, Evaluation 2014: 4.68 out of 5)

2012 - 2015 Enterprise Resource Planning Systems (Lectures & seminars on Microsoft Dynamics NAV & marking, Undergraduate, Greek language, 75 students, Evaluation 2014, 2015: 4.33, 4.45 out of 5)

2013 - 2015 Production & Operations Management (Lectures & marking, Undergraduate - ERASMUS Program, English language, 25 students)

2014 - 2014 Enterprise Resource Planning Systems (Lectures on Microsoft Dynamics NAV & marking, Undergraduate - ERASMUS Program, English language, 10 students)

Athens University of Economics & Business, MBA International Program

2018 - present Production & Operations Management (Module co-leader, English language, 80 students)

2013 - 2015 Operations Management (Seminar on Beer Game, English language, 40 students)

2013 - 2013 Enterprise Resource Planning Systems (Seminars on Microsoft Dynamics NAV & marking, English language, 20 students)

Athens University of Economics & Business, Executive MBA

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|----------------|---|
| 2018 - present | Production & Operations Management (Module leader, Greek language, 50 students, Evaluation 2021: 4.48 out of 5) |
| 2013 - 2015 | Production & Operations Management (Seminar on Beer Game & marking, Greek language, 40 students) |

Athens University of Economics & Business, MSc in International Shipping, Finance and Management

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| 2020 - present | Operations Management (Module leader, English language, 20 students, Evaluation 2021: 4.92 out of 5, Evaluation 2024: 4.99 out of 5) |
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M. Supervision

M1. Doctoral Student Supervision

1. Nan Yang, Secondary Supervisor - July 2024

M2. Masters Dissertation Supervision

1. Sanidhy Ashokbhai Dudhatra, Supply chain risk management for SMEs, 2023
2. Thu Giang Dang, Sustainable supply chain management of the fashion industry in Vietnam, 2023
3. Vishal Sudheer, Energy-efficiency and environmental concerns in UK SME supply chain logistics: A qualitative analysis, 2023
4. Prithvi Singh Tomar, Global politics meets green logistics: A deep dive into the geopolitical impacts on supply chain sustainability, 2023
5. Nikhil Rajdhar, Sustainable supply chain for circular economy, 2023
6. James Apenkwah, Impact of Inbound and Outbound Logistics on Supplier-Customer Relationship, 2023
7. Hung Vu, Global food supply chain and climate change: Challenges and perspectives, 2023
8. Anu Richard, Sustainability in logistics operations of third-party logistics sector, 2023
9. Ancy Mathew Leena Bai, Title: Dynamic pricing for home delivery, 2022
10. Thejes Joshua, Title: Sustainability in the UK food industry, 2022
11. Vibhore Singh, Title: Transition of the automobile industry: Electric vehicles, 2022
12. Tianqing Gao, Title: Supplier selection in automobile industry, 2020
13. Cavlan Ucar, Title: Risk Management in supply chains: E.C.A Factory case, 2020
14. Varun Niser, Title: Cooperation and competition in supply chains, 2017
15. Eleftherios Bardousis, Title: Distribution practices in food logistics, 2017
16. Jasmin Reger, Title: Energy consumption and emission models in supply chain logistics, 2016
17. Shan-e-hussain Bukhari Syed, Title: Co-opetition in supply chains, 2016
18. Yuchen Wan, Title: Supply chain coordination under a Stackelberg game approach, 2016

N. Departmental Duties & Mentoring Activities

Athens University of Economics & Business

2022 - present Erasmus Academic Advisor, Department of Management Science & Technology

Brunel University London

2023 - present External Examiner for the **Engineering Management (MSc - Online)**

Liverpool John Moores University, Liverpool Business School

2020 - present External Examiner for the **Business Management (BSc)**, and the **Business Management with Foundation (BSc)**

University of East Anglia, Norwich Business School

2019 - 2022 Co-organiser of the ITOM research seminar series
Personal tutor for undergraduate students

Cranfield University, School of Management

2015 - 2018 Personal tutor for Logistics & Supply Chain Management MSc students

O. Skills & Competencies

Programming: Matlab, R

ERP Systems: Microsoft Business Solutions Navision ERP

Languages: Greek (native), English (fluent), Italian (basic)

P. Editor & Reviewer for Journals

P1. Editorial Services

- Associate Editor on the Editorial Board of Industrial Informatics (Specialty section of Frontiers in Industrial Engineering)

P2. Reviewer Role

- Journal of Operations Management
- Production and Operations Management
- European Journal of Operational Research
- Omega - The International Journal of Management Science
- International Journal of Production Economics
- Production Planning & Control
- Transportation Research Part E: Logistics and Transportation Review
- International Journal of Production Research
- Applied Mathematical Modelling
- International Journal of Physical Distribution & Logistics Management
- Journal of Information Technology and Decision Making
- Operational Research: An International Journal

Q. Conferences organised

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| 2025 | 12th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Rhodes, August |
| 2025 | 21st Management Science & Technology Student Conference, Director , Athens, May |
| 2024 | 11th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Corfu, August |
| 2024 | 20th Management Science & Technology Student Conference, Director , Athens, April |
| 2023 | 10th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Heraklion, August |
| 2023 | 19th Management Science & Technology Student Conference, Director , Athens, May |
| 2022 | 9th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Paphos, August |
| 2021 | 8th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Volos, August |
| 2020 | 7th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Skiathos, August |
| 2019 | 6th International Conference on Energy, Sustainability and Climate Change (Member of the Scientific Committee), Chania, June |
| 2016 | Two-day plenary meeting at Cranfield School of Management for the project: Rethinking urban transportation through advanced tools and supply chain collaboration, Cranfield, January |
| 2010 | 3rd Meeting of the EURO Working Group on Stochastic Modelling (Assistant of the organization), Nafplio, June |
| 2008 | 7th International Workshop on Retrial Queues (Assistant of the organization), Athens, July |